

## **TECHNICAL HELP GUIDE**

For help		EDUCATIONAL SOFTWARE	contact	ACADEMIC COMPUTING & TECHNOLOGY
with		Blackboard Learn • Ilios • ExamSoft • Panopto		phone(718) 270-7416
				emailact@downstate.edu
				webact.downstate.edu
		ACADEMIC ADMIN SYSTEMS  Banner · Apply Yourself · Document imaging		ACADEMIC COMPUTING & TECHNOLOGY
				phone(718) 270-7416
				emailact@downstate.edu
				webact.downstate.edu
		PUBLIC COMPUTER LABS		ACADEMIC COMPUTING & TECHNOLOGY
		Public Terminals • Printers		emailedts@downstate.edu
		FACULTY / STAFF COMPUTER SUPPORT FOR HSEB		ACADEMIC COMPUTING & TECHNOLOGY
				phone(718) 270-7416
				emailact@downstate.edu
				webact.downstate.edu
		COMPUTERIZED TESTING & GRADING Scantron · Computer-based examination		ACADEMIC COMPUTING & TECHNOLOGY
				phone(718) 270-7416
				emailexams@downstate.edu
		support		webact.downstate.edu
		SURVEY, STATISTICAL & DATA COLLECTION SOFTWARE Qualtrics · REDCap · SAS · SPSS · ArcGIS		ACADEMIC COMPUTING & TECHNOLOGY
				phone(718) 270-7416
				emailact@downstate.edu
				webact.downstate.edu
		AUDIO-VISUAL PROBLEMS		AUDIO VISUAL SERVICES
				phone(718) 270-1215
				webclassrooms.downstate.edu/av.html
		ROOM RESERVATIONS		CLASSROOM SERVICES
	ب	Lecture halls • Classrooms • Computer labs		phone(718) 270-7471
	<b>*</b>	CENTER FOR HEALTHCARE SIMULATION		CLASSROOM SERVICES
				emailchsimulation@downstate.edu
				webwww.downstate.edu/simulation/
		CAMPUS EMAIL OR NETWORK ACCOUNTS OR		HELP DESK
	ت			phone(718) 270-4357
		HOSPITAL COMPUTERS / SYSTEMS		emailhelpdesk@downstate.edu
				webis.downstate.edu

7

**OTHER** 

**PURCHASING EQUIPMENT** 

Quotes for purchasing computers, laptops

**HELP DESK**web.....is.downstate.edu/helpdesk/approved-quotes.html

HELP DESK

phone.....(718) 270-4357