Office of Information Technology Services
http://www.lander.edu/its
help@lander.edu
864.388.8234

ITS Resources Guide

System	Description	Faculty	Staff	Students
Banner	**Banner** is the software solution developed by Ellucian that is used to manage Lander business operations. Banner can be accessed through MyLander. Access the Banner webpage for more information.	X	X	
Bearcat Web	**Bearcat Web** provides access to employee information, class lists, course catalog information, and student academic history information. Preferred access to Bearcat Web is through MyLander. Access the Bearcat webpage for more information.	X	X	X
Blackboard Collaborate	**Blackboard Collaborate Ultra** is a simple, convenient and reliable online learning solution for video conferencing and interactive classroom collaboration.	X		
Blackboard Learn	**Blackboard Learn** is Lander's course management system and is used to provide online components of classes. The preferred method to access Blackboard is through MyLander. Access Blackboard webpage for quick links, and login instructions.	X	X	X
Blackboard & Software Training & Support	**Blackboard & Software Training and Support** – Contact the ITS Help Desk for Blackboard training and support. Access Blackboard webpage for quick links, and login instructions. Access training sessions webpage for recorded training sessions.	X		

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24/7 Blackboard Help Desk	Provided by Blackboard, this service is available 24 hours, seven days a week and provides dedicated help for Blackboard and third party tools in Blackboard such as Respondus Lockdown Browser, Turnitin, Echo360, etc. You can access the Blackboard 24/7 Help Desk by calling (864) 388-8243 or by visiting Lander University's dedicated Blackboard Help portal: Lander University BBHelp.	X	X	X
Classroom Streaming	**Classroom Streaming** can be accomplished using Echo360 and Blackboard Collaborate Ultra. Echo360 is a lecture capture and ad-hoc recording tool. Blackboard Collaborate Ultra is for video conferencing and collaboration.	X		
Computer Commons	**Computer Commons** provides access to computers, printers, scanners, and collaboration spaces located in the lower level of Jackson Library.			X
Echo 360	**Echo360** is a lecture capture system, which allows the recording of classroom lectures, meetings, speeches and other events. You can record any combination of audio, video, and information on your computer screen and easily publish your recordings to Blackboard. Contact the ITS Help Desk for assistance.	X		
Faculty Laptop Program	**Faculty Laptop Program** – The faculty laptop program provides all full-time faculty with an up-to-date laptop computer to facilitate communication and collaboration with students and peers.	X		
Follow Me Printing	"**Follow Me Printing**" provides ability to send documents from any campus computer to appropriate print queue.			X

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Infobase Learning Cloud	**Infobase Learning Cloud** is a free service available to all Lander students, faculty and staff, provides professional development video tutorials. To access Infobase Learning Cloud, login with your full Lander University username & password.	X	X	X
Instructional Design	**Instructional design and hybrid class delivery methods assistance** – Contact the ITS Help Desk for instructional design and hybrid class delivery methods assistance.	X		
ITS Help Desk	**ITS Help Desk** provides technology support, located in the lower level of Jackson Library. Contact the ITS Help desk for assistance with technology issues. Visit the ITS Homepage, email help8234@lander.edu or call 864-388-8234 for assistance.	X	X	X
Lander Alert	**Lander Alert** provides emergency communications via email and text messages including safety alerts, severe weather warnings, and weather-related closings and delays. Use link in MyLander to sign up for Lander Alert. For more information access Lander Alert web page.	X	X	X
Lander Email	**Lander Email** provides official communication from the university. Lander email can be accessed within MyLander, or by typing https://outlook.com/lander.edu in a web browser. For more information access Lander Email information web page.	X	X	X
Laptop Repair	**Laptop and PC Setup and Repair** – Visit the ITS Homepage, email help8234@lander.edu or call 864-388-8234 for PC setup and repair.	X	X	
Media Conversion	**Media Conversion & Duplication Services** – ITS can convert non-copyrighted academic use VHS tapes to DVD. We also offer CD and DVD duplication for non-copyrighted materials. Visit the ITS Media Services page.	X		

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Microsoft Forms	**Microsoft Forms** is a tool that can be used to create surveys. Login to your Office365 portal to access Forms in the App panel.	X	X	X
Microsoft Teams	**Microsoft Teams** is a teleconferencing and collaboration tool, all students, faculty and staff have accounts and access to this software through Lander, and it can be downloaded for use on laptops, phones or tablets.	X	X	X
MyLander Portal	**MyLander Portal** – MyLander provides access to Bearcat Web, Blackboard, Banner, Lander email, activity schedules, resources, and more. Access MyLander from Lander's home page or by typing http://mylander.lander.edu in web browser. Click for additional MyLander information .	X	X	X
Network and Wireless Access	**Network and Wireless Access** is provided to Lander employees or students with a valid Lander account. Bearcat Wireless access is provided in all of Lander's buildings and residence halls and in some outside areas.	X	X	X
New Technology Purchases	**New Technology Purchases** – ITS provides assistance to university departments for the procurement of technology equipment which includes desktop computers, laptops, monitors, printers, scanners, mobile devices (iPads), etc. Visit the ITS Homepage, email help8234@lander.edu or call 864-388-8234 for new technology purchases.	X	X	
Office365 ProPlus	**Office 365** is provided to faculty, staff and students at no additional cost. Download and install Microsoft Office Pro Plus desktop applications (Word, Excel, PowerPoint, Access).	X	X	X
OneDrive	**OneDrive** – All employees with Lander accounts are provided 1 TB of OneDrive Cloud storage recommended for weekly backup of all critical file/folders.	X	X	

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Pronto	**Pronto** provides a communication hub within Blackboard courses that is mobile device friendly with the Pronto App. Access Pronto in Blackboard Tools to get started.	X		
Sedona	**Sedona** is a faculty activity database which allows the input of teaching, research, service, experience, development, credentials, and assessment records.	X		
SMART Classroom Design and Support	**SMART Classroom Design and Support** – Classrooms are equipped with podiums, video projectors, DVD players, and laptop connections to allow you to share teaching resources with your class. Some classrooms come equipped with computers, others require a laptop. For more information visit the SMART Classrooms webpage.	X		
Testing & Security	**Testing & Security** – LockDown Browser & Respondus Monitor. Lockdown Browser is a custom web browser that secures the testing environment within Blackboard. Respondus Monitor is an added feature of LockDown Browser, using a student's webcam and video analytics to prevent cheating during non-proctored exams.	X		X
TRACS	**TRACS** (Technology Resource Assistance Center for Students) provides support for student laptop support & network access issues, located in the lower level of Jackson Library.			X
Turnitin.com	**Turnitin.com** is a plagiarism detection/prevention service and can be accessed through Blackboard. For additional Turnitin.com information.	X		