

Our Mission Statement

Information Technology Services is committed to providing current, stable, and reliable technology solutions and services. Through an active partnership with the university community, we creatively and effectively deliver information that people need. As a team of IT professionals, our sole purpose is to enable and enhance the university goals of teaching, research, and service. As stewards of public funds and student tuition dollars, we strive to provide leading technologies in a strategic and fiscally responsible manner.

Information & Technology Services
PO Box 1140
State University, AR 72467

Phone: 870.972.3033
Fax: 870.972.3839

<http://its.astate.edu>
email: helpdesk@astate.edu



General Use Computing Lab

The University currently maintains general use computing spaces that are available for all students, faculty, and staff. The lab offers internet access and printing.

IT Resource Center

Library room 149

Sunday 2 p.m. - Friday 6 p.m.

Saturday 10 a.m. - 6 p.m.

Tech Terminology

Student Username = firstname.lastname

Example: john.doe

Digital ID = firstname.lastname

Example: john.doe

Email: = firstname.lastname@smail.astate.edu

Example: john.doe@smail.astate.edu

CampusWide ID = 8 digits printed on ID card

Example: 50123456

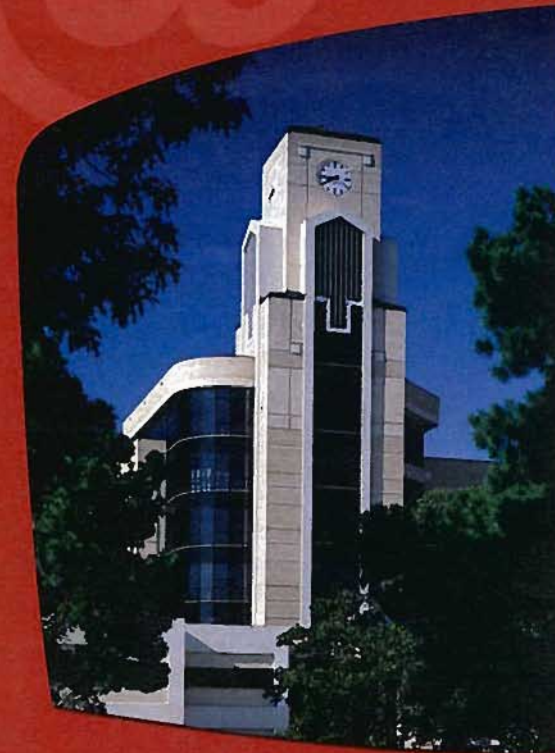
PIN = 6 digit number given to you when admitted

Example: 051989

Take a look at...

ARKANSAS STATE UNIVERSITY

Information &
Technology Services



.astate.edu

Information & Technology Services

A-State Digital ID

In order to access ASU's online services, computer labs, and many other resources you must activate your AState Student Username (also referred to as Digital ID).

Visit <http://mycampus.astate.edu> and in the **Do you need to...** section select "Create/Activate your AState Student username (also referred to as Digital ID)". Once activated you have access to computer labs, a personal web site, email (24 hours after you are registered for classes), and online classes.

Online Registration & Account Information

Access your account information and register for classes using ASU's campus portal. Access this system for up-to-date information about your account, classes, and more!

To see your account visit
<http://mycampus.astate.edu>

Wireless Information

ASU provides wired network access in all major rooms on campus, including at least one port per dorm room. Wireless network access is also provided for mobility applications via the web authenticated AstateAnywhere.

For more information visit
<http://wireless.astate.edu>

Telephone Services

Information & Technology Services assists students, faculty, and staff with all telephone needs and services on campus.

To access information visit
<http://its.astate.edu/phones>

Software

ASU provides students, faculty, and staff with licensed copies of selected computer programs including:

- Symantec Anti-Virus (Windows & Macintosh)
- Microsoft Windows 7 32-bit Upgrade
- Microsoft Windows 7 64-bit Upgrade
- Microsoft Office 2010 for Windows
- Microsoft Office 2011 for Macintosh
- Other Selected Applications

For more information visit
<http://its.astate.edu/software>

Email - Powered by Google

The ASU student email system is powered by Google. This system provides access to Google Apps, a suite of Google services that will enable you to better communicate, share, and collaborate.

Check out these features:

- 7 gigabytes of email storage
- Built-In Chat
- Google Calendar
- Docs, Spreadsheets, and Presentations
- Virus, spam and phishing protection
- Mobile Access
- POP and mail forwarding
- Google individual & team websites

To access your gmail account visit
<http://small.astate.edu>

Blackboard

Blackboard is ASU's e-learning system designed to transform the Internet into a powerful environment for the educational experience.

Visit the University Blackboard site at
<http://its.astate.edu/blackboard>



Laptop Checkout

Laptop computers are available for checkout from the IT Resource Center on the ground floor of the Dean B. Ellis Library, room 149. All systems are equipped with the latest Microsoft operating systems, productivity applications and are wireless enabled.

MyDocs

MyDocs is a web-based electronic file folder that follows you wherever you go. The MyDocs application is extremely helpful, minimizing the need for portable media like thumb drives, cd's and floppy disks. MyDocs allows for web-based storage of files, media, and even allows you to host your own website. Once you have established your ASU digital ID, your MyDocs site is ready for use.

To access MyDocs visit
<http://mydocs.astate.edu>

Knowledgebase

ASU provides an on-line information resource of FAQ, How-To, and other vital information. Information is available via a search window, category lookup or by asking a question.

To access Knowledgebase visit
<http://apps4.astate.edu/kb>