

Get Moving in the RITE Direction

Student Guide to assist you with your technology needs during your time at Buffalo State College.

rite.buffalostate.edu



For Blackboard Help:
Open SUNY Support Services
☎ 1-844-OPENSUNY

RITE Support Desk
☎ 716-878-HELP (4357)
✉ rsd@buffalostate.edu

Dorm Room WiFi Access



Buffalo State has partnered with Apogee to provide wireless internet service and support to residents. Visit residencelife.buffalostate.edu/internet-service-apogee for instructions on setting up your Internet service.

From the CIO: Welcome students!

On behalf of the entire RITE team (Resources for Information, Technology and Education), I would like to welcome you to Buffalo State College for the 2016-17 school year! One of the primary objectives of RITE is to provide students, like you, with the best technology and IT support necessary to achieve academic success. To assist you in navigating available resources, we've assembled this guide to address many of the questions you may have about the wealth of technologies available here at Buffalo State. We hope you have a wonderful semester and please remember that RITE is here to help you. – Dr. David Demers

Campus WiFi Access

When you're not in your dorm, you can connect to Buffalo State's secure wireless network. For instructions on enrolling your device visit rite.buffalostate.edu/secure-wireless.



I have a technology question. Where do I go for help?

The **RITE Support Desk** can assist you with your technology needs. There are a number of ways to contact the RITE Support Desk for technical assistance:

Phone: 716-878-HELP (878-4357)

E-mail: rsd@buffalostate.edu

Location: Butler Library 147

Fall/Spring Full-Service Hours

Monday - Thursday 8:30am-8:00pm

Friday 8:30am-7:00pm

Saturday/Sunday Closed

I've heard that I need to set up some accounts... Where do I start?

Everything you'll need to know is found at rite.buffalostate.edu/new-student-setup. Also located at that url is a pdf file that you can download with step-by-step instructions. Below are a few steps.

1 Activate your Banner account



Banner is Buffalo State's course registration system. This is where you'll go to register for classes and check your schedule.

2 Activate your network account



This account is used to access campus computers, wireless and other systems such as Blackboard and Degree Works.

3 Activate your student Gmail account



Your campus assigned Gmail account is the official way to communicate with faculty and staff on campus. This account also entitles you to unlimited storage in Google Drive and other apps.

Blackboard Learn is Buffalo State's official learning management system

Blackboard
learn⁺

(LMS) that allows for dynamic learning to occur in the online environment.

Blackboard usage is dependent upon the instructor.

Blackboard Access: buffalostate.open.suny.edu.

Blackboard Student Orientation - Learn how to use various features and what to expect when taking a course using the Blackboard LMS at <http://bit.ly/2rPv3Rt>.

For Blackboard assistance, please contact the Open SUNY Support Services at 1-844-673-6786 (844-OPENSUNY), or online at <http://navigator.suny.edu/content/current-students>. The Open SUNY hours: M – Th 8am-9pm, Fri 8am-5pm, Saturday 10am-5pm, and Sunday 1-9pm EST. Printable docs/guides are on the Open SUNY website.



Bb Student App

Bb Student is Blackboard's mobile app that enables you to view and interact with courses, instructors, classmates, and content while reacting to your immediate needs and helping you to stay up-to-date on your academic progress and requirements. Currently, it is available for free for Android, iOS and Windows devices.

I need to make a large poster Who can help with design & printing?

RITE Graphics is here to assist faculty, staff, and students with design and/or printing of large format posters. We offer many different styles of PowerPoint poster templates available for downloading from our website: rite.buffalostate.edu/templates

To get your poster printed, you'll need to attach your digital file to an online project request form found here: rite.buffalostate.edu/project-request-form

What else does RITE Graphics do?

We can print postcards, brochures, and flyers as well as spiral and thermal binding. We also can create vinyl cut lettering for wall application. Please check out our website for more information on all that we do: rite.buffalostate.edu/graphics.

We are located in Rm 104 in the basement of Bulger Communications Center - follow the orange stairwell.

Buying a computer for college?

Computer Recommendations

- PC Users: OS: Windows 10
- Mac Users: OS: Apple 10.11 or higher
- CPU: Dual-core Intel Core i5 or higher
- CPU Speed: 1.6 GHz or higher
- RAM: 8GB or higher
- Hard Drive: 250GB or higher

FREE lynda.com training & Mango Languages with a NYPL card!

The **New York Public Library** is offering free training with lynda.com and Mango Languages to their library patrons. Anyone living in NY state (including NY College and University students) can apply for a card to get these benefits. For more information, go to rite.buffalostate.edu/nypl-benefits.

Unlimited Storage with Google Drive

Student Gmail accounts (@mail.buffalostate.edu) include unlimited file storage through Google Drive. To access Google Drive, just sign-in to your Student Gmail account and select Google Drive from the Google Apps launcher.

Specific Questions? Here's who you should contact

Logon/Account Help

☎ RITE Support Desk (878-4357)

✉ E-mail: rsd@buffalostate.edu

Banner Help

☎ Registrar's Office (878-4811)

✉ E-mail: bannerstudent@buffalostate.edu

Degree Works Help

✉ E-mail: audit@buffalostate.edu

Blackboard Help

Open SUNY Support Services

☎ 1-844-673-6786 (844-OPENSUNY)

Internet Access in Your Dorm

☎ Apogee (1-877-392-5617)