

## IT Service Center (Help Desk Support)

Pickler Memorial Library 203  
(660) 785-4544

Visit site for operating hours  
<http://its.truman.edu/get-help>

## ITS Main Office

McClain Hall 111  
(660) 785-4163

Mon-Fri 8:00am to 5:00pm  
Summer: M-Th 8am – 5pm  
<http://its.truman.edu>

ITS provides a wide variety of technology support and services to students, faculty, and staff. This includes: Wi-Fi, local network, Internet access, email, laptop checkout, Help Desk services, computer labs, technical assistance, telephone services, and various studio suites.

## GETTING STARTED



### Move-In Day Support

ITS provides assistance during fall semester move-in to students who need help connecting their devices to Truman resources. IT staff will be available at the IT Service Center located in Pickler Memorial Library 203. Current information on the hours of our IT Service Desk and tutorials are posted here: <http://its.truman.edu/resnet>.



### Student Printing

The print system allows students to securely release prints by swiping their Student ID at the printer. Black and white printers are located in all residence halls, Pickler Memorial Library 1<sup>st</sup> floor lobby, Violette Hall 2001, and various classrooms and departmental labs. Color printing is also located in Pickler Memorial Library. Students are given an initial printing allocation. A link to view your printing balance and instructions for connecting personal devices to the print system are available at <http://its.truman.edu/resnet>. *Note: Students bringing a personal printer should bring appropriate cables, as wireless printers are not supported by Truman's wireless network.*



### Computer Recommendations

If you are buying a new computer to bring to campus or if you plan to bring one that you already own, be sure to consult <http://its.truman.edu/docs/bringing-a-computer-to-truman>. You will find recommended minimum configurations, advice on purchasing a computer, and current discounts on computer systems. ITS supports most operating systems such as Windows, macOS, Linux, and Chrome OS.



### Mobile Device Configuration

Please visit <http://its.truman.edu/resnet> for smartphone and tablet configuration instructions as well as verification that your device supports the WPA2-Enterprise security protocol. *Note: ITS provides a Wi-Fi Protected Access wireless connection and not all devices support a WPA2-Enterprise (802.1x) connection. For non-supported devices, please see, "Wireless Network Access" on the back page of this flyer.*



### Information Security Awareness

ITS recommends that all students take necessary precautions to protect their systems, data, and identity. Information about malware protection, internet scams, password protection, and more can be found at <http://its.truman.edu/isa>. *Note: Truman **does not** provide anti-malware software for personal computers. The responsibility lies on the individual to ensure that they are protected from malware and other security threats.*



## GETTING CONNECTED



### Residence Hall Network Access

All rooms have high-speed, wired network connections per student and a 5 GHz WiFi access point. Any device that only works on 2.4 GHz will not function in the residence halls: some Chromebooks, streaming devices, TVs, etc. may still come with 2.4 GHz support only. Please check the device's manual or vendor to assure they support the 5 GHz connection. For wired connections, students need to provide their own (25') Ethernet patch cable.



### Wireless Network Access

Truman provides 802.11g/n wireless network 100% coverage throughout the entire campus. Set up instructions: <http://its.truman.edu/wireless>. *Note: Devices that don't support WPA2-Enterprise (802.1x) wireless; as in Gaming consoles, Smart TVs, and video streaming devices, will need to connect to TrumanDevices wireless network or via wired network connection in room.* Instructions for TrumanDevices: <http://its.truman.edu/docs/trumandevices-wireless-network/>

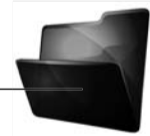


### Virtual Desktop

The virtual desktop environment gives access to software and resources that are in the public computer labs and classrooms on campus. A personal computer can establish a remote connection to these resources by going to <http://view.truman.edu> while on or off campus. For more instruction on setting up the connection, visit <https://secure.truman.edu/its-s/viewclient>.

*To ensure the security and protection of the campus community, certain actions are prohibited on the University network and computers. Please review Truman policies, including the Acceptable Use of Electronic Information Resources Policy, at <http://its.truman.edu/policies>. Any violators of these policies (including sharing of copyrighted materials such as music and movies) will be subject to disciplinary action.*

## OTHER HELPFUL RESOURCES



### TruView Campus Portal

Using your Truman username and password, you can access TruView by going to: <http://truview.truman.edu>. TruView provides access to University news, email, Blackboard courses, a personal calendar, and discussion groups. You can view your class schedule and grade reports, register for classes, and conduct online billing transactions. Students may establish Parent Web Access to TruView, so parents can view the student's academic information. Students may also authorize parent accounts to use MyBill for online payments: <https://its.truman.edu/docs/parent-web-access/>



### Available Equipment

Students may check out laptop computers for free, short-term use from the IT Service Center in Pickler Memorial Library 203. The Studio Suite in Pickler Memorial Library 204/206 includes two video conference rooms and two recording studios. The One Button Studio is available for easy-to-use recording, and the Lightboard Studio allows presentations to be recorded with hand-written notes. *Note: Reservations are recommended for use of the Studio Suite facilities. Reservations and other multimedia resources can be found at:* <https://itt.truman.edu/multimedia-resources/make-a-reservation/>