

## Campus Services Technology Services (CSTS) New Hire Reference Guide

Campus Services Systems	Where to go for Help
Planon: Space, Real Estate, Maintenance	<ul style="list-style-type: none"> <li>CSTS creates new user accounts, provides training, assists with reporting and troubleshoots issues</li> </ul>
Lenel Access Control	<ul style="list-style-type: none"> <li>CSTS requests new user accounts, requests RDS access and provides training</li> </ul>
Keywatcher	<ul style="list-style-type: none"> <li>CSTS requests RDS access, or a Department Manager can contact the Help Desk</li> <li>ACS Shop provides training</li> </ul>
AutoCAD MEP, Architecture, Revit	<ul style="list-style-type: none"> <li>CSTS provides access and we or Help assists with issues</li> </ul>
Bluebeam document sharing	<ul style="list-style-type: none"> <li>CSTS assists with access</li> <li>Reference support.bluebeam.com for issues</li> </ul>
CompuTrition	<ul style="list-style-type: none"> <li>CSTS assists with troubleshooting issues</li> </ul>
Simphony	<ul style="list-style-type: none"> <li>CSTS assists with troubleshooting issues</li> </ul>

Campus Services Shared Files	Where to go for Help
CPF OurFiles shared drive	<ul style="list-style-type: none"> <li>CSTS requests access to Help or Department Managers can also contact Help</li> </ul>
OnBase for FO&M drawings and OEMs	<ul style="list-style-type: none"> <li>CSTS requests access to Help</li> </ul>

System access for outside parties	Where to go for Help
Sponsored accounts for system accesses	<ul style="list-style-type: none"> <li>Application completed and CSTS requests the sponsored account with COO approval</li> </ul>
Energy VLAN access, energy management, building automation and control systems	<ul style="list-style-type: none"> <li>CSTS obtains Dept approval and requests EVLAN access</li> <li>The BAS Shop or Eng+Util provides system access</li> </ul>

Computers and accessories	Where to go for Help
Computer Assurance Program (CAP) computers	<ul style="list-style-type: none"> <li>CSTS places orders or provide directions to approved users to order new or replacement orders</li> <li>The Help Desk assists with troubleshooting issues</li> <li>The Computer Repair Shop fixes hardware issues</li> </ul>
Computer accessories	<ul style="list-style-type: none"> <li>Approved staff can contact the Computer Store directly with a chart string to purchase mice, keyboard, monitors</li> </ul>
Printers	<ul style="list-style-type: none"> <li>The Help Desk assists with printer connections</li> </ul>
Adobe Acrobat Pro licenses	<ul style="list-style-type: none"> <li>CSTS coordinates the purchase as needed with CAP computer orders or for new hires</li> </ul>

Other systems	Where to go for Help
IRA Data Warehouse for reporting	<ul style="list-style-type: none"> <li>CSTS coordinates Facilities report changes</li> </ul>
OnBase for invoices	<ul style="list-style-type: none"> <li>Admin Finance Center provides training and support</li> </ul>
Kronos	<ul style="list-style-type: none"> <li>Kronos.Admin @Dartmouth.edu</li> </ul>
Time Clocks	<ul style="list-style-type: none"> <li>The Help Desk for time clock issues or new installations</li> </ul>

### Contacts

- Campus Services Technology Services at [csts@groups.dartmouth.edu](mailto:csts@groups.dartmouth.edu) or <https://services.dartmouth.edu/TDClient/1806/Portal/Requests/ServiceDet?ID=46993>
- Campus IT Support (Help Desk) at Services.Dartmouth.edu and Submit a Ticket, or at 603-646-2999
- The Computer Store at The.Computer.Store@dartmouth.edu, 603-646-3249 or at 001 McNutt Hall