Department of Digital Technology
Chris Kilbourne: Director of Digital Technology  
203-432-8814

Andre Griffith: Digital Technology Associate  
203-432-8830

George Tinari: Digital Communications Associate  
203-432-8820

Shainn Reaves: Senior Administrative Assistant to Business Office; Digital Technology; Operations; and Tessitura Consortium  
203-432-5032
YSD Orientation is ...
Only 3 Things to Remember:
1) 149 York Street
2) YSDinfo.yale.edu
3) ServiceNow
Digital Technology

149 York Street
Digital Technology

https://YSinfo.yale.edu
Yale School of Drama

Digital Technology

ServiceNow

Yale University

YSDinfo: Resources for Yale School of Drama Students, Faculty, and Staff

I Need Help With...

Always feel free to contact Andre Gellith at 203-432-0139 or Chris Kilbourne at 203-432-0138 with your technology-related questions or issues. If you are unable to resolve it yourself, refer to the ServiceNow ticketing system as indicated below, which allows you to submit a ServiceNow ticket to help with different types of issues or equipment.

ServiceNow

- YSD Computer/Hardware Issues
- Student Personal Computer Support
- University Systems & Software Issues
- Specialized Systems and Software
- After Hours Emergency Support

Submit a ServiceNow Ticket

For help with YSD technology, computers, keyboards, mice, printers, projectors, YSD-supplied phones, etc.:

IT Support

For help with courses and other YSD applications such as Runways, Forms, Assemblies, Inventory, etc.:

App Support
Digital Technology

ServiceNow

- Short description of issue or request
- Longer description (can be the same)
- Contact number
The ITS Help Desk

(OK – the 4th Thing to Remember)

- Available 24/7
- 203-432-9000 (X2-9000)
- helpdesk@yale.edu
Digital Technology

Common Tech Issues and Who Supports Them:

- Password Reset >> ITS Help Desk
- Email Assistance >> ITS Help Desk
- Personal Hardware >> Student Technology Collaborative

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- YSD-owned Computers >> YSD Digital Technology
- Printing Issues >> YSD Digital Technology
- Help with Websites >> YSD Digital Technology
Digital Technology

Technology Resources at Yale
Digital Technology

IT at Yale

- New website: [https://studenttechnology.yale.edu](https://studenttechnology.yale.edu)
- Good starting point
- Overview of Yale Network and Computer Services
IT at Yale

- Incoming student info: [https://studenttechnology.yale.edu/guide/incoming-students](https://studenttechnology.yale.edu/guide/incoming-students)
IT at Yale

- Student Help Centers (on-the-ground support)
# IT at Yale

## What technology does Student Technology support?

<table>
<thead>
<tr>
<th>STC provides general support for:</th>
<th>STC provides limited support for:</th>
<th>STC does NOT support:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Computers (Desktop and notebook)</td>
<td>• Digital Cameras</td>
<td>• Televisions or cable (see <a href="#">Cable TV</a> for details)</td>
</tr>
<tr>
<td>• External Hard Drives and Storage Devices</td>
<td>• Digital Music Players (e.g. iPod, Zune)</td>
<td>• VHS or DVD players</td>
</tr>
<tr>
<td>• Mac OS X</td>
<td>• Linux operating systems</td>
<td>• Digital Video Recorders (e.g. Tivo), AppleTV</td>
</tr>
<tr>
<td>• Microsoft Office</td>
<td>• Network-capable gaming consoles</td>
<td>• Microwaves, radios, or other household appliances</td>
</tr>
<tr>
<td>• Microsoft Windows (all versions)</td>
<td>• PDAs and Smartphones (e.g. Blackberry, iPhone)</td>
<td></td>
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<tr>
<td>• Printers and scanners</td>
<td></td>
<td></td>
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<tr>
<td>• Wireless Routers</td>
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</tbody>
</table>
Digital Technology

The Yale IT Website

https://yale.service-now.com/it
Digital Technology

The Software Library

software.yale.edu
Digital Technology

Box

box.yale.edu
Digital Technology

LinkedIn Learning
(formerly Lynda.com)

https://www.linkedin.com/checkpoint/enterprise/login/2110361?
application=learning&appInstanceId=80039690&authModelId=656
0158902804111361
Remote Access

Multi-factor Authentication also know as MFA (Duo)

What is it?
Additional security measure to protect your intellectual property, your personal information, and Yale's data. The process will require an off-campus user to prove his or her identity after entering a NetID and password by responding to a prompt on a smart phone, tablet, cellphone or landline.

When will I be enrolled in MFA?
You should have received an email notification detailing when and what you have to do.

More Info please visit.
http://its.yale.edu/secure-computing/identity-and-access-management/multifactor-authentication-yale
Connecting to YSD resources from off-campus

VPN instructions: http://ysdinfo.yale.edu/yale-vpn

You need a VPN connection to access the G: drive and many other Yale resources, including most information on the YSDinfo website.
Email

Personal

• [Outlook client for computers and mobile devices](mailto:)

• [outlook.com/yale.edu](http://outlook.com/yale.edu)

Mailman Lists (recently changed)

• [unofficial-ysdstudents@mailman.yale.edu](mailto:unofficial-ysdstudents@mailman.yale.edu) for social use only

• [official-ysdstudent@mailman.yale.edu](mailto:official-ysdstudent@mailman.yale.edu) for official YSD use only
Digital Technology

Printing/Scanning/Copying

• \paperc-prd-ps2.yu.yale.edu
• Community resource
• NEVER give out your netID and password to others
• Double-sided printing whenever possible
• Color printing only when necessary
• Never leave jams
• Refill paper trays

• **UNLIMITED PRINTING IS A TREMENDOUS PRIVILEGE**
Digital Technology

Printing/Scanning/Copying

Kill all the trees! BWAHAHAHAHAHA!

WHIRRRRRRRR
Digital Technology

Printing/Scanning/Copying
Room Reservation

Spacebook (EMS, RRS)

• Room reservation tool

• [ysdinfo.yale.edu](http://ysdinfo.yale.edu)

• You must ALWAYS reserve a room

• If you need special equipment for your room you must indicate that in your reservation
Digital Technology

Websites

We have a lot of them!

You’ll frequently use:

• **YSDinfo**: [ysdinfo.yale.edu](http://ysdinfo.yale.edu)
• **Comp Ticketing**: [comp-tickets.yale.edu](http://comp-tickets.yale.edu)

Public facing sites that can give you information on shows at YSD/YRT, and other YSD/YRT work:

• [http://drama.yale.edu/](http://drama.yale.edu/)
• [http://yalerep.org/](http://yalerep.org/)
• [http://yalecabaret.org/](http://yalecabaret.org/)
• [http://summercabaret.org/](http://summercabaret.org/)
• [http://theatermagazine.org/](http://theatermagazine.org/)
• [http://yaletmknowledgebase.org/](http://yaletmknowledgebase.org/)
Digital Technology

Personal Websites

Consult with George

Or

Chris
Only 3 Things to Remember:

1) 149 York Street
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Any Questions?