

Technology Resource Cheat Sheet

Information Technology Database (GROK): <https://grok.lsu.edu>

- Database of how-to instructions for fixing many computer problems.

Troubleshooting first steps Before contacting tech support:

1. **Make sure the device(s) is/are plugged in** and connected securely.
2. **Run fewer software applications at the same time.** Close applications not actively in use.
3. **Restart the device.** Turn the device off and back on to fix many one-time glitches.
4. **Uninstall unnecessary programs** and move unused files to an external storage location.
5. **Verify that your operating system and applications are up to date.**
6. If you have tried these steps without resolving the issue, it is time to request IT services.

Service Requests and Training

If the above troubleshooting first steps do not resolve your technology problem, try the following steps:

1. Faculty Technology Center (FTC): ftc@lsu.edu or 225-578-3375, option 2
 - Training or assistance with Faculty 360, LSU Mail, Moodle, Workday and similar systems.
2. University Systems ITS: helpdesk@lsu.edu or 225-578-3375
 - Problems with Faculty 360, LSU Mail, Moodle, Workday, and similar systems.
3. Departmental systems and equipment: <https://lsu.edu/cmda/forms/technology-services.php>

Security:

- Problems with data security, phishing, and other IT security concerns: email security@lsu.edu

Network support:

1. Wired network registration: visit <https://grok.lsu.edu/article.aspx?articleid=18751>
2. Wireless connections: visit <https://grok.lsu.edu/Article.aspx?articleid=5252>

Copier support

1. Copier supply needs: contact building's front office manager
2. Install copier drivers for printing: <https://lsu.edu/cmda/forms/technology-services.php>
3. Request copier maintenance service: email copiermgmt@lsu.edu or call 225-578-2003

Software

1. Download Microsoft Office 365: visit <https://grok.lsu.edu/article.aspx?ArticleId=17762>
2. Download other LSU enterprise software: visit Tigerware at <https://tigerware.lsu.edu>

Purchases

1. Request new computer hardware: <https://lsu.edu/cmda/forms/computer-hardware.php>
2. Request software/subscription purchases: <https://lsu.edu/cmda/forms/software-request.php>

Websites

- Request website changes or submit problems:
<https://www.lsu.edu/cmda/forms/website-update-request.php>

Audio and video equipment availability

- SOM Media Lab: MDA 244: <https://www.lsu.edu/cmda/music/resources/faculty/media-lab.php>
- CxC studio information: <https://www.lsu.edu/academicaffairs/cxc/studios.php>

Submit Student Tech Fee Grant Proposals here: https://sites01.lsu.edu/wp/musicforms/wp-admin/admin-ajax.php?action=frm_forms_preview&form=c1447