VCU Technology Services (VCU TS) is responsible for centralized academic and administrative computing at VCU. These include applications and services such as Blackboard, eServices, myVCUmail, VCU Mobile, Eduroam, 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.
**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 the one essential action you can take to protect your computer and personal data. VCU has implemented a requirement that all eID users 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 the Google G Suite for Education. G Suite provides unlimited storage for email, calendar, and Google Drive as well as collaboration applications such as Google Docs, Sheets, Forms, Slides, and Google Meet. Students should note that their student G Suite account is their official VCU email account for all student correspondence with University departments and faculty.

**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, and obtain electronic forms.

**VCUCARD**

*vcucard.vcu.edu*

VCUCard is the official identification card for the 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, 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.

**LEARNING SYSTEMS**

*learningsystems.vcu.edu*

Learning Systems collaborates with departments throughout the University to explore new technologies that provide faculty with the necessary tools and resources to create technology-enhanced courses that will engage their students.

Learning Systems maintains and supports a variety of tools, applications, and integrated components to enhance the systems we provide.
LABS AND CLASSROOM COMPUTING SUPPORT
wp.vcu.edu/classroomsupport

The Classroom Support group manages the use, maintenance, and updates for more than 160 centrally supported classrooms on both the Monroe Park and the MCV campuses. For more information about our services, visit go.vcu.edu/classroomsupport.

Once a computer issue report has been submitted to the Classroom Technology Support hot line, the TechSquad will provide basic troubleshooting. All problems outside of basic troubleshooting will be redirected to the Labs and Classroom Computing Support staff who have remote management tools to offer a quick resolution to a variety of classroom computing issues. If a problem is unable to be resolved with the use of these remote management tools, a technician will be dispatched to solve the issue during regular business hours.

EMERGENCY NOTIFICATION
go.vcu.edu/alertsignup

Sign up for emergency text messaging notifications today using the Central Authentication Service while accessing the myVCU Portal. Alerts are also delivered via digital signage, classroom beacons, email, and the web. These services provide alerts to the VCU community in the event of an emergency or 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 no, or minimal costs. Much of this software is provided virtually through the App2Go service.

PAY-4-PRINT
go.vcu.edu/p4p

Pay-4-Print (P4P) stations are available at VCU Libraries and other computer labs throughout both campuses. With funds in your RamBucks, School of Business account, or School of Medicine account, you can print at any P4P connected printer on campus. Install print drivers for macOS and Windows at vcucard.vcu.edu/drivers.

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.

VIRUS PROTECTION
go.vcu.edu/antivirus

All computers on the VCU network are required to have antivirus software installed and the antivirus definition files up-to-date. Students can obtain information on recommended free antivirus programs for their PC or Mac. Be sure to uninstall any existing antivirus software from your machine before installing a new antivirus package.
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 VCU Technology Services site for a complete list of available software and documentation.

**MYVCU PORTAL**
my.vcu.edu

The myVCU Portal is your personal and customizable, web-based access to VCU. Your myVCU Portal provides access to Blackboard, email, VCUCard, events calendar, and your VCU library record. The portal also provides access to weather, local traffic information, RSS feeds, blogs, movie listings, student resource links, and much more.

**VCU MOBILE**
mobile.vcu.edu

The VCU Mobile app is an on-the-go hub for all things VCU, connecting you to important Virginia Commonwealth University resources right from your phone. View your course schedule, read the latest VCU news, locate the RamRide bus to know when it will get to your location, reserve a study room in the library, see what events are happening on campus or see what’s open for a late night snack. The possibilities with the VCU Mobile app are endless, so what are you waiting for? Download it today!

**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.

**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.
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.

VCU WIRELESS

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

VCU SafeNet Wireless is the way to get your laptop or mobile device 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 FILELOCKER

*go.vcu.edu/filelocker*

VCU Filelocker allows you to easily share large files with anyone inside and outside of the VCU community. Uploaded files to VCU Filelocker can be sent to any valid email address. Tracking and managing library files is simple with VCU Filelocker.

COMPUTERS

*RamTech: ramtech.vcu.edu*

Visit the official VCU RamTech on-campus computer store to purchase all of your computer and accessory needs that match your program and lifestyle requirements.

COPYRIGHT AND FILE SHARING

*go.vcu.edu/copyright*

Sharing a video file of you wearing a pink fuzzy jacket and dancing is always fun. Sharing that epic video with you showing off your sly moves to the song “7 rings”, however, is not okay.

Why? Unless you have permission from Ariana Grande, you are likely violating copyright law. These laws were enacted to ensure that the creator of the work receives compensation for their efforts.

So if you share a video, music, or image digital media file, be sure that it isn’t copyrighted content. If you do, you may find yourself in a lawsuit, violating the VCU Computer and Network Resources Use Policy, and removed from the VCU network. To learn more about copyright and file sharing, visit the website above.
Essential Six

Essential 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.

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

All VCU students are encouraged to register their computer with the VCU PD with a personal code to prevent theft. For more information, visit go.vcu.edu/pcid

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!

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