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

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**
Client Portal: **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

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/44aBhO0** for instructions on using mobile print

Dorm Room WiFi Access

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

Visit **https://bit.ly/3Xj6tlF** 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.

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**

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

Registration Help
☎ Registrar's Office (878-4811)
✉ E-mail: regofc@buffalostate.edu

Degree Works Help
✉ E-mail: 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)

Account Setup
Student Overview

> **?** Your two student logins are your **Banner** account (which uses your *Banner ID* and a *PIN*), and a general sign-in for everything else called your **Network** account (which uses a *username* and 15+ character *password*). After accessing Banner, you'll then be able to set up your Network login.

Logging into BANNER:

1. Go to **https://banner.buffalostate.edu** in a web browser and choose "*Log in to Banner*"
2. Your **USER ID** is your Banner ID, which begins with "*B00...*", and the **PIN** for this first-time login will be the six numbers for your date of birth in *MMDDYY* format.
3. You'll be asked to create a permanent PIN and set a security question to help with future PIN resets. Keep these somewhere safe!

> **>>>** *The Banner login screen has a "Forgot PIN" tool that lets you create a new PIN if you ever lose yours. Just enter your Banner number, and click it to bring up your security question.*

Set-up your NETWORK login (using Banner):

1. FROM BANNER: Choose the **Personal Information** section, then select **Setup or Reset Student Network Password**.
2. This screen shows your **Network Username** at the top, and has two blanks to create your **Network Password**.
3. After entering your 15+ character password and clicking **Submit**, you should get a confirmation message saying to expect a 15-minute delay before the new password is recognized. Use these *Network* credentials to access **email**, **Brightspace**, **Degree Works**, the **Bengal Success Portal**, campus **computers/Wi-Fi**, etc.

> *Set up Multi-Factor Authentication (MFA) for your Network account*
>
> *Your Network account has a security feature called MFA to confirm new logins using a phone number, text message, and/or authenticator app. You'll be prompted to set this up automatically when first signing into the account, but you'll find more detailed instructions at the link here:* **https://bit.ly/3y0zzjN**

Accessing your Outlook email and M365 services:

▶ Any Microsoft 365 sign-ins (including Outlook email, OneDrive, and the Office apps) are accessed using your Network *username* with **@buffalostate.edu** added to the end for the login address.

▶ Use the password and MFA options already set up for your Network account for any of these sign-ins. For example, you can sign into student Email at **www.outlook.com** or in the **Outlook mobile/desktop app**.

Need help? Contact the IT Help Desk at **(716) 878-HELP** or by email at **ITHelpDesk@BuffaloState.edu**

BUFFALO STATE
The State University of New York