COMPUTING ON CAMPUS

BAKER COLLEGE OF MUSKEGON - 1903 MARQUETTE AVE - MUSKEGON, MI

Information Technology Solution Center
ITSC@MU

What, where and how to get help

The Baker College ITSC (formerly the Helpdesk) department has many resources available to students, faculty and staff. For more information about the resources offered visit the IT web page at http://www.baker.edu/computing.

IT resources available to students

- Google email and Apps (Coming Soon)
- Computer Discounts from leading manufactures (Dell, Apple, Others)
- File Storage (512Mb) See details below
- Internet Connectivity
  - Wireless (Wi-Fi) connection (PC's, laptops, mobile devices, game consoles)
  - Optional Wired (Ethernet) connection
    - Available in living areas (PC's, laptops, consoles)
    - Request must be made to activate port in rooms
    - Hubs may be needed if more than one PC will be used in the room
    - You must register the MAC address of your PC
- Computer labs conveniently located in several housing units
- Software support for applications supported by Baker College for academic purposes
- Residence Hall phone service (Optional, available upon request)
  - Townhouse units offer a VOIP phone for local calls only
  - Jewell, BVA, Starks and Macdonald units offer an analog line only for local calls. Student must provide their own analog phone, set to tone dial

Common problems students experience:

- Internet Connectivity (Wired & Wireless)
  - Wireless (Wi-Fi) connection (No WiFi, weak signal, cannot login)
  - Wired Ethernet connection (no connection, no Internet, MAC not registered)
- Google email and Apps
  - Email login
- Computer problems in the computer labs
  - Login issues
  - Printing issues (Printers are only available at the BRIC and LLC)
- Residence Hall Telephones
  - No dial tone; can't make a call or dial long distance (not permitted)
- Blackboard login or other usage issues
  - Login issues
  - File access issues uploading, downloading or attaching files

File Storage details: File storage for students allow you to keep your data on a Baker College file server for easy access from classrooms and computer labs. Each student is allocated 512Mb of data. If this is insufficient for your file storage needs, you are encouraged to use an external USB thumb drive or portable hard drive for your file storage needs. There are also many third-party cloud file storage services available to you also. Some providers offer free storage and access. The following links are several of the most popular cloud storage providers for you to investigate. Look at each one carefully and choose the provider that works best for you. Baker College does not provide support or endorse any particular brand of external drives or cloud based storage providers.

- Amazon Cloud Drive
- Apple iCloud
- Box
- DropBox
- Google Drive
- Microsoft SkyDrive

The ITSC is the first contact point for repair or help with all Baker College IT resources and services.

If you need help with your IT related issues you have several options for help.

- Call the ITSC at **800-645-8350**. The professional staff will help you with your problem, direct you to the proper person or department, or enter a trouble ticket on your behalf so the department responsible for your type of incident can contact you and help provide a solution.
- Visit the IT web page at http://www.baker.edu/computing where you may readily find the answer to your question.
- Ask your fellow students. Many students may have already found solutions to your exact problem and may share what they know with you.
- Visit the http://google.baker.edu web page for FAQ, Tips & Tricks, Training, Mobile device setup and to learn more about Google Apps.
- Visit the local newly opened ITSC@MU office located on the main campus building in room **A104 (**near the elevator by the business office). **The ITSC@MU phone number is 231-777-6699.**