IT Resources and Opportunities

CNR Information and Technology Support Services
Need help?

- CNR_Help@ncsu.edu If ever in doubt, email us. Tickets can be routed within our unit or to other service groups across campus.
College Resources / Processes
Door Access

- Work with your building Liaison to request access. We are currently working to bring a new system online to handle support calls related to facilities.

- Barbara White, Greg Robinson, Sydna Willis, and Zac Arcaro are the current building liaisons.
Two-Factor Authentication

- **User Identification and Authentication** - Online verification procedure implemented by the Office of Information Technology and used by University help desks to identify customers who make telephone requests to have their passwords reset. [http://go.ncsu.edu/uia](http://go.ncsu.edu/uia)

- **Two-Factor Authentication** - Enrolling in 2FA takes 10 minutes and keeps you *and* NC State secure. All Faculty and Staff are to be enrolled in both Gmail Two-Factor and Duo (MyPack Portal) by October 31, 2017. [http://go.ncsu.edu/2fa](http://go.ncsu.edu/2fa)
Purchasing

• IT Purchasing – The Combined Pricing Initiative (CPI), https://oit.ncsu.edu/campus-it/it-purchasing/, was setup by the UNC General Assembly to achieve bulk pricing for a set of standard machines. CNR IT serves as the purchasing agent for all computing hardware and works with departmental bookkeepers to insure that correct funds are spent. All purchase requests should be submitted to cnr_help@ncsu.edu. We are always happy to consult.

• CNR IT does assist with the purchase of toner, since 3rd party vendors can void the warranties of our printers or shorten their useful life.

• Furniture – If you are interested in a more ergonomic solution, such as standing desks, we can provide contact info. (ex. Storr and Institutional Interiors)
Lifecycle

- CNR Faculty/Staff PC’s are purchased with a four year warranty. Unfortunately, Apple Care for a Mac defaults to a three year warranty. PC’s are service onsite next day. In contrast, Macs are handled like a consumer model, requiring an appointment at the Genius Bar (in Crabtree Valley Mall).

- All equipment is stored in our inventory database. If you move furniture to a new office, please let us know.
Education and Technology Fee (ETF)

• ETF is used to advance the quality of learning experiences and outcomes for students. IT embraces emerging opportunities that differentiate the learning experience beyond what appropriated funding allows, while remaining accountable to students, the university, and the state, for return on technology investments - examples include but are not limited to equipment, software applications, supplies for educational materials, laboratory expenses, student computing labs and facilities, connectivity infrastructure and services to support student learning, learning spaces, and field trips.

• ETF is provisioned annually - Each department has an ETF representative.
Resources
Grad Students and Computers

• Graduate PC’s can be requested for your students. We require that faculty request the desktop on behalf of their student.

• Visiting Scholars or Post Docs - Please be aware that if you are sponsoring either, it is your responsibility to provide their hardware.

• Depending on your department, students may be set up with individualized desktops.
Storage + High Performance Computing

- **Storage: U and P Drives** – We provision storage based upon request. Shadowcopy allows immediate restores for data errantly deleted. The U drive captures a snapshot of your “desktop,” my documents, and bookmarks.

- **New Research Storage: R drive**

- **High Performance Computing (HPC)** - The college has invested in two dedicated blades. If you work with big data, please email us.
Software at NC State

- Software - [https://software.ncsu.edu](https://software.ncsu.edu) - updated site now lists eligible software titles according to their availability to student/faculty/staff in combination with the hardware type (personal or university equipment).

- Microsoft Office for Free

- Adobe Cloud Site License

- No more Free Antivirus Solutions

- Endnote - Not Site Licensed
- All Things Google [https://google.oit.ncsu.edu/](https://google.oit.ncsu.edu/)

- Google Resources [https://webregistry.ncsu.edu/](https://webregistry.ncsu.edu/)

- Officially, no support for Thunderbird or Outlook

- Mobile apps (Drive, docs, Calendar, etc. can go on the phone)
VCL is an exceptionally useful tool for providing software to students that cannot be licensed for non-campus hardware. [http://vcl.ncsu.edu](http://vcl.ncsu.edu)

We also have the ability to provision long term reservations. If you are teaching a short course and you want your students to have the same user experience, email [cnr_help@ncsu.edu](mailto:cnr_help@ncsu.edu).
Phones, Voicemail, SNR

- Phones (Conferencing, Voicemail, Single Number Reach)
  [http://go.ncsu.edu/self-service](http://go.ncsu.edu/self-service)

- [http://myphone.ncsu.edu](http://myphone.ncsu.edu)

- [go.ncsu.edu/webex](http://go.ncsu.edu/webex) and [go.ncsu.edu/ciscojabber](http://go.ncsu.edu/ciscojabber)
Your Identity / Research Presence / University and College Brand
Web Resources

Starting out a new website?

A great place to start is with the [Get on The Web](https://cnr.ncsu.edu/internalresources/it-tools-and-resources/web-resources/) site created by OIT. This helps you determine your initial needs and options for making a new site.

If you are planning on creating a new website for your research group or project, first contact the [CNR Director of Communications](https://cnr.ncsu.edu/internalresources/it-tools-and-resources/web-resources/). The Communication Office can help you focus your content and determine the best home for your site, as well as help to integrate it into other existing sites within the college and the university at large.

You can also contact the [CNR IT staff](https://cnr.ncsu.edu/internalresources/it-tools-and-resources/web-resources/) for help with the technical implementation and setup for your site. We can help you understand how the technical implementation will work with our existing systems and site policies. We can also help you understand what your finished site should include.

For example, every NCSU site must:

- Meet federal guidelines set out by [Section 508 of the Rehabilitation Act](https://cnr.ncsu.edu/internalresources/it-tools-and-resources/web-resources/)
- Not use HTML tables for design elements or layout (tables must contain tabular data only)
- Validate to [XHTML 1.0 Transitional](https://cnr.ncsu.edu/internalresources/it-tools-and-resources/web-resources/)
Faculty Sites

• Example of a faculty site in our [https://faculty.cnr.ncsu.edu](https://faculty.cnr.ncsu.edu) site area.
Branding - https://cnr.ncsu.edu/internalresources/assets/

And also https://brand.ncsu.edu
• The Campus Directory Listing - [https://www.ncsu.edu/directory/](https://www.ncsu.edu/directory/) feeds our College directory: [https://cnr.ncsu.edu/directory/](https://cnr.ncsu.edu/directory/).

• Updating your directory listing Directions: [https://cnr.ncsu.edu/internalresources/it/online-directory-information/](https://cnr.ncsu.edu/internalresources/it/online-directory-information/)
Communication Requests (Research updates, Digital slides, etc.) with our Communications office

https://cnr.ncsu.edu/internalresources/requests/
Research and Teaching Support
- **Training Opportunities**
  - [https://webapps.ncsu.edu/classmate/workshop/schedule](https://webapps.ncsu.edu/classmate/workshop/schedule)
• Training to support teaching - https://delta.ncsu.edu/workshops/

• Moodle, Collaborate, Teaching practices etc. (ex. Flipping the classroom)
Delta - Training + Idea Grants

https://delta.ncsu.edu/course-planning/delta-grants/
• Contact Delta for Moodle Questions, they have access to all Moodle areas and courses.

• (919) 513-7094 / learntech@ncsu.edu

• https://delta.ncsu.edu/get-help/
Shared Resources
Lab availability - includes punch code access to the drop in lab
https://cnr.ncsu.edu/internalresources/it/classrooms-and-collaborative-spaces/
Biltmore 3032 HP 1055cm Plotter Instructions

**Availability**
The lab is open from:
8:00am – 9:00pm Monday – Thursday*
8:00am – 5:00pm Fridays*
Closed – Saturdays
1:00pm – 5:00pm Sundays
* If class is in session you cannot print. (Class schedule is posted outside the lab)

**General Advice**
Give yourself at least an hour to print your poster.

**Printing**
1. If this is the first time you’ve used this plotter, please contact us to request access. By default, the plotter is disabled to avoid accidental printing.
2. Open your poster. (PPT or PDF)
3. Under File -> Print, select the plotter [Biltmore-3032-HP-1055cm: Plotter on Waterworks]
4. Under printer – Select “Printer Properties” and set the custom page size: can select up to 48 X 36.
   (Note: one of the two dimensions must be 36 inches or less). In most cases, “Landscape” should also be selected.

- Plotter - [https://cnr.ncsu.edu/internalresources/computer-labs/biltmore-3032-hp-plotter-instruction](https://cnr.ncsu.edu/internalresources/computer-labs/biltmore-3032-hp-plotter-instruction)
### Room Scheduling Quick View Page

#### Room Reservation Page

Below is a list of collaborative spaces, computer labs, and classrooms. Each listing has the scheduling contact and a link to the room schedule if available.

#### Collaborative Spaces

**Biltmore 2023A**  
Scheduling Contact: Cristen Philbrook  
Click [here](https://cnr.ncsu.edu/internalresources/it/room-reservations/) to check room availability.

**Biltmore 2024 Conger**  
Scheduling Contact: Maria Barbour  
Click [here](https://cnr.ncsu.edu/internalresources/it/room-reservations/) to check room availability.

**Biltmore 3012 Flyspace**  
Scheduling Contact: Cristen Philbrook  
Click [here](https://cnr.ncsu.edu/internalresources/it/room-reservations/) to check room availability.

**Biltmore 4024 Hines**  
Scheduling Contact: Debbie Hurst

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- Room Reservations, Meeting Rooms and Classrooms - [https://cnr.ncsu.edu/internalresources/it/room-reservations/](https://cnr.ncsu.edu/internalresources/it/room-reservations/)
Technology Lending

Please contact us if you have any questions or special requests. If you would like the Libraries to carry other devices, please let us know.

View all devices alphabetically ➔

The library offers a wide variety of technology checkout:

- [https://www.lib.ncsu.edu/techlending](https://www.lib.ncsu.edu/techlending)
- [https://www.lib.ncsu.edu/huntlibrary/technology](https://www.lib.ncsu.edu/huntlibrary/technology)
• SysNews – A quick way to find out what is down or when updates are scheduled: [https://sysnews.ncsu.edu/](https://sysnews.ncsu.edu/)
Need help?

- CNR_Help@ncsu.edu  If ever in doubt email us. Tickets can be routed within or unit or do other service groups across campus.