

IT Help Desk

Call, chat online, or walk into the IT Help Desk!

Walk through password resets

- Eaglenet
- Email
- Canvas
- Portal

Remove viruses

Install software

- Office
- Anti-virus
- Virtual labs
- Respondus Lock Down Browser

Clean computer software and files

Connect to the Internet

Canvas troubles

And any other tech issues



Location

Lower Level JFK Library

Phone number

(509) 359-2247

Email

helpdesk@ewu.edu

Hours

Monday-Thursday

7:30am-8:00pm

Friday 7:30am-6:00pm

Saturday 12:00pm-5:00pm

Sunday 1:00pm-6:00pm

Other Resources

NetStorage

Every Eastern student has a 10Gb NetStorage account that is accessible from any computer on or off campus.

Lynda Campus

Want to learn about a certain software or general technology information? Check out Lynda Campus at www.ewu.edu/techtraining

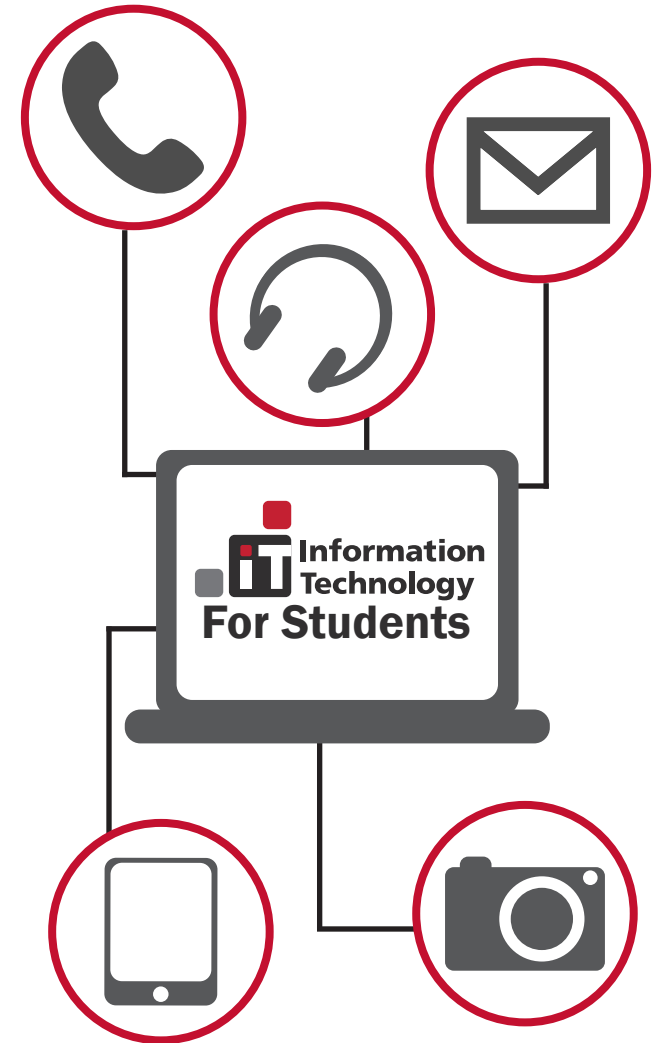
Free for students to access

Thousands of videos, tutorials and exercises

Labs

Eastern has computer labs in many of the buildings on campus. The largest labs are located

- JFK Library
 - MMC: Main floor
 - Computers on every floor
- PUB
 - Cyber Cafe: 1st floor
 - PUB Lab: 3rd floor
- Phase 1
 - Riverpoint: 2nd floor



EASTERN
WASHINGTON UNIVERSITY

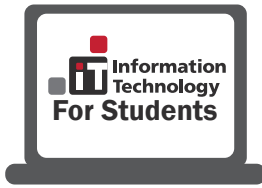
start something **big**

Find out what IT
can do for you!

Software

Free

- Lynda Campus
- Office Suite
 - Word
 - Excel
 - Powerpoint
 - Outlook
- Anti-virus
 - Trend Micro
- Virtual Labs
 - Adobe
 - SPSS
 - QuickBooks
 - MiniTab
 - And Much More



Find out how to take advantage of free software at itech.ewu.edu

Or visit the help desk and they can assist you with the installation of any EWU provided software.

Discounts

- Adobe
 - \$19.99/month
- Amazon Prime
 - 6 month free trial
 - \$49/year
- Many other stores and websites have great student discounts that are available to you. Always check before you buy.

Equipment Checkout

EWU offers free checkout of high tech equipment.

Simply bring your ID card to the lower level of the JFK library and checkout

- Laptops (Windows and Mac)
- Cameras
 - Digital Cameras
 - SLR Cameras
 - Lenses
 - Digital Video Cameras
 - High Definition Cameras
- Recording devices
- iPads
- Kindles
- Tripods
- GoPros
- Projectors
- Headphones
- Calculators



Want More Info?

Check the website
www.ewu.edu/library/services/equipment

Multi Media Center

The MMC is a great resource for special editing equipment such as

- Flat-bed scanners
- HDV & VCR editing decks
- Cintiq 21.5" pen displays

They also have a wide variety of printing options

- Black/White up to 11" X 17"
- Color Laser up to 11" X 17"
- Photo printing up to 13" X 19"
- Large Color Prints up to 3' X 5'

But what's the cost?

Every quarter your tech fee provides you with \$9.00 of print credit on your Eagle ID card. To see exact costs for different printing, go to access.ewu.edu/it/services/computer-labs/rps-printing-services

Where does all of this come from?

Your quarterly TECHNOLOGY FEE!

You pay \$35 a quarter or \$52.50 a semester to get everything in this brochure!

Learn more at

<http://access.ewu.edu/Documents/OIT/iTech/Techfee-Infographic.pdf>

Location

Lower Level JFK Library

Phone

(509) 359-7893

Hours

Monday-Thursday
7:30am-10:00pm
Friday 7:30am-6:00pm
Saturday 10:00am-6:00pm
Sunday 1:00pm-10:00pm

Location

Main Level JFK Library

Phone

(509) 359-4875

Hours

Monday-Thursday
7:30am-12:00am
Friday 7:30am-6:00pm
Saturday 10:00am-6:00pm
Sunday 1:00pm-12:00am