

# General FAQs

- [Faculty & Staff FAQs](#)
  - [Where can I get help with my Suffolk email?](#)
  - [How can I make my course materials available to students online?](#)
  - [How can I record audio narration with Powerpoint?](#)
  - [How can I record an introductory video for my class?](#)
  - [How do I log in to my office computer?](#)
  - [Is there a general purpose computer center for my students to do their assignments?](#)
  - [How can I access My Documents from home?](#)
  - [What software and databases are available as a faculty member?](#)
  - [Can I get a printer for my office?](#)
  - [How can I get support with technology?](#)
  - [Can I borrow a laptop and projector for a conference I am attending?](#)
  - [What kind of a computer do I get for my office?](#)
  - [How can I transmit live audio and video, while collaborating with students on my computer?](#)
  - [How can I create a podcast of my lecture?](#)
  - [Can I access wireless internet on campus?](#)
  - [Where can I scan documents?](#)
- [Student FAQs](#)
  - [How can I get help logging to the MySuffolk portal?](#)
  - [Where can I get help with my Suffolk email?](#)
  - [Can I access my course materials online?](#)
  - [Where can I print my assignments?](#)
  - [Is there a computer lab for students?](#)
  - [Do you have wireless capability?](#)
  - [Can you help troubleshoot my personal laptop?](#)
  - [How do I get a job at the Sawyer Computing Center?](#)
  - [Can students download Microsoft Office for free?](#)

If you cannot find the answer to your question on this page or under the specific services to the left, please [contact us](#).

## Faculty & Staff FAQs

### Where can I get help with my Suffolk email?

Contact the [University Service Desk](#) for assistance with email

### How can I make my course materials available to students online?

You can use [Blackboard](#) to distribute course materials and communicate with students.

### How can I record audio narration with Powerpoint?

You can use [Panopto CourseCast](#) to record audio with PowerPoint from home, office or classroom.

### How can I record an introductory video for my class?

You can use [Panopto CourseCast](#) to record videos from home, office or classroom.

### How do I log in to my office computer?

View the [Computer Account](#) page for more information

### Is there a general purpose computer center for my students to do their assignments?

Yes. Visit the [Sawyer Computing Center](#) page for more information.

### How can I access My Documents from home?

You can use [Remote Access](#) to access files, folders and select applications from home or off campus.

### What software and databases are available as a faculty member?

View the [Software and Databases](#) page for more information.

### Can I get a printer for my office?

We no longer issue individual printers to individual offices. We are instead utilizing [networked printers](#) that are centrally located for each floor/department.

### **How can I get support with technology?**

View the [Contact Support](#) page for detailed information on getting help with technology.

### **Can I borrow a laptop and projector for a conference I am attending?**

Yes. For more information go to the [Equipment Loans](#) page.

### **What kind of a computer do I get for my office?**

View the [Office Computer](#) page for more information.

### **How can I transmit live audio and video, while collaborating with students on my computer?**

You can use [Wimba Classroom](#) for live web conferencing with students.

### **How can I create a podcast of my lecture?**

You can use [Panopto CourseCast](#) to record podcasts (audio or video) from home, office or classroom.

### **Can I access wireless internet on campus?**

Yes, you can sign in by using your Suffolk email username and password. Go to the [Wireless](#) page for more information.

### **Where can I scan documents?**

Scanners are available in the networked, multi-function devices that are centrally located in each floor/department.

## **Student FAQs**

### **How can I get help logging to the MySuffolk portal?**

Contact the [University Service Desk](#) for assistance with MySuffolk portal issues.

### **Where can I get help with my Suffolk email?**

Contact the [University Service Desk](#) for assistance with email.

### **Can I access my course materials online?**

[Blackboard](#) is the University's course management system. It is up to your individual professor to post materials online in Blackboard.

### **Where can I print my assignments?**

We offer [printing](#) services in the Sawyer Computing Center.

### **Is there a computer lab for students?**

Yes. Go to the [Sawyer Computing Center](#) page for more information.

### **Do you have wireless capability?**

Yes. Go to the [Wireless](#) page for more information.

### **Can you help troubleshoot my personal laptop?**

Suffolk does not currently support non-University hardware. Please contact the [University Service Desk](#) for other types of assistance.

### **How do I get a job at the Sawyer Computing Center?**

Please visit the [Employment Center](#) for more information about working in the Sawyer Computing Center.

### **Can students download Microsoft Office for free?**

Yes!! Log in to [o365.suffolk.edu](http://o365.suffolk.edu) .