ECST IT Update

Fall Semester 2022

How to Get Help

- For <u>urgent IT support</u> (teaching a class and need help now), please call or text: **(323)507-3060**
  - ECST IT Support Helpline hours: **8am-6pm M-F** (except for holidays)

- For non-urgent IT requests submit an ECST IT support ticket at: https://www.calstatela.edu/ecst/itsupport

- For non-urgent inquiries email the ITC team at ecstitc@calstatela.edu
  - NOTE: please avoid emailing just an individual ITC

- New ITC hire in process

New Computers for Labs!

- Over the summer several computer labs were updated with brand new computers

- List of updated computer labs: A210, A220, A309, B9, C255D, C255E, C255G, C254, B110, ECST Open Access Lab, and A310 (in-progress)

- Specs: HP Z2 Mini, Core i9 CPU, 32GB of RAM, NVIDIA Quadro RTX 3000 GPU, 2TB of NVMe storage, and 27" 1440p monitor (except for A210, A220, and A309)

- New Software Image with 1TB of software

New Laptops for Classroom Use!

- Laptop carts have been installed in the following classrooms:
  - **A331** (45 laptops) – laptop carts in A331A (ask your dept coordinator to open with key)
  - **A332** (36 laptops) – laptop carts in A332A (ask your dept coordinator to open with key)
  - **C18** (35 laptops) – laptop carts located in room

- The plan is to add OneCard swipe access to A331A and A332A in the near future

- Laptop specs: Lenovo Thinkpad X1 Yoga, 14" touchscreen display + pen, Core i7 CPU, 32GB RAM, Intel Iris Xe Graphics, 2TB storage, and accidental damage warranty

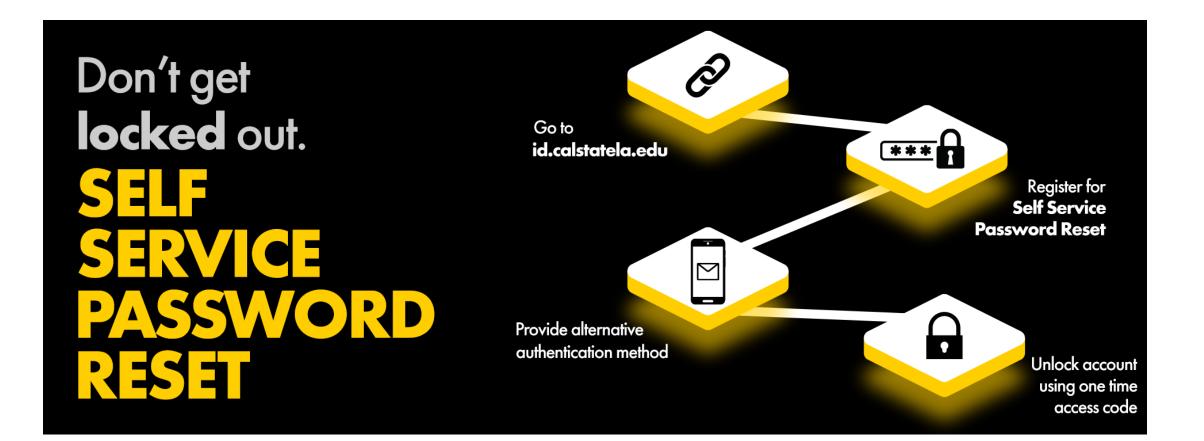- New software image (same as desktops)

New Classroom Media Equipment!

- https://www.calstatela.edu/its/classroom-technology-guides

- Please visit the classroom you are scheduled to teach in <u>BEFORE</u> your first day of class to get familiar with the new system

- Read the technology guide website linked above for instructions on how to use new equipment

- Equipment varies by room, but here are some of the new available equipment: new projector, dual instructor screen, document camera, cable and adapters for connecting laptop, ability to wirelessly display your screen to projector, Panopto software for lecture capture, some classrooms have TVs displaying instructor screen content, some classrooms have a camera to capture video of instructor

- If you have trouble with equipment use the Crestron touch panel to shutdown the system and then power on again by touching the screen. A210, A220, C255D, C255E, A227, and A332 are still being worked on.

Avoid Account Lockouts

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What to do if Your Account Gets Locked

- **Solution 1 – Wait for 5 minutes for your account to automatically unlock.**

- **Solution 2 – Use Self-Service Password Reset to unlock your account or reset your password.**

- **Solution 3 – Contact or visit the ITS Help Desk.**

- **NOTE: ITCs <u>cannot unlock</u> your account (we have no access to do so)**

Questions?