

## K-STATE IT HELP DESK

214 Hale Library  
785-532-7722 or 800-865-6143  
[helpdesk@k-state.edu](mailto:helpdesk@k-state.edu)  
[www.k-state.edu/its/helpdesk](http://www.k-state.edu/its/helpdesk)

The IT Help Desk handles questions about computer hardware, software, Internet access, e-mail, eIDs, CatPack, passwords, e-mail forwarding, iSIS, K-State Online, & more.

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## K-STATE EID

[eid.k-state.edu](http://eid.k-state.edu)

eID is short for electronic ID. It's the name for your central computer ID that serves as your primary electronic identity at K-State. More importantly, your eID is part of your e-mail address ([eID@k-state.edu](mailto:eID@k-state.edu)) and gives you access to many K-State resources, such as e-mail, K-State Online, iSIS, and more.

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## K-STATE ZIMBRA COLLABORATION SUITE

[www.k-state.edu/its/zimbra](http://www.k-state.edu/its/zimbra)

This tool offers e-mail services including mobile device synchronization, global address book, user controlled filtering & advanced spam management. It also provides enterprise-wide calendar and collaboration features, such as document creation and sharing, online briefcase storage, and shared calendars and contacts.

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## MEDIA DEVELOPMENT CENTER

213 Hale Library  
[www.k-state.edu/infotech/mdc](http://www.k-state.edu/infotech/mdc)

High-end computer lab for video editing, producing CDs & DVDs, scanning and editing images, developing web pages, creating audio recordings and more. The Adaptive Technology Lab, located within the MDC, supports individuals with disabilities.

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## COMPUTER REPAIR

214 Hale Library - at the IT Help Desk  
785-532-7722  
[www.k-state.edu/infotech/tsc](http://www.k-state.edu/infotech/tsc)

Fee-based computer and peripheral repair services for the campus community and K-Staters' home computers, including PC & Mac maintenance and repair, and warranty repair & authorized service on Dell & Mac computers. Pick-up and delivery service is available for university departments.

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## EQUIPMENT CHECKOUT

214 Hale Library  
785-532-4918  
[www.k-state.edu/infotech/mdc/equip\\_checkout.html](http://www.k-state.edu/infotech/mdc/equip_checkout.html)

Digital still cameras, digital video camcorders, tripods, projectors, laptops, audio recorders, and other audio & visual equipment may be checked out by faculty, students, and staff at no charge.

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## BUYING A COMPUTER

[www.k-state.edu/infotech/buying](http://www.k-state.edu/infotech/buying)

Detailed computer recommendations and purchasing guidelines for beginning students at K-State, plus software & hardware requirements and security information.

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## CATPACK

[www.k-state.edu/infotech/catpack](http://www.k-state.edu/infotech/catpack)

Free software bundle with everything needed to ready your Mac or PC for K-State computing. E-mail, web browsing, file transfer, and anti-virus software are all included. Can be picked up at the IT Help Desk or downloaded from the web site.

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## K-STATE ONLINE

[online.k-state.edu](http://online.k-state.edu)

K-State Online is a simple, yet powerful, set of tools designed to deliver engaging and interactive online classrooms. Used by more than 90% of K-Staters daily to communicate within courses, committees, groups, and teams on-campus and around the world. Popular features include online assessment, live web-based collaboration, content management and audio/video delivery, as well as integration with iSIS, online TEVAL, and Axio Survey.

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## ISIS - STUDENT INFORMATION SYSTEM

[isis.k-state.edu](http://isis.k-state.edu)

iSIS is the K-State information system that governs a student's progress through K-State. All academic and other university-specific information relating to a student is found in or through iSIS.

## INFORMATION TECHNOLOGY POLICIES

[www.k-state.edu/its/policies](http://www.k-state.edu/its/policies)

K-State has university-wide policies for the appropriate use of all computing and network resources. Colleges and departments may have additional procedures for the acceptable use and management of their IT services.

## ANTIVIRUS/COMPUTER SECURITY

[antivirus.k-state.edu](http://antivirus.k-state.edu) Also see: [www.k-state.edu/its/security](http://www.k-state.edu/its/security)

K-Staters who connect to the campus network must use the university's free antivirus software and follow other required security measures. Download the latest antivirus software for free at the antivirus website.

## K-STATE ALERTS

[www.k-state.edu/safety/alerts](http://www.k-state.edu/safety/alerts)

Students, faculty, and staff can receive notifications by text messaging or automated phone call. Sign up for K-State Alerts on the website.

## COMPUTING LABS

[www.k-state.edu/infotech/labs](http://www.k-state.edu/infotech/labs)

The university computing labs are open 24 hours a day and require a K-State eID. Guests and visitors have limited access. For lab locations, available software, and policies see the website.

## FREE PRINTING

[www.k-state.edu/infotech/labs/#printing](http://www.k-state.edu/infotech/labs/#printing)

Limited, free laser printing is available to all students, faculty, and staff using their K-State eID and password. \$10 is allocated per person each fall and spring semester, and \$5 each summer.

## AXIO SURVEY

[surveys.k-state.edu](http://surveys.k-state.edu)

A web-based survey and reporting tool for academic research, university business, and collecting feedback. It is available to faculty, staff, and students.

## VIDEO, AUDIO, & PODCASTING

[www.k-state.edu/its/video](http://www.k-state.edu/its/video)

K-State ITS offers a variety of services to help you plan, produce, edit, and distribute video.

## VIDEO CONFERENCING

785-532-5995 or toll free 866-379-2279

[www.k-state.edu/infotech/video-audio](http://www.k-state.edu/infotech/video-audio)

Audio and video conferencing is available for use by faculty and staff.

## WIRELESS ACCESS

[www.k-state.edu/its/wireless](http://www.k-state.edu/its/wireless)

Much of the campus has wireless computer access, including outdoor areas. To set up your computer to use the wireless network, see the website.

## K-STATE LIBRARIES

[www.lib.k-state.edu](http://www.lib.k-state.edu)

Access the library catalog, databases, and e-journals online.

## REFWORKS

[www.lib.k-state.edu/depts/libinst/refworks.html](http://www.lib.k-state.edu/depts/libinst/refworks.html)

Create a free RefWorks account to easily build bibliographies for reports, dissertations, and theses.

## RESIDENCE HALLS

[www.k-state.edu/infotech/networks/access](http://www.k-state.edu/infotech/networks/access)

Students in residence halls MUST remove other antivirus software and use K-State's free antivirus software. All the halls have computing labs, wireless network access, cable TV, & Ethernet connectivity.

## TEXTBOOK INFORMATION

[courses.k-state.edu](http://courses.k-state.edu)

Information about required and recommended textbooks and supplemental material for courses at K-State is available to students via the K-State Course Schedule and the iSIS Class Schedule.

## EMPLOYMENT INFORMATION

[www.as.k-state.edu/HRIS](http://www.as.k-state.edu/HRIS)

Employee Self Service allows K-State employees to view their paycheck data, leave balances, benefit summaries, compensation and training summaries. Employees may update their direct deposit data, W-4 and/or K-4 tax information, personal data (address, phone, emergency contact, marital status, ethnic code) and enroll for training online.

## IT TUESDAY NEWSLETTER

[www.k-state.edu/infotech/itnews](http://www.k-state.edu/infotech/itnews)

IT Tuesday is a weekly online newsletter with updates on information technology happenings at Kansas State University. Anyone can subscribe to receive this free publication via e-memo or RSS feed. See the website for more information.