


# Computer Help

## Teaching, Learning + Technology

There are student computer consultants available to assist students in most SINC Sites. If you need help accessing email, Blackboard, SOLAR or have a question about software, send an e-mail to **helpme@stonybrook.edu**, call (631) 632-9602, or chat via their website: <http://www.stonybrook.edu/helpme> 

## Client Support Walk-In Center and Student Service Center

The Client Support Walk-In Center and Student Service Center exists to assist students with computer-related issues. Assistance is provided by telephone, in-house through the 30-minute Walk-In Center, via drop-off service, on-site, and/or remotely.

Client Support assists with the following computer-related issues:

- Network registration/connectivity issues
- Antivirus software installation and virus removal
- Spyware software installation and spyware removal
- Operating system repairs/reloads
- Operating system upgrades
- Microsoft Office installation/upgrades
- Wireless issues
- Data recovery

Important: Client Support does not provide support for hardware issues, printers, or routers.

Client Support is located in room S-5410 on the fifth floor of the Frank Melville Jr. Memorial Library. Walk-in service is available Monday through Friday, 9 a.m. – 5 p.m. Phone support is available Monday through Friday 8:30 a.m. – 5 p.m. Students can call 632-9800 for assistance, or send an email to: **supportteam@stonybrook.edu**.

## Technology Workshops

TLT provides free workshops for all registered Stony Brook University students. Technology workshops offered include: Microsoft Office (Word, Excel, and PowerPoint), Creating Online Portfolios, Resume Development, Interactive Presentations, PhotoShop and Prezi. These classes are free of charge, but registration is required. Information regarding these workshops is posted on: <http://www.stonybrook.edu/it>

## Online Technology Workshops ( Lynda.com)

Lynda.com is a service that provides high-quality, online video training to the entire Stony Brook campus. Training topics include animation, business, home computing, photography, video, and Web. Anyone with an active Stony Brook NetID is eligible for an account to learn new skills, enhance existing knowledge, and participate in professional development all on their own time, at their own pace. Courses are available 24 hours a day, seven days a week, 365 days a year. For more information, please visit: <http://www.stonybrook.edu/it> > Services > Lynda.com