Technology Help Desk Support

- Accessing the Internet
- Accessing your accounts (SCU Username, eCampus, Camino, G Suite, etc)
- Registering game consoles
- General hardware and software troubleshooting
- Printing (Smartprint, mobile print, guest print)
- Installing antivirus software or virus and spyware removal
- Setting up your mobile device
- Setting up your Cable TV
- Zoom support

Media Services Support

- Camino Learning Management System
- AV Equipment
- AV Recording and Editing
- Digital Video and Audio Recorders
- Computer projections in classroom & meeting rooms
- Multimedia Lab
- Technical support for media assignments

Protect your Private Information

- Change your eCampus User ID and SCU Username passwords once each year.
- Do not share your SCU Username or eCampus User ID and password.
- Put a PIN on your phone and other mobile devices.
- Put a locking screen saver on your desktop and laptop computers.
- Install Sophos antivirus software - and keep it up-to-date!
  https://download.scu.edu/GetAntiVirus
- Set your computer operating system for automatic updates.

GET HELP!

TECHDESK@SCU.EDU

Contact Us
www.scu.edu/technology

Technology Help Desk
Phone: 408-554-5700
Email: techdesk@scu.edu

Regular Academic Hours
Monday-Thursday: 7:30 a.m. - 10:00 p.m.
Friday: 7:30 a.m. - 5:00 p.m.
Saturday: 1:00 p.m. - 5:00 p.m.
Sunday: 1:00 p.m. - 10:00 p.m.

Additional Resources

Media Services
Phone: 408-554-4520
Email: mediaservices@scu.edu
Monday-Friday: 8:00 a.m. - 6:00 p.m.

University Library Help Desk
Phone: 408-554-5020
Email: librarycirc@scu.edu

Technology Training
Phone: 408-551-3120
Email: technologytraining@scu.edu

Find us all on the *1st Floor of the Harrington Learning Commons*

@SCU_TECH

Santa Clara University

2017/18 Student Tech Guide

Information
Services

Student Technology Guide

SANTA CLARA UNIVERSITY · 1851 · IHS

scu.edu/login

SCU Single Sign-On ("SSO")

Your SCU Username provides access to multiple accounts. It is used to access the network, your Gmail and G Suite account, Camino, SmartPrint, SCU ePortfolio, Zoom, Sophos and wireless access.

You can retrieve your SCU Username and password from within eCampus. From SCU Login, log into eCampus, go to Enterprise Menu, go to Personal Portfolio – SCU Electronic Information. If this password is not working, please contact the Technology Help Desk (408) 554-5700 to get your SCU SSO password reset.

G Suite

In addition to your Gmail account, you also have access to Google Drive, Calendar, Sites, Groups and Contacts. Google Apps help is available from gsuite.google.com.

Gmail on your Mobile Device/Phone set up instructions
www.scu.edu/technology/get-connected/mobile-devices

Camino

Camino is our online learning management system used by faculty to manage course materials. In Camino, you may find your syllabus, assignments, discussion boards, and online quizzes. Camino is also a place to collaborate with small groups, complete peer reviews, and turn in your assignments. For help, contact Camino Support at (408) 551-3572 or caminosupport@scu.edu.

Portfolium

Portfolium is our digital archiving application that'll help you reflect on your academic journey at SCU by showcasing your best coursework, your learning in the community, internship or Study Abroad experience, and tie it all together with your goals and aspirations for the future.

Your digital protfolio is a multimedia record of your skills, achievements and learning, using text, presentations, audio, video or graphics; a tool for creating digital resumes to send to potential employers or graduate schools that shows evidence of what you have done and can do.

eCampus Student Center
https://ecampus.scu.edu

Your eCampus User ID is a capital W followed by the last seven digits of your Campus ID (as displayed on your ACCESS Card). If you do not have or remember your password, you can click on the Forgot My Password link and a new password will be emailed to you. To change your password once you are logged into eCampus, go to Main Menu > My System Profile > Change password.

Academics - View class schedule and course history, run degree progress report, request enrollment verification, enroll for class (add, drop, swap), view exam schedule, grades and unofficial transcripts and request official transcripts.

Finances - View account summary, anticipated aid, direct deposit refunds and financial aid award letter. Submit refund requests and make a payment.

Personal Information - Maintain personal information, address, phone numbers, email address and emergency contact. View demographic information, FERPA release. Calculus Readiness Exam. Submit Pathway Assignment, Student Election, SCU Parking Permits, My system profile and Change my password.

SCU Mobile App for Android & iOS

Right from your mobile device, you can now look up campus events, news, maps and directions, course catalog, athletics schedules, dining services, and more. Essential information for students, parents, faculty, and staff is readily available.

zoom
zoom.us/signin

Zoom is licensed for all SCU students. Sign in with Google and use your valid SCU Username and password to use the service. Better than Skype! You can make Zoom calls with non-SCU people, just send them an invite! For Zoom support, contact Technology Help Desk (408) 554- 5700 or on 1st floor Harrington Learning Commons.

Technology Training
https://www.scu.edu/training/
Technology Training delivers software training and support to SCU students. Services include classes, office hours and web tutorials that are tailored to help users learn software applications used in teaching, learning, and scholarship.

Technology Purchase Program
https://www.scu.edu/technology/computing-services--support/personalstudent-purchases/
Students can purchase Apple orDell products at educational discounts. Simply log into your eCampus account, click on the My Page tab, and look for the Dell and Apple logo on the left side or use the link above. Software such as Microsoft, Adobe and others are available at http://store.collegebuys.org/.

SmartPrint
https://www.scu.edu/technology/get-connected/shared-printers-and-scanners/smartprint/
SmartPrint is SCU's student print management system. All SCU students have a free SmartPrint allowance at the beginning of each Fall Quarter. These funds are for the entire school year. Your SCU Username is used to release your print jobs. Information on MobilePrint, Guest Printing, SmartPrint Print Center and SmartPrint Printer Locations are also available from the SmartPrint web page.

WiFi access (SCU-Student)
The password for SCU-Student is gosantaclara. Open your web browser and navigate to an off-site web site (Yahoo, CNN, ESPN, Facebook) and you will be directed to a SafeConnect login page. Use your SCU Username and password to authenticate. Authentication is required at the beginning of each quarter.

Sophos Endpoint Security and Control (antivirus)
https://download.scu.edu/GetAntiVirus
Our antivirus software is provided by Sophos, a world leader in virus protection software. SCU has purchased licenses to allow all CURRENT students, faculty and staff to protect their campus and home computers free of charge. To access and download the software, you will be required to login with your SCU Username and password.

Cable TV
https://www.scu.edu/technology/campus-cable-tv/
LINC-TV is the SCU cable TV system supporting all of the campus residence halls, offering over 75 channels of programming, including a movie channel. If you are experiencing problems with your cable, please contact the Technology Help Desk, 1st floor Harrington Learning Commons, or phone: (408) 554-5700.

University Library & Learning Commons
https://www.scu.edu/library/
The University Library has mobile charging stations located on the 1st Floor of the Harrington Learning Commons. Additionally, SCU students can borrow iPads, Kindle Fires and Nook tablets from the University Library Help Desk.