

# TECHNOLOGY SUPPORT CENTER – SERVICES

The Technology Support Center (E1001) is a one-stop technology help center to assist students with all of their academic computer needs. We assist students with online classes (Connect e-Campus), software, printing, print cards, scanning, email, student portal, and blogs. We also provide assistance with student logins. Students can walk in, make an appointment, IM, or call us.

## E1001 Services:

### *Accounts:*

Online Classes (Connect e-Campus), Email, Student Portal, Blog, e-Folio

*Software Support:* Word, Excel, Access, PowerPoint, Photoshop Elements, etc

*Printing:* Print Debit Cards, Color Printing

*Scanning:* Text or Images

*Data Recovery:* USB Drive, Floppy Disk

## Classroom Training Presentations - Request by Staff or Faculty:

Student Portal - What it is and how to use it

Student Email - Send and receive mail, attachments, and delete mail

e-Folio – How to set-up your online portfolio

Saving as a RTF - How to save files with a universal format

USB Drives - How to use it and why

Word Processing Basics - Align text, page numbering, headers, etc

*Email Carly at [c.snyder@jsc.edu](mailto:c.snyder@jsc.edu) to request a training presentation for your class.*

S2960 is set up as a quiet computer lab. This lab will be open limited hours during the Fall & Spring Semesters. There will be a lab attendant to assist with the printer.

## **Application Software in E1001 & S2960:**

Adobe (Distiller, Standard, Reader), Computer Stat, Cortez Keyboarding Drills, Gestage, Graphmatica, Irwin GDP Keyboarding, Mathematica, MicroCase, Medical Terminology, Microsoft (Office, Messenger, Project, Publisher, Visio), PhysNeo, PostPartum, Power DVD, Outlook, Renzetti Interactive Comp, Sage, Sky Student Edition, Sonic (CD Burner), Test Gen, Ultimate Zip, Zoomtext Xtra Level 2

## **Specialty Software (Limited Number of Computers):**

Adobe Photoshop Elements 7, Macromedia (Dreamweaver, Extension Manager, Fireworks, Flash, Freehand), Microsoft Visual Studio (MSDN Library), PassKey, Word Perfect

**Internet Browsers:** Microsoft Internet Explorer, Mozilla Firefox

## **Internet Browser Plug-ins:**

Macromedia Flash Player (Limited), Real Player, QuickTime, Windows Media Player

**Operating Systems:** Microsoft Windows XP