

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 like Blackboard, eServices, myVCUmail, VCU Mobile, Eduroam, the IT Support Center, and myVCU Portal.

Technology is integral to everyday life and academics in our University community. VCU TS provides the essential tools to support a high caliber of instruction, research and public service, health care, and administrative activities.

VCU Academic Technologies
VCU Administrative Systems
VCU Application Services
VCU Computer Center
VCU Enterprise Systems
VCU Fiscal and Administration Services
VCU Information Security
VCU Network Services
VCU Project Management Office
VCU Technology Support Services
VCU Telecommunications Services



VCU

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 of the most important actions 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

mymail.vcu.edu - students | apps.vcu.edu - faculty and staff

VCU provides email services for the VCU community powered by Google Apps for Education. Google Apps provides unlimited storage for email, calendar, and Google Drive as well as collaboration applications such as Google Docs, Sheets, Slides, and Hangouts. Students should note that their mymail.vcu.edu account is their official VCU email address for all 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 one-on-one in-person walk-up support at the onsite Monroe Park and MCV locations, or schedule an appointment for an in-person consultation with one of their 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

The VCUCard is the official identification card for the Virginia Commonwealth University and Health System. While on the Monroe Park or MCV campuses, all students, faculty, and staff are required to carry their VCUCard. In addition to being your ID, your VCUCard provides easy access to residence halls, academic buildings, libraries, RamRide, and RamSafe campus shuttles, meal plans, and much more.

Your VCUCard is more than your ID. RamBucks, a prepaid, stored value account, is part of your VCUCard and is the convenient, cashless way to pay on and off campus. Manage your RamBucks account 24/7 at myvcucard.com.

BLACKBOARD

blackboard.vcu.edu

Blackboard is a web-based learning management system designed to allow students and faculty to participate in classes delivered online or to access online materials and activities to complement instruction. Blackboard enables faculty to provide students with course materials, post announcements, send emails to the class, give assignments, conduct online tests, facilitate group work, encourage discussion, and more.

EMERGENCY NOTIFICATION

go.vcu.edu/alertsignup

Sign up for emergency text messaging notifications today using the Central Authentication Service while accessing the myVCU Postal. Also look for alerts on 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.

VIRUS PROTECTION

go.vcu.edu/antivirus

All computers on the VCU network are required to have antivirus software installed with 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!

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 VCU Technology Services site for a complete list of download locations 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

m.vcu.edu

Mobile accessibility is essential. Mobile applications and websites are now available to give easy access to VCU services anywhere at anytime. Mobile services allow you to review class information, dining options, to reserve a meeting room or computer in the Cabell Learning Commons, receive real-time RamRide locations, or request RamSafe service.

Apps are available for Android and Apple iOS devices. Mobile websites are available for most other mobile devices with a web browser.

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 the VCU Filelocker interface.

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.

ASKIT KNOWLEDGE BASE

go.vcu.edu/askIT

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

LYNDACAMPUS

go.vcu.edu/lynda

Lynda.com is a leading online learning company offering thousands of professional tutorials. LyndaCampus 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 lynda.com course library, each taught by recognized industry experts and professional leaders.

COMPUTER LABS

go.vcu.edu/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.

RESEARCH AND STATISTICAL SUPPORT

go.vcu.edu/statconsult

VCU Technology Services offers a variety of computer resources dedicated to research. These include specialized Unix and Windows servers that support research needs. VCU TS 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

vcucard.vcu.edu/myp4p

Pay-4-Print (P4P) stations are available at VCU Libraries, as well as many 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 Mac OS X and Windows at vcucard.vcu.edu/drivers.

COPYRIGHT AND FILE SHARING

go.vcu.edu/copyright

Sharing a video file of you falling out of your chair is fine and probably funny. Sharing that same video of you falling from your chair to the song “All Star” is not okay. Why?

Unless you have permission from Smash Mouth, 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 so, you may find yourself staring at 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.

TELECOMMUNICATIONS

go.vcu.edu/telecommunications

VCU TS Telecommunications provides a broad range of voice services to faculty and staff. These include desktop telephone service, voicemail, long distance, and mobile phones.

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 to 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. 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!

All VCU students are encouraged to register their computer with the VCU Police Department with a personal code to prevent theft. Visit go.vcu.edu/pcid for more information.

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 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 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



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Technology Services

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Technology Services

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