

# QUICKLINKS

2011-2012

TECHNOLOGY SERVICES at BOSTON COLLEGE

## GET HELP

### COMPUTING AND COMMUNICATIONS SYSTEMS

**HELP CENTER SPECIALISTS:**

*A Help Center Specialist will assist you over the phone or quickly route your request to the proper department.*

2-HELP (617-552-4357)  
help.center@bc.edu  
bc.edu/gethelp

**TECHNOLOGY CONSULTANTS (TCs):**

*TCs provide a full range of computing support and technology related consulting within the departments they support.*

bc.edu/tc

**SELF-SERVICE FORMS:** bc.edu/techforms

**SELF-HELP DOCUMENTATION:** bc.edu/help

### TECHNOLOGY IN THE CLASSROOM

**INSTRUCTIONAL DESIGN SPECIALISTS:** eteach@bc.edu

**COURSE MANAGEMENT SYSTEM ADMINISTRATORS:** cms@bc.edu

**CLASSROOM AV SYSTEM SPECIALISTS:** 617-552-4219  
bc.edu/classroomsupport

### TECHNOLOGY SUPPORTING RESEARCH

**LIBRARIAN SUBJECT SPECIALISTS:** bc.edu/ask-a-librarian

**RESEARCH COMPUTING CONSULTANTS:** bc.edu/rits



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# GET STARTED

## FACULTY GUIDE TO TECHNOLOGY AT BC WEBSITE

The Faculty Guide to Technology provides a detailed overview of technology on-campus and includes active links to the many services available to BC Faculty.  
[bc.edu/factech](https://bc.edu/factech)

## ITS WEBSITE

Visit the ITS website to learn about the entire ITS organization. Read stories and news items highlighting ITS projects, staff, and accomplishments. You can also view a list of services, the ITS calendar, and service status alerts.

[bc.edu/its](https://bc.edu/its)

## ADDITIONAL RESOURCES

**NEW EMPLOYEE TECHNOLOGY ESSENTIALS:** [bc.edu/nete](https://bc.edu/nete)

**WEB SERVICES PORTAL** *gateway to online services:* [bc.edu/bcinfo](https://bc.edu/bcinfo)

*Request* **TRAINING ON USING TECHNOLOGY at BC:** 617-552-1430

*Learn about* **NETWORK ACCESS:** [bc.edu/network](https://bc.edu/network)

**ACTIVATE** *your computer or device on the BC network:* [activate.bc.edu](https://activate.bc.edu)

**PROTECT YOURSELF AND YOUR COMPUTER** *online:* [bc.edu/security](https://bc.edu/security)

*Read* **BC TECH ALERTS/BULLETINS:** [bc.edu/its](https://bc.edu/its)

*Consult self-help* **TECHNICAL DOCUMENTATION:** [bc.edu/help](https://bc.edu/help)

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# EMAIL *and* CALENDARING SERVICES

*Microsoft Exchange is used for Faculty/Staff email and calendaring services.*

**OUTLOOK WEB ACCESS (OWA):** [owa.bc.edu](https://owa.bc.edu)

*Learn about* **EMAIL at BC:** [bc.edu/email](https://bc.edu/email)

*Learn about* **EMAIL MANAGEMENT:** [bc.edu/emailmgmt](https://bc.edu/emailmgmt)

**BC DIRECTORY LOOKUP:** [bc.edu/directory.html](https://bc.edu/directory.html)

**BC SPAM QUARANTINE** *service:* [bc.edu/quarantine](https://bc.edu/quarantine)

*Beware of* **PHISHING SCAMS:** [bc.edu/phishing](https://bc.edu/phishing)

**BC EMAIL DISTRIBUTION LISTS:** [bc.edu/campusgroups](https://bc.edu/campusgroups)

**BCPOST LISTSERV:** [bc.edu/bcpost](https://bc.edu/bcpost)

*Send* **EMAIL TO YOUR CLASS:** [bc.edu/classemail](https://bc.edu/classemail)

**EXCHANGE CALENDARING:** [bc.edu/calendar](https://bc.edu/calendar)

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# TEACHING *with* TECHNOLOGY

## INSTRUCTIONAL DESIGN AND eTEACHING SERVICES (IDeS)

*Instructional Design and eTeaching Services works with faculty to effectively integrate technology into their teaching.*

bc.edu/eteaching  
eteach@bc.edu

### IDeS Contacts:

**Elizabeth Clark**, Director  
617-552-6826  
elizabeth.clark.3@bc.edu

**Jeanne Po**, Associate Director  
617-552-6393  
jeanne.po@bc.edu

### Course Management System (Blackboard Vista)

*Blackboard Vista is a web-based course management system used at BC to complement classroom instruction.*

bc.edu/vista  
**Helen Healy**, Manager  
Learning Technologies  
617-552-1998  
cms@bc.edu

### Computer Classrooms

*Instructional Design and eTeaching Services maintains five technology classrooms. Descriptions of each room, including software installed and availability, is posted online.*

bc.edu/computerclassrooms  
Reservations: 617-552-4659

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## ITS MEDIA TECHNOLOGY SERVICES (MTS)

*MTS provides a full range of audiovisual support including preparation of presentation materials, digital recording, photography and multi-media production, cable television services, classroom technology support, and graphic design services.*

bc.edu/mts

MTS Main Number: 617-552-4500  
Newton Campus Office: 617-552-4355  
Audio Services: 617-552-0609  
Cable Television: 617-552-2559  
Classroom Support Services: 617-552-4219  
Graphic Services: 617-552-2968  
Photography Services: 617-552-8677  
Video and Film Rentals: 617-552-3242  
Video Services: 617-552-4932

### Media Technology Services Contact:

**David Corkum**, Director  
617-552-3012  
david.corkum@bc.edu

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# RESEARCH *and* SCHOLARSHIP

## UNIVERSITY LIBRARIES

<i>Access the</i> <b>LIBRARY PORTAL TO SERVICES:</b>	<a href="http://bc.edu/libraries">bc.edu/libraries</a>
<i>Consult with a</i> <b>LIBRARIAN SUBJECT SPECIALIST:</b>	<a href="http://bc.edu/ask-a-librarian">bc.edu/ask-a-librarian</a>
<i>Search</i> <b>QUEST, BC's ONLINE CATALOG:</b>	<a href="http://bc.edu/quest">bc.edu/quest</a>
<b>HOLMES ONE SEARCH:</b>	<a href="http://bc.edu/holmes">bc.edu/holmes</a>
<b>ONLINE DATABASES:</b>	<a href="http://bc.edu/databases">bc.edu/databases</a>
<b>eJOURNALS:</b>	<a href="http://bc.edu/ejournals">bc.edu/ejournals</a>
<b>SCHOLARLY PRODUCTIVITY TOOLS:</b>	<a href="http://bc.edu/libraries/tools">bc.edu/libraries/tools</a>
<b>eSCHOLARSHIP@BC:</b>	<a href="http://bc.edu/escholarship">bc.edu/escholarship</a>
<b>LIBRARY MOBILE SERVICES:</b>	<a href="http://bc.edu/libraries/mobile">bc.edu/libraries/mobile</a>
<b>COURSE RESERVES:</b>	<a href="http://bc.edu/libraries/about/services/reserves.html">bc.edu/libraries/about/services/reserves.html</a>

### University Libraries Technology Contact:

**Robert Gerrity**, Associate University Librarian  
617-552-3155  
[robert.gerrity@bc.edu](mailto:robert.gerrity@bc.edu)

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## ITS RESEARCH SERVICES

*Research Services provides consultation, training, and tutorials to support computing and research. Staff have expertise in Matlab, Mathematica, statistics, statistical packages (Stata, SAS, SPSS), qualitative research, Geographic Information Systems (GIS), scientific computation, data analysis, and visualization.*

	<a href="http://bc.edu/rits">bc.edu/rits</a>
<b>SOFTWARE SUPPORTING RESEARCH:</b>	<a href="http://bc.edu/researchsoftware">bc.edu/researchsoftware</a>
<i>View a listing of</i> <b>TUTORIALS AND WORKSHOPS:</b>	<a href="http://bc.edu/researchtutorials">bc.edu/researchtutorials</a>
<i>Learn about</i> <b>COMPUTATIONAL RESOURCES:</b>	<a href="http://bc.edu/cluster">bc.edu/cluster</a>
<i>Learn about</i> <b>DATA RESOURCES:</b>	<a href="http://bc.edu/dataresources">bc.edu/dataresources</a>

### Research Services Contact:

**Barry Schaudt**, Director  
617-552-0242  
[barry.schaudt@bc.edu](mailto:barry.schaudt@bc.edu)

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## FACULTY MICROCOMPUTER RESOURCE CENTER (FMRC)

*The FMRC is a support facility run by faculty for faculty. FMRC moderators provide assistance with a variety of technologies. Faculty may drop-in during staffed hours (posted on the website) for a consultation or to become a registered user. Registered users have 24/7 access to the facility located in Carney 403.*

*View* **DETAILS:** <http://fmwww.bc.edu/fmrc>

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# COMPUTING *at* BC

- BC COMPUTER REPLACEMENT PROGRAM (BCCR):** [bc.edu/bccr](http://bc.edu/bccr)  
*Download SOFTWARE:* [bc.edu/software](http://bc.edu/software)  
*Access SOFTWARE through a WEB BROWSER:* [apps.bc.edu](http://apps.bc.edu)  
*Print to NETWORKED PRINTERS:* [bc.edu/print](http://bc.edu/print)  
*Install ANTI-VIRUS SOFTWARE:* [bc.edu/virus](http://bc.edu/virus)  
**BACK UP your computer:** [bc.edu/backup](http://bc.edu/backup)  
*Learn about SAFE COMPUTING:* [bc.edu/security](http://bc.edu/security)  
**CAMPUS TECHNOLOGY RESOURCE CENTER:** [bc.edu/ctrc](http://bc.edu/ctrc)  
*Attend CLASSROOM TRAINING:* [bc.edu/training](http://bc.edu/training)  
**MICROSOFT eLEARNING MODULES:** [bc.edu/mselearning](http://bc.edu/mselearning)

## MYFILES@BC (FILE SHARING AND STORAGE)

*MyFiles@bc is a web-based file sharing and storage system.*

- Log in to MYFILES:* [bc.edu/myfiles](http://bc.edu/myfiles)  
**TRAINING on using MYFILES:** [bc.edu/training](http://bc.edu/training)

## ITS Computing Support Contacts:

**Mary Durr**, Director  
Computing Support  
617-552-4883  
[mary.durr@bc.edu](mailto:mary.durr@bc.edu)

**Julie Olivieri Gillis**, Director  
Technology Implementation &  
Communication  
617-552-0396  
[julie.gillis@bc.edu](mailto:julie.gillis@bc.edu)

**David Escalante**, Director  
Computer Policy and Security  
617-552-6909  
[security@bc.edu](mailto:security@bc.edu)

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# MOBILE *and* HOME COMPUTING

- Get SOFTWARE (Microsoft Office and Anti-Virus):* [bc.edu/software](http://bc.edu/software)  
*Learn about BC's HARDWARE REPAIR SERVICE:* [bc.edu/hwrepair](http://bc.edu/hwrepair)  
*View PURCHASING RECOMMENDATIONS:* [bc.edu/hardware](http://bc.edu/hardware)  
*Setup VPN ACCESS from OFF-CAMPUS:* [bc.edu/vpn](http://bc.edu/vpn)  
*Access your BC COMPUTER from OFF-CAMPUS:* [bc.edu/remotedesktop](http://bc.edu/remotedesktop)  
*Configure your SMARTPHONE/MOBILE DEVICE:* [bc.edu/mobiledevices](http://bc.edu/mobiledevices)  
*View BC WEB SERVICES on your MOBILE DEVICE:* [bc.edu/mobilehelp](http://bc.edu/mobilehelp)  
*View LIBRARY MOBILE SERVICES:* [bc.edu/libraries/mobile](http://bc.edu/libraries/mobile)
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# PHONE, VOICEMAIL, VIDEO CONFERENCING

**PHONE AND VOICEMAIL** at BC Guide: [bc.edu/phones](http://bc.edu/phones)

**DIRECTORY LOOKUP:** [bc.edu/directory.html](http://bc.edu/directory.html)

Access your **VOICEMAIL** via the **WEB:** [vmail.bc.edu](http://vmail.bc.edu)

Request **CONFERENCE CALL BRIDGE:** 617-552-1820 (requires 3 day advance notice)

Request a **SPEAKER PHONESET:** 617-552-1820 (requires 5 day advance notice)

**VIDEO CONFERENCING:** [bc.edu/videoconf](http://bc.edu/videoconf)

## DIALING GUIDE

### VOICEMAIL

To access the BC voicemail system:

on-campus: dial 2-4006

off-campus: dial 617-552-4006

At the prompt, enter the last 5 digits of your BC phone number and then your BC PIN.

### ON-CAMPUS

To call a student or faculty/staff member with a number starting with:

552 dial 2 + 4-digit extension

656 dial 6 + 4-digit extension

655 dial 5 + 4-digit extension

641 dial 1 + 4-digit extension

### OFF-CAMPUS

Local (617 and 781): dial 9 + area code + 7-digit number

Long Distance Business Calls: dial \*99 + Long Distance Access Code  
+ 9 + 1 + area code + 7-digit number.

### FEEDBACK FROM FACULTY IS WELCOME

*Please write to any of the contacts listed in this guide  
with your comments and suggestions.*

Information Technology Services  
[bc.edu/factech](http://bc.edu/factech)

Mailing Label here

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