

BSC Helpdesk Contact Information for Faculty and Staff

Email: helpdesk@bsc.edu

Phone: (205) 226-4849

FAX: (205) 226-7015

Phone support: 7:30 AM until 4:00 PM (Monday-Friday)

IT Home: <http://www.bsc.edu/administration/it>

The IT homepage offers answers to typical helpdesk calls, the technology proposal request form, detailed references, ethical use guidelines, policies, and more.

information technology

Departmental or College Related Technology Purchases

All institutional purchases should go through the IT department. See the Technology Proposal forms on the IT website.

BSC Username & Password is for email, TheSIS, Moodle, Intranet, printing, copiers, off-campus or wireless access to library databases, and your office machine.

Obtain login info: Human Resources

Change password: <https://bscump.bsc.edu/pm/>

Intranet login uses a different format for the username:
campus\username

Time Track Access (staff use only): Keep track of your hours, sick leave, or annual leave on a weekly basis. Login info from HR too.

Access: <https://bsc-online.ghg.com/login.jsp>

Phone and Mobile Devices

The information that you will need to access your Exchange/Outlook email in your phone or mobile device:

Username: yourusername@bsc.edu

Password: your existing password

Domain: <should be left blank or empty>

Server: m.outlook.com

On some devices, you may need to also check the following:

- 1) Use secure connection (SSL)
- 2) Accept all SSL certificates.



BSC Header Links to IT Systems



Equipment Use

The library has laptops and other equipment for checkout.



BSC Wireless

Locations: Almost everywhere and in all academic buildings.

Connecting, account creation, and support:
<https://www.myresnet.com>

Personal Purchases

Birmingham-Southern College, Apple and Dell have teamed up to offer special pricing to faculty and staff. For more information, visit the **Apple Education Program**, the **Dell University** website, and **Varsity Buys**. Links are provided on the IT helpdesk website.

Home use – Microsoft Office (Word, PowerPoint, Excel, and more) Mac/PC: Contact the helpdesk for details on special pricing for home use of Office.

USB Flash Drives or online storage options: The BSC IT Department strongly encourages employees to use USB drive technology or online storage for portable storage needs. Please remember to backup regularly.

Campus Labs

Lab hours: Labs are open according to their building hours. Except: Olin 201, Olin 204, Norton Center lab – open 24 hours

- 1) **Open access labs/areas:** Humanities Computer Lab 118, Library (all 3 floors), Norton Center Lab, Olin 204
- 2) **Specialized use labs with some open access times:** Harbert 301, Humanities Computer Lab 118, Library ARC, Olin 104, Olin 201, Stevens Science Center 240
- 3) **Specialized use labs:**

Harbert 126 – Education Students	Hill 31 – Music Lab
Humanities 112 – Language Lab for Students	Humanities 102 – Writing Center
Olin 103 – ARC Tutoring	Phillips-Annex 122 – Mac Lab for Art Students

File Saving in Labs: When in labs, do not save your files on that local computer. Save to your flash drive or an online storage area. Anytime a lab machine reboots or during a power outage, all extra files saved to the computer are automatically removed from the local computer.

More info: <http://www.bsc.edu/administration/it/helpdesk/labs.cfm>