

KSU Technology Guide for Students

Accessible Version

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Hello, Owls!

We're UITS! We are the technology division at Kennesaw State University. We support all Owls by ensuring you have seamless access to technology.

Are you wondering what UITS stands for? University Information Technology Services—now you see why we go by UITS!

UITS works behind the scenes. Whether you're logging in with your NetID, confirming your identity with Duo, navigating your courses on D2L, sending emails through KSUmail, or collaborating with classmates on Teams while connected to KSU Wi-Fi, UITS is here to support every step of your tech journey.

This guide is your resource to navigate technology at KSU.

KSU Technology Essentials

Scrappy and you use most of these resources daily; that's why Scrappy suggested we explore them in some detail here.

Accounts

Username: NetID

Your NetID is your username for centralized access to many KSU campus resources and campus-supported technologies. Your NetID is formed by the initial of your first name and a portion of your last name often followed by numerals.

Scrappy's NetID is **sowl** and his email address is **sowl@kennesaw.edu**.
Your NetID gives you access to most campus-supported technologies.

Remember that your passwords are like a key to your digital world. Never share them. Keep them safe and secret.

Watch as Scrappy guides you through how to set up your NetID:

[Scrappy and How to Find Your NetID Video](#)

Questions about your Mobile Talon Card? Please view information at the [Talon One Service Center](#).

Multi-Factor Authentication (MFA)

Somebody stole Scrappy's password and attempted to hack into his account! Luckily, Scrappy has Duo, KSU's Multi-Factor Authentication solution! Watch what happened: [Scrappy and Duo Saves the Day!](#)

Scrappy relies on Duo for robust multi-factor authentication to enhance the security of personal and university data. With multi-factor authentication, you log into KSU services by using your KSUmail address and password. To make sure it really is you (and not someone that stole your password and wants to steal your information) you will confirm your identity via Duo on your phone or other mobile device.

WARNING: Never accept a Duo authentication request when you are not trying to log in!

We strongly recommend registering more than one device because this will ensure easy access to multiple authentication methods in the event that you do not have access to your primary device.

Email: KSUmail

Your KSUmail address (NetID@kennesaw.edu) is the primary way for professors and classmates to reach out to you, and this is also where you will receive university announcements. Your KSUmail password is the same as your NetID password. You can set up KSUmail on your phone as well as your computer.

We recommend you check your KSUmail account at least once each day, Monday–Friday.

Your KSU Password

Scrappy shares *nearly* everything. Something he never shares? His password. He doesn't even write it down and risk others finding it. Take his example and keep your password private. Never share your KSU password with anyone, even if a person says they work for KSU. (UITS will *never* ask for your password.)

Scrappy's Tips for Creating an Effective Password:

1. **Keep it complex, KSU! (KICK!)** Scrappy likes to add some **KICK** to his passwords by incorporating a mix of numbers, special characters, and uppercase and lowercase letters. He avoids simple or guessable patterns like "password1234."
2. **Uniqueness matters:** Scrappy has a different password for each account.
3. **Length is strength:** Even though Scrappy has only 4 fingers on each hand, he makes sure to count one hand again when counting how many characters his password has. He knows it should include at least 12 characters.
4. **Phrases may outperform words:** Scrappy likes to use the phrase from [his bucket list](#) "**Complete 63 Before Your Degree!**" to construct a password. Consider using memorable phrases or short sentences as passwords.
5. **Update passwords regularly:** Scrappy changes his password every 6 months. He recommends you change yours as often, or at least once a year. That is why your KSU password expires yearly. You will receive email reminders via KSUmail starting 30 days prior to the expiration date.

If you suspect your account has been compromised, change your password immediately!

Changing Your Password

Your NetID password **expires a year after the last date it was changed**. You will receive email notifications 30 days before the expiration, and additional reminders as the expiration nears. If you think your password has expired or is about to expire, login to the [NetID website](#) with your current password and click "Change Password."

If your password has expired, the [NetID website](#) is the only KSU website you can login until you have updated your password.

Can't remember your NetID password?

Visit the [NetID site](#), enter your NetID login name only, omitting the full email address (Scrappy would put in "sowl" not "sowl@kennesaw.edu"). Click "Forgot password? Enter your NetID, then push "Click Here," and answer the security questions you set up when you activated your password.

Microsoft 365

Microsoft 365 is the standard in most professional settings, making your access to it a valuable perk of studying at KSU. With tools like Excel, PowerPoint, Teams, and more at your fingertips throughout your college career, you'll build skills that will serve you in school and beyond!

Using your KSU credentials, you can install Microsoft 365 on up to 5 devices such as your computer, tablet, or smartphone.

How to Access Microsoft 365

Visit microsoft365.com and log in with your KSUmail address and password. Once logged in, you can view all the software included in the installation package, check how many installations you have remaining, and manage your installs by deactivating them on one computer to use on another.

Most commonly used Microsoft applications:

- KSUmail (Outlook)
- Calendar
- Teams
- Word
- Excel
- PowerPoint
- OneDrive
- OneNote
- Copilot (*To ensure data security, use Copilot while signed in using your KSU credentials, and NEVER share sensitive information such as social security numbers or bank account information.*)

Explore articles in the IT Knowledge Base: [Getting Started with Microsoft 365](#)

Access Software

As a student at Kennesaw State University (KSU), you have access to a wide range of software applications designed to support your academic and creative endeavors.

Depending on your major, you might need access to specific applications that are not supported by KSU. Ask your professor for details on how to access these applications.

How to Download Standard Software

Software is available for download at desktopsoftware.kennesaw.edu. To view and download this software, follow these instructions:

1. Navigate to desktopsoftware.kennesaw.edu.
2. Log in with your KSUmail address and password.
3. Choose the software you plan to use for work.
4. A button on the top-right reads Add to Cart, Get Instructions, or Get Access.
 - a. If the button says Add to Cart, click it to add the software to your cart, then view your cart and check out.
 - b. If the button says Get Instructions, click it to open instructions for installing the software.
 - c. If the button says Get Access, click it to be directed to an external site where you can access the software.

In addition to the software you can download, you can use [Adobe Express](#) for all your creative projects!

D2L Brightspace

Your in-person class meetings may be spread across campus—or even between two campuses, requiring you to take the [Big Owl Bus \(BOB\)](#) to get from one campus to another. But whether your class format is online, in-person, or hybrid, all your course content is conveniently located in one place: **D2L Brightspace**. You can access D2L from most browsers (Chrome, Safari, Firefox, and Edge), and you can download the **Brightspace Pulse app** from the Google Play or Apple store.

Other apps not supported by KSU but helpful to know

- *Looking for a job? Handshake is your career management system where you can access career resources, events, as well as find job postings for internships, co-ops, part-time, full-time, & on-campus positions.*
- *Looking for a tutor? Knack will connect you with tutors at KSU. For on campus tutoring check out this site.*

D2L allows users to send emails from D2L directly, and since D2L is a contained system any emails sent from D2L can be read on Outlook. If you want to reply to the email, you can do that only from within the D2L site or application.

Pro Tip!

Whenever Scrappy receives an email from his professor or a classmate, he makes sure to notice if the sender has **@view.usg.edu** added to their address. If they do, it means they sent it from D2L and Scrappy can't respond from Outlook. He either has to check his email inside of D2L and reply there, or he can search for the sender's email and insert it

[Watch this video for a quick tour and tips on how to navigate D2L](#)

Respondus LockDown Browser

The LockDown Browser is a custom browser that creates a secure testing environment. It's designed to prevent distractions and cheating, so you can focus on showing off your knowledge.

Download the LockDown Browser [here](#).

Read these IT Knowledge Base articles to learn more:

- [Taking a quiz](#)
- [How to enable LockDown Browser](#)

Connect to KSU Wi-Fi

KSU Wi-Fi

Owls love to connect! And it's easy to do with KSU Wi-Fi! You can connect to Wi-Fi on both campuses using your student credentials (NetID and password). Watch how Scrappy helps a student get connected:

[Scrappy shows you How to Connect to the KSU Wi-Fi Video](#)

You can connect to the KSU Wi-Fi on your laptop, tablet, and phone.

For information about Wi-Fi in student residences, view the [Housing and Residence information](#).

Follow these instructions from the IT Knowledge Base to connect to KSU Wi-Fi with . . .

- [Mac OS](#)
- [iPad](#)
- [Windows 11](#)
- [Android Phone](#)
- [iPhone](#)
- [Chromebook](#)

Virtual Private Network (VPN)

Anytime you are not on campus, you can connect to the secure network by using the VPN!

KSU's Virtual Private Network creates a **secure** connection between your device and KSU's network, protecting your data as well as the University's. **You should use the KSU VPN any time you are working away from campus—especially when using public Wi-Fi.**

To begin using the KSU VPN, follow [these instructions](#) to download and install the VPN software, GlobalProtect, on the device you will be using to remotely access KSU services and/or your office desktop.

Guests: How to Connect to Guest Wi-Fi

Guests can connect to the guest network by following [these instructions](#).

Please note that guests have limited bandwidth and are restricted to Internet connectivity through a web browser. Additionally, guests are only able to access the Network between 6 a.m. and midnight.

Eduroam

Do you ever travel to one of the 26 universities that are part of the University System of Georgia (USG)? Take advantage of Eduroam, a free wireless service that allows users to connect to campus Wi-Fi through their account no matter which USG institution they may be visiting. With Eduroam, you can use your KSU credentials (email address and password) to connect to campus Wi-Fi at any of the USG's institutions.

For more information, including instructions for connecting to Eduroam, check out [these IT Knowledge Base articles](#).

Take Flight with Technology at KSU

To help you soar with technology at KSU, these four resources are your essential tools for resolving tech issues, answering your questions, and accessing key IT services. Scrappy recommends bookmarking them so you can easily access them.

The IT Knowledge Base

Feeling *scrappy*? You can resolve many technology issues by finding the solutions on the [IT Knowledge Base](#), a searchable library of concise articles that address common technology questions and concerns.

Check out the [IT Knowledge Base](https://kennesaw.service-now.com/sp?id=kb_view2) https://kennesaw.service-now.com/sp?id=kb_view2 to learn . . .

- [How to add a new device to your Duo account](#)
- [How to access and install Adobe applications](#)
- [How to access the Closed Captions Editor in Kaltura MediaSpace](#)
- And more!

Get Help through the IT Service Portal

The [IT Service Portal](#) is your one-stop-shop for all your KSU technology needs. You can even access the IT Knowledge Base through the IT Service Portal! Scrappy loves nothing better than a magical door.

Refer to [this guide](#) to learn how to navigate the IT Service Portal.

The KSU Services Status Page

Remember to bookmark the [KSU Services Status Page](#) on your favorite browser so you can stay up to date on scheduled maintenance as well as unexpected outages.

UITS on Social Media

Follow UITS on Instagram: [@ksu.uits](#)

We post technology tips as well as helpful information about upcoming updates and changes related to technology at KSU.

Technology Support: The KSU IT Service Desk

The KSU IT Service Desk is the point of contact for technology support for all KSU Owls. Our friendly team is available in person, by phone, or by email to assist directly with your technology needs.

You can always submit a service ticket or email us, no matter the time or day! We close for the night, but as soon as we are back at our desks in the morning, we get right on it and help you resolve the issue. If you want to call or come and see us in person, be sure to check our operating hours.

Submit a service ticket online: Navigate to service.kennesaw.edu/technology, select **Service Request**, and log in using your NetID and password.

Email service@kennesaw.edu

When you email, please share your NetID or student number (if you're not using your KSUmail account), describe the issue you are experiencing as well as any measures you might have taken to fix it.

Call 470-578-6999

To ensure smooth and secure assistance, the KSU IT Service Desk uses video calls and multi-factor authentication (Duo) to verify your identity. We will never ask for your password.

KSU IT Service Desk Hours of Operation

Fall and Spring Semester Hours of Operation (beginning the first day of classes)

Monday–Thursday: 7:30 a.m.–10 p.m.

Friday: 7:30 a.m.–5 p.m.

Saturday: 8 a.m.–5 p.m.

Sundays: 1–5 p.m.

Holidays: closed

Summer Semester Hours of Operation (beginning the first day of classes)

Monday–Thursday: 7:30 a.m.–9 p.m.

Friday: 7:30 a.m.–5 p.m.

Saturday: 8 a.m.–5 p.m.

Sunday: 1–5 p.m.

Holidays: closed

Hours when classes are not in session

Monday–Friday: 8 a.m.–5 p.m.

Saturday–Sunday and holidays: closed

KSU IT Service Desk Walk-Up Counters

Come and see us in person:

- Sturgis Library, Suite 4500 (Kennesaw)
- Academic Building, Lower Level (Marietta)

Walk-up Counter Hours:

Semester hours of operation (beginning the first day of classes)

Monday–Thursday: 8 a.m.–9 p.m.

Friday: 8 a.m.–5 p.m.

Saturday–Sunday and holidays: close

Hours When Classes Are Not in Session

- **Monday–Friday:** 9 a.m.–5 p.m.
- **Saturday–Sunday and holidays:** closed

Scrappy's technology troubleshooting tips:

- *Restart your device*
- *Clear the cache in your browser*
- *Try a different browser (Firefox, Chrome, Safari, Edge)*
- *Check if you have any pending updates, if you do, update!*

Communications Technology

Scrappy loves sharing news and information about KSU via email, social media (have you followed his [bucket list on Instagram](#) yet?), OwlTV, Student Inform, and other ways to make sure we are all connected and informed about what's going on at KSU. These communication applications support academic and research activities, enabling you to interact and collaborate seamlessly with professors and classmates. Learn about these applications to stay in the loop about all the new and improved resources as well the many amazing events and activities happening on campus.

KSUmail

You can sign in to KSUmail, the university-provided email service, on your computer, tablet, and phone. Your KSUmail username is [[NetID](#)][@kennesaw.edu](mailto:[NetID]@kennesaw.edu), and your password is the same as your NetID password.

Email is the official method of communication at KSU; all announcements and study-related correspondence are shared by official KSUmail accounts.

[Accessing KSUmail](#)

Scrappy accesses his email on many different platforms (his phone, laptop, even his tablet!). He's especially eager to check his email on Mondays to find out what's happening on campus by browsing through [Student Inform!](#)

No matter the device you like to use, there's an option for you to check your KSUmail:

- **Access KSUmail on the Web:** ksumail.kennesaw.edu
- **Outlook Desktop Client for PC and Mac**—This is a version that you can download to your personal device.
- **Mail Client for Mac**—Apple's built-in MacOS mail client
- **Default iOS and Android Mail Applications**—Scrappy likes these methods for accessing KSUmail on mobile devices.
- **Outlook App for iOS and Android**—This is Microsoft's dedicated Outlook application for mobile devices, available from your mobile device's app store.

For answers to common questions about KSUmail, search the [IT Knowledge Base](#), where you can find short articles with answers to common technology questions.

KSU Phish Market

The [KSU Phish Market](#) is a selection of phishing attempts made on members of the KSU community. We collect them online for you to explore and practice with Scrappy to see how many flags you can spot. This will familiarize you with their foul smell when they hit your inbox. All you do now is report them via the Phish Alert Button.

Learn Scrappy's "Stop. Spot. Report." Technique:

STOP:

Stay calm. Hackers like to get you worried and afraid that you might lose access to your account, or lose out on a great opportunity. If it sounds too good to be true, it probably is. If you have any doubt, reach out through an official trusted channel and ask the person claiming to have a request if it's indeed them.

SPOT:

Assess Every Email! Follow these tips:

1. **Look for [EXTERNAL] in the email subject line.** This indicates that the email may come from a non-KSU sender. Does the email address end in "[@kennesaw.edu](#)"? If not, the email may be a phishing attempt.
2. **Don't automatically trust an email sender's display name.** Even if the name displayed matches the name of a person you know, check the email address to confirm the sender. Any email claiming to be an employee of the university that does not originate from an email ending in "[@kennesaw.edu](#)" should arouse your suspicion, especially if it claims to be from a person in a leadership position.

3. Check (but don't click) the links to web sites. Hover your cursor over links in the message and note the address. Does the address make sense and match the rest of the content of the email? For example, links to most KSU or USG sites will include kennesaw.edu or usg.edu. The same is typically true of other companies.

4. Check for errors. Attackers are often less careful about spelling or grammar than legitimate senders.

5. Be cautious about attachments. Do not click on attachments that are unexpected or from unknown senders.

6. Beware of urgency. Remember that scammers might try to make it sound as if there is an emergency (e.g., someone needs money right away, your account has been compromised, or someone is in trouble). If the sender is trying to influence you to act quickly, it may be wise to slow down instead.

7. Take time to think it through. Phishers can use company logos, professional photos, and even spoofed email addresses to make their attempts look more legitimate. Take extra caution in reviewing an email that you did not expect to receive and asks you to take action.

REPORT:

If you have any doubts about the legitimacy of an email, report it to UITS! Forward it to abuse@kennesaw.edu, or click the "Phish Alert Report" button in Outlook.

If you have mistakenly provided information to a confirmed phishing email, change your NetID password immediately at netid.kennesaw.edu. If you receive a suspicious email not currently in the Phish Market, please forward it to abuse@kennesaw.edu.

Microsoft Teams

All Owls can effortlessly communicate and collaborate using Microsoft Teams anytime and anywhere. Integrated with Office 365, Teams makes it simple to chat, co-author documents, and hold virtual meetings, thus enhancing productivity and connectivity across our community.

Read about [How to navigate the Microsoft Teams interface](#) on the IT Knowledge Base.

KSU News and Updates

Student Inform

Stay in the loop about what's happening on campus: check out [Student Inform](#)—you'll find it in your KSUmail inbox on Mondays. It's the official source of news, events, and announcements from KSU. You'll also find tech tips and updates from UITS.

KSU Services Status Page

Is an app acting up? Is a page not loading for a service you use for your KSU classes? Check the [KSU Services Status Page](#)! It provides up-to-date service information about the status of and upcoming maintenance for KSU IT systems and services.

If you are encountering a problem that is not listed on this page, please report your issue through the [KSU IT Service Portal](#).

To subscribe and receive text or email alerts when services you use undergo maintenance or have outages, visit status.kennesaw.edu and click "Subscribe To Updates."

View the IT Knowledge Base article for detailed information on [How to Subscribe to Email Notifications on the Status Page](#).

Social Media

Follow UITS on social media to stay informed about the latest tech news at KSU!

We share tips on staying secure online, navigating system changes, and exploring Artificial Intelligence. Stay in the loop and make the most of your tech experience!

Follow UITS on [Instagram](#) and [Facebook](#): @ksu.uits

OwlTV

What is Scrappy's favorite TV channel? **OwlTV!**

OwlTVs are installed in most hallways across both campuses, showcasing news and events from colleges, clubs, and departments. UITS shares updates on campus technology and cybersecurity tips. While waiting for your next class, take a moment to see what's on OwlTV—you'll quickly see why Scrappy is a fan!

Safeguard yourself and your data

Are you struggling to stay safe online while juggling classes, social media, and everything else in your busy life? We're here for you! This is your go-to guide to discover how to keep yourself and your data safe while you pursue your studies.

Multi-factor Authentication (MFA)

Multi-factor authentication is a method of confirming your identity using two separate elements: 1) Something you know (your NetID password), and 2) something you have (your registered mobile device or landline phone). **Duo is KSU's multi-factor authentication solution protecting all Owls' personal and university data.**

How to Set Up Duo

To set up Duo, use your computer to navigate to ksumail.kennesaw.edu. When you log in for the first time, you will be prompted to set up Duo.

You use Duo to verify your identity whenever you sign into KSUmail, D2L, and most other KSU services.

We strongly recommend registering at least two devices with Duo to ensure you can access your account if your primary device is lost or damaged.

What To Do if You Receive an Unexpected Duo Prompt

IMPORTANT: If you ever receive a Duo notification at a time when you're not logging in to a KSU application, deny the request and immediately reset your password at netid.kennesaw.edu.

Working as a student assistant? - Cybersecurity Awareness Training

The USG requires all Kennesaw State University employees, including student assistants, to complete Cybersecurity Awareness Training twice annually. You will receive instructions and links via email, and UITS will also post reminders in the KSU Weekly Feed and on social media.

Cybersecurity Awareness Training is available on KnowBe4, the USG-provided cybersecurity training platform, which can be accessed via a link during the designated time period.

Spring Cybersecurity Awareness Training begins on March 1 and ends on April 30.

Fall Cybersecurity Awareness Training begins on September 1 and ends on October 30.

Avoiding Phishing

Phishing is the practice of sending fraudulent emails purporting to be from trusted individuals or companies in order to induce individuals to reveal personal information, such as passwords and credit card numbers. Don't take the bait!

Could it happen to you? It happened to Scrappy and could happen to you. Occasionally, you receive emails from people with malicious intent. They want your money, they want your identity, or they want you to give them access to systems that allow them to get the money and identity of your professors, friends, or family. Don't fall victim to their phishing attempts!

Are you confused by all the jargon and how to identify fraudulent emails? Scrappy was, so we broke it down for him, and now he is a real phishing scam detective. Join Scrappy in the KSU Phish Market as he uses his "**Stop. Spot. Report.**" technique to identify malicious emails.

Phish Alert Report Button

Reporting suspicious emails is as simple as clicking the "Phish Alert Report" button in your KSUmail application and confirming your submission in the pop-up panel on the right-hand side of the screen.

The Phish Alert Report button can look slightly different based on whether you're using Outlook on the Web (ksuemail.kennesaw.edu), the Outlook app on your computer, or Outlook for mobile devices. Familiarize yourself with the variations:

Frequently Asked Questions:

Q: What happens when I click the Phish Alert Report Button?

A: When you click the "Phish Alert Report" button, another pop-up on the right-hand side of the screen will confirm your choice to report the email. The email will then be deleted from your inbox and forwarded to the Email Security Team for investigation.

Q: What happens if I made a mistake in clicking the Phish Alert Report button and need to access a reported email?

If you need to access a message that has been reported, the message can be found in that user's "Deleted Items" folder until it is emptied-which makes the deletion permanent, similar to any other deleted message. As long as the message is still in the "Deleted Items" folder, it can be moved back to the user's inbox.

Q: What if I'm not sure whether an email is a phishing attempt?

It's always best to err on the side of caution. If you are unable to verify a sender's unusual or suspicious request in-person, by phone, or through a Teams message, you can report that message by clicking the Phish Alert Report and confirming your submission on the pop-up panel on the right-hand side of the screen. You can also check the Phish Market site for information about any ongoing, campus-wide alerts.

Data Management

When deciding on where you store a physical document, you ascertain how sensitive the content is and then either put it on a shelf, in a drawer, a locker, or in a fireproof safe. Digital files need the same considerations and careful storage. Fortunately, UITS provides KSU students, faculty, and staff with multiple solutions for storing, accessing, and sharing University data.

All individuals utilizing University technology resources must comply with KSU's Data Security Policy, viewable at the [Policy at KSU webpage](#). This policy has been created to protect sensitive University data, including the personal data of students and employees, and is essential for compliance with federal, state, and the University System of Georgia data security regulations.

*While some data use is programmatically monitored, these data management solutions do not necessarily enforce compliance with KSU's Data Security Policy. **It is the individual's responsibility to ensure that data is stored, collected, and/or transferred using the available tools in accordance with all policy and legal requirements.***

The Risks of sharing data with AI chatbots

When entering information into an Artificial Intelligence application, you want to protect your and other people's data. The risk of entering data into AI-powered chatbots is that you make it available to the companies providing the AI and you don't have any control as to how they use the data you make available through the chatbot.

KSU provides you a secure way to engage with an AI while protecting your data: Microsoft Copilot, a powerful AI chatbot, that you can access securely by logging in to copilot.microsoft.com with your KSU credentials. Verify the Protected icon is visible at the top of the screen.

Reminder: Always check with your professor(s) before using AI for academic work.

Below is an overview of KSU's document management solutions. For more information, including a downloadable PDF, please [visit our website](#).

Data Categories:

- Examples of **FERPA information**: Student grades, student ID information, student class schedule information (For more information about FERPA, including a full list of FERPA information types, refer to kennesaw.edu/ferpa.)
- Examples of **confidential information**: Social security numbers, driver's license numbers, banking account information, credit/debit card numbers, unencrypted passwords, identifiable medical information, visa and passport information
- Examples of **protected research**: Sensitive research data, restricted intellectual property, research with contractual security requirements
- Examples of **unrestricted/public information**: Campus maps, class schedules, policies, press releases, [departmental contact information](#)

Data Storage

A couple of file storage solutions are available for storing and accessing data at KSU:

- **OneDrive**: FERPA information, unrestricted/public information
- **Teams**: FERPA information, unrestricted/public information

Data Sharing

KSU provides various solutions for sharing data:

- **KSUmail**: FERPA information, unrestricted/public information
- **DocuSign**: FERPA information, unrestricted/public information
- **LiquidFiles***: FERPA information, confidential information, protected research, unrestricted/public information
- **Qualtrics****: FERPA information, unrestricted/public information

**To get started with LiquidFiles, also known as Sendafile, visit the LiquidFiles site and log in using your KSU credentials. Enter the recipient's email address, upload the file you need to share and select the level of access restriction, then select Send. The recipient will receive an email with a link they can use to access the information securely.*

Questions? [Consult the KSU IT Service Desk](#).

Emergency Communications

[KSU Alerts—RAVE and Alertus](#)

In an emergency, KSU will send alerts through text and email using the RAVE and Alertus notification systems, managed by the Office of Emergency Management (OEM). These systems use a variety of methods, including outdoor sirens, emails, texts, voice calls, desktop alerts, the university website, and social media, to quickly inform the campus community about any emergencies.

Keep your contact information in OwlExpress updated to ensure you receive these critical messages.

How to update your contact information in Owl Express:

1. Navigate to the “Student Records” tab
2. Click on the “Personal Information” link
3. Fill in the appropriate information under the "Phone Number" section.

If you would like to receive both text and voice alerts, the phone type must be listed as cellular.

[Ensure your phone is set up to receive emergency alerts.](#)

Need to change your preferred language for emergency alerts? [Follow these instructions.](#)

For more information, see the [Office of Emergency Management \(OEM\) website.](#)

The OEM offers many [emergency preparedness trainings](#) They are free and prepare you to act with knowledge in an emergency situation.

LiveSafe

LiveSafe is a free app that connects you directly with campus police. Its easy-to-use features help you stay safe every day. [Learn more and download LiveSafe.](#)

Technology Resources

Scrappy knows all the best spots to study, he knows the best times to go to the Commons, and he knows all about the technology resources available to you here at KSU: You have access to spaces with computers, audio-visual equipment, software, and technology training!

Computer Labs Etiquette:

Computer labs are valuable resources for students to use for research, studying, and completing assignments. To ensure that everyone has a positive and productive experience, please follow these guidelines:

- **Keep the lab clean:** Let’s keep food and drinks away from the computer stations to maintain a clean and well-functioning lab.
- **Be considered:** Use headphones for watching videos or listening to music and avoid talking loudly or making distracting noises. We are all here to learn, and somebody might be taking a test next to you.

- **If you need assistance, please ask the lab staff.** They are there to help you. If you notice any problems with the equipment, report it to them so it can be fixed as soon as possible.

By following these guidelines, you help to create a positive and productive learning environment for all Owls!

Computer Labs

Kennesaw Computer Lab

Location: Sturgis Library, First Floor

Hours: Same as [library hours](#)

If you want to use a laptop, you can borrow one in the library for up to 4 hours.

Marietta Computer Lab

Location: Academic Building (H #830), Lower Level

Hours When Classes Are in Session*:

Monday–Thursday: 8 a.m. to 9 p.m.

Friday: 8 a.m. to 5 p.m.

*When classes are not in session, the Marietta UITS computer lab is open Monday–Friday from 8 a.m. to 5 p.m.

Always log out of your account when you are finished using the computer. This helps to protect your privacy and ensures that the computer is available for the next user.

You will find other computer labs located across both campuses. Their availability depends on the opening times of the center in which they are located, or whether they are used as a classroom.

For your personal devices, UITS recommends PC or Mac computers as the most compatible with KSU technology. To know whether a PC or Mac suits your needs best depends on your major and the software you'll need to access on your computer. You can check with the department of your major to find out what they recommend.

Scrappy's Tips for Caring for Electronic Devices

Our feathered friend enjoys a sparkling screen—and always the academic—he's been on a scientific quest to find the best way to keep his devices in good shape by maintaining the hardware and software. He found many ways how not to care for them. Now he's sharing the proper way to take care of your devices.

Physical Care

1. **Cleaning:** Regularly clean your device with a soft, lint-free microfiber cloth. Avoid using harsh chemicals or abrasive materials that could damage the screen or casing. For stubborn dirt, slightly dampen the cloth with water or a screen-safe cleaner. Use

compressed air to remove dust from the keyboard and vents. Avoid using harsh chemicals or abrasive materials.

Scrappy found out the hard way that the dishwasher, laundry machine, and microwave are not suitable ways to disinfect his devices.

2. **Safekeeping:** Use a protective case and screen protector for your phone to prevent scratches and damage from drops. For your laptop, use a case or sleeve when carrying it around and when resting, avoid placing heavy objects on top. Keep your devices away from liquids, extreme temperatures, and direct sunlight. When not in use, store them in a safe place to avoid accidental damage.

Tree branches are not a good place for storage!

Software care

1. **Updating:** Keep your devices' operating systems and apps up to date. Regular updates often include security patches and performance improvements. Enable automatic updates if possible to ensure you don't miss any important updates.
2. **Restarting:** Restart your devices at least once a week to clear temporary files and refresh the system. This can help improve performance and resolve minor issues.

Printing

We love digital tools, but there are times when you want to share a physical copy of your work. Whether you're sharing your resume at a job fair, printing a poster for a project, or creating flyers, booklets, or business cards, KSU has you covered. You even have access to 3D printing for your creative needs! Whatever you need in print, KSU has a solution.

Ricoh Printers

For simple letter-sized documents, the most convenient solution is the Ricoh printers you find all across campus. Check out the [website managed by Services](#) with great information on where to find all the convenience printers.

You'll need to put K-Cash on your Talon Account.

The library provides [detailed explanations](#) on how to do this, as well as on [how to print on campus](#).

KB: [How to print to any KSU Ricoh printer](#)

Teacher Resource and Activity Center (TRAC)

The [Teacher Resource and Activity Corner](#) (TRAC) is a space that offers many resources for you to learn and create! Besides a really cool computer lab equipped with computers, laptops, iPads, headsets, scanners, and an Oculus Virtual Reality station(!), they have amazing printers if you need large posters.

To pay for materials, you'll pay in cash or with check.

Campus Print Shop

The [Campus Print Shop](#) provides high-quality printing services: brochures, business cards, booklets, banners, . . . so many options!

You can [email them](#) or order directly from the [website](#).

They are located in the Carmichael Student Center on the Kennesaw Campus.

3D Center

KSU's [3D Center](#) houses professional 3D printers and 3D scanners for prototyping, tooling, and reverse engineering applications. They provide workshops, seminars, and informational sessions for those who are just getting started with this technology.

KSU has four specialized locations for 3D printing:

- 3D Print Farm (Marietta | Engineering)
- Art Design Space (Kennesaw | Arts)
- Business Design Space (Kennesaw | Business)
- CACM Digital Fabrication Lab (Marietta | Architecture)

For further inquiries, [contact one of the four 3D Center locations](#) that match your needs.

Equipment Checkout

AV equipment checkout is free for all Owls. Available equipment includes video and still cameras, microphones, and tripods.

Check out AV equipment for up to 2 days.

Reservations are recommended and can be made [online](#).

Policies for Checkout

- Don't leave equipment unattended
- Return the equipment at the same location you picked it up

AI at KSU: Microsoft Copilot

Microsoft Copilot is an AI-powered sidekick, ready to help KSU students tackle everyday tasks as well as larger projects. Copilot can help you generate text, craft images, and summarize articles.

Scrappy loves to experiment with AI and see if he can make images for all the activities on his bucket list.

Explore these webpages that explain best practices for using [AI at KSU](#).

Reminder: Always check with your professor(s) before using AI for academic work.

Use Copilot securely using your KSU credentials:

Navigate to copilot.microsoft.com and use the button on the top-right to sign in using your KSU credentials. This keeps your information secure.

Explore the Interface: Note the green “Protected” icon in the top-right, which indicates that you are now using data protection. Begin interacting with Copilot by typing into the chat box.

Customize Your Experience: Copilot offers settings to adjust text and images it produces. Look for the option to adjust your conversation style (More Creative, More Balanced, or More Precise). Tailoring this setting can enhance Copilot's assistance to better match your needs.

Explore detailed articles on Copilot in the IT Knowledge Base:

- [How to Access Copilot](#)
- [How Does Copilot Keep my Data Secure?](#)
- [How to Manage Chat History in Copilot](#)
- [How to Create Effective Prompts](#)
- [How to Generate Summaries with Copilot](#)
- [How to Generate Text with Copilot](#)
- [How to Generate Images with Copilot](#)

OwlTrain

Scrappy love to stay fit by going to the gym, but when he wants to work out his wits and add resume worthy skill he goes to [OwlTrain](#), KSU's free e-learning platform. Take time to explore this great resource and its wealth of live and self-paced courses, e-books, audiobooks, and other options for learning and professional development!

CAISY

OwlTrain features CAISY, an AI conversation simulator from Skillsoft. You can use this tool to practice realistic interactions and receive feedback tailored to your performance in a safe practice environment.

Check out how to play different scenarios and practice different skills in varying contexts. You can even choose the level of agreeableness of your counterpart.

[KSU partners with Coursera](#) to offer over 2,800 Massive Open Online Courses (MOOCs) to students. Here you can earn free micro-credentials to boost your skills and resume.

[One-on-one training by request](#)

Do you need some help with using KSU technology? UITS offers one-on-one training sessions for students on various topics. Whether you want to learn how to create pivot tables in Excel or killer PowerPoint presentations, we are here to assist you!

How to request one-on-one technology training:

1. Navigate to service.kennesaw.edu/technology.
2. **Log in** (in the top-right corner) and authenticate using Duo.
3. Select **Service request**.
4. From the menu on the left, select **Software Support**.
5. Select **Training Request for KSU Technology** and complete the form. *Here, you will indicate whether you would like to request **individual** or **group training**.*
6. Click **Submit**, and a UITSteam member will be in touch with you soon (typically within in 2–3 business days).

All one-on-one sessions are conducted virtually via Microsoft Teams and need to be scheduled at least 36 hours in advance.

Research Technology

UITs is dedicated to equipping all Owls with cutting-edge technology to support collaborative research and innovation. That's why you have access to Internet2—a superfast internet connection. All resources are integrated into the University's infrastructure and enable all Owls to explore new frontiers in knowledge and discovery.

Scrappy likes to collect information for his research and he always makes sure his research safeguards all rights and the welfare of human subjects involved. For guidance, he reviews what the [Institutional Review Board](#) has posted about items like Human Subject Ethics and [Data Security](#) and more!

Scrappy always likes more information about the routes that he can access and share information.

Check out these links for details about the internet pathways that all Owls (not only Scrappy) have access to:

- [Regional Research and Education Networks](#)
- [Internet2 Peer Exchange \(I2PX\) \]](#)

Software

Ready to take your research to the next level? KSU has you covered. View the list of powerful software tools that you can download and use to tackle complex data, visualize insights, and conduct groundbreaking studies.

- Atlas.ti
- JMP Pro
- Mathematica
- MATLAB
- Qualtrics*

- Stata, NVivo
- SAS
- SPSS

You can download this and other software [here](#).

* If you want to use Qualtrics, a professor must submit a request on your behalf. Read the IT Knowledge Base article on [How to Access Qualtrics](#).

Research Computing

Scrappy loves the [High Performance Computing](#) (HPC) power at our disposal here at KSU. HPC is a collection of supercomputers that can handle massive datasets and complex simulations.

You might come across the acronym SHPC—it stands for “Student High Performance Computing,” and refers to the same system as HPC.

Why should you care about HPC?

- **Speed:** HPC can crunch numbers and analyze data at lightning speed, saving time and effort.
- **Scale:** These supercomputers can handle massive datasets that would be impossible to process on a regular laptop.
- **Complexity:** HPC allows you to run intricate simulations and models, giving you deeper insights into your research.

How can you use HPC?

- **Student Research:** If you’re working on a research project with a faculty member, you can use HPC to power your simulations and data analysis.
- **Academic Work:** HPC can be a valuable tool for academic work; you can create stunning visualization or analyze large datasets for your classes.

Getting Started with HPC

- **Talk to your professor:** Let them know you’re interested in using HPC for research or academic work. A faculty member must sponsor your use of HPC.

Further Information on HPC

KSU’s HPC systems offer a wide variety of software and hardware resources:

[Software Currently Available](#)

[Hardware Currently Available](#)

Read the [Facilities Statement](#) for detailed information of KSU’s HPC.

Additional Resources for your Research

There are so many resources available at KSU, and Scrappy doesn't want you to miss any! Here's a list of resources you can check out to help you conduct the most insightful research possible.

Questions about using data?

Check out the [Office of Institutional Research](#) to find [Common Data Sets](#) and the [KSU Fact Book](#).

The KSU Library has a wealth of research tools

Check out the [Digital Commons](#) and browse the library search to find **research journals** and catalog your research with a **citation software**.

Need to print presentation posters?

Go to [TRAC](#) or the [Campus Print Shop](#). The library also offers to print posters if you meet the criteria explained [here](#).

The Office of Undergraduate Research has so many Resources for Undergraduate Students!

Check out [their website](#) and discover the resources available to you, including research spaces that you can [reserve](#)!

Taking Your KSU IT Experience Further

Job opportunities at UITS

Student IT Positions

Kickstart Your Tech Career with UITS!

Ready to take the next step in your tech journey? UITS offers students valuable opportunities to gain practical experience in:

- **Technical Support:** Troubleshoot issues and provide excellent customer service.
- **IT Communications:** Develop strong communication skills to effectively convey technical information.
- **IT Inventory Management:** Organize and maintain IT assets.

By joining UITS, you'll:

- **Enhance your resume:** Gain in-demand skills that employers seek.
- **Develop technical expertise:** Learn to troubleshoot, provide support, and manage IT services.
- **Balance your studies and career:** Enjoy a flexible schedule that accommodates your academic commitments.

- **Collaborate with a supportive team:** Work alongside talented individuals in a dynamic environment.

Ready to launch your tech career? Go to [Handshake](#) and find our current positions.

Apprenticeship Program

The UITS Apprenticeship program gives students a job where they can build their skills under the guidance of experienced colleagues. The program offers a 1,300-hour apprenticeship which is typically completed in about six months working full-time or a year working part-time.

Apprenticeship opportunities are offered in:

- Cybersecurity
- Infrastructure Engineering
- Customer Support Services
- Enterprise Application Services

Ready to apply for a full-time position or apprenticeship? Visit our [HR website](#) and access the OneUSG job portal. Search for “ISY” to view all of our open IT positions.

[View Full-time IT Opportunities](#)

KSU is a great place to study and prepare yourself for a successful career. UITS is one of many KSU units that work to create a learning environment where you can thrive! That’s why we asked Scrappy to help us create this guide for you.

If you find this guide helpful, share it with your friends and classmates!

If there’s something missing or not clear, [please let us know!](#)

Remember, UITS is here for you, Owls!