KENT STATE. UNIVERSITY | Division of Information Services

STUDENT TECHNOLOGY GUIDEBOOK

2018-2019 Edition

WELCOME TO KENT STATE!

Information Services is dedicated to putting students first, striving to help you succeed by providing modern, reliable, and accessible technology throughout the university.

We have compiled this guidebook to help you familiarize yourself with the technologies you will use during your time at Kent State.

@KSUTechHelp

Information Services at Kent State University

@KSUTechHelp

Connecting at Kent State

Connecting to Wireless

Primary Network
Secure: For phones, tablets, computers

Other Kent Networks
Secure: For guests from other participating universities

Unsecure: For general public university guests

Secure: For gaming consoles, smart TVs, and multimedia devices (Apple TV, Roku)

Connecting Phones, Tablets, and Computers

Connect your computer and mobile devices to our secure, high-speed network, **Kent State Wireless**. Use your **FlashLine** username and password to log in.

Instructions for connecting can be found at *support.kent.edu/wireless*.

Connecting Gaming and Multimedia Devices

Gaming consoles, smart TVs, and multimedia devices (e.g., Xbox, PS4, Roku, Apple TV) must be connected to Kent State's dedicated wireless **Multimedia Devices** network.

To register your device on the **Multimedia Devices** network, visit *MultimediaDevices.kent.edu*.

Note: Chromecasts and smart light bulbs are not compatible with any Kent State network.

Security Tip:
Be aware of your network. Never use non-password-protected public Wi-Fi to do online banking or any other type of personal business.

FlashLine

Understanding Your FlashLine Login and Kent State ID Number

Protect your **FlashLine** username and password, and your Kent State ID number like you protect your Social Security Number. These are your digital identity at Kent State and give access to many of your personal details such as:

- Email
- Social Security Number
- Kent State ID Number
- Bank account
- Direct deposit
- Financial Aid
- Home address
- Phone number
- and other personal info

NEVER share your password with anyone. Only use your Kent State ID number for official university business.

Forgot your password?
Access our online password recovery tool at *support.kent.edu/forgot.*

With this information, someone could take out a loan in your name, steal your financial aid, de-register you from classes, send spam email from your account, and more.

Flash ALERTS

Flash ALERTS is Kent State's official emergency text notification system.

Sign up to receive alerts about unscheduled university closings due to weather and other emergencies at *www.kent.edu/flashalerts.*

Using the FlashLine Portal

FlashLine is Kent State's portal that connects you to essentials you'll need throughout the semester. Visit *login.kent.edu* to sign in.

- Schedule advising appointments
- Register for courses
- Access course schedule
- Track your GPA
- Check student account balances

Get help with FlashLine at *www.kent.edu/flashline*.

Help Us Improve Systems on Campus

FlashLine Improvements

Use the Feedback link in the portal to share your ideas for improving FlashLine.

Pioneer Program

Be the first to test drive new Kent State applications and products before they are released! Sign up at *apps.kent.edu/Pioneers*.

Security Tip:
Choose a strong, unique password for your FlashLine account. Never use the same username/password on other websites.

Kent State Email

Student Email

You can access your Kent State email account at **email.kent.edu** or by selecting the **email** icon in **FlashLine**.

All official university notices are sent to your Kent State email address, so check your email often!

For more information, visit **support.kent.edu/ email-student**.

Kent State Email on Your Mobile Devices

For instructions on how to setup email on your specific mobile device, visit **support.kent.edu/ gmail-mobile**.

Beware of Email Scams (Phishing)

NEVER send personally identifiable information in an email, specifically:
- Kent State ID number
- Passwords
- Account or credit card numbers
- Social Security number

Kent State will NEVER ask you to send your password through email.

Only open attachments or links in emails that you are expecting.

Hover your cursor over the link to view the URL — make sure you recognize the website.

When in doubt, DON'T CLICK!

Visit **secureIT.kent.edu** for free online training on how to identify phishing scams.

Kent State Apps

KSUMobile

The **KSUMobile** app features many of the same resources as FlashLine, designed for use on your mobile device.

- View schedule
- Check grades
- Campus maps and directions
- Dining locations, hours, and payment options
- Account information
- View employment records
- Live bus tracking
- Buy books
- Campus safety resources
- Parking availability

Additional Official Kent State Apps

For information about other official Kent State mobile apps, visit **www.kent.edu/mobile**.

Security Tip:
Never leave your phone, tablet, or computer unattended, even for a moment, and always lock your devices with a passcode.

Technology on Campus

Bringing a Computer to Campus

Hardware Recommendations

We strongly recommend checking with your school or college **BEFORE** purchasing a computer. Some colleges have specific computer and technology requirements.

Specific Requirements for Certain Majors

Below are programs with specific requirements at time of publication:

- Aeronautics and Engineering
- Architecture and Environmental Design
- Art
- Business Administration
- Fashion Design and Merchandising
- Journalism and Mass Communication
- Nursing
- Visual Communication Design

Visit *www.kent.edu/is/techreqs* for information on current requirements.

Need a Computer?

Students can get discounted pricing!

The **Flash Technology Center** (certified Apple Store) is inside the University Bookstore on the first floor of the Kent Student Center. **Purchase a new Mac in-store and get FREE setup!**

Dell discounts are only available online via Dell.com.

Security Updates and Recommendations

- Run operating system updates
- Enable the built-in operating system firewall

Security Tip:
*When using public Wi-Fi, connect to the VPN for a secure, encrypted connection. **AnyConnect VPN** is available free at **software.kent.edu**. Start it after you connect, and sign in with your FlashLine credentials.*

Free and Discounted Software

Kent State continually works to save students money by negotiating license agreements for various software packages. Free training is available, see page 23 for details.

Adobe Creative Cloud

New for 2018! All Kent State students can purchase a one-year subscription to **Adobe Creative Cloud** for only **$75 per year**! The subscription license includes the full suite of programs – over 20 titles like InDesign and Photoshop!

Get more information and download the software at *software.kent.edu*.

Google Apps

Included with your Kent State email account, students have access to numerous Google Apps as well as **unlimited storage** in Google Drive.

FlashLine: Select the Drive icon in the top right of the screen.

Desktop or Mobile: Install Google Drive to sync your files while working offline.

Online: Sign in to Google Drive at *drive.google.com* using your FlashLine username and password.

Statistical, Research & Mathematics Software

Kent State manages licenses for a number of research and statistical software packages.

FREE	Discounted
• SAS	• SPSS
• Qualtrics	• AMOS
• JMP	• Wolfram Mathematica *(Kent, Stark, and Ashtabula)*
• NVivo	

Get more information and download the software at *software.kent.edu*.

Free Microsoft Office

You can install the Microsoft Office suite on up to **five devices**, including laptops, tablets, and smartphones.

Follow the instructions at *support.kent.edu/office* and download your free copy today!

Security Tip:
Using peer-to-peer (P2P) file-sharing software to download copyrighted materials without the permission of the copyright holder(s) is illegal. Find out how to legally access copyrighted materials at security.kent.edu.

Educational Tools

Blackboard Learn

Blackboard Learn is Kent State's official application for accessing online course materials, grades, assignments, and tests. It also serves as a communication and collaboration tool between students and instructors.

Access Blackboard Learn via the Blackboard icon in FlashLine or at *learn.kent.edu*.

Training guides and online tutorials are available at *www.kent.edu/blackboard*.

Blackboard for Mobile

1. Download **Blackboard** from the app store.
2. Choose Kent State University as your school.
3. Sign in with your FlashLine username and password.

Kaltura

Kaltura is Kent State's video hosting, sharing, and recording application. It is integrated with Blackboard Learn to allow videos to be embedded in any Blackboard text editor.

Log into Kaltura using your FlashLine username and password at *video.kent.edu*.

Kent Campus Computer Labs

Information Services Computer Labs

Information Services maintains two public student computer labs that are open to all Kent State students. Each lab offers both Windows and Mac computers.

- Library *(first floor)*
- 222 Kent Student Center

Visit *support.kent.edu/labs* for hours of operation and additional information.

Each computer lab is equipped with:

- Microsoft Office
- Adobe Creative Cloud
- FileZilla
- Acrobat Reader
- SPSS
- SAS *(Windows only)*
- LockDown Browser *(for test taking)*
- and more!

Library Workstations

The University Library has more than 160 computers available for public use.

Check current availability at *apps.library.kent.edu/computermap*

Academic Labs

Many academic areas maintain their own labs across the Kent Campus. These labs are primarily reserved for students within specific majors, but may double as public labs when no classes or tests are scheduled.

Residence Hall Labs

Residence Services supports four computer labs that are only open to students living in the residence halls. Each computer is equipped with Windows and Microsoft Office.

- Verder Hall
- Tri-Towers
- Twin Towers
- Manchester Hall

Security Tip:
Always reboot lab computers before and after using them. Be sure to sign out of your email, FlashLine, and any other websites you use. Gmail and FlashLine don't automatically log out.

Kent Campus Maker Spaces

Kent State has a number of maker spaces that are available to all students, regardless of major. These spaces feature special tools such as 3D printers, laser cutters, photography equipment and more.

ARTech Studio

School of Art, 041 & 043 CVA – Laser cutter, 3D printer, stencil cutter, and digital router. Costs vary. Open to all students. Email *artechstudiokent@gmail.com* for appointments.

Digital Photo Studio

School of Art, 155A CVA – Camera, lights, backdrop, and computer workstation. Free of charge for students. Schedule a time at *ksuphotolab.youcanbook.me*

Digital Fabrication and Print Center

College of Architecture and Environmental Design, 329 CAED – Laser cutters, color plotters, and 3D printers. Costs vary.

Spark Innovation Studio

191-192 Schwartz Center – 3D printer, laser cutter, prototyping tools, project studio space, and more. Costs vary. *library.kent.edu/spark*

Student Multimedia Studio

Library First Floor – Workstations with Adobe Creative Cloud and other audio, video, and graphics editing software, scanners, 3D printers, 3D pens, and more. Free of charge for students.

TechStyleLAB

The Fashion School, 302 Rockwell Hall – Textile printers, laser cutter for textiles, embroidery machine, knitting machine, 3D body scanner, and more. Costs vary. *www.tech-style-lab.org*

Regional Campus Computer Labs

Ashtabula

- Library L112 and Public Lab
- Main Hall C232 and Student Lounge
- Morrison Hall H202

College of Podiatric Medicine

- Main Building 211

East Liverpool

- Mary Patterson Building 316 and 320
- Purinton Hall 107 (Math Emporium), 318, Quiet Study (2nd Floor), Slak Shak (River Level)

Geauga

- Main Building 128, 144, 148, and 149

Twinsburg Regional Academic Center

- Main Building 117, 119, 120, and 124

Salem

- City Center 209
- Library Smile Lab
- Main Building 113, 125, and 141

Stark

- Fine Arts Building 043, 045A, and 105
- Library Public Stations and Math Labs (002, 008, and 009)
- Main Hall E101, 208, and 306
- Science & Nursing Building 001

Trumbull

- Classroom Admin. Building 112, 116, 125, 127, 142
- Library Lab & Internet Cafe
- Technology Building 216, 218, 252, 258

Tuscarawas

- Founders Hall Academic Learning Commons
- Founders Hall Cybercafe

Many Regional Campus classrooms double as computer labs. Availability may be based on class schedules.

Printing on Campus

Kent Campus Printing with FlashPrint

Public printing is available in most computer labs by using your FLASHcard for payment. Print directly from your personal computer or mobile device by emailing the document to **flashprint@kent.edu** or by uploading the document to *flashprint.kent.edu*.

Double-sided printing is available in some computer labs. Choose "2-sided" in the print dialog box, and the **second side prints for FREE!**

For more information, visit *support.kent.edu/print2lab*.

Bringing Your Printer to Campus

You will need a USB cable to use a personal printer on campus.

Personal wireless and bluetooth printing are not supported.

Regional Campus Printing

Public printing is available in select regional campus computer labs, by using your FLASHcard for payment. Check with your local computer lab to see what printing services are available to you.

TechHelp

24/7 University-wide Support

Support.kent.edu – Online Support Portal

Visit *support.kent.edu* for tech support online via:

- Self-service articles
- Password, login, and FlashLine assistance
- Submit support requests
- Live chat with support staff

Helpdesk tech support is available 24/7 to all Kent State students, on all campuses.

330-672-HELP – 24/7 Tech Help Line

Contact TechHelp by phone 24 hours a day, 7 days a week at **330-672-HELP (4357)**.

Security Tip:
Kent State will NEVER ask you to validate your email account or ask for your password via email.

Kent Campus Support

TechHelp: Service and Repair Center

The TechHelp **Service and Repair Center**, located in the **Tri-Towers Rotunda**, provides in-person support for personal computers, laptops, and mobile devices including:

- Hardware repair, installation, and part ordering
- Virus and spyware removal
- Software and operating system troubleshooting
- Network, wireless, and login support
- iPad service
- Data recovery
- Apple and Dell-authorized warranty service
- Authorized Safeware repair center

Authorized Service Provider

Authorized Service Center

Most repairs are performed on-site within a short time frame. Walk-ins are welcome—no appointment necessary!

Visit *TechHelp.kent.edu* or call **330-672-HELP (4357), option 3**.

TechHelp: Tech2You

Tech2You is a mobile service that provides technology support for all residence halls. Technicians can troubleshoot for cable TV and wireless issues, and provide other basic technical support.

Find more information at *TechHelp.kent.edu* or call **330-672-HELP (4357), option 3**.

TechHelp: Library Technology Helpdesk

The **Library Technology Helpdesk** provides walk-up assistance for students with basic technology issues.

The desk is located on the first floor (in the alcove to the right of Starbucks).

Find more information at *TechHelp.kent.edu*.

Regional Campus Support

If you are on a Regional Campus and you need local walk-up technical support, please contact your helpdesk listed below.

Ashtabula

Main Hall, Room C234
440-964-4357
helpdesk-ashtabula@kent.edu

College of Podiatric Medicine

216-916-7545 (or 17545)
CPMIT@kent.edu

East Liverpool

Purinton Hall Room 109
Purinton Hall Library
Mary Patterson Bldg. Room 304
330-382-7441
helpdesk-eastliverpool@kent.edu

Geauga

Room 130
440-834-3751
helpdesk-geauga@kent.edu

Twinsburg Regional Academic Center

Room 118
330-888-6351
helpdesk-geauga@kent.edu

Salem

Room 162
330-337-4252
helpdesk-salem@kent.edu

Stark

Main Hall East Wing Lab
330-244-3490
helpdesk-stark@kent.edu

Trumbull

Classroom Admin. Room 122
330-675-8812
helpdesk-trumbull@kent.edu

Tuscarawas

Founders Hall Cybercafe
330-308-7465
helpdesk-tuscarawas@kent.edu

Free Training

Kent State provides students with access to **FREE training and tutorials**, both in-person and online. For more information, visit **www.kent.edu/is/technology-training**.

Technology Workshops

Information Services offers technology workshops on **over 45 different titles**, ranging from beginner to advanced.

Workshops are held in Library room 152. View the schedule and register at **training.kent.edu**

Lynda.com Online Video Courses

All students have access to training videos from Lynda.com.

Login with your FlashLine username and password at **lynda.kent.edu**.

Security Training SecureIT.kent.edu

Online security training is available at **secureIT.kent.edu**.

Learn how to: avoid email scams, manage passwords, secure your identity, and more.

Blackboard Learn Guides

Online guides are available to assist with all aspects of Blackboard Learn.

Visit **www.kent.edu/blackboard** and choose **Tools for Students**.

Kent Campus Tech Map

This map identifies areas on the Kent Campus where you can find technology resources.

Helpful Resources

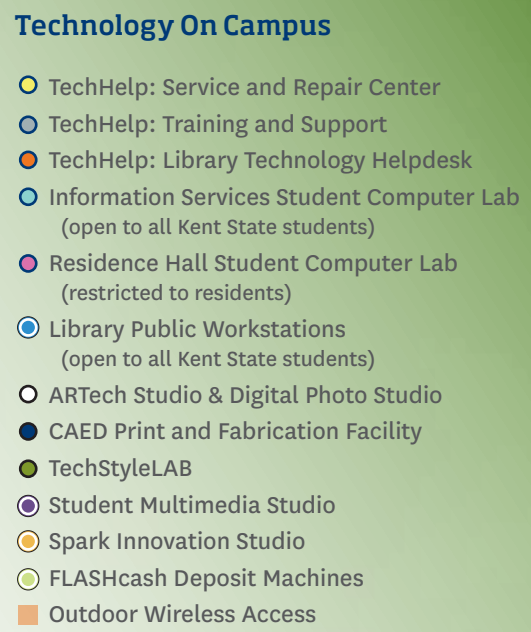Tech Support: support.kent.edu & 330-672-HELP (4357)

Service & Repair Center: techhelp.kent.edu

Blackboard: learn.kent.edu

Training: training.kent.edu

Security: secureIT.kent.edu

Software Downloads: software.kent.edu

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Wick Poetry Ctr.
Kent State Hotel
Ctr. for Arch. & Enviro. Design
Rockwell
Moulton
White
Terrace
Ctr. for the Performing Arts
Nixson
Verder
Franklin
Lowry
Engleman
Admin. Services
McGilvrey
Merrill
Cartwright
Ritchie
Dunbar
CCF
CCA
CCE
Kent
Ctr. for the Visual Arts
Prentice
CCC
CCD
Ctr. for Philanthropy & Alumni Engagement
Art Bldg.
Taylor
CCB
Koonce
Wright
Leebrick
Stopher
Johnson
Gym Annex
Business Admin.
Olson
Ctr. for Undergrad. Excellence
Lake
Korb
Satterfield
Bowman
MACC
Fletcher
Eastway Center
Clark
McDowell
Student Center
Manchester
Allyn
Beall
Harbourt
Schwartz Ctr.
Library
Van Campen
Deweese Health Ctr.
Heer
Ice Arena
Williams
Smith
Cunningham
Math & Comp. Sci.
Henderson
Aeronautics & Tech.
Liquid Crystal Materials
Child Develop. Ctr.
Stewart
Student Recreation & Wellness Ctr.
WKSU

Technology On Campus

- ○ TechHelp: Service and Repair Center
- ○ TechHelp: Training and Support
- ○ TechHelp: Library Technology Helpdesk
- ○ Information Services Student Computer Lab
  (open to all Kent State students)
- ◉ Residence Hall Student Computer Lab
  (restricted to residents)
- ◉ Library Public Workstations
  (open to all Kent State students)
- ○ ARTech Studio & Digital Photo Studio
- ● CAED Print and Fabrication Facility
- ● TechStyleLAB
- ◉ Student Multimedia Studio
- ◉ Spark Innovation Studio
- ○ FLASHcash Deposit Machines
- ▧ Outdoor Wireless Access

View Regional Campus maps or this map online at *www.kent.edu/maps*

tech help Information Services

Support.kent.edu • 330-672-HELP

@KSUTechHelp

Information Services at
Kent State University

@KSUTechHelp

See the web version and download a PDF at
TechGuide.kent.edu

KENT STATE
U N I V E R S I T Y

Division of
Information Services