

Telecommunications

Phone & Voicemail Services

Upon request, Franklin Pierce provides dial tone to every residential hall room at no charge for local and toll-free calling as well as on-campus & 911 service. Students will need to bring an analog telephone for making and receiving calls and purchase a calling card for making long distance calls. A voice mailbox is available upon request with or without dial tone.

Cell Phone Service -

Rindge is a rural area therefore coverage may not be available everywhere on campus. US Cellular, Verizon Wireless and Sprint provide fairly dependable service.

TTY Service

The University provides TTY service for the hearing impaired, located on the first floor of the library and available for student use. The telephone number is 603-899-1125. Faxes can be sent and received 24 hours a day from the Campus Safety building.

Cable TV

The University's cable system is available to all campus residences at no charge. Your TV must have an internal digital QAM Tuner to work on the cable system. More information is available at

Frequently Called Numbers

Admissions	603-899-4050 800-437-0048
Academic Affairs	603-899-4248
Bookstore	603-899-4090
Campus Info Desk	603-899-4150
Campus Operator	603-899-4000
Campus Post Office	603-899-4321
Campus Safety	603-899-4210
Campus Shuttle	603-899-4388
CAE (Center for Academic Excellence)	603-899-4107
Dining Services	603-899-4196
EMERGENCY	603-899-5555
Health Center	603-899-4130
Library	603-899-4140
Outreach Center	603-899-4133
Registrar	603-899-4068

2016-2017 Information Technology for Students

Email: ithelpdesk@franklinpierce.edu

Office Hours: Monday through Friday

8:00 am to 4:30 pm

Phone: 603-899-4214



- ◆ Computers/Laptops
- ◆ Cable TV
- ◆ Network Services
- ◆ Computer Requirements
- ◆ Telecommunications

FranklinPierce
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An **education** that **matters.**

Technology Support Services

IT Help Desk Services:

- ◆ Operating System Issues
- ◆ Virus Removal
- ◆ Data Backup (with student provided storage)
- ◆ Wired and wireless connectivity
- ◆ Web Print—Public Use Printers
- ◆ Accounts and Passwords

Media Services:

- ◆ Audio/Video Classroom & production Support

CampusWeb:

- ◆ Advising/Registration
- ◆ Grades & Transcripts
- ◆ Billing/Financial Aid

Canvas:

This is our new state-of-the-art online learning management system.

Canvas 24/7 Support Line: 866-443-0656

Professors may use this to:

- ◆ Share course materials
- ◆ Collect assignments
- ◆ Conduct quizzes
- ◆ Post Grades

Network Services

All students are provided with a Franklin Pierce account to access email, printing, file storage and the internet. Wireless connectivity is available in classrooms, the library, labs, residence halls, and other public areas on the Rindge Campus

The Rindge campus has a number of computer labs. Availability for general use is posted at each lab.

- Lower Level Library General Use Lab
- Library Bray Center
- Petrocelli Mac Lab
- Fitzwater Journalism Lab (3rd floor)

Free Microsoft Office Software

Microsoft Office is available to all registered students via a free digital download through your Office 365 accounts. All you need is your active FPU login credentials.

Simply visit:

<https://Office.com/getoffice365>

This is the full version of MS Office and is not a lite or online version. Word, Excel, PowerPoint, and more are available within the download.

Printing

Printing in the library and computer labs is available through the network using your student ID Card. You are allocated 500 sheets of paper per

semester at no charge (\$.03/sheet above this quota)

Computer Requirements

If you are purchasing a new computer you may take advantage of the educational discount through one of our vendors:

- Whalley Computer Associates
- GovConnection
- GHA Technologies
- WEI
- Apple

Once on campus all students are required to register their computers on the network before they are given access to network services. (First logon only)

In order to register your computer you will need:

- FPU username and password
- Anti-virus software installed with current virus definitions (PC Only)

Minimum computer requirements:

- Wireless network card
- Anti-virus software with current virus