

OFFICE OF TECHNOLOGY SERVICES

The Office of Technology Services (OTS) provides technology services and support to the campus.

Technology Support Desk

Cook Library Main Floor Academic Commons Tech Services Desk
 Phone: 410-704-5151
 SMS Text Message: 410-324-7271
 Email: techsupport@towson.edu
 Web/Chat: towson.edu/techsupport

The OTS Technology Support Desk provides technical resources and support for the campus. It's the point of contact for technology-related issues, supporting access and use of all the major student systems at TU, including Towson Online Services (advising, schedules, course registration, bill payment), Blackboard (course management system) and Outlook email. Students can also get assistance with connectivity issues, wireless network configuration, virus and spyware removal, and general application and computer questions. We also offer a list of remote learning resources.

Residential Network and Television

The Tech Support Desk provides support for the TU Residential Network (ResNet) and XFINITY on Campus streaming service in the university-supported residence halls. We have Roku media players available to borrow by resident students in Cook Library, Room 404C.

Student Multimedia Services

In CK 404C, Student Multimedia Services offers studio space for audio/video production, short-term loans of digital cameras with related equipment, and 3D printing. We also have two high-powered computers, that we call Power Stations, available for video rendering and other high-powered computing needs.

TU NetID

Your NetID grants access to TU resources, like your financial information and grades, and it should be kept confidential. Don't share it with anyone! No one at TU will ever ask for your NetID password so be cautious of "phishing" emails asking you to enter your NetID password. Visit the phishing web page for more information.

As a Towson University student, you have access to the following resources using your NetID:

- Microsoft 365 - Free Outlook, Word, Excel, PowerPoint, OneNote, Forms and more
- LinkedIn Learning (formerly Lynda.com) – Unlimited access to thousands of courses on a wide range of topics.
- Wēpa printing – Convenient printing from Mac, Windows, iOS and Android devices to kiosks located throughout campus.
- Microsoft Outlook Email – Check your TU email daily for important communications from your instructors and various university offices.
- OneDrive - Online file storage.
- Web publishing
- Virtual Workspace - Use various software packages over the Internet.
- Tu-secure Wireless – Offers faster speeds and more secure wireless than tu-openaccess.

- Self-help Technology Resources - Knowledge base on technology-related topics.
- Duo Multifactor Authentication – Use the Duo app while logging into services for an extra level of security.

More resources and information can be found on our Student Technology Orientation page