CAMPUS TECH GUIDE

VCU Technology Services

VCU Technology Services (VCU TS) is responsible for centralized academic and administrative computing at VCU. These include applications and services such as Canvas, eServices, Google Workspace for Education, VCU Mobile, Eduroam, Zoom, Adobe Creative Cloud, Top Hat, the IT Support Center, and myVCU Portal.

Our academic community demands reliable technologies every day. We provide and support those essential tools enabling a high caliber of instruction, research, and public service, health care, and administrative activities.

Find us on the web:

ts.vcu.edu   vcutechservices   vcutechservices

EID AND PASSWORD
go.vcu.edu/eID

The VCU eID is your electronic identification used to access many VCU online services. Using a strong password with your eID is one essential action you can take to protect your computer and personal data. VCU requires all eID users to have strong passwords containing a minimum of 12 characters.

EMAIL
collaborate.vcu.edu

VCU provides email and collaboration tools for the VCU community powered by Google. Google Workspace for Education provides collaboration applications such as Gmail, Google Calendar, Chat, Spaces, Meet, Docs, Sheets, Forms, Slides, and Jamboard. Students should note that their student Gmail account is their official VCU email account for all student correspondence with University departments and faculty.

VCUCARD
vcucard.vcu.edu

VCUCard is the official identification card for Virginia Commonwealth University and VCU Health. While on the Monroe Park or MCV campuses, all students, faculty, and staff are required to carry their VCUCard. Your VCUCard provides easy access to residence halls, academic buildings, libraries, RamRide, RamSafe campus shuttle, the GRTC system, meal plans, and much more.

RamBucks is a prepaid, stored value account added to your VCUCard. It is a convenient and cashless way to pay for items on and off campus. Manage your RamBucks account 24/7 at myvcucard.com.

IT SUPPORT CENTER
go.vcu.edu/itsc │ *(804) 828-2227* │ *itsc@vcu.edu*

The IT Support Center provides comprehensive computing support for students, faculty, and staff. Online and telephone requests are accessible 24 hours a day. Online chat is also available with the IT Support Center staff. The ITSC offers in-person walk-up support at the Monroe Park and MCV locations. Need a specific time that meets your availability? Schedule an appointment for an in-person consultation with one of our technicians.

ESERVICES
my.vcu.edu

eServices is VCU's web-based system for administrative services. eServices enables you to register for classes, update personal information, review payroll information, obtain electronic forms, and more. It also includes direct access to related systems such as DegreeWorks, Make-A-Payment, the Barnes & Noble online store, and the Navigate system.

ACADEMIC TECHNOLOGIES
academictech.vcu.edu

The Academic Technologies unit maintains and supports a variety of instructional technologies and applications and offers workshops, consultations, and online materials to assist with the delivery of engaging, accessible, and secure technology-enhanced courses online and in the classroom. These include the support of Canvas, the primary Learning Management System (LMS) at VCU; Kaltura, a cloud-based video management system that provides recording, publishing, and interactive viewing on any device; and various hardware and software technologies used in centrally managed classrooms on both campuses.

CLASSROOMS AND LABS
go.vcu.edu/classroomsupport

Together the Labs and Classrooms Computing and Classroom Support teams maintain and support technology in over 170 centrally managed classroom spaces throughout the University. This includes desktop computers, instructor podium equipment and audio/video systems. A hotline phone number and TechSquad Support Team are available for both campuses to help ensure classroom needs are addressed promptly.

LOANER LAPTOPS
go.vcu.edu/itsc

Through collaboration with the IT Support Center and Labs and Classrooms Computing, loaner laptops are provided for VCU students. If you need a loaner laptop to complete your coursework, please contact the IT Support Center to schedule an appointment for in-person pickup.

ZOOM
go.vcu.edu/zoom

Zoom is VCU's official desktop conferencing solution to support remote instruction and collaboration. This software-based application allows users to connect and share video, audio and computer content, without the need for traditional hardware-based conferencing devices. Zoom has become a critical tool for remote teaching and learning, collaboration and community outreach.

GRADEIT
go.vcu.edu/gradeIT

The VCU gradeIT system is the paper test scanning system offered to VCU faculty, staff, and students by the IT Support Center. Visit the link above for additional information.

EMERGENCY NOTIFICATION
go.vcu.edu/alertsignup

Sign up for emergency text messaging notifications using the Central Authentication Service while accessing the myVCU Portal. Alerts are also delivered on campus using digital signage, classroom beacons, email, and online notifications. These alerts inform the VCU community of an emergency or a weather-related school closing.

RESEARCH AND STATISTICAL SUPPORT
go.vcu.edu/researchsupport

VCU Technology Services offers a variety of computer resources dedicated to research. These include specialized Unix and Windows servers that support research needs. We can also provide licenses for SAS, SPSS, and other specialized statistical, mathematical, and scientific software packages at minimal or no cost. Much of this software is provided virtually through the App2Go service.

SOFTWARE CENTER FEATURING MICROSOFT
go.vcu.edu/software | *go.vcu.edu/microsoft*

VCU has licensed software programs for download at no cost for students, faculty, and staff. VCU Technology Services offers Microsoft Windows and Office 365 for free to VCU students, faculty, and staff. Visit the above links for a complete list of available software and documentation.

COMPUTERS
RamTech: ramtech.vcu.edu

VCU RamTech is your official on-campus retail store, offering computers, accessories, and other tech for every program and lifestyle. RamTech is also home to fixIT, VCU's authorized on-campus computer repair service for in-warranty and out-of-warranty Apple and Dell devices.

ONE PRINT AND PAY-4-PRINT
oneprint.vcu.edu | *go.vcu.edu/p4p*

OnePrint multifunction printers/scanners/copiers are available at VCU Libraries. With funds in your RamBucks account, you can print in black-and-white or in color with a quick swipe of your VCUCard.

Some computer labs across both campuses use a similar Pay-4-Print system. You can install P4P drivers on your device at vcucard.vcu.edu/drivers.

VIRUS PROTECTION & INFORMATION SECURITY
go.vcu.edu/antivirus | *go.vcu.edu/infosec*

VCU is enhancing its security systems to protect the University community from cybercriminals. All computers on the VCU network are required to have antivirus software installed and the antivirus definition files up-to-date. Students can obtain cybersecurity tips and information on recommended free antivirus programs for their PC or Mac at the above links. Be sure to uninstall any existing antivirus software from your machine before installing a new antivirus package.

For enhanced protection of your VCU account and eID, sign up for the VCU 2Factor authentication system at go.vcu.edu/2factor.

ASKIT KNOWLEDGEBASE
go.vcu.edu/askIT

The VCU Technology Services Knowledgebase is available 24 hours a day and includes answers to common IT questions. If you aren't finding what you're looking for, contact the IT Support Center at go.vcu.edu/itsc for additional assistance.

MYVCU PORTAL
my.vcu.edu

The myVCU Portal is your personal and customizable web-based access to VCU. It provides access to your courses in Blackboard and Canvas, your course schedule, email, VCUCard, events calendar, and links to important resources such as your student bill and student health portal.

VCU MOBILE
mobile.vcu.edu

The VCU Mobile app is an on-the-go hub for all things VCU, connecting you to important University resources right from your smartphone. View your course schedule, the final exam schedule, read the latest VCU news, reserve a study room in the library, see what events are happening on campus, or see what's open for a late night snack. Visit mobile.vcu.edu to download the app for iOS or Android devices.

VCU WIRELESS
go.vcu.edu/wireless | *go.vcu.edu/eduroam*

VCU SafeNet Wireless is the way for students, faculty, and staff to get their devices online in most areas around VCU. This service provides you with a safe, encrypted wireless connection. Eduroam is a global Internet connectivity service that enables students, researchers, and staff of participating institutions to have internet access while visiting other participating Eduroam campuses.

VCU also offers Guest Wireless, an unsecured wireless connection for campus visitors. Visit the above links for more info on connecting to SafeNet, Eduroam, and Guest Wireless, and to download wireless certificates for your device.

LINKEDIN LEARNING
lil.vcu.edu

LinkedIn Learning, formally Lynda.com, is a leading online learning company offering thousands of professional tutorials. LinkedIn Learning enables members to achieve personal and professional goals, including certificates in business, software, technology, and creative skills. VCU students, faculty, and staff have full access to the course library, each taught by recognized industry experts and professional leaders.

VCU FILELOCKER
go.vcu.edu/filelocker

VCU Filelocker allows you to easily share large files with anyone inside and outside of the VCU community. Files sent through Filelocker are transmitted and stored securely, in compliance with HIPAA. Uploaded files to VCU Filelocker can be sent to any valid email address.

COPYRIGHT AND FILE SHARING
go.vcu.edu/copyright

Sharing your TikTok dance is cool. But sharing it with "When The Party's Over" as your soundtrack isn't. Because unless you have permission from Billie Eilish, you are likely violating copyright law. These laws ensure that the original creator receives compensation for their work.

Before you share a video, music, or digital image, make sure that what you're sharing isn't copyrighted content. If you do, you may find yourself in a lawsuit, violating the VCU Computer and Network Resources Use Policy, and risking your access privilege to the VCU network. Learn more about copyright and file sharing, by visiting go.vcu.edu/copyright.

ADOBE CREATIVE CLOUD & ACROBAT
adobe.vcu.edu

VCU has an Enterprise agreement with Adobe to offer the Creative Cloud suite of tools to students, faculty, and staff at deeply discounted prices. The Adobe Creative Cloud suite includes creative apps for digital imaging, design, web, video, and animation. Applications such as Illustrator, InDesign, Photoshop, Spark, and Premier can be used to create engaging course content, class assignments, and students have the opportunity to learn valuable workplace technology skills. The agreement also includes Adobe Acrobat DC Pro for VCU employees who frequently work with PDF documents and allows easy editing and creation of PDFs and fillable PDF forms.

COMPUTER LABS

VCU Library offers open access computers to all students, faculty, and staff on both the Monroe Park and MCV campuses. Resources available include computers, Pay-4Print laser printers, scanners, as well as adaptive equipment for users with disabilities. Specific departments also provide computer labs for their students. Visit the web address above for more information about these labs.

TOP HAT ACTIVE LEARNING PLATFORM
go.vcu.edu/tophat

Top Hat is a student engagement platform that allows instructors to conduct polls, track attendance, host discussions, present slides and assessments for interactive learning. Instructors have the option to adopt a Top Hat textbook, and can also integrate any Top Hat content into Canvas courses. There are no subscription fees or devices to purchase. Students simply use their mobile device, tablet, laptop, or SMS to submit responses.

Essential Six

Tech Tips to Get You Started

PROTECT YOUR PASSWORD

Your eID password is your access to all VCU resources. Never share your password with anyone! No VCU official will ever ask for your password in an email. Learn more about protecting your information and devices at **go.vcu.edu/protect**.

Sign up for the Self-service Password Reset Tool. This tool allows you to reset your password when it expires 24/7. Visit **go.vcu.edu/password** *for more details.*

WHERE DO I DOWNLOAD MICROSOFT OFFICE OR WINDOWS FOR MY MACHINE?

Students can visit **go.vcu.edu/microsoft** to download a free copy of Microsoft Office or Windows. For installation assistance, visit **go.vcu.edu/microsoftfaq** or contact the VCU IT Support Center at **go.vcu.edu/itsc**.

HOW CAN I PROTECT MY COMPUTER?

Visit **go.vcu.edu/antivirus** for information on recommended free antivirus programs for your PC or Mac. All VCU students are encouraged to register their computers with the VCU PD with a personal code to prevent theft. For more information, visit **go.vcu.edu/pcid**.

Any current antivirus must be uninstalled from your computer before installing a new antivirus package!

Questions? Contact VCU IT Support Center at **(804) 828-2227** or visit **go.vcu.edu/itsc**.

WHERE CAN I FIND HELP WITH THE WIRELESS NETWORK?

VCU IT Support Center provides walk-up counter assistance at both campuses locations. Additional information about VCU wireless is located at **go.vcu.edu/safenet**. VCU Resnet offers on-campus support for residence hall students experiencing network connectivity issues. Contact Resnet at **(804) 828-8943**.

Residence hall students should turn off printer wireless functions as it may interfere with wireless connectivity.

WHERE CAN I GO FOR TECHNOLOGY HELP?

The VCU IT Support Center provides free technology support to VCU faculty, staff, and students. They will assist with various issues ranging from basic computer problems, password and email account problems, and training on various IT applications. Visit **go.vcu.edu/itsc** for information, hours, campus locations, or to schedule a one-on-one consultation.

IS THERE SOMEWHERE TO PURCHASE ELECTRONICS ON CAMPUS?

VCU RamTech is the on-campus place to shop for new computers and accessories. VCU fixIT offers computer repair service by certified technicians. RamTech specializes in electronic essentials, phone accessories, Apple and Dell products, fitness devices, and more. Visit **ramtech.vcu.edu** for details.

RamTech offers computer service and protection plans for all newly purchased equipment. Even if you did not buy your computer from RamTech, it might still qualify for fixIT coverage. Check it out!