Bookstore - Textbook rental
(Academic Services)
The campus bookstore is piloting a program to rent textbooks to students.
Faculty: N  Staff: N  Students: Y  Visitors: N
Access service:
For more information: https://rental.bkstr.com/TextRentalWeb/logon.orca
Service provided by: Campus Bookstore

Course Technologies - Blackboard Collaborate synchronous web-based conferencing
(Academic Services)
Request a web conference for a class or event
Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service:
For more information: http://at.sfsu.edu/web-conferencing
Service provided by: Academic Technology

Course Technologies - Coursework server (unixlab)
(Academic Services)
The coursework server (unixlab.sfsu.edu) is to support instruction with student websites, programming, Linux, and Oracle database. Faculty can request access for individual students as well as those in specific majors and classes.
Faculty: Y  Staff: N  Students: Y  Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/coursework-server-unixlab
Service provided by: Academic Technology

Course Technologies - Faculty research and scholarly profile system
(Academic Services)
Faculty can easily create a profile of research and scholarly activities, discover similar colleagues from the almost 1,000 CSU faculty profiles, and join CSU system-wide research or affinity groups.
Faculty: Y  Staff: N  Students: N  Visitors: N
Access service: https://fresca.calstate.edu/login
For more information: http://at.sfsu.edu/fresca
Service provided by: Division of Information Technology

Course Technologies - Faculty Web server (online)
(Academic Services)
The online.sfsu.edu server is available to faculty upon request. 1GB of storage space is provided per account.
Faculty: Y  Staff: N  Students: N  Visitors: N
Access service:

Course Technologies - Recommend software for the Labspace environment
(Academic Services)
Recommend software for the Labspace environment
Faculty: Y  Staff: N  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/labspace
Service provided by: Academic Technology

Course Technologies - Request a DIVA account
(Academic Services)
DIVA is SF State's web-based tool for storing, sharing, and collaborating over files and other content. Faculty at SF State can upload their files to DIVA to share them with students and colleagues.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: https://diva.sfsu.edu/
Service provided by: Academic Technology

Course Technologies - Request access to Labspace for your course
(Academic Services)
Request access to Labspace for students in your current or upcoming courses.
Faculty: Y  Staff: N  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/labspace
Service provided by: Academic Technology

Course Technologies - Request clickers for your course
(Academic Services)
Personal Response Systems (aka ?clickers?) are used to increase student engagement during classes.
Faculty: Y  Staff: N  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/clickers
Service provided by: Academic Technology

Course Technologies - Request support for Syllabus tool
(Academic Services)
The Syllabus tool allows faculty and academic office coordinators to build and manage class syllabuses
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/syllabus
Service provided by: Academic Technology

Course Technologies - Request support with DIVA
(Academic Services)
Request support using DIVA
Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service:
For more information: https://diva.sfsu.edu/
CourseStream - One-time Access to CourseStream-enabled Room

Requests for one-time access to CourseStream-enabled rooms are fulfilled based on availability. Rooms are limited.

Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/coursestream/

Service provided by: Academic Technology

CourseStream - Personal Capture Setup and Installation

CourseStream Personal Capture allows faculty to capture screen and webcam from their personal computer.

Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/coursestream/

Service provided by: Academic Technology

CourseStream - Semester-based CourseStream-enabled Room

Requests for semester-based CourseStream-enabled classrooms must be made through the respective department's administrative coordinator as part of the schedule building process. The deadline for requesting a coursestream room for the Summer 2013 semester is January 11, 2013. The deadline for Fall 2013 is February 15, 2013.

Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/coursestream/

Service provided by: Academic Technology

CourseStream - Support with CourseStream

Request support using CourseStream

Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service:
For more information: http://at.sfsu.edu/coursestream/

Service provided by: Academic Technology

ePortfolios - ePortfolio

Request assistance with your ePortfolio

Faculty: Y  Staff: N  Students: Y  Visitors: N
Access service:
For more information: http://eportfolio.sfsu.edu/

Service provided by: Academic Technology

iLearn - Request an archived course

Request a course from iLearn archives (courses from Fall 2009 through Summer 2010 are available)

Faculty: Y  Staff: N  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/ilearn

Service provided by:

iLearn - Request collaborative site

Request a non-academic site in iLearn for use by your department, committee, or group.

Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/ilearn

Service provided by:

iLearn - Request guest account for visitors

Request a guest account in iLearn for visiting scholars

Faculty: Y  Staff: Y  Students: N  Visitors: Y
Access service:
For more information: http://at.sfsu.edu/ilearn

Service provided by:

iLearn - Request support with iLearn

Request support with iLearn

Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service:
For more information: http://at.sfsu.edu/ilearn

Service provided by: Academic Technology

Learning Spaces - Computer lab information

For more information:
Service provided by: Division of Information Technology

Learning Spaces - Look up Smart Classroom by building and available equipment.

For more information:
Service provided by:

Learning Spaces - Request a time for training with classroom equipment

For more information:
Service provided by:

Service provided by: Academic Technology
Learning Spaces - Request an audiovisual enhancement
(Academic Services)
Academic Technology provides audiovisual support for all classrooms on campus
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information:
Service provided by: Academic Technology

Learning Spaces - Request support with classroom equipment
(Academic Services)
Academic Technology provides training for faculty on the use of Smart Classrooms
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/ls/
Service provided by: Academic Technology

Learning Spaces - Reserve a meeting and instruction room
(Academic Services)
Academic Technology operates five rooms in the J. Paul Leonard Library and Burk Hall suitable for instruction, meetings, conferences, and presentations.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/rooms
Service provided by: Academic Technology

Library - Investigator
(Academic Services)
Faculty: Y  Staff: Y  Students: Y  Visitors: Y
Access service:
For more information: http://opac.sfsu.edu/
Service provided by: Library

Library - Laptop checkout
(Academic Services)
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://www.library.sfsu.edu/services/computers/laptopcheckout.html
Service provided by: Library

Library - OASIS
(Academic Services)
OASIS: Online Advancement of Student Information Skills is a tutorial that fulfills the Basic Information Competence Requirement. It is an online, self-paced program consisting of eight chapters with quizzes.
Faculty: N  Staff: N  Students: Y  Visitors: N
Access service: http://www.library.sfsu.edu/research/instruction/oasis.html
For more information: http://www.library.sfsu.edu/research/instruction/oasis.html
Service provided by: Library

Library - Place articles, books, media, and objects on reserve for teaching.
(Academic Services)
Faculty: Y  Staff: N  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/faculty_reserve
Service provided by: Library

Library - Request a multimedia cart
(Academic Services)
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/tr/tutorials/equipment/carts.php
Service provided by: Library

Library - Research support
(Academic Services)
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information:
Service provided by: Library

Media and Instructional Resources - Checkout audio, video, or instructional resources for viewing
(Academic Services)
Faculty: Y  Staff: N  Students: Y  Visitors: N
Access service:
For more information: http://at.sfsu.edu/mds/catalog
Service provided by: Academic Technology

Media and Instructional Resources - Consult on building digital collections for teaching, research, or scholarship
(Academic Services)
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://at.sfsu.edu/digital-collections
Service provided by: Academic Technology

Media and Instructional Resources - Digitize slides, video, audio, or other materials for use in classroom, research, or scholarly projects
(Academic Services)
Faculty: Staff: Students:  Visitors: N
Access service:
For more information:
Service provided by: Academic Technology
For more information:
Access service
Faculty:

Media and Instructional Resources
Service provided by:
For more information:
Access service
Faculty:

purposes

Media and Instructional Resources
Service provided by:
For more information:
Access service
Faculty:

system for regularly scheduled courses.

Media and Instructional Resources
Service provided by:
For more information:
Access service
Faculty:

classroom

Media and Instructional Resources
Service provided by:
For more information:
Access service
Faculty:

Equipment includes: Camcorders, Digital Still Cameras, DVD/VHS multiplayer, Laptop Computers - Mac or Windows, USB Computer Speakers, Multimedia cart, TV & VCR/DVD player, LCD Projector, Digital Audio Recorder, Overhead Projectors, Briefcase, Stage & Video, Opaque Projectors, 35mm Slide Projectors, CD/Cassette Players, Portable Screens, PA Systems - Portable or Full Size.

Faculty: Y Staff: N Students: Y Visitors: N
Access service:
For more information: http://at.sfsu.edu/checkout-equipment
Service provided by: Academic Technology

Media and Instructional Resources - Playback captioned media in the classroom
(Academic Services)
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information: http://at.sfsu.edu/cc-access
Service provided by: Academic Technology

Media and Instructional Resources - Request a cablecast in classroom
(Academic Services)
Media (16mm, VHS, LaserDisc, or DVD) can be broadcast into classrooms by the campus-wide cablecast system for regularly scheduled courses.

Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information: http://at.sfsu.edu/video-conferencing
Service provided by: Academic Technology

Media and Instructional Resources - Request a videoconference
(Academic Services)
Faculty: Y Staff: N Students: Y Visitors: N
Access service:
For more information: http://at.sfsu.edu/video-conferencing
Service provided by: Academic Technology

Media and Instructional Resources - Request photography for academic purposes
(Academic Services)
Faculty: Y Staff: N Students: Y Visitors: N
Access service:
For more information: http://at.sfsu.edu/photography
Service provided by: Academic Technology

Media and Instructional Resources - Request printed materials
(Academic Services)
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information: http://at.sfsu.edu/graphics

Media and Instructional Resources - Request video conversion or duplication
(Academic Services)
Faculty: Y Staff: N Students: Y Visitors: N
Access service:
For more information: http://at.sfsu.edu/video-production
Service provided by: Academic Technology

Teaching and Learning - Request consultation on course design or instructional strategies with an Academic Technology consultant.
(Academic Services)
Academic Technology (AT) Consultants are available to provide individualized, one-on-one support to faculty who are interested in designing a variety of course instructional strategies to help meet the course learning objectives.

Faculty: Y Staff: N Students: N Visitors: N
Access service:
For more information: http://at.sfsu.edu/training_and_support
Service provided by: Academic Technology

Teaching and Learning - Request customized training for Academic Technology Services
(Academic Services)
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information: http://at.sfsu.edu/tl
Service provided by: Academic Technology

Teaching and Learning - Request information about enrolling in an upcoming AT Faculty Institute
(Academic Services)
All faculty are invited to attend Institutes designed to enrich your course delivery options and offer customized support for your teaching needs. Discover how other SF State faculty have adapted and optimized their specific course goals for tech-enhanced or online delivery using a variety of technologies supported by Academic Technology.

Faculty: Y Staff: N Students: N Visitors: N
Access service:
For more information: http://at.sfsu.edu/training_and_support
Service provided by: Academic Technology

Account Security - Report copyright violation on server
(Accounts and Passwords)
SF State has received a notice of copyright violation on a device connected to the SF State network. Server/account owner is researched and notified.

Faculty: Y Staff: Y Students: Y Visitors: Y
Access service:
For more information: http://doi.sfsu.edu/doit/node/606
Service provided by: Division of Information Technology
Accounts - Report security incident
(Accounts and Passwords)
Report security incident related to an account or device at SF State.
Faculty: Y  Staff: Y  Students: Y  Visitors: Y
Access service:
For more information: http://doit.sfsu.edu/doit/node/606
Service provided by: Division of Information Technology

Accounts - Change last name displayed
(Accounts and Passwords)
Faculty, staff and students can request their last name be modified to match their name that has already been changed in the student or HR system.
Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service:
For more information: http://gateway.sfsu.edu/namechangesselfservice
Service provided by:

Accounts - Change primary account first and middle names displayed
(Accounts and Passwords)
Faculty, staff and students can modify the first and middle names displayed using a self-service application.
Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service: http://gateway.sfsu.edu/namechangesselfservice
For more information:
Service provided by:

Accounts - Change secondary account first and middle names
(Accounts and Passwords)
Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service: http://www.sfsu.edu/email
For more information:
Service provided by:

Accounts - Common Financial system (CFS)
(Accounts and Passwords)
Request access to Common Financial system (CFS)
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
https://portal.calstate.edu/login/CSULogin.aspx?ReturnUrl=%2fAppSSO%2fPeopleSoftSSO.aspx%3fapp%3dcfs%26en%3dprod&app=cfs&env=prod
For more information: http://fiscaff.sfsu.edu/services/fms/
Service provided by:

Accounts - Convert student e-mail account to an employee Exchange account
(Accounts and Passwords)
Convert a student e-mail account to an employee Exchange account
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/exchange-email
Service provided by:

Accounts - Coursework server (unixlab.sfsu.edu)
(Accounts and Passwords)
Request access to the coursework Linux server. Access is given to individuals enrolled in a specific class and/or completing a major or minor in a specific program of study.
Faculty: Y  Staff: N  Students: N  Visitors: N
Access service: http://sites.sfsu.edu/cgi-bin/student/firstcontact.htm?origin=hr
For more information: http://tech.sfsu.edu/guides/coursework-server-unixlab
Service provided by:

Accounts - Create SF State ID
(Accounts and Passwords)
Community members, volunteers and vendors can request an SF State ID using a self-service application.
Faculty: N  Staff: N  Students: N  Visitors: Y
Access service: https://APPS.sfsu.edu/cgi-bin/student/firstcontact.htm?origin=hr
For more information:
Service provided by:

Accounts - E-mail account - alumni (Live@EDU)
(Accounts and Passwords)
Alumni Relations can request an SF State e-mail account for alumni.
Faculty: N  Staff: Y  Students: N  Visitors: N
Access service: http://live.sfsu.edu
For more information: http://www.sfsu.edu/live
Service provided by:

Accounts - E-mail account - department (Exchange)
(Accounts and Passwords)
Faculty and staff can request an SF State e-mail account for departments.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service: https://www.sfsu.edu/email
For more information: http://tech.sfsu.edu/guides/exchange-email
Service provided by:

Accounts - E-mail account - faculty and staff (Exchange)
(Accounts and Passwords)
Faculty and staff can request an SF State e-mail account.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service: https://www.sfsu.edu/email
For more information: http://tech.sfsu.edu/guides/exchange-email
Service provided by:

Accounts - E-mail account - student (Live@EDU)
(Accounts and Passwords)
Current students can request an SF State e-mail account.
Faculty: N  Staff: N  Students: Y  Visitors: N
Access service: https://www.sfsu.edu/email
For more information: http://tech.sfsu.edu/guides/live-edu-email
Service provided by:
Service provided by:

### Accounts - E-mail account - student organization (Live@edu)
(Accounts and Passwords)
The LEAD office can request an SF State e-mail account for a student organization.
**Faculty:** N  **Staff:** Y  **Students:** N  **Visitors:** N
Access service:  https://www.sfsu.edu/email
For more information:  http://tech.sfsu.edu/guides/exchange-email

### Accounts - Faculty web server (online.sfsu.edu)
(Accounts and Passwords)
Request an account on the faculty web server online.sfsu.edu.
**Faculty:** Y  **Staff:** N  **Students:** N  **Visitors:** N
Access service:  https://www.sfsu.edu/guides/faculty-webserver
For more information:  http://tech.sfsu.edu/guides/faculty-webserver

### Accounts - Human resources management system (HRMS)
(Accounts and Passwords)
Request access to Human resources management system (HRMS)
**Faculty:** Y  **Staff:** Y  **Students:** N  **Visitors:** N
Access service:  https://cmsweb.sfsu.edu/psp/HSFPRD/?cmd=login&languageCd=ENG
For more information:  http://www.sfsu.edu/~hrwww/Employment_HRMS/hrms/hrms.html

### Accounts - iLearn learning management system
(Accounts and Passwords)
Access to iLearn learning management system is automatically given to faculty, staff, and students. Students must be enrolled and faculty must be listed as an instructor before access is given. Access to iLearn is updated twice a day.
**Faculty:** Y  **Staff:** Y  **Students:** N  **Visitors:** N
Access service:  https://ilearn.sfsu.edu/
For more information:  https://ilearn.sfsu.edu/

### Accounts - Look Up SF State ID Using SSN & Birthday
(Accounts and Passwords)
The Look Up SF State ID using SSN and Birthday self-service application is for individuals to use to determine their SF State ID.
**Faculty:** Y  **Staff:** Y  **Students:** Y  **Visitors:** N
Access service:  https://www.sfsu.edu/online/lookupsfsuid.html
For more information:  http://www.sfsu.edu/sfsuid

### Accounts - Travel booking system (Connexxus)
(Accounts and Passwords)
Access to the Connexxus travel booking system is automatic for faculty and staff.
**Faculty:** Y  **Staff:** Y  **Students:** N  **Visitors:** N
Access service:  http://gateway.sfsu.edu
For more information:  http://fiscaff.sfsu.edu/generalinformation/departments/travel/index.jsp?menu=2

### Accounts - virtual private network (VPN)
(Accounts and Passwords)
Access to the SF State VPN is automatic for faculty and staff. Access for other individuals is granted on an exception basis.
**Faculty:** Y  **Staff:** Y  **Students:** N  **Visitors:** N
Access service:  http://www.sfsu.edu/~doit/forms/alanet.htm
For more information:  http://www.sfsu.edu/~doit/forms/alanet.htm

### Accounts - Network file share
(Accounts and Passwords)
Owners of shared drives/storage can request access be granted or revoked.
**Faculty:** Y  **Staff:** Y  **Students:** N  **Visitors:** N
Access service:  http://www.sfsu.edu/~doit/forms/alanet.htm
For more information:  http://www.sfsu.edu/~doit/forms/alanet.htm

### Accounts - OneCard
(Accounts and Passwords)
Visit the one stop student services center in the Student Services Building to request a an SF State OneCard
**Faculty:** Y  **Staff:** Y  **Students:** Y  **Visitors:** N
Access service:  http://www.sfsu.edu/forms/sims/survey.htm
For more information:  http://www.sfsu.edu/forms/sims/survey.htm

### Accounts - SharePoint
(Accounts and Passwords)
To request access to SharePoint first attempt to login, then open a service request and indicate which SharePoint site you are requesting access to.
**Faculty:** Y  **Staff:** Y  **Students:** N  **Visitors:** N
Access service:  https://share.sfsu.edu
For more information:  https://share.sfsu.edu

### Accounts - Student Information Management System administrative application (SIMS)
(Accounts and Passwords)
To request access to Student Information Management System administrative application (SIMS) complete the account request form and have your registration coordinator approve the request.
**Faculty:** Y  **Staff:** Y  **Students:** N  **Visitors:** N
Access service:  http://www.sfsu.edu/forms/sims/survey.htm
For more information:  http://www.sfsu.edu/forms/sims/survey.htm

### Accounts - Support request (Alcatel)
(Accounts and Passwords)
For more information:  http://www.sfsu.edu/sfsuid

### Accounts - Trouble ticket system (ITSS)
(Accounts and Passwords)
For more information:  http://fiscaff.sfsu.edu/generalinformation/departments/travel/index.jsp?menu=2

### Accounts - Web server (onlinesf)
(Accounts and Passwords)
For more information:  http://www.sfsu.edu/sfsuid
SF State has received a notice of copyright violation on a device connected to the SF State network.

Device owner is researched and notified.

For more information:
http://doit.sfsu.edu/doit/node/606

**Computer Security - Install software to protect against viruses and malware**

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

For more information:
http://tech.sfsu.edu/guides/protecting-your-computer

**Computer Security - Malware detection report (FireEye)**

SF State runs campus-wide network scanning services that pick up signs of known malware vectors and bots.

For more information:
http://doit.sfsu.edu/doit/node/606

**Computer Security - Report security incident**

Report security incident with an computer at SF State

For more information:
http://doit.sfsu.edu/doit/node/606

**Computer Security - Scan workstation for viruses and malware**

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

For more information:
http://tech.sfsu.edu/guides/protecting-your-computer

**Computer Security - Web browser security scanning (Qualys)**

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

For more information:
http://tech.sfsu.edu/guides/protecting-your-computer

**Computer Security - Encrypting data files**

SF State runs campus-wide network scanning services that pick up signs of known malware vectors and bots.

For more information:
http://tech.sfsu.edu/guides/protecting-your-computer

**Computer Security - Copyright violation on desktop**

Device owner is researched and notified.

For more information:
http://doit.sfsu.edu/doit/node/606

**Computer Security - Encrypting data files**

Device owner is researched and notified.

For more information:
http://doit.sfsu.edu/doit/node/606
Hardware Support - Adaptive Hardware

The DPRC provides technical support to Students, Staff and Faculty who use adaptive equipment such as Magnifiers and Braille Devices.

Faculty: Y Staff: Y Students: N Visitors: N

Access service:

For more information: http://www.sfsu.edu/~dprc/adaptive/hardware/

Service provided by: DPRC

Hardware Support - Display

Local technical support provides assistance for university owned equipment.

Faculty: Y Staff: Y Students: N Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/hardware-support

Service provided by: Local IT Support

Hardware Support - E-waste

Local technical support provides assistance for university owned equipment.

Faculty: Y Staff: Y Students: N Visitors: N

Access service:

For more information: http://www.sfsu.edu/~sustain/e_waste_paper_disposal.html

Service provided by: Local IT Support

Hardware Support - Keyboard

Local technical support provides assistance for university owned equipment.

Faculty: Y Staff: Y Students: N Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/hardware-support

Service provided by: Local IT Support

Hardware Support - Laptop / Desktop

Local technical support provides assistance for university owned equipment.

Faculty: Y Staff: Y Students: N Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/hardware-support

Service provided by: Local IT Support

Hardware Support - Mouse / Trackpad

Local technical support provides assistance for university owned equipment.

Faculty: Y Staff: Y Students: N Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/hardware-support

Service provided by: Local IT Support

Hardware Support - Printer

Local technical support provides assistance for university owned equipment.

Faculty: Y Staff: Y Students: N Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/hardware-support

Service provided by: Local IT Support

Hardware Support - Ricoh MFC

Local technical support provides assistance for university owned equipment.

Faculty: Y Staff: Y Students: N Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/ricoh-mfc

Service provided by: Local IT Support

Hardware Support - Scanner

Local technical support provides assistance for university owned equipment.

Faculty: Y Staff: Y Students: N Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/hardware-support

Service provided by: Local IT Support

Software Distribution - Adobe Creative Suite

Faculty and Staff may obtain Adobe Creative Suite Design and Web Premium software for installation on university owned equipment and equipment used to work at home.

Faculty: Y Staff: Y Students: N Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/adobe-creative-suite

Service provided by: Division of Information Technology

Software Distribution - Microsoft Office software for students

Students can purchase Microsoft Office Pro University from the SF State Bookstore. Office is available for Mac OS and Windows and includes: Outlook, Word, Powerpoint, Excel, Access*, and Communicator/ Lync. *Windows only

Faculty: N Staff: N Students: Y Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/microsoft-campus-and-select-agreements

Service provided by: SF State Bookstore

Software Distribution - Microsoft Office software off-campus distribution

The CSU has an Microsoft Campus Agreement that provides a single Microsoft Office Enterprise work at home license for faculty and staff, media must be purchased from the SF State Bookstore.Office is available for Mac OS and Windows and includes: Outlook, Word, Powerpoint, Excel, Access, and Communicator/ Lync.

Faculty: Y Staff: Y Students: N Visitors: N
Software Distribution - Microsoft Office software on-campus distribution

The CSU has an Microsoft Campus Agreement that provides for Microsoft Office Enterprise for all university and auxiliary computers. Office is available for Mac OS and Windows and includes: Outlook, Word, Powerpoint, Excel, Access, and Communicator/ Lync.

Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/microsoft-campus-and-select-agreements

Software Distribution - Microsoft software on-campus distribution

The CSU has an Microsoft Campus Agreement that provides for Microsoft Windows Enterprise for all university and auxiliary computers. Windows can also be installed on a Mac. Does not include servers.

Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/microsoft-campus-and-select-agreements

Software Distribution - Microsoft Windows software for students

Students can purchase Microsoft Windows products through the SF State Bookstore.

Faculty: N  Staff: N  Students: Y  Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/microsoft-campus-and-select-agreements

Software Distribution - Microsoft Windows software off-campus distribution

The CSU has an Microsoft Campus Agreement that provides a single Microsoft Windows Enterprise work at home license for faculty and staff. Media must be purchased from the SF State Bookstore.

Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/microsoft-campus-and-select-agreements

Software Support - Adaptive Software

The DPRC provides technical support to Students, Staff and Faculty who use adaptive software such as JAWS, Kurzwell and ZoomText. To request assistance with adaptive software, please click the 'Request this Service' button above.

Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service:
For more information: http://www.sfsu.edu/~dprc/adaptive/software/
Service provided by: DPRC

Software Support - Adobe Acrobat

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/adobe-acrobat
Service provided by: Local IT Support

Software Support - Adobe Dreamweaver

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/adobe-dreamweaver
Service provided by: Local IT Support

Software Support - Adobe Photoshop

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

Faculty: Y  Staff: Y  Students: Y  Visitors: N
Software Support - Anti-virus / Anti-malware
(Computer Hardware and Software)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/adobe-creative-suite
Service provided by: Local IT Support

Software Support - Apple MacOS
(Computer Hardware and Software)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information:
Service provided by: Local IT Support

Software Support - Apple Mail
(Computer Hardware and Software)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/apple-mail-exchange
Service provided by: Local IT Support

Software Support - FileZilla
(Computer Hardware and Software)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/filezillasftp
Service provided by: Local IT Support

Software Support - Firefox
(Computer Hardware and Software)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information:
Service provided by: Local IT Support

Software Support - Ghost
(Campus-wide)
Campus-wide technical support provides assistance for software on university owned equipment.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information:
Service provided by: Local IT Support

Software Support - Internet Explorer
(Computer Hardware and Software)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information:
Service provided by: Local IT Support

Software Support - Mathematica
(Computer Hardware and Software)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information:
Service provided by: Local IT Support

Software Support - Microsoft Excel
(Computer Hardware and Software)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information:
Service provided by: Local IT Support

Software Support - Microsoft Lync
(Computer Hardware and Software)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/instant-messaging-conferencing-desktop-sharing
Service provided by: Local IT Support

Software Support - Microsoft Outlook
(Computer Hardware and Software)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
Software Support - Microsoft PowerPoint

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

Faculty: Y  Staff: Y  Students: Y  Visitors: N

Access service:

For more information:

Service provided by: Local IT Support

Software Support - Microsoft Windows

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

Faculty: Y  Staff: Y  Students: Y  Visitors: N

Access service:

For more information:

Service provided by: Local IT Support

Software Support - Microsoft Word

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

Faculty: Y  Staff: Y  Students: Y  Visitors: N

Access service:

For more information:

Service provided by: Local IT Support

Software Support - Safari

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

Faculty: Y  Staff: Y  Students: Y  Visitors: N

Access service:

For more information:

Service provided by: Local IT Support

Software Support - Setup new workstation

Local technical support provides assistance, including computer setup and standard software installations, for university owned equipment. To request the setup of a new workstation or laptop, please click the 'Request this Service' button above.

Faculty: Y  Staff: Y  Students: N  Visitors: N

Access service:

For more information:

Service provided by: Local IT Support

Software Support - Statistical - Minitab

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

Faculty: Y  Staff: Y  Students: Y  Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/statistical-software

Service provided by: Local IT Support

Software Support - Statistical - SAS

Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.

Faculty: Y  Staff: Y  Students: Y  Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/statistical-software

Service provided by: Local IT Support

Software Support - Statistical - SPSS

Local technical support provides assistance for SPSS software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk. To request support for an existing SPSS installation, please click the 'Request this Service' button above.

Faculty: Y  Staff: Y  Students: Y  Visitors: N

Access service:

For more information: http://tech.sfsu.edu/guides/statistical-software

Service provided by: Local IT Support

Software Support - Uniprint (pay-to-print software)

Local technical support provides assistance for software on university owned equipment. Students experiencing technical difficulties with Uniprint services should first contact local support for assistance. If local staff is unavailable, or you are a staff member looking for assistance, please click the 'Request this Service' link above.

Faculty: Y  Staff: Y  Students: Y  Visitors: N

Access service:

For more information:

Service provided by: Local IT Support

Calendar - Submit university calendar event

All San Francisco State University departments, units, and recognized student organizations are welcome to submit calendar listings for their events. Event entries should be submitted at least five business days prior to the event, or earlier if possible.

Faculty: Y  Staff: Y  Students: Y  Visitors: N

Access service:

For more information: http://www.sfsu.edu/calendar

Service provided by: Division of Information Technology
Calendar - View calendar of events
(Email, Calendar, and Messaging)
The Calendar lists San Francisco State University events of general and specific interest to the campus community and the public. The Student Life section is open only to the campus community. It includes recognized students organizations, LEAD, Student Center, Associated Students, Residential Life, etc.
Faculty: Y Staff: Y Students: Y Visitors: Y
Access service:
For more information: http://www.sfsu.edu/calendar
Service provided by: Division of Information Technology

E-mail - Check messages quarantined by Forefront
(Email, Calendar, and Messaging)
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information: http://live.sfsu.edu
Service provided by: Division of Information Technology

E-mail - E-mail Check Exchange
(Email, Calendar, and Messaging)
Faculty: Y Staff: Y Students: N Visitors: N
Access service: http://email.sfsu.edu
For more information: http://tech.sfsu.edu/guides/exchange-email
Service provided by: Division of Information Technology

E-mail - E-mail Distribution lists
(Email, Calendar, and Messaging)
Create and maintain e-mail distribution lists. List subscription, archiving and posting policies can be set.
Faculty: Y Staff: Y Students: N Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://tech.sfsu.edu/guides/distribution-lists
Service provided by: Division of Information Technology

E-mail - E-mail Live@edu
(Email, Calendar, and Messaging)
Faculty: Y Staff: N Students: N Visitors: N
Access service: http://live.sfsu.edu
For more information: http://tech.sfsu.edu/guides/live-edu-email
Service provided by: Division of Information Technology

E-mail - Lookup e-mail address
(Email, Calendar, and Messaging)
Look up the e-mail address of an individual at SF State using their complete first and last name.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service: http://www.sfsu.edu/search/getemail.html
For more information: http://doit.sfsu.edu/directory
Service provided by: Division of Information Technology

E-mail - Report improper use of an SF State account
(Email, Calendar, and Messaging)
Report spam/phishing message received from an @sfsu.edu e-mail address.
Faculty: Y Staff: Y Students: Y Visitors: Y
Access service:
For more information: http://doit.sfsu.edu/doit/node/606
Service provided by: Division of Information Technology

E-mail - Report spam/phishing received
(Email, Calendar, and Messaging)
Report spam/phishing message received at an @sfsu.edu e-mail address.
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/how-report-spam-and-phishing-email
Service provided by: Division of Information Technology

Messaging - Instant messaging and video conferencing (Live@edu)
(Email, Calendar, and Messaging)
Instant messaging and video conferencing is available through student e-mail accounts.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://live.sfsu.edu
For more information:
Service provided by: Division of Information Technology

Messaging - Instant messaging and video conferencing (Lync)
(Email, Calendar, and Messaging)
Instant messaging and video conferencing is available through faculty and staff Exchange e-mail accounts.
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information:
Service provided by: Division of Information Technology

Faculty and Staff Financial - Book travel (Connextus)
(Financial)
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information:
Service provided by: Fiscal Affairs

Faculty and Staff Financial - Login to CFS account
(Financial)
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information: http://fiscaff.sfsu.edu/services/fms/
Service provided by: Fiscal Affairs

Faculty and Staff Financial - Office supplies (OfficeMax)
(Financial)
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information:
Service provided by: Fiscal Affairs
**Faculty and Staff Financial - Parking permit application**

- Faculty: Y
- Staff: Y
- Students: N
- Visitors: N

Access service: http://www.sfsu.edu/~parking/text/permit.html

For more information: http://gateway.sfsu.edu

Service provided by: Human Resources

**Student Financials - Accept financial aid offer**

- Faculty: N
- Staff: Y
- Students: Y
- Visitors: N

Access service: https://fabsweb.sfsu.edu/fabsweb/students/index.jsp

For more information: http://www.sfsu.edu/~bursar/

Service provided by: Fiscal Affairs

**Student Financials - Add value to OneCard**

- Faculty: Y
- Staff: Y
- Students: Y
- Visitors: N

Access service: http://fiscaff.sfsu.edu/generalinformation/departments/onecard/add_value.jsp

For more information: http://fiscaff.sfsu.edu/generalinformation/departments/onecard/onecard_big.jsp

Service provided by: Fiscal Affairs

**Student Financials - Direct deposit sign-up**

- Faculty: N
- Staff: Y
- Students: Y
- Visitors: N

Access service: https://fabsweb.sfsu.edu/fabsweb/students/index.jsp

For more information: http://www.sfsu.edu/~finaid/newdeposit.html

Service provided by: Fiscal Affairs

**Student Financials - Make web payment**

- Faculty: Y
- Staff: Y
- Students: Y
- Visitors: Y

Access service: https://www.eposasp.com/ebpp/Login.aspx

For more information: http://www.sfsu.edu/~bursar/

Service provided by: Fiscal Affairs

**Student Financials - View financial account status and activity**

- Faculty: Y
- Staff: Y
- Students: Y
- Visitors: Y

Access service: http://gateway.sfsu.edu

For more information: http://gateway.sfsu.edu

Service provided by: Division of Information Technology

**Absence Management - Absence Approval**

- Faculty: Y
- Staff: Y
- Students: N
- Visitors: N

Access service: http://gateway.sfsu.edu

For more information: http://gateway.sfsu.edu

Service provided by: Human Resources

**Absence Management - Report Absence**

- Faculty: Y
- Staff: Y
- Students: N
- Visitors: N

Access service: http://gateway.sfsu.edu

For more information: http://gateway.sfsu.edu

Service provided by: Human Resources

**Absence Management - View leave balances and accrual**

- Faculty: Y
- Staff: Y
- Students: N
- Visitors: N

Access service: http://gateway.sfsu.edu

For more information: http://gateway.sfsu.edu

Service provided by: Human Resources

**Contact Information - Update address and emergency contact Employee**

- Faculty: Y
- Staff: Y
- Students: N
- Visitors: N

Access service: http://gateway.sfsu.edu

For more information: http://gateway.sfsu.edu

Service provided by: Human Resources

**ETRAC - Employee hire (ETRAC)**

- Faculty: Y
- Staff: Y
- Students: N
- Visitors: N

Access service: http://gateway.sfsu.edu

For more information: http://gateway.sfsu.edu

Service provided by: Human Resources

**HRMS - Human Resources Management System (HRMS)**

- Faculty: Y
- Staff: Y
- Students: N
- Visitors: N

Access service: http://gateway.sfsu.edu

For more information: http://gateway.sfsu.edu

Service provided by: Human Resources

**Recruitment - View and apply to job postings**

- Faculty: Y
- Staff: Y
- Students: Y
- Visitors: Y

Access service: http://gateway.sfsu.edu/~hrwww/

For more information: http://www.sfsu.edu/~hrwww/

Service provided by: Human Resources
Time and Labor - Approve time and labor
(Human Resources)
Supervisors can approve time and labor using a self-service application.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://gateway.sfsu.edu
Service provided by: Human Resources

Time and Labor - Enter hours worked
(Human Resources)
Employees can enter hours worked using a self-service application.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://gateway.sfsu.edu
Service provided by: Human Resources

Training - Conflict of Interest
(Human Resources)
Sexual harassment training is provided to employees with roles that may create a potential conflict of interest.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://gateway.sfsu.edu
Service provided by: Human Resources

Training - Employee and Student Information Privacy (ESIP)
(Human Resources)
Employee and Student Information Privacy (ESIP) is a self-service application that has a tutorial and quiz to train employees on the information privacy requirements for student and employee information.
Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service:
For more information: https://www.sfsu.edu/online/esip.htm
Service provided by: Human Resources

Training - Sexual Harassment
(Human Resources)
Sexual harassment training is provided to employees with supervisory roles.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information:
Service provided by: Human Resources

Wired - Network activation/change/deletion
(Network / Wireless)
Network drops adds, moves, deletions can be requested by CTC representatives. Charges are billed to the department.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information:
Service provided by: Division of Information Technology

Wired - Network Switch Installation/Repair
(Network / Wireless)
Campus IT Staff can make requests for the installation and repair of network switches. Please use the Request this Service link above and provide all the information required in the service request's description field to request an installation or repair.
Faculty: N  Staff: Y  Students: N  Visitors: N
Access service:
For more information:
Service provided by: DoIT Network

Wireless - Login to wireless network
(Network / Wireless)
Access to the campus wireless network is automatically given to faculty, staff, and students.
Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/wireless-network
Service provided by: Division of Information Technology

Wireless - Request guest wireless account
(Network / Wireless)
CTC representatives can request guest wireless accounts for university sponsored events.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/wireless-network
Service provided by: Division of Information Technology

Directories - Directory - people and offices
(Phones and Mobile Devices)
A directory of faculty, staff and department locations and phone numbers.
Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service: http://www.sfsu.edu/search/directory.html
For more information: http://doit.sfsu.edu/directory
Service provided by: Division of Information Technology

Directories - Directory assistance
(Phones and Mobile Devices)
University operator services provided M-F 8am-5pm
Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service: 415.338.1111
For more information: http://doit.sfsu.edu/directory
Service provided by: Division of Information Technology

Mobile Devices - Activate built-in cellular modem
(Phones and Mobile Devices)
Cellular activation services are available to department telephone coordinator designees. Equipment and plan charges are billed to the department.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information:
Service provided by: Division of Information Technology
Mobile Devices - Activate iPad
(Phones and Mobile Devices)
Cellular activation services are available to department telephone coordinator designees. Equipment and plan charges are billed to the department.
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information:
Service provided by: Division of Information Technology

Mobile Devices - Activate WiFi/USB cellular modem
(Phones and Mobile Devices)
Cellular activation services are available to department telephone coordinator designees. Equipment and plan charges are billed to the department.
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information:
Service provided by: Division of Information Technology

Mobile Devices - Setup Android device to access e-mail
(Phones and Mobile Devices)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information:
Service provided by: Local IT Support

Mobile Devices - Setup iOS device to access e-mail
(Phones and Mobile Devices)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information:
Service provided by: Local IT Support

Mobile Devices - Setup Windows Mobile device to access e-mail
(Phones and Mobile Devices)
Local technical support provides assistance for software on university owned equipment. Students can request assistance from the Division of Information Technology Help Desk.
Faculty: Y Staff: Y Students: Y Visitors: N
Access service:
For more information:
Service provided by: Local IT Support

Phones - Cell Phone
(Phones and Mobile Devices)
Cellular phones and cellular services are available to department designees pending approval by a university vice president. Equipment and plan charges are billed to the department.
Faculty: Y Staff: Y Students: N Visitors: N
Access service: http://doit.sfsu.edu/node/330
For more information: http://doit.sfsu.edu/node/330
Service provided by: Division of Information Technology

Phones - Conference calls
(Phones and Mobile Devices)
Conference calls can be setup using the campus call-in service and though a pay-per-use ATT service.
Faculty: Y Staff: Y Students: N Visitors: N
Access service: http://doit.sfsu.edu/node/313
For more information: http://doit.sfsu.edu/node/313
Service provided by: Division of Information Technology

Phones - Discounts for faculty, staff and students
(Phones and Mobile Devices)
Information about phone discounts provided to faculty, staff and students
Faculty: Y Staff: Y Students: Y Visitors: N
Access service: http://doit.sfsu.edu/discounts
For more information: http://tech.sfsu.edu/guides/educationaldiscounts
Service provided by: Division of Information Technology

Phones - Emergency Phone
(Phones and Mobile Devices)
Emergency phones are available to department telephone coordinator designees.
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information:
Service provided by: Division of Information Technology

Phones - Standard/Dterm Phone
(Phones and Mobile Devices)
Standard and Dterm phones are available to department telephone coordinator designees. Equipment and plan charges are billed to the department.
Faculty: Y Staff: Y Students: N Visitors: N
Access service:
For more information: http://doit.sfsu.edu/node/66
Service provided by: Division of Information Technology

Phones - Voice over IP (VOIP)
(Phones and Mobile Devices)
VOIP phones are available to department telephone coordinator designees. VOIP is available at the downtown campus and the Library. Equipment and plan charges are billed to the department.
Faculty: Y Staff: Y Students: N Visitors: N

For more information: http://doit.sfsu.edu/department-billing
Service provided by: Division of Information Technology
Faculty and Staff - View DARS report
(Registration and Grades)
Student Degree Audit Report System (DARS) reports can be accessed for advising purposes by faculty and staff with a SIMS account.
Faculty: Y Staff: Y Students: N Visitors: N
Access service: http://www.sfsu.edu
For more information:
Service provided by: Division of Information Technology

Students - Accept admission offer
(Registration and Grades)
Student applicants can review their admission status and accept admission offer.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - Class schedule search
(Registration and Grades)
The class schedule search is used to show the courses offered to enrolled students and courses offered to the public through the college of extended learning.
Faculty: Y Staff: Y Students: Y Visitors: Y
Access service: http://www.sfsu.edu/online/clssch.htm
For more information:
Service provided by: Division of Information Technology

Students - Enrollment verification
(Registration and Grades)
Students can obtain enrollment verification using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information:
Service provided by: Division of Information Technology

Students - Register for classes
(Registration and Grades)
Students can register for classes using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - Register for orientation
(Registration and Grades)
Undergraduate students can register for orientation using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology
Students - Register for tests
(Registration and Grades)
Students and visitors can register for tests using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - Request official transcript
(Registration and Grades)
Students and former students can request official transcripts using a self-service application
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - Sign-up for Credit/No Credit
(Registration and Grades)
Students can sign-up for Credit/No Credit grading using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - Update address and emergency contact
(Registration and Grades)
Students can view their contact information using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - View Advancement To Candidacy (ATC) & Culminating Experience Status
(Registration and Grades)
Graduate students can view their Advancement To Candidacy (ATC) and Culminating Experience status using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - View DARS report
(Registration and Grades)
Undergraduate students can obtain a Degree Audit Report System (DARS) report that indicates progress toward completing General Education and major program requirements.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - View grades
(Registration and Grades)
Students can view their grades using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - View registration time
(Registration and Grades)
Students can view their registration time using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - View test scores
(Registration and Grades)
Students can view their test scores using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - View unofficial transcript
(Registration and Grades)
Students can view their unofficial transcript using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Students - View/update GE segment III
(Registration and Grades)
Undergraduate students can view/update their GE segment III cluster using a self-service application.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://gateway.sfsu.edu
For more information: http://gateway.sfsu.edu
Service provided by: Division of Information Technology

Publish - Coursework server (unixlab.sfsu.edu)
(Web Tools)
Students can use accounts on the unixlab server to publish coursework related Web sites.
Faculty: N Staff: N Students: Y Visitors: N
Access service: http://unixlab.sfsu.edu
For more information: http://unixlab.sfsu.edu
Service provided by: Division of Information Technology
Publish - Department site Drupal training
(Web Tools)
The Division of Information Technology maintains a Drupal installation that can be used by departments for publishing Web pages. As preparation for moving an existing site or creating a new site using Drupal, departmental staff/faculty who will be administering pages should complete a brief training.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://tech.sfsu.edu/guides/drupal
Service provided by: Division of Information Technology

Publish - Faculty web server (online.sfsu.edu)
(Web Tools)
Faculty can use accounts on the online server to publish faculty Web sites.
Faculty: Y  Staff: N  Students: N  Visitors: N
Access service:
For more information:
Service provided by: Division of Information Technology

Publish - Online surveys (Qualtrics)
(Web Tools)
Faculty, staff and students can create and distribute online surveys.
Faculty: Y  Staff: Y  Students: Y  Visitors: N
Access service: http://sfsu.qualtrics.com
For more information:
Service provided by: Division of Information Technology

Publish - Request Drupal site (sites.sfsu.edu)
(Web Tools)
Campus departments can request a drupal site to publish university information on the Web. Content can be public or require authentication.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://drupal.sfsu.edu/
Service provided by: Division of Information Technology

Publish - Site review for migration to Drupal
(Web Tools)
The Division of Information Technology maintains a Drupal installation that can be used by departments for publishing Web pages. As preparation for moving an existing site to Drupal, it should be reviewed by the Drupal Team.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information: http://drupal.sfsu.edu/
Service provided by: Division of Information Technology

Publish - Web server (www.sfsu.edu)
(Web Tools)
Departments can use accounts on the www.sfsu.edu server to publish public Web sites.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:

Search - Directory - Web A-Z
(Web Tools)
A directory of campus departments, units and programs that contains their Web site, e-mail address and phone number.
Faculty: Y  Staff: Y  Students: Y  Visitors: Y
Access service:
For more information: http://www.sfsu.edu/atoz/
Service provided by: Division of Information Technology

Search - Google Search
(Web Tools)
A campus-wide google search of SF State content is provided to the public.
Faculty: Y  Staff: Y  Students: Y  Visitors: Y
Access service: http://search.sfsu.edu
For more information:
Service provided by: Division of Information Technology

Search - Google search collection
(Web Tools)
Campus departments can request a local Google search collection for their public Web content.
Faculty: Y  Staff: Y  Students: N  Visitors: N
Access service:
For more information:
Service provided by: Division of Information Technology