Quick Fix:

Computer Problems:
- Be sure unit is plugged in
- Check the white cable that is the network connection
- Make sure surge protector is on
- Is anyone in your office having the same trouble?
- Reboot. If you cannot, call x4505 for assistance.

Quick Links:
- Distance Education
  [http://www.sunysuffolk.edu/Web/VirtualCampus](http://www.sunysuffolk.edu/Web/VirtualCampus)
- On-Line Directory
- Office of Computer and Information Systems
  Made up of several departments, offices, and service groups
  Phone: 451-4205
  [http://www3.sunysuffolk.edu/Administration/IT/index.asp](http://www3.sunysuffolk.edu/Administration/IT/index.asp)
- Libraries
  [http://www.sunysuffolk.edu/Library/index.asp](http://www.sunysuffolk.edu/Library/index.asp)
- Educational Technology Unit
  Ammerman: Paul Basileo 451-4854
  Eastern: Ed Hassildine 548-2691
  Grant: Peter DiGregorio 851-6331

Additional Notes and Numbers:

Virus advisories:
[http://www3.sunysuffolk.edu/Administration/IT/help/Virus/advisories.asp](http://www3.sunysuffolk.edu/Administration/IT/help/Virus/advisories.asp)

To report a virus call: 451-4505

Wireless Access: requires registration.
Information link from Faculty/Staff Web access:
[https://access.sunysuffolk.edu/Faculty/index.asp](https://access.sunysuffolk.edu/Faculty/index.asp)

Click on Register for On-Campus Wireless link.

FTP:
Connect to SCCC for file upload/email from home or off campus:
[https://roam.sunysuffolk.edu](https://roam.sunysuffolk.edu)

Please be advised that this information is accurate at the time of publication. Updates are reported on the college homepage:

This brochure is created as a courtesy from the Ammerman Campus Educational Technology Unit and the following Committee Members:

- Jeanette Bravo
  Associate Dean of Academic Affairs
- James McHugh
- Steve Clark
- Kate Dowling

Layout and design by Jan Mauck

Revised August 2007
What if my office computer needs repair or I am relocating my office?

- Desktop Support
  This office handles issues pertaining to College Computer Hardware and Software maintenance and upgrades:
  Phone: 451-4505
  http://depthome.sunysuffolk.edu/Central/CSS/default.asp

Where can I get my questions answered concerning policies?

- IT Policies and Procedures
  Policies, Procedures, Guidelines and Initiatives:
  http://www3.sunysuffolk.edu/Administration/IT/help/policies/index.asp

What if I have a problem with my phone or my computer network connection?

- Networking and Telecommunications
  This service group is responsible for the technical management of the college’s phone systems and network infrastructure:
  Phone: 451-4505
  http://www3.sunysuffolk.edu/Administration/IT/help/help.asp

Where do I get my class roster and submit grades?

- Faculty Web Access
  Web access for rosters and grades:
  (Available from 8:00 a.m. to Midnight.)
  https://access.sunysuffolk.edu/Faculty/index.asp

Who do I contact for professional development?

- TLC
  This lab holds workshops to enhance teaching and learning excellence for full and part-time faculty:
  Ammerman:
  http://www.sunysuffolk.edu/Web/Selden/TLC/
  Eastern:
  http://www.sunysuffolk.edu/Web/East/TLC/
  Grant:
  http://www.sunysuffolk.edu/Web/West/TLC/

How do I access my e-mail and what do I do if I have a problem with it?

- E-Mail
  Connecting from Home, On Campus, Mailbox and Clean up:
  http://www.sunysuffolk.edu/exchange/logon.asp
  Questions:
  http://www3.sunysuffolk.edu/Administration/IT/help/FacStaffMail.asp

HOW TO …

Arrange to have my class visit a computer lab?

- Academic Computing Center
  Each lab has PC’s/Mac’s with various curriculum-based software:
  Ammerman: Huntington Library
  http://www.sunysuffolk.edu/Web/Selden/ACL
  Eastern: Orient Bldg. Room 237
  http://www.sunysuffolk.edu/Web/East/Academic_Computing/
  Grant: Sagtikos Bldg., Room 141
  http://www.sunysuffolk.edu/Web/West/ACL/

Purchase Technology?

- Purchasing and Pricing
  Technology purchases are handled through the campus technology administrators or ETU’s. For assistance, contact:
  Ammerman: Paul Basileo 451-4854
  Eastern: Leslie Wieman 548-2607
  Grant: Peter DiGregorio 851-6331

Reserve a smart cart?

- Media Services
  Ammerman: 451-4189
  Eastern: 548-2542
  Grant: 851-6742

Reserve a smart classroom?

Contact the academic chair of your department or the building administrator.