



New IT Services Self-Service Portal Available!

IT Services is excited to announce the completion of the Self-Service Portal. The support Portal provides several great IT resources:

- Create an Incident
- Communicate with your technician
- Search Knowledge
- IT Service Announcements
- See incident status
- View existing incidents
- View your IT inventory

The Self-Service Portal is designed to empower our campus and provide a better insight into the incidents you create and communication with the technician assigned to your challenge. Check out the [Support Portal website](#) for any personal or campus computer/smart phone. Log-in with your campus email and password when prompted.

Instructional Technology Summer Training Workshops

The team of Instructional Technology Specialists have been busy offering several training workshops for faculty to help them prepare for fall. After the rapid move on-line in March, we teamed up with the librarians to do professional development on best practices for on-line learning. A variety of training topics are the result [Summer Training Workshops](#).

In preparation for fall, the Classroom and AV Team have been busy installing cameras and microphones in classrooms. The [hybrid classroom](#) is the institutions' answer to the question of how to maintain social distance in a classroom and allow students who are ill to quarantine, but not miss class.

Representing IT Services on the Faculty Development Task Force, the team created a [Canvas Course](#) for faculty to house all asynchronous training materials developed over the summer on topics like block schedule, hybrid classroom, active learning techniques and more.

Technical Support Resources

Contact us if you have any IT related problems, concerns, or requests including classroom support.

- Support Portal
<https://support.csbsju.edu>
- Email the Help Desk
helpdesk@csbsju.edu
- Call (320) 363-2228
- Remote control technology available for devices
- Stop by Alcuin or Clemens Libraries.

Note: Please use remote services for assistance with devices and faster service.

Instructional Technology Resources

Contact us for curriculum design and technology resources for teaching and learning. Visit our [website](#) to schedule an appointment with one of our Instructional Technology Specialists.

Teams Management Update

It's important to make sure our Microsoft Teams sites are kept up-to-date. In order to assist with this, IT Services will be initiating an automated process to address teams that may no longer be in use. Owners of teams that have not shown use in the past 180 days will receive a notification from our network account management system asking them to confirm that the team is still needed. Team owners will be asked to complete this verification process no more than once per year.

If you have any questions or concerns please reach out to the CSB/SJU Help Desk.

NEW - Download the CSB/SJU Bulletin App - a New Way to Stay Connected!

Keeping up with what's happening at Saint Ben's and Saint John's just got easier. The bulletin app lets you explore campus news, events and updates anytime, anywhere on your mobile device. Customize your feed by audience and remove or save posts with simple left-right swipe functionality. Discover new ways to get involved, never miss an important announcement and so much more. The app is available for free in the Apple App Store or Google Play Store.

How to submit to the Bulletin App

Submitting your valuable news and event information is easy, here is how:

- Visit www.csbsju.edu
- Find "Daily Bulletin" (formerly the Bulletin Board) under Tools in the navigation
- Select Submit Item on the left-hand

EMS - Campus-Wide Scheduling System

Information Technology Services is partnering with several offices to implement a new campus-wide scheduling system, EMS. This system will bring together room scheduling across the campuses, including classrooms, conference room and event spaces. EMS will provide enhanced functionality to the Registrar's Office for creating the course schedule. Spaces on both campuses will be booked using this new system. We are finishing the pilot phase, and over fall semester, bookings will be moved into this system. There is a plug-in that integrates the new system with Outlook, which allows you to use Outlook to request/book a room. Look for more information this fall.