

Campus Technology – Student Support and Services

Campus Technology attends and presents during all student orientation sessions, during which we highlight the following topics:

- Which devices work with our network, both wired and wireless
- Where to find resources in the form of public computer labs that are available to students, including a 24/7 lab that is located in the residential area
- How to access their multiple FMU user accounts (including but not limited to: email, Blackboard, billing, class scheduling, and the library research system)
- How to contact Campus Technology with questions or issues regarding their user account and ability to connect to the FMU network
- How to utilize self-service tools in order to reset their multiple user account passwords

Two computers are at the front desk in the Stanton Academic Computer Center where the Help Desk is located, which we utilize to demonstrate how to access user accounts, and reset their passwords. Additionally, we show students how to access the Campus Technology web page from Francis Marion University's home site. This page can be found at <http://www.fmarion.edu/campustechnology> and lists all student accounts and how to reset the password for each of these accounts.

Campus Technology provides limited troubleshooting services for student devices. However, we encourage students to come to us with any issues outside the scope of our normal services so that we can educate them on how to resolve issues such as virus removal, hard drive failure, laptop battery replacements, and other issues.

Students are encouraged to contact Campus Technology's Help Desk at extension 1111 for technology support. If their issues cannot be resolved over the phone, they are asked to bring their device(s) to the Stanton Academic Computer Center where the Help Desk is located. There are two computers at the front desk that Campus Technology staff utilize to demonstrate how to access user accounts, reset passwords, and access Campus Technologies' website for future self-service. If the issue the student is seeking to resolve is unrelated to user accounts, Campus Technology staff will either provide limited troubleshooting services, or educate students on how to resolve issues, such as: virus removal, hard drive failure, laptop battery replacements, and other issues.

Desktop Support technicians will assist on a limited basis students by helping them connect their wireless devices to the campus network, give them consultation on anti-virus/malware software tools, password setup/changes, Blackboard Learning Management System, as well as other technology-related issues. FMU technicians do not take the responsibility of repairing student devices, but do point them in the right direction for obtaining such services within the local Florence community. If they are residential students and their network or telephone jacks malfunction in their rooms, Campus Technology will dispatch someone to their room to repair cable issues.