

# Get Moving in the Right Direction

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

[it.buffalostate.edu](https://it.buffalostate.edu)



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

Follow the steps below to set-up your logins. Visit <https://bit.ly/2OdkSWX> for additional information.

### 1 Sign-in to Banner to start things off

<https://bit.ly/43TByF8>



Banner is Buffalo State's course registration system. This is where you'll go to register for classes and set up your Network password.

### 2 Set your Network password

<https://bit.ly/2QKp5Pr>



This is your general login used for most campus systems like email, Brightspace, and the Bengal Success Portal.

### 3 Set up Multi-Factor Authentication (MFA)

<https://bit.ly/3y0zzjN>



Students are required to use multi-factor authentication (MFA) to access campus and SUNY websites. Follow the QR code/link above for instructions.



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

The IT Help Desk can assist with your technology needs. Our Technology Guide for Students is a great place to start: <https://bit.ly/3XnYTN5>

Phone: (716) 878-4357

Web: [it.buffalostate.edu](https://it.buffalostate.edu)

Client Portal: [itportal.buffalostate.edu](https://itportal.buffalostate.edu)

In-person: **Butler Library 103 (Ask Us Desk)**

#### Fall/Spring Full-Service Hours

Monday - Thursday 8:30am-7:00pm

Friday 8:30am-6:00pm

Saturday/Sunday/Holidays Closed

## Dorm Room WiFi Access

Buffalo State has partnered with Apogee to provide wireless internet service and support to residents.

Visit <https://bit.ly/3Xj6tIF> for instructions on setting up your Internet service.



## Campus WiFi Access

When you're not in your dorm, you can connect to Buffalo State's secure wireless network.

Visit <https://bit.ly/43UZyI5> for instructions on enrolling your device.



## For Brightspace Help

Open SUNY Support Services: ☎ 1-844-673-6786

## Wireless Printing in the Library

E. H. Butler Library offers an easy way to print from your laptop, phone or other mobile device. Before you can use mobile print, you must first swipe your Bengal ID card at one of the Pharos print release stations.



Visit <https://bit.ly/44aBh00> for instructions on using mobile print

# BRIGHTSPACE

## Find Class Materials and Interact Online in Brightspace

D2L Brightspace is Buffalo State's official learning management system (LMS) that allows for dynamic learning in the online environment. The Brightspace LMS is part of the SUNY Digital Learning Environment (DLE). Brightspace usage will depend on each course's instructor.



Access it in your web-browser at [mylearning.buffalostate.edu](https://mylearning.buffalostate.edu)

## Brightspace Student Training Module

Learn how to use various features and what to expect when taking a course using Brightspace at <https://mylearning.suny.edu/d2l/home/233021>

In Brightspace, the **Student Training Module** will be listed within the **My Courses** widget.

For Brightspace assistance, please contact the SUNY Online HelpDesk at **1-844-673-6786** (844-OPENSUNY), or online at <https://online.suny.edu/help>

Printable guides are on the SUNY Online website.

## SUNY Online HelpDesk hours:

- **Monday-Friday** 7am-12am Midnight EST
- **Saturday** 10am-6pm
- **Sunday** 10am-9pm EST

## Pulse App

Pulse is Brightspace's mobile app, which lets you view and interact with courses, instructors, classmates, and learning content.

It provides one easy view of course calendars, readings, assignments, evaluations, grades, and announcements while helping you to stay up-to-date on your academic progress and requirements.

Brightspace Pulse is available for download from any global **Google Play™** store or **Apple App Store®**.



Download the **Microsoft 365 Office Suite**  
Install Microsoft Office at home!

Current Students, Faculty, and Staff can install the full version of Microsoft 365 (Office) on up to five personal devices. This includes all the applications that are installed on campus devices like Outlook, Excel, PowerPoint and Word.

Visit <https://bit.ly/38dAfU8> for instructions on installing the Office suite on your Windows or Mac at home.

## One Terabyte of Cloud Storage

Students receive 1TB (terabyte) of cloud storage in OneDrive with their Microsoft 365 account. Access OneDrive in two different ways:



Method 1 – From a Web Browser  
<https://bit.ly/3NoU2q2>



Method 2 – From the OneDrive app  
<https://bit.ly/3NkIZOU>

## Specific Questions? Here's who you should contact

### Logon/Account Help

☎ IT Help Desk (878-4357)  
Web: [itportal.buffalostate.edu](http://itportal.buffalostate.edu)

### Registration Help

☎ Registrar's Office (878-4811)  
✉ E-mail: [regofc@buffalostate.edu](mailto:regofc@buffalostate.edu)

### Degree Works Help

✉ E-mail: [audit@buffalostate.edu](mailto:audit@buffalostate.edu)

### Brightspace Help

SUNY Online Support Services  
☎ 1-844-673-6786 (844-OPENSUNY)

### Internet Access in Your Dorm

☎ Apogee (1-877-392-5617)