Colorado State University provides a broad scope of computing services. You will find centralized services are offered by ACNS in addition to services provided by individual colleges and departments. The first source of computing resources to investigate is your department or college. Many departments have their own computing support personnel and computing labs.

Electronic Identity (eID)
All CSU faculty, staff, and students automatically receive a CSU electronic identity (eID), which enables access to the university's electronic resources such as RamWeb and other services hosted on centrally operated servers. Your eID consists of a login name and password. More information regarding your eID can be found at: http://eid.colostate.edu.

Email
When you create your eID, you will be able to declare your preferred email account for campus communications. This may be one of the free university-provided Office 365 accounts, an account provided by a college or department, or an external account such as Gmail. Graduate students, faculty, and staff may also opt into Google Apps for CSU. For more information about this option, please see: http://mail.rams.colostate.edu.

Faculty, staff, and graduate students also receive a CSU email alias in the format of:
Firstname.Lastname@ColoState.edu
This alias points to your “preferred” email address. Changes to your preferred email address can be made from the eID web site.

Electronic Calendaring and Other Tools
The campus standard for electronic calendaring is Microsoft Exchange hosted via Office 365. Faculty, staff, and graduate students may choose to use additional Office 365 Education services such as Skype for Business (formerly Lync, for instant messaging) and OneDrive for Business (up to 1TB of cloud storage). For more information, please visit the web site: http://help.mail.colostate.edu.

AntiVirus Support
The University offers Microsoft System Center Endpoint Protection (SCEP) for use on University computers. (Windows, Mac, and Linux).
For personally owned computers, the university no longer centrally supports an antivirus client, however, Microsoft offers a free antivirus client called Microsoft Security Essentials. For more detail, please visit: http://www.acns.colostate.edu/Security/Malware.

Canvas
CSU is transitioning to Canvas as its online course and learning management system. For more information go to: http://info.canvas.colostate.edu/.

Networking
The campus network offers high-quality access to campus resources, as well as redundant connections to the Internet and Internet2.

Most academic buildings on campus also provide access to the campus wireless network via “csueid.” Access to the wireless network is controlled for security reasons and requires authentication using your eID name and password. Therefore, csu-eid must be configured prior to gaining access to the wireless network. Additional information and instructions for setting up your computer for wireless access can be found at: http://www.acns.colostate.edu/wireless.

Issues with wireless connectivity can be resolved at the Help Desk or the Computer Diagnostic Center in Morgan Library.

Self-Help Guides
Self-Help Guides that provide step-by-step instructions for performing a variety of tasks, such as connecting to the CSU wireless network or accessing university mail accounts are available on the ACNS webpage at: http://www.acns.colostate.edu/?page=self_help_guides.

Central IT Assistance
The Central IT Call Center provides assistance for the university's central computing systems, including wired and wireless networking, email, eID, and other ACNS services. For campus IT-related questions, please call (970) 491-7276 or send email to: help@colostate.edu.

Troubleshooting assistance for personal computers is also available through the Computer Diagnostic Center (CDC), located on the first floor of Morgan Library.

Computer Training
Training classes for software listed on the University's technology standards web page are available through Computer Applications Training (CAT) at the Morgan Library. Training is free to faculty, staff, and graduate students, and several sessions are offered each semester. Registration is required. For additional information about the training program, please visit: http://lib.colostate.edu/cat/.

Purchasing Software, Hardware and Supplies
RAMtech, CSU’s technology store, is conveniently located in the Lory Student Center next to the CSU Bookstore. Owned and operated by the University, RAMtech carries a variety of computers and computer-related products at educational discount prices. Whether you need computer software, hardware, peripheral devices, printers, cabling, networking equipment, or simply need information about computer technology, stop by and speak with one of the friendly RAMtech staff members. Or you can view their price list online at: http://ramtech.colostate.edu/.