From the campus-wide wireless network to computer labs to our 24/7 TechHelp support, Information Services provides the tools to help you succeed.

In addition, we collaborate with other university groups to supplement IS services. This map identifies locations where you will find some of these resources.

View Regional Campus maps or this map online at www.kent.edu/maps.
Welcome to Kent State!

This Information Services Technology Guidebook serves as your resource for everything technology at Kent State.

You will find everything you need to get set up online and on your campus, such as logging in to FlashLine, setting up your wireless connection, downloading free and discounted software and more.

You will also find our many tech support locations and resources, so keep this reference guide in case you encounter any issues!

Follow us on Twitter, Facebook or Instagram to stay up-to-date on technology tips and events at Kent State!

Enjoy your year!

Facebook: Kent State TechHelp
Twitter: @KSUTechHelp
Instagram: @KSUTechHelp

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Welcome to FlashLine

FlashLine is Kent State’s portal that leads you to your student email account, Blackboard Learn course materials and Google Drive, in addition to other essentials you’ll need throughout the semester.

Use FlashLine to:

- Schedule advising appointments
- Find your Kent State ID number
- Register for classes
- Research major requirements
- Find your course schedule
- Track your GPA

Logging In for the First Time

1. Visit www.kent.edu
2. Select FlashLine Login
3. Enter your FlashLine username and default password

Your username was sent to you in your admissions letter.

Default passwords are in the following format: mmmyyxxxxx.

- mmm = first three letters of your birth month
- yy = last two digits of your birth year
- xxxxx = last five digits of your Kent State ID number

Once you log in, you’ll be asked to set a new password, account security questions and an alternate email address.

Forgot your password? Access our online password recovery tool at support.kent.edu/forgot.

Security Tip

Never share your username, password or Kent State ID number.

Choose a unique password for your FlashLine account.

Never use the same username/password on other websites.
Connecting to Wireless

FlashZone-WPA, Kent State’s secure, high-speed wireless network lets you connect to the Internet almost anywhere on campus.

Wifi on Your Computer

Locate and select your system’s wireless icon and choose the FlashZone-WPA network.

Use your FlashLine username and password during setup.

That’s it!
Your computer will now automatically be connected to FlashZone-WPA whenever you are in range.

If you are having difficulties connecting or if you are a Linux or Chromebook user, find instructions for wireless setup at support.kent.edu/flashzone.

Wifi on Your Mobile Devices

Remember to connect to the FlashZone-WPA wireless network to avoid using data on your cellular plan.

Find setup instructions at support.kent.edu/flashzone-mobile.
Kent State Email

You can access your Kent State Gmail account by clicking email in the upper right corner of FlashLine or at email.kent.edu. All official university notices are sent to your Kent State email address, so check your email often!

For more information, visit support.kent.edu/email-student.

KSU Gmail on Your Mobile Devices

Visit support.kent.edu/gmail-mobile for instructions on how to connect to your account on one of the phones or tablets listed below.

Security Tip
Always lock your phone with a passcode.

Don’t Risk Your Identity! Beware of Phishing Scams.

If a suspicious email asks for personal information or requires you to give a password, account number or credit card information, it is most likely a phishing scam. Never provide this information over email.

Only open attachments or links in emails that you are expecting.

Hover your cursor over the link to view the URL to which you are being directed — make sure you recognize the website.

Do NOT send personally identifiable information in an email, specifically:

- FlashLine username or Kent State ID number
- Passwords
- Account or credit card numbers
- When in doubt, don’t click!

Remember, Kent State will never ask for your password through email.

Flash ALERTS

Flash ALERTS is Kent State’s official emergency text notification system. Sign up to receive alerts about university closings and other emergencies at www.kent.edu/flashalerts.

KSU Gmail on Your Mobile Devices

Visit support.kent.edu/gmail-mobile for instructions on how to connect to your account on one of the phones or tablets listed below.
Google Apps

Google Apps makes it easy to collaborate with classmates, professors and group project members by offering unlimited free storage within Google Drive.

Access Google Drive with your FlashLine login to work, collaborate and share within your Web browser, chat with group members while editing documents, and build dynamic projects by integrating several Google Apps.

FlashLine: Select the Drive icon on the top right portion of the screen
Desktop or Mobile: Install Google Drive on your computer, phone or tablet to sync your files while working offline

Google Apps Accessible via Your kent.edu Account

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Security Tip

You can use your Google account to back up your important documents and photos.
Using peer-to-peer (P2P) file-sharing software to download copyrighted materials without the permission of the copyright holder(s) is illegal.

Important resources, including certain library databases and shared network drives, require a VPN (Virtual Private Network) connection for off-campus access. Students can download and install VPN software at support.kent.edu/vpn.

You can access research databases, search the OhioLINK catalog and more through the University Libraries. Find more information at www.kent.edu/library.

Blackboard Learn

Blackboard Learn, Kent State’s learning management system, allows you to access online course materials, grades, assignments and tests. It also serves as a communication and collaboration tool between students and instructors.

Access Blackboard Learn via the Blackboard icon in FlashLine or at learn.kent.edu.

Training guides and workshop information are available at www.kent.edu/blackboard.

Blackboard Mobile

Access Blackboard on your mobile device.

1. Download the Blackboard Mobile Learn app.

2. Choose Kent State University as your school

3. Sign in with your FlashLine username and password.

For more information, visit support.kent.edu/bbmobile.

Connecting to Library Resources from Off Campus

You can access research databases, search the OhioLINK catalog and more through the University Libraries. Find more information at www.kent.edu/library.

Using peer-to-peer (P2P) file-sharing software to download copyrighted materials without the permission of the copyright holder(s) is illegal.

Find out how to legally access copyrighted materials at secureIT.kent.edu.

Information Services Technology Guidebook for Students
Residence Halls

Wireless Access
Secure, high-speed wireless access is available in all Kent State residence halls via the FlashZone-WPA network.

Connecting to Gaming and Streaming Devices
Play games, watch movies and stream music in your room with Kent State’s dedicated wireless Gaming network.

Visit support.kent.edu/gaming for instructions to connect devices including Roku, Apple TV, Xbox, PS4 and more.

Cable TV Access
Cable television is available to all students in residence halls. All you need to set up service in your room is a TV with a digital signal and a coax cable.

For more details, visit support.kent.edu/cabletv.

Own a TV with an Analog Tuner?
Don’t worry! Digital cable converter boxes are available for rent at the Tri-Towers TechHelp Service and Repair Center.

Wired connections are also available in residence halls. To set up a connection in your room, submit a ticket at support.kent.edu.
Hardware Requirements

If you're planning to purchase a new computer, we recommend a minimum of 4GB of RAM and a dual-band wireless card (find out more at support.kent.edu/wireless-card) in addition to an extended warranty.

Specific Requirements for Certain Majors

Some colleges have more specific computer and technology requirements, such as a MacBook Pro, iPad, or greater memory capacity. Don't forget to confirm hardware requirements with your academic department or college before buying a new computer!

The College of Architecture and Environmental Design highly recommends Windows PCs. www.kent.edu/card/computing_internal/computer-requirements.

The College of Applied Engineering, Sustainability and Technology recommends Windows PCs.

The College of Business Administration requires either a Windows or Apple laptop. View specs at business.kent.edu/current.

The School of Journalism and Mass Communication recommends an Apple MacBook Pro. See www.kent.edu/jmc/technology-requirements.

The School of Visual Communication Design requires an Apple MacBook Pro with Retina Display.

Mac and PC requirements for The Fashion School are listed at www.kent.edu/fashion/fashion-school-laptop-requirement.

The School of Art requires iPads for certain majors or classes. For more information, visit the School of Art at www.kent.edu/art/ipad-faq.

Don't see your school or college listed?

Please check with them before purchasing a new computer.

Need a Computer?

The University Bookstore has select models of PCs and Macs. Visit them on the first floor of the Kent Student Center for more information.

Security Updates and Recommendations

Before bringing a personal computer to campus, students are recommended to:

- Run Windows Update from the Windows Control Panel or Software Update from the Apple() menu on a Mac.
- Enable the built-in operating system firewall.
- Install and run an Anti-Virus or Anti-Malware program and perform a full system scan.
- Update third-party programs such as Adobe Flash, Reader and Java.

A student works in a computer lab at the Twinsburg Regional Academic Center.
Free and Discounted Software

Information Services continually works to keep costs down for Kent State students by negotiating license agreements for various software packages, such as Microsoft Office, antivirus software and statistical, research and mathematics software.

Microsoft Office
Kent State students can download Microsoft Office for FREE!

Antivirus Protection
Microsoft Security Essentials (Windows) or Sophos Antivirus (Mac) are highly recommended and are FREE to Kent State students. Be sure antivirus software is installed on your computer to lower your chances of getting a virus!

Wolfram Mathematica
Kent State students enrolled at the Kent, Stark or Ashtabula campuses may qualify for a free copy of this software.

Google Apps
Find more information about using Google Apps on Page 9.

Research and Statistical Software
Kent State manages licenses for a number of research and statistical packages. While SAS and Qualtrics are offered FREE to Kent State students, other titles such as SPSS, JMP and NVivo are offered at a discount.

Interested in free software? Get more information or download the software at support.kent.edu/software.
Computer Labs

Information Services maintains four public student computer labs that are open to all Kent State students. Each lab offers both Windows and Mac operating systems and is equipped with Microsoft Office, Adobe Photoshop, Filezilla, SPSS, SAS (Windows only), Lockdown Browser (for test-taking), and more.

Visit support.kent.edu/labs for hours of operation and additional information.

The following computer labs are open to all Kent State students.

150 Library (1st floor main area)
222 Kent Student Center
120 Oscar Ritchie Hall
038 Moulton Hall

Security Tips

Don't forget to reboot public computers before and after using them.

Uncheck any boxes that say "Remember Me" when using a public computer.

Sign out of your email, FlashLine and any other websites, especially when using other computers.

There are also a number of computer labs maintained by various departments across the Kent Campus. While these labs are primarily reserved for students within specific majors, some double as public labs during restricted times and others offer special services available to all Kent State students.

Printing On Campus

Public printing is available from both personal and lab computers to printers in each of the four Information Services supported computer labs, simply by using your FLASHcard for payment. Find out more about printing at support.kent.edu/print.

Print From Anywhere with FlashPrint!

You can print directly from your personal computer to most Kent Campus computer lab printers simply by emailing the document to flashprint@kent.edu or by uploading the document to flashprint.kent.edu.

For more information, visit support.kent.edu/print2lab.

Bringing Your Printer to Campus

Personal wireless printers are not supported on the FlashZone wireless network.

Remember to bring a USB cable or purchase one at the Tech Help Service and Repair Center (located in the Tri-Towers Rotunda and the College of Business Administration).

Find out more about Tech Help starting on page 25.

Information Services Technology Guidebook for Students
Regional Campus Computer Labs

Ashtabula Campus
Main Hall C232
8 a.m. - 9 p.m., Mon. - Thurs.
8 a.m. - 4:30 p.m., Fri.
Main Hall Commons
B Wing Second Floor
8 a.m. - 10 p.m., Mon. - Thurs.
8 a.m. - 5 p.m., Fri.
Library L112 and Public Lab
8 a.m. - 8 p.m., Mon. - Thurs.
8 a.m. - 4 p.m., Fri.
(Fall & Spring)
Health and Science Building H202
7 a.m. - 7 p.m., Mon. - Thurs.
7 a.m. - 5 p.m., Fri.

College of Podiatric Medicine
Main Building 211
6:30 a.m. - Midnight, Sun. - Sat.

East Liverpool Campus
Mary Patterson 316 and 320
Purinton Hall 104 and 318
8 a.m. - 8 p.m., Mon. - Thurs.
8 a.m. - 5 p.m., Fri.

Geauga Campus
Main Bldg. 128, 144, 149 and library
8 a.m. - 8 p.m., Mon. - Thurs.
8 a.m. - 5 p.m., Fri.
/Library hours are dependent on staff availability/

Twinsburg Regional Academic Center
Main Bldg 117, 119, 120 and 124
8 a.m. - 5 p.m., Mon. - Thurs.
8 a.m. - 5 p.m., Fri.

Salem Campus
Main Bldg. 113, 125, 141 and 165
City - Center 209
8 a.m. - 9 p.m., Mon. - Thurs.
8 a.m. - 5 p.m., Fri.

Stark Campus
Main Hall E101 and 208
8 a.m. - 10 p.m., Mon. - Thurs.
8 a.m. - 5 p.m., Fri.
Fine Arts Bldg. 30 and 34A
8 a.m. - 10 p.m. Mon. - Thurs.
8 a.m. - 5 p.m., Fri.
8 a.m. - 3 p.m., Sat.
Library first and second floors
8 a.m. - 10 p.m., Mon. - Thurs.
8 a.m. - 5 p.m., Fri.
Noon - 5 p.m., Sun.

Trumbull Campus
Classroom Admin. Building
Technology Building
Workforce Building
8 a.m. - 9 p.m. Mon. - Thurs.
8 a.m. - 5 p.m. Fri.

Tuscarawas Campus
Founders Hall Academic Learning Commons
8 a.m. - 9 p.m. Mon. - Thurs.
8 a.m. - 5 p.m. Fri.
Founders Hall Cybercafe
8 a.m. - 10 p.m. Mon. - Thurs.
8 a.m. - 5 p.m. Fri.

Many Regional Campus classrooms double as computer labs. Availability may be based on class schedules.
24/7 Support

Helpdesk technical assistance is available 24/7 to all Kent State students, including weekends and holidays! Wherever you are, we’re here to help.

Support.kent.edu: Your Online Support Portal

Get tech help online by visiting Support.kent.edu. Use the support portal for the following:

- Get answers to tech questions using self-service articles
- Get password, login and FlashLine assistance
- Submit online support requests
- Find and download free and discounted software
- Live chat with support staff

Check out TechHelp.kent.edu

Kent State’s new location for all your tech needs

330-672-HELP: Your 24/7 Tech Help Line

Contact TechHelp by phone via our technology help line at 330-672-HELP (4357).
**Kent Campus Support**

**TechHelp: Service and Repair Center**

The Service and Repair Center provides in-person support for your computers, laptops and tablets.

Convenient technology services and support include:

- Hardware repair, installation and part ordering
- Virus and spyware removal
- Software and operating system troubleshooting
- Mobile device and iPad repair
- Data backup and recovery (includes mobile and removable devices)
- Apple- and Dell-authorized warranty service

Most repairs are performed onsite within a short time frame. Walk-ins are welcome - no appointment necessary!

Visit [support.kent.edu](http://support.kent.edu) or call **330-672-TECH (8324)**.

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* A TECHnician repairs a student’s laptop at the TechHelp Service and Repair Center.
**Kent Campus Support** (cont.)

**Tech Help: Tech2You**
In cooperation with the Service and Repair Center, Tech2You provides troubleshooting for cable TV and wireless, wired network connection setup and other basic technical support.

**Tech2You**
**Semester Hours**
Mon. - Fri.: 8 a.m. - 5 p.m.  
(Semester hours)
Sun. - Sat.: 8 p.m. - midnight

**Evening Hours Support**
Support is also available in the evening for most residence halls. Tech2You helps students connect to FlashZone, troubleshoot basic computer issues and answer technology questions.

Find more information at support.kent.edu.

**TechHelp: Library Technology Helpdesk**
The Library Technology Helpdesk, located on the first floor at the Library Reference Desk, provides walk-up assistance for students with basic technology issues.

**Technology Helpdesk**
**Semester Hours**
Mon. - Thurs.: 8 a.m. - 9 p.m.
Fri.: 8 a.m. - 5 p.m.
Sat.: noon - 5 p.m.
Sun.: 1 p.m. - 9 p.m.
University Breaks: Closed

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**Walk-in Wednesdays**

8 a.m. - 5 p.m. Every Wednesday in the First Floor Library Computer Lab

Get answers to your technology questions!

- Microsoft Office and Google Apps assistance
- Blackboard Learn support
- Mac and Windows OS troubleshooting
- Statistical software installation

No appointment needed!
Train Your Brain: Tech Workshops

Instructor Tom Mahon teaches a workshop on Google Slides.

Information Services offers workshops for students to learn over 30 different technology-related topics. View workshop schedules and enroll in courses at training.kent.edu.

Attend free workshops throughout the semester for topics such as:

Microsoft Office
- Word
- Excel
- Powerpoint

Adobe Creative Suite
- InDesign
- Photoshop
- Illustrator
- Acrobat

Google Apps
- Drive
- Docs
- Slides
- Sheets
- Sites
- Forms
- 3D Modelling using Sketchup
- Social Media with Google Plus

Operating Systems
- Introduction to iOS
- Mac Troubleshooting
- PC Troubleshooting

Other useful topics
- Protecting Your Digital Identity
- Prezi
- Creating Accessible Documents

In addition to an overview of the Google Apps, you can attend in-depth workshops on the following applications:

- Drive
- Docs
- Slides
- Sheets
- Sites
- Forms
- 3D Modelling using Sketchup
- Social Media with Google Plus
Regional Campus Support

**Ashtabula Campus**
Main Hall Room C234  
440-964-4357  
helpdesk-ashtabula@kent.edu

**College of Podiatric Medicine**
216-916-7545 (or 17545)  
CPMIT@kent.edu

**East Liverpool Campus**
Purinton Hall Room 109  
Purinton Hall Library  
Mary Patterson Bldg. Room 304  
330-382-7441  
helpdesk-eastliverpool@kent.edu

**Geauga Campus**
Room 130  
440-834-3751  
helpdesk-geauga@kent.edu  
**Regional Academic Center in Twinsburg**
Room 118  
330-888-6351  
helpdesk-geauga@kent.edu

**Salem Campus**
Main Hall Receptionist  
330-332-4217  
helpdesk-salem@kent.edu

**Stark Campus**
Main Hall East Wing Lab  
330-244-3490 (or 53490)  
helpdesk-stark@kent.edu

**Trumbull Campus**
Classroom Admin. Room 122  
330-675-8812  
helpdesk-trumbull@kent.edu

**Tuscarawas Campus**
Founders Hall Room A201  
330-308-7465  
helpdesk-tuscarawas@kent.edu

**Regional Campus Support Information Services Technology Guidebook for Students Tech Support**
Information Services Technology Guidebook for Students

Kent Campus Tech Map

Open-access Computer Labs

Information Services labs are open to all Kent State students and include wireless print stations. Labs offered by other divisions and colleges may have some restrictions.

Limited-access Computer Labs

Computer labs located in residence halls are only open to students living in the residence halls.

The College of Business Administration labs (A224, A226, A230) are available to all Kent State students when no student testing is in progress.

The College of Nursing lab (215 Henderson Hall) is open to all Kent State students when no exams are scheduled.

The College of Fashion Design and Merchandising lab (124 Rockwell Hall) is open to all Kent State students when no classes are scheduled.

Special Services


The Student Multimedia Center (First Floor, Library) offers workstations installed with the Adobe Creative Suite. Three services include the use of 3D printers, scanners and 3D pens free of charge for Kent State students.

The TechStyleLAB in the School of Fashion Design and Merchandising is open to all Kent State students. Service costs vary. Find out more at www.tech-style-lab.org.

The University Library has a limited number of Chromebooks available at the Circulation Desk to lend to Kent State students.

TechHelp and Lab Locations

- TechHelp: Service and Repair Center
- TechHelp: Tech2You
- TechHelp: Training and Support
- Information Services Student Computer Lab (open to all Kent State students)
- Computer Lab (limited access)
- Residence Hall Student Computer Lab (restricted to residents)
- Library Public Workstations (open to all Kent State students)
- CAED Print and Fabrication Facility
- TechStyleLAB
- Student Multimedia Studio
- Outdoor Wireless Access