

Computer Support

In the KMBL, we have a computer support team that can help with many things dealing with technology. Please see below to see all they do.

For more info, contact Computer Support at 2-1185 or swktlabs@byu.edu.

Third Floor or First Floor?

There are 2 different groups that do different things, however, they work closely together so no matter who you contact, they'll help you get ahold of the right people.

1. Third Floor (ext. 2-7415)
 - A. Help with computer or printer connection problems, and email problems
 - B. Create and edit web pages
 - C. Provide a video team and a graphic design team.
 - D. Inventory computer equipment. If you buy other equipment using department money, those items will need to be inventoried.
 - E. Lend out computer/printer equipment, such as laptops, cords, adapters, projectors, etc.
2. First Floor (2-1185 or swktlabs@byu.edu)
 - A. Help with teaching technology things that can help in your classes. See the information below for more detailed information that was given to us from the Computer Support team.

FHSS Technology Assistants Services Provided (First Floor):

- **KMBL Computer Labs (KMBL 102,103,105,109,112)**
 - Various sized computer class rooms with:
 - Lecture hall settings complete with tech podiums, and whiteboards
 - Computers with needed BYU programs
 - Home to the Technology Teaching Assistants
 - **Technology Teaching Assistants can:**
 - Schedule a computer lab
 - Answer questions associated with the labs
- **Zoom Conferences**
 - Similar to Skype, Facetime, or Google Hangout
 - Share your screen
 - Record videos
 - BYU supported
 - **Technology Teaching Assistants can:**
 - Teach you the basic functions such as how to: call, share screens, record, etc.
 - Help schedule your zoom conference
 - Set up video camera and all that is needed to Zoom
- **Office 365**
 - Microsoft office suite online
 - Includes Office 2016, Powerpoint, Excel, Forms, etc.
 - Includes OneDrive
 - 1 Terabyte
 - Accessible online from any location
 - BYU supported
 - Includes many other Microsoft office programs
 - **Technology Teaching Assistants can:**

- Help with basic navigation
 - Help download Office 365 Applications
 - Teach and work with you to use the functions offered in the Microsoft suite
- **iClicker Classic/iClicker Cloud**
 - **Technology Teaching Assistants can:**
 - Help download iclicker programs
 - Teach how to set up classes
 - Test connections
 - Verify iclicker registration for students
 - Export grades into Learning Suite
- **Learning Suite**
 - **Technology Teaching Assistants can:**
 - Help with basic navigation of the site
 - Answer general questions
- **Qualtrics**
 - **Technology Teaching Assistants can:**
 - Teach and help make surveys
 - Teach you the varying functions of the program
 - Help with organizing collected data
 - Teach how to export data and clean up data
- **BYU Remote Apps**
 - Needed BYU programs that are available and free online
 - For all faculty and students
 - **Technology Teaching Assistants can:**
 - Teach how to navigate the site
 - Teach how to download the citrix receiver
- **Lynda.com**
 - A how-to website that includes video tutorials and training for a variety of programs and activities such as: Photoshop, Web programming, Office 365
 - **Technology Teaching Assistants can:**
 - Teach you how to log in
 - Teach the basic navigation of the site
 - Answer general questions
- **BOX**
 - BOX is a cloud storage offered through BYU. It has replaced the R&S drives.
 - **Technology Teaching Assistants can:**
 - Teach how to log in
 - Teach how upload documents, pictures, etc. to BOX
 - Teach you how to navigate the features of BOX
- **Rank and Status**
 - Teach and help professors upload to the R&S template
 - Download, organize student ratings into the R&S template
 - Help faculty maintain the document or trouble shoot problems that arise within the document
 - Refer to Robin for changes and more specifics