Discounts on Hardware and Software
Many online retailers offer deep discounts on hardware and software for students, faculty, and staff. Do an online search for "student discount software" or "student discount hardware."

Campus Wireless Network
The school maintains wireless connectivity to Internet for students, faculty, staff, and guests in all buildings and in many outdoor spaces. No password is required. The network name is "Central Penn."

Questions and Problems
The Central Pennsylvania College Information Technology Department and its vendors are ready to help solve any technology problems you encounter and answer any questions you might have related to school hardware, software, and systems. To take advantage of that help:

1. If you encounter a problem, turn off the device, then turn it back on.

2. If step one doesn't correct the problem, please take a moment to gather some basic information:
- Exactly what you are pressing, clicking, or typing, including program names, file names, and web addresses
- Precisely how the device reacts, including the exact wording of any error messages
- When the problem first started
- Your first and last name, location you're calling from, and a phone number or email where you can be reached.

3. Please call (866) 291-4357 (HELP) or from on campus x4357 (HELP).

4. If your problem or question cannot be handled right away, ask the person logging the call for a ticket number that you can refer to on any future calls.

5. If you do not receive the service level you expect, please call the Information Technology Director at (717) 728-2367 with the details and a ticket number so the school and its vendors can continually improve their service levels.

Support for Personal Hardware and Software
As a courtesy, the I.T. Department will provide up to 15 minutes of free support for your personal computer or wireless device. If we are unable to resolve an issue within the allotted time, we will be happy to provide a referral to paid sources of support who can assist.

For I.T. Policy and other information, please visit www.centralpenn.edu/collegeservices/technology.shtml

Additional Information for Faculty and Staff Only

Technology Training
The Information Technology Department provides instruction for selected technologies for faculty and staff. Watch the Central Station newsletter for upcoming classes or call to arrange individual training for you or your department.

Report, Spreadsheet, and Database Development
The Information Technology Department can develop reports drawing data from various systems, spreadsheets to calculate and automate, and databases to house information. Please contact a representative of the department to discuss.

Automation and Consulting
The I.T. Department can help you use existing systems to automate manual processes, choose new systems to meet new needs, or discuss ways to get the most out of technology. Visit any member of the team, or call to schedule an appointment.

Additional Information for Students Only

Student Sign-ons
Sign-ons for new students become active within two business days after the Business Office receives a student's deposit (or the deposit is waived).

System	Username	Password
My.centralpenn.edu (grades, etc.)	Student ID Number	Random password provided in admissions welcome packet
CentralPenn.Blackboard.com (course websites)	Student ID Number	Random password provided in admissions welcome packet
Mail.Live.com (student email)	Addresses follow the form Firstname.lastname@mymail.centralpenn.edu and may include a number, which can be found under 'personal info' on my.centralpenn.edu	Student ID Number
Campus wireless network "Central Penn"	None required	None required

Computer Labs
All Central Penn College students are welcome to use the following computers for class assignments:

Charles "T." Jones Leadership Library - Summerdale Campus	M-Th 8am-11pm, Fri 8am-6pm
ATEC - Summerdale Campus Room 300	Every day 8am-1am
Central Penn Lancaster Room 106	M-Th 9am-9:45pm Fri 9am-4pm
Central Penn Lehigh Valley Room 113	M, T, Th 10am-5pm W 10am-8:45pm F 10am-3pm

Frequently Asked Questions

Q: Can I email instead of calling?
A: Yes, some of our support options can be contacted via email, but calling is preferred because it allows a better dialogue between the support analyst and the caller. Pennlantic: info@pennlantic.com. Central Penn College I.T. Help Desk: helpdesk@centralpenn.edu.

Q: I can't find the projector remote for a classroom. How can I get one?
A: If a remote is lost, please call the Central Penn College I.T. Support with the room number and projector model, and they will attempt to order a replacement.

Q: I am a faculty or staff member, and I'd like to download or install software on my computer.
A: This service is provided by the I.T. Department. Please call us at (866) 291-HELP (or x4357 from any campus phone) with the name of the software and how the request will benefit the college.

Q: If I notice a problem with a computer or other technology, what do I do?
A: Please see the section called Questions and Problems.

Q: Where can I borrow a laptop or projector?
A: Factuly and staff can borrow these devices from the Library on the Summerdale campus.

CENTRAL PENN
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600 Valley Road, P.O. Box 309
Summerdale, PA 17093

1-800-759-2727 ► www.centralpenn.edu

Information Technology Services

for students, faculty, and staff

The mission of the Central Penn I.T. Department is to stay current with technology trends and make utilization of technology easier for students, faculty, and staff through advising, teaching, automation, and troubleshooting.

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