

CSUF Technology Guide



CSUF | DIVISION OF
Information
Technology

Cover Design by Miranda Dorantes
IT Marketing, Project Management



CEDA

Center for Equitable Digital Access

This center supports campus efforts to bridge the digital divide for all students by ensuring access to a device through the TitanWare program.

CEDA is located on the 2nd floor of Pollak Library North, where a wide range of technology resources is available, including the Data Visualization Center, Digital Print Services, Innovation/Makerspace, and the Interdisciplinary College Collaboration Space.

Visit CEDA.fullerton.edu for more information.

TITANWARE

YOU NEED A LAPTOP



TitanWare is Cal State Fullerton's comprehensive technology ecosystem designed to advance student success.

Many faculty expect students to bring a laptop to class every day to leverage our technology-infused teaching & learning ecosystem in and out of the classroom.

Laptops for Student Success

Students have the following options to acquire a laptop:

- Use a laptop they currently own
- Purchase from the Titan Shops at a discounted price and with payment plan options
- Purchase their own laptop based on CSUF recommended laptop specifications
- Borrow a laptop from campus
 - Long-term (semester)
 - Short-term (48hrs)

TitanWare resources include:

- Tech Tools
- Available Software
- Help Desk Support
- Wi-Fi



ON CAMPUS WI-FI

eduroam

Students, faculty and staff use eduroam Wi-Fi on campus.

You can connect to eduroam in on-campus buildings and around the CSUF outdoor areas, including the Quad, Titan Walk, and in various-Parking Structures. You can also connect to eduroam and access Wi-Fi at any other participating institution, globally.

Connect to eduroam by using your CSUF email address and domain password (see below).

CONNECT TO eduroam

1. Connect to CSUF-zGuests and go to wireless.fullerton.edu
2. Tap on eduroam and agree to the terms. Select Wizard Setup
3. Select CSUF Student or Faculty and login

Username: Your full campus email

Students - tuffy.titan@csu.fullerton.edu

Faculty/Staff - tuffy.titan@fullerton.edu

Password: Your CSUF Portal password

For more information, and to view Wi-Fi hotspots on campus, visit wireless.fullerton.edu

- Innovation labs with AR/VR
- Cybersecurity
- Campus ID Card
- Computer Labs and Printing
- Digital Print Services
- And MORE!

TITANCARD

TitanCard is the official multi-functional identification card issued by the University to students, faculty and staff. It can be used to:

- Check out library materials
- Receive discounts on campus and in the community (movie theaters, etc.)
- Reserve study rooms
- Gain admittance to campus-activities and games
- Access campus computer labs
- Rent textbooks from Titan Shops
- Housing door access

All students, faculty and staff are eligible for a TitanCard. Fill out an application at fullerton.edu/id.

Acceptable forms of identification include:

- Driver's License
- Passport
- State Identification Card
- School Identification Card



Students, faculty and staff can use their TitanCard as a payment card at the following campus locations:

- Food Court
- Titan Shops
- The Gastronome
- Digital Print Services
- Starbucks
- Brief Stop
- Carl's Jr.
- The Yum

Add money to your TitanCard online:

- On your Student Portal through TitanTender (Note: There is a credit card processing fee when adding money online through your Portal)

For more information, visit it.fullerton.edu/titancard

CSUF PORTAL

Use your CSUF Portal to view your Student Homepage, navigate to Canvas, see your textbooks and more.

You can also

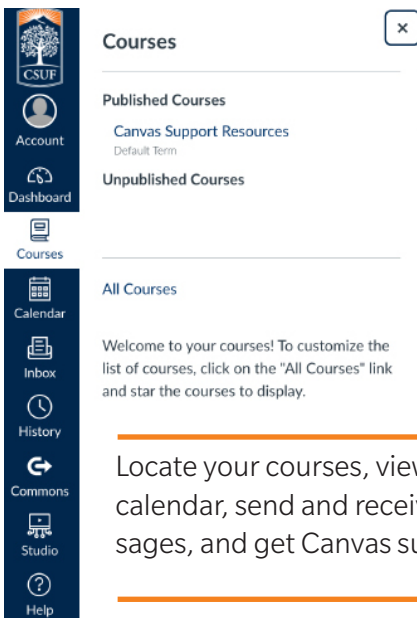
- Check your email and alerts
- Customize your quick links
- Explore different apps and links such as: Career Center, Drop-box, Software, Online IT Help, Titan Direct Access, and more
- Use the search box to find specific apps and classes
- Customize your widgets

DUO

Don't get locked out of the Portal! All CSUF users will be required to use DUO Two-Factor Authentication (2FA). **Download the DUO app** on your mobile device and complete the set up. To change devices or update your settings, visit my.fullerton.edu/accounts/csufduomfa

Canvas

CSUF's Official Learning Management System (LMS)



The screenshot shows the Canvas LMS interface. On the left is a dark blue navigation sidebar with icons and labels for: Account, Dashboard, Courses, Calendar, Inbox, History, Commons, Studio, and Help. The main content area is titled 'Courses' and has a close button (X) in the top right. Below the title, there are sections for 'Published Courses' (with a link to 'Canvas Support Resources' and 'Default Term') and 'Unpublished Courses'. Under 'Unpublished Courses', there is a link for 'All Courses'. Below this link, a welcome message reads: 'Welcome to your courses! To customize the list of courses, click on the "All Courses" link and star the courses to display.' At the bottom of the main content area, there is a large orange horizontal line followed by the text: 'Locate your courses, view your calendar, send and receive messages, and get Canvas support.'

You have access to 24/7 Canvas Support and on-demand resources and guides. Log in to your Canvas dashboard, located through the CSUF Portal, to access Live Chat.



DOWNLOAD SOFTWARE



AWS Educate



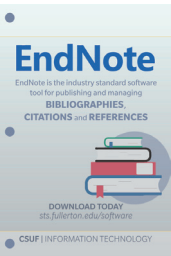
ADOBE CC



AUTODESK



DROPBOX



ENDNOTE



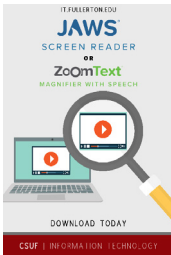
GOREACT



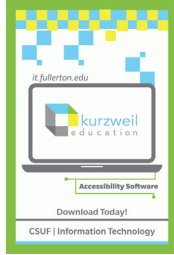
GRAMMARLY



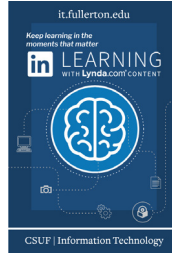
INTELLECTUS STATISTICS



JAWS AND ZOOMTEXT



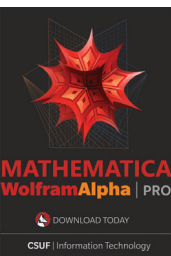
KURZWEIL 3000



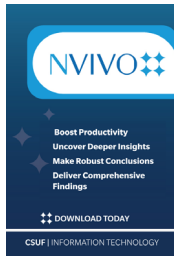
LINKEDIN LEARNING



MATLAB



MATHEMATICA



NVIVO



OFFICE 365



PITCH VANTAGE



PROCTORIO



QUALTRICS



RGUROO



SPSS



SOLIDWORKS



TABLEAU



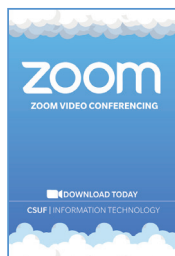
VMOCK



VOICETHREAD



WINDOWS



ZOOM

View all available software

Visit it.fullerton.edu and select the 'Software' tab



ADVANCED TECHNOLOGY LAB

Innovation/Makerspace Center

Data Visualization Center

**Interdisciplinary College
Collaboration Space**



INNOVATION/ MAKERSPACE CENTER

The Innovation/Makerspace Center is located on second floor of Pollak Library North (PLN-215). This center has been created to fulfill creativity, innovation and talent through advanced technology such as virtual reality, 3D printing, Microsoft Surface Hub, and high-end computing.



For more information visit
it.fullerton.edu/innovation_makerspace_center/



DATA VISUALIZATION CENTER

The Data Visualization Center offers data experts an immersive space to analyze and display data in an innovative and meaningful way. The high-tech center is equipped with all of the tools needed in order to handle large data sets along with a 184” screen to display data in high resolution.

For hours and more information, visit

it.fullerton.edu/services/data_visualization_center



INTERDISCIPLINARY COLLEGE COLLABORATION SPACE

Located on the 2nd floor of Pollak Library North, the Interdisciplinary College Collaboration Space is an area for students to utilize the technology they need for their majors.

This space gives students the unique opportunity to work outside of the classroom and gain insight from their peers. The lab provides specialized software for student access allowing collaboration between colleges in one space. Each college space includes a 65” Samsung display, with Apple TV (AirPlay), Microsoft wireless display (MiraCast), mobile whiteboards and comfortable collaboration seating.

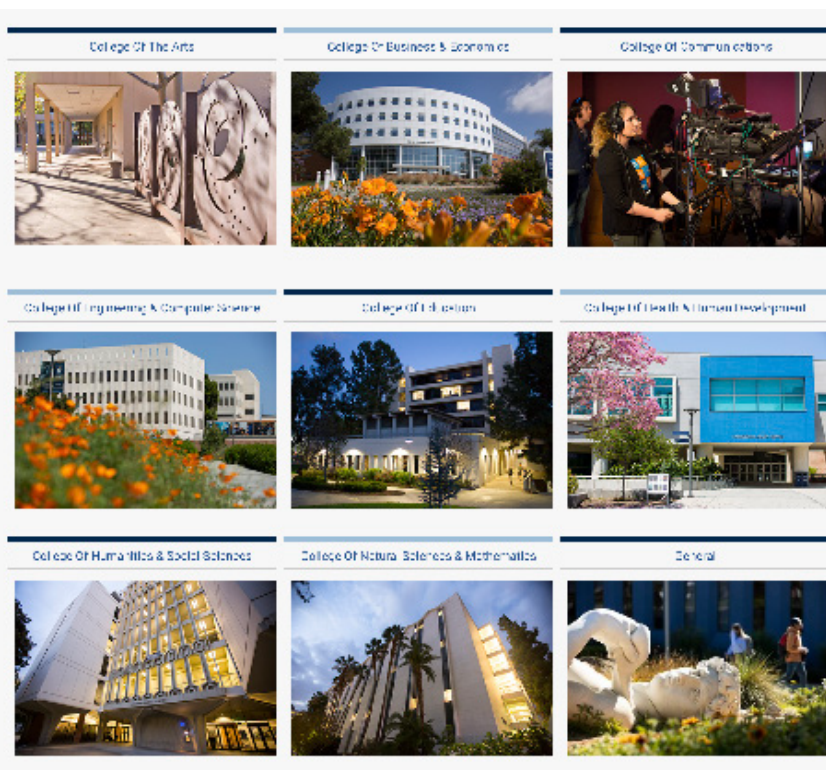
Campus Computer Labs

Computers and laptop docking stations are available on the first, second, and fourth floors of Pollak Library, North.

Visit it.fullerton.edu/students/computerlabs for more information.

VIRTUAL LABS

Connect to high performance computers and access specialized software through the Virtual Labs. These virtual computer labs help faculty, staff and students utilize necessary software remotely. You can use a Mac or Windows computer to connect. Search by your college and select the virtual lab that hosts the software you want to use.



Connect to Splashtop and AWS App Stream to access these solutions, virtually:

- Maya
- AutoCAD
- ToonBoom
- Adobe CC
- R
- SolidWorks
- and More!

Visit it.fullerton.edu/virtual-labs

dps DIGITAL PRINT SERVICES

Digital Print Services (DPS) helps the CSUF campus community (students, staff, faculty and guests) with their day-to-day printing needs. We have a full service shop with professional state-of-the-art technology/equipment and knowledgeable, friendly staff who can help you print poster boards, brochures, business cards, booklets, newsletters, invitations, wide 3D prints, and much more.



Email: DPS@fullerton.edu

Call: 657.278.3964

For more information visit dps@fullerton.edu



PRINTERS, COPIERS & SCANNERS

Printers

The Campus has black & white, color, wireless and even 3D printing options. Some labs are restricted to students within the college or the program.

Students may also take advantage of wireless printing. There are several wireless printing locations in Pollak Library and one in the TSU.

Copiers

If you need to copy a document, you can find machines in Pollak Library.

Scanners

Scanning services are available at Digital Print Services in Pollak Library.

For detailed locations and more information visit sts.fullerton.edu/printing

? TECH SUPPORT

STUDENT GENIUS CENTER

Students can stop by the Student Genius Center (SGC) on the first floor of Pollak Library, North for technical assistance.

Smart Group Study

Who can check out the rooms?

Currently enrolled CSUF students, with no holds, can check out a Smart Group Study Room. Rooms are reserved for groups of two or more students.

Email: SGC@fullerton.edu

For hours and more information, visit sts.fullerton.edu/sgc



CSUF IT HELP DESK FOR STUDENTS

Call, email, or chat with the CSUF IT Help Desk to get any campus related technology support you may need.

Call: 657.278.8888

Email: StudentITHelpDesk@fullerton.edu

Chat: via Portal, click
Online IT Help

ACADEMIC TECHNOLOGY CENTER

The Academic Technology Center (ATC) is here to assist Faculty and Staff with their Technology needs.

Some services the ATC provides technology support for include:

- ATI (Accessible Technology Initiative)
- RTP (Retention, Tenure & Promotion) Portfolios
- Canvas
- Technology Questions & Mobile Device Support
- Password Reset
- VPN (Virtual Private Networks) Setup
- Smart Classroom Demo
- Software support

Stop by the ATC with any technology questions during our walk-in hours at PLS-237 from 8:00am – 5:00pm, Monday – Friday.

Email: ATC@fullerton.edu

For hours and more information, visit it.fullerton.edu/services/atc

CSUF IT HELP DESK FOR FACULTY/STAFF

Call, email, or chat with the CSUF IT Help Desk to get any campus related technology support you may need.

Call: 657.278.7777

Email: HelpDesk@fullerton.edu

Chat: via Portal, click
Online IT Help

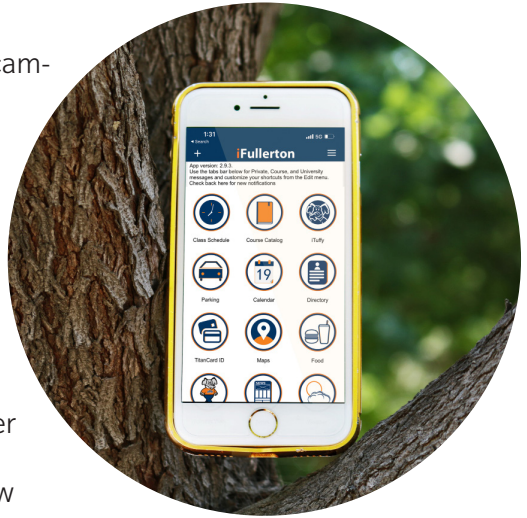


CSUF IT MOBILE APPS

Available through the Apple App and Google Play Stores

iFullerton

- Look up locations with the campus map
- Look at your class schedule
- Check parking availability
- Reserve smart group study rooms in Pollak Library
- Access Titan Mobile (register for classes, search courses, make tuition payments, view grades, etc.)



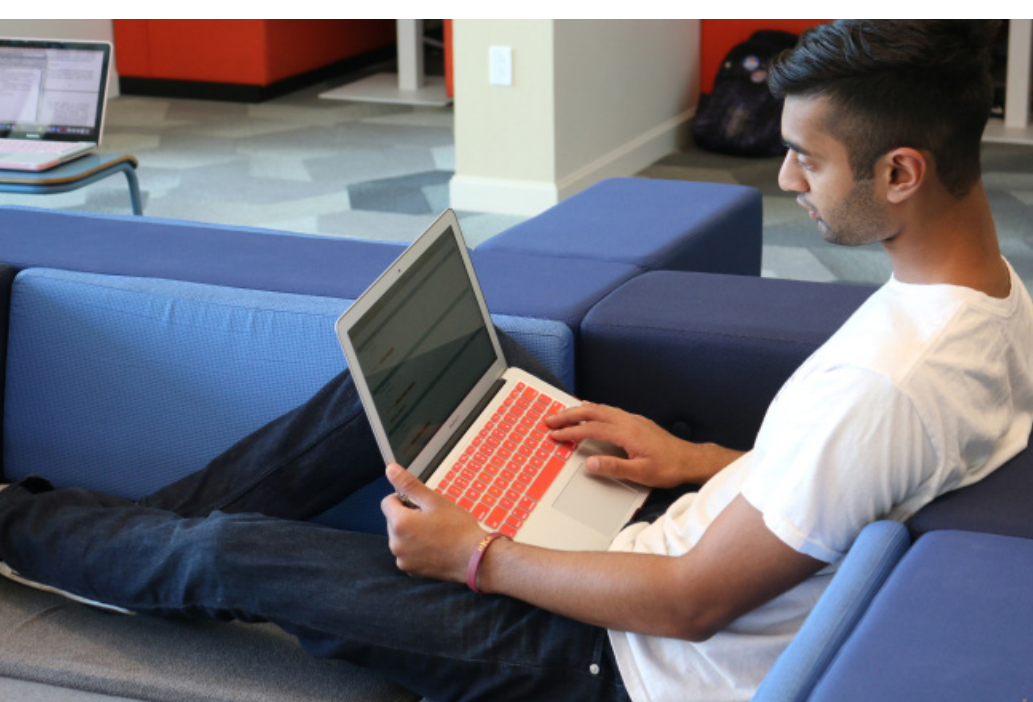
iTuffy Chatbot

- Check your class and finals schedule
- Look up your Campus-Wide ID (CWID)
- Get directions and find operating hours for campus offices and services
- Learn about upcoming events
- Search the campus directory

Navigate Student

- Schedule advising appointments
- Review your class schedule
- Receive messages
- View to-dos
- Virtually meet with other students with the study buddy feature





TITAN DIRECT ACCESS

The Titan Direct Access Program offers digital distribution of course materials to students through the Campus Portal. All students in courses in which Titan Direct Access is offered, will receive free digital access to select course materials. This free access will become available by the first day of the semester, and will be maintained through the add/drop date. Students will be charged for their materials after the add/drop date unless they choose to Opt-Out. Immediate access to course materials at the start of classes ensures students are better prepared for a successful semester. Titan Direct Access prices will vary by title, with discounts up to 80% off of the new print purchase price.



CONTACT US

For more information on our specific services, please visit
it.fullerton.edu

Student IT Help Desk

Call: 657.278.8888

StudentITHelpDesk@fullerton.edu

Chat: Via the Portal, Online IT Help

Student Genius Center (walk-in)

First Floor, Pollak Library North

TitanCard (walk-in)

First Floor, Pollak Library South

Call: 657.278.3555

titancard@fullerton.edu

Faculty/Staff IT Help Desk

Call: 657.278.7777

HelpDesk@fullerton.edu

Chat: Via the Portal, Online IT Help

Academic Technology Center (walk-in)

Second Floor, Pollak Library South

Call: 657.278.4050

ATC@fullerton.edu

CEDA (walk-in)

Second Floor, Pollak Library North

Call: 657.278.CEDA (2332)

CEDA@fullerton.edu

DPS (walk-in)

Second Floor, Pollak Library North

Call: 657.278.3964

DPS@fullerton.edu



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