

## Technology Services

---

The technology team consists of three staff: Shelford Mitchell (ext. 6773), Ashutosh Limaye (ext. 6772), and Yvette Kelley (6774). The principle way to request technology services is to send an email to [spa\\_tech@baruch.cuny.edu](mailto:spa_tech@baruch.cuny.edu). If you have administrative questions, please send an email to [Yvette\\_Kelley@baruch.cuny.edu](mailto:Yvette_Kelley@baruch.cuny.edu). Below, are the general services that are available at SPA.

**Computer Setup** – The standard setup at each desk is a PC that is connected to a local network and the Internet. The basic software on new PCs includes Microsoft Office 2003 Suite, Internet Explorer, Mozilla Firefox, Norton Anti-virus, Adobe Acrobat Standard, BOSS, Lotus Notes email client, SAS, SPSS, and 7-zip. You will have a desktop printer and/or a connection to a network printer that is located nearby. You should contact Technology Services for a network username.

**Computer Logon** – All persons working at SPA, including GAs and Adjuncts, must obtain a SPA network account. The logon account can be used at any computer on campus, unless otherwise specified. For example, the lectern in conference room D-301, a smart podium in the Vertical Campus, the instructor computer in the Computer Lab in room A-311, can be accessed with the SPA logon.

**Network Resources** – Everyone's PC should be mapped to two network drives, H:Shared Folders and I:Users. The H: drive mapping points to a location on a SPA server that is accessible by everyone at SPA. The drive is organized by units, such as Academic, Faculty, and Centers, and is intended as a storage place for documents you wish to share with others. The I: drive mapping points to each person's personal folder. This storage area is accessible only to the named person, unless the person has requested that some other named person (a GA, for example) also have access to all or part of the folder. If you do not see these drive mappings in My Computer on your desktop, please send a request to [spa\\_tech@baruch.cuny.edu](mailto:spa_tech@baruch.cuny.edu).

**Tech Support** – If you are having any computer related difficulties you can request support by sending an email to [spa\\_tech@baruch.cuny.edu](mailto:spa_tech@baruch.cuny.edu). If the problem is urgent, such as your computer crashed or will not turn on or your email doesn't work, you should call 646-660-6773 or 6774. For all administrative matters you should call the Director of Technology Services, Yvette Kelley, at 646-660-6774 or send an email to [Yvette\\_Kelley@baruch.cuny.edu](mailto:Yvette_Kelley@baruch.cuny.edu). You can answer many application related questions yourself through the Help feature that is included with the application.

## Technology Services, continued...

**Email** – All students, faculty, and staff can apply for a Baruch College email account. To request an account you must complete an on-line form that can be found at [http://www.baruch.cuny.edu/resources/email\\_choose.html](http://www.baruch.cuny.edu/resources/email_choose.html). Allow 48 hours for processing, after which time you will receive an e-mail notification of your account information. Technology Services will automatically be notified that your account is ready and can be configured your on your desktop in your e-mail client software. Faculty and staff can access their email off campus via the Internet at URL: mail.baruch.cuny.edu.

**Shared Equipment** – In addition to network printers, there are fax machines, scanners, and copiers that are available to you. One fax machine is located in the Dean's office suite (Room D-901, 135 E. 22<sup>nd</sup> St.) and another is located in the faculty suite (4<sup>th</sup> floor, 135 E. 22<sup>nd</sup> St.). A black and white scanner with OCR (editing) software is located in the faculty suite in the back area near the copier and a color professional scanner is located in the nonprofit lab (Room D-309). There is another copier in the front area of the faculty suite and others are located on the 8<sup>th</sup> and 9<sup>th</sup> floors. Please contact Persi Cofresi for all copier issues, Persi or Karem Rebolledo for printer ink cartridges, and [spa\\_tech@baruch.cuny.edu](mailto:spa_tech@baruch.cuny.edu) for all computer related technical support. Additional equipment can be made available to you on a temporary basis (see, SPA Equipment Requests document).

**Computer Lab** – The lab is located in room A-311 in 17 Lexington Avenue. It has thirty (30) student workstations and one instructor workstation attached to a projector. Students logon to the computers using their student accounts and the instructor logs on using the SPA account. Printing is limited to students using the Pharos printing system.

**BlackBoard** – CUNY administers BlackBoard through its portal services. You can register for a BlackBoard account at [www.cuny.edu](http://www.cuny.edu) at the Log in link or at <http://www.baruch.cuny.edu/bctc/blackboard/>. The Baruch Computing and Technology Center (BCTC) provides support to BlackBoard, including workshops and other services (see, [http://www.baruch.cuny.edu/bctc/training/faculty\\_training.html](http://www.baruch.cuny.edu/bctc/training/faculty_training.html)). The Helpdesk can be reached by e-mail at [bctchelp@baruch.cuny.edu](mailto:bctchelp@baruch.cuny.edu) or by telephone at 646-312-1010.

**Baruch Resources** – The Faculty & Staff section of Baruch's homepage, <http://www.baruch.cuny.edu/facstaff/>, is a good place to start when looking for central services such as building and grounds assistance. The Technology Quick Link on Baruch's homepage, <http://www.baruch.cuny.edu/bctc/>, is a good place to learn about a broad range of technology services available at the college.