Office of Information Technology Services
Open an ITS Service Request
Email ITS Service Desk
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 Service 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 Service Desk or open an ITS Service Request.	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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Gradescope	Gradescope is a suite of tools designed to accommodate a common grading workflow. Students or instructors scan and upload their homework or exams. Instructors create a living rubric that allows for speedy grading of large courses.	X		X
Infobase Learning Cloud	**Infobase Learning Cloud** is a free service available to all Lander students, faculty and staff, and 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 Service Desk or open an ITS Service Request for instructional design and hybrid class delivery methods assistance.	X		
ITS Service Desk	**ITS Service Desk** provides technology support, located in the lower level of Jackson Library. Contact the ITS Service desk for assistance with technology issues. Visit the ITS Homepage, submit an ITS Service Request, email the ITS Service Desk 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

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Laptop Repair	**Laptop and PC Setup and Repair** – Open a Service Request with ITS, email the ITS Service Desk or call 864-388-8234 for PC setup and repair.	X	X	
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	
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. Open a Service Request with ITS, email the ITS Service Desk 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

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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	
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		
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.	X		
Watermark Faculty Success & Course Evaluations	**Watermark** is an online faculty activity database for tracking and reporting faculty activities and accomplishments.	X		