OFFICE OF TECHNOLOGY SERVICES

The Office of Technology Services (OTS) provides communications and computing support to the Towson University community. Student Computing Services and OTS Training (below) are units within OTS chiefly responsible for providing services and support directly to students.

Student Computing Services
Cook Library 35 and Towson Run 123
410-704-5151, (Options 2, 1, 3)
Email: scs@towson.edu
www.towson.edu/scs
Facebook: TUSCS

Student Computing Services (SCS) is a collection of integrated support services available to students in a single, convenient location. The SCS Service Desk provides students a point of contact for their technology-related issues, supporting access and use of all the major student systems at Towson University, including Tiger (Web host and file storage), Towson Online Services (advising, schedules, course registration, bill payment), BlackBoard (course management system) and Webmail Powered by Google. The Service Desk also provides assistance with connectivity issues, wireless network configuration, virus and spyware removal, and general application questions. Note that SCS also provides troubleshooting and diagnostic assistance for student-owned laptops at the Service Desk and for desktop systems by telephone, regardless of the computer manufacturer and make.

On the first level of Cook Library, SCS operates a computer lab, a learning center, and a multimedia production studio where students have access to standard and course-based software applications; black and white, color, and large-format printing; collaborative workstations; consultations with SCS staff; rehearsal space for presentations; studio space for audio/video production and short-term loans of digital cameras and camcorders. Additionally, SCS operates a satellite facility in Towson Run 123 which offers late night access to technology support and computers and additional convenience to west village residents. These facilities and resources are available to all students regardless of major.

Current SCS hours of operation and additional information are available at www.towson.edu/scs. If the best solution to a problem involves training, SCS may refer students to OTS Training. For students whose needs exceed the workshop solution, individual consulting is available.

The Towson University Residential Network, or ResNet, is managed by the Office of Technology Services (OTS) and supported by SCS. ResNet service and support are only available to students living in university-managed residence halls. Students connecting to the Residential Network (ResNet) must comply with the ResNet Acceptable Use Policy. (https://www.towson.edu/technology/about/policies/resnet.html) We encourage incoming students to familiarize themselves with the policy before coming to campus. Note that campus network equipment and wiring may not be modified, tampered with or extended for the purposes of redistributing ResNet access wirelessly or wired; and personally owned network devices (e.g. wireless access points, switches, routers, etc.) are prohibited. Wireless functionality of equipment such as game consoles, printers and entertainment devices should be disabled; these devices should be configured for wired network access.

Your TU NetID account grants access to resources that contain personal information, such as your Social Security number, addresses, birth date, phone numbers, financial aid direct deposit information and more. It is vital that you guard your NetID and password at all times and never give it out to anyone for any reason. Towson University has been targeted in phishing attacks that ask students for their NetID and password. These attacks are made to look like official university communications and ask that you provide your NetID and password to “verify your account” or “keep your account active.” Please be aware that university staff will never ask you to provide your password over the phone, in an e-mail or a link in an e-mail. If you have any questions, please call us at 410-704-5151 (options 2, 1, 3).

OTS Training
Cook Library 408, 410-704-4070
Email: training@towson.edu
www.towson.edu/otstraining

OTS Training offers free workshops and training to students on a variety of topics including the Microsoft Office Suite of packages. The OTS Training department can help you gain access to over 300 self-help training documents and offers an extensive online library of over 40 video tutorials which will guide you to both academic success and through personal technology interests. We offer customized group training for student organizations and with our inventory of training laptops can bring the training to you. In addition the OTS Training department also provides one-on-one training sessions on a specific topic of your choice to help you achieve your goals.