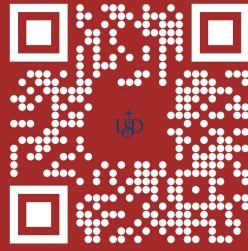# Employees Tech Resources for USD
Support At-A-Glance

We offer quality services to enhance your learning and research needs. Learn more @ sandiego.edu/information-for/staff.php

HELPDESK & COMPUTER SUPPORT SERVICES

Contact us for any IT-related issues, concerns, or requests.

✔ sandiego.edu/its/get-help

✔ Email: help@sandiego.edu

✔ Phone: (619) 260-7900 or in person:Hahn University Center 117

Browse our available services via sandiego.edu/its/services

HARDWARE
The Computer Replacement Program (CRP) ensures that full-time benefits based employees have access to up to date computers to support their work.
sandiego.edu/hardware

SOFTWARE
Many enterprise software and cloud services are available, in addition to some specialized applications at no cost or at discounted rates (e.g., Adobe, ArcGIS, MATLAB, Qualtrics, SPSS, Solidworks, etc.)
sandiego.edu/software

G SUITE (Gmail, Docs, Sheets, Slides, Google Drive)
Google's cloud-based applications are available at no charge to all employees. We encourage everyone to store their files in Google Drive.
sandiego.edu/its/gsuite

Microsoft Office 365 (Word, Excel, PowerPoint)
Microsoft Office applications are available at no charge to all employees. sandiego.edu/its/office365

COMPUTER SECURITY AND BACKUP

Take steps to protect yourself from phishing attacks and other IT risks:

✔ sandiego.edu/security

✔ Install an Antivirus program and keep your computer updated.

✔ Backup your computer - store all your files on Google Drive.

NETWORK & PHONES

WIRELESS NETWORK

✔ **eduroam** wireless service is available campus-wide, indoors and outdoors. sandiego.edu/its/eduroam

✔ For information about the campus services and Zoom phone system: sandiego.edu/zoom-phone

SERVICE PORTAL AND MOBILE APP

MySanDiego offers course listings, academic resources, and more.
my.sandiego.edu

MyUSD mobile App provides academic data, trams, campus hours, directory listings, events schedule, ID card, campus map, and much more: sandiego.edu/its/services/detail/62

MEDIA SERVICES

✔ Record informational presentations in the Media Lab Studio.

✔ Assistance with creating and editing multimedia content. Find the Media Lab in Maher 176. sandiego.edu/media-lab

August 2024

sandiego.edu/its | help@sandiego.edu | (619) 260-7900