# Information Services

## Technology Support

### Computing Services

Undergraduate students are supported with a variety of computing services. Students will receive an SCU Username that provides access to multiple digital services via [MySCU](https://www.scu.edu/login). Students also have access to ubiquitous high-speed wired and wireless networks for campus resources as well as connection to the internet via the University’s 10 GB connections. Students may use the network to access their Gmail and GSuite account, Camino learning management system, SmartPrint, Zoom web conferencing, Portfolium, Qualtrics, endpoint protection/antivirus software, and for wireless access.

SCU email is used by the University as one of the communication channels to send official notifications to undergraduate students, and is also used as a frequent communication tool between and among faculty and students. Students are therefore urged to use their SCU email address as their primary email. Students who opt to utilize other email services are advised to check their SCU email periodically to avoid missing important communications.

The University provides over 150 PC and Mac workstations in the Learning Commons with a variety of software packages to support both general computing needs and multimedia production.

Free guest wireless access is also available for students’ visiting friends and family.

### eCampus

Students have access to administrative information and services at all times through [eCampus](https://ecampus.scu.edu/). eCampus services include the ability to enroll in classes, review financial accounts, maintain personal information like addresses and phone numbers, request housing, buy parking permits, and more. Student employees can also use eCampus to view their paycheck, fill out their timesheet, and more.

### Information Security

The Information Security Office protects the University’s information assets and ensures that students have access to all of the information resources they need. This office provides advice to students on how to best protect themselves, as well as ensuring that the University is protected with modern defense capabilities against malware, virus outbreaks, and other attacks.

### AV/Media Support

Located on the first floor of the Harrington Learning Commons, [Media Services](https://www.scu.edu/is/academic-technology/avmedia-equipment-resources-and-services/) offers a broad range of audio, digital video, web, graphics, and multimedia equipment, resources, and services. All students have access to equipment and services for class use, class-related projects, and cocurricular use. Media Services supports technology in classrooms, conference rooms, and campus events spaces; the Camino Learning Management System, Zoom web conferencing, and Portfolium ePortfolio applications; multimedia and digital video production; poster printing for academic needs; and SCU’s cable TV system using Comcast to serve residence halls.

### Technology Help Desk

Located on the first floor of the Harrington Learning Commons, staff are ready to help you with your computing and network needs. During the academic quarter, the Help Desk is typically open​ seven days a week. Specific hours and contact information, as well as summer and intersession hours, can be found on the [SCU Technology](https://www.scu.edu/technology/computing-services--support/) website.

### Technology Training

Technology Training delivers software training and support to SCU students. Services include classes, office hours, and Web tutorials that are tailored to help users learn software applications used in teaching, learning, and scholarship. More information about the services offered through Technology Training can be found on the [Technology Training](https://www.scu.edu/training/) website.

## University Library

The Santa Clara University Library is a central hub for students to study and collaborate. The library has a mix of both individual and group seating, group study rooms, computer labs, outside patios, as well as a cafe on the first floor. Throughout the year the library hosts events, art exhibits, and late-night hours. Library staff are available to support student research—you can contact library staff in person at the Library Help Desk, by making an appointment online, or through our 24/7 chat service, “Ask a Librarian.”

Library resources, which can be accessed within the library and remotely, include an online catalog (OSCAR), over 250 general and subject-specific databases, research guides for many subjects and some specific classes, and LINK+ and an interlibrary loan program. The library’s collection includes books, ebooks, magazines and journals, streaming videos, and more.