

IMPORTANT ISY INFORMATION FOR THE SPRING SEMESTER

NETTECH CONTACT INFO

- Network Technicians: Louis Dajeu, Kalin Khera
- Email: isysupport@vcu.edu
- Room number: 4220, Snead Hall
- Phone number: 804-828-7129

STUDENT ACCESS FOR MSDNAA

- Login page: <https://go.vcu.edu/bussoft>
- You will be directed to VCU Central Authentication to login before accessing Academic Software Center.
- Students are added to the system and can download software starting the day after the add-drop period. Students cannot access software until after that date.
- For more information and troubleshooting, mounting ISO files, and virtualization check the wiki here: <http://www.wiki.isy.vcu.edu/>
 - If a student is having trouble virtualizing, they may read this tutorial: (http://wiki.isy.vcu.edu/wiki/index.php?title=Virtual_Machines)
 - If a student is having issues with mounting .iso files, they may read this tutorial: ([http://wiki.isy.vcu.edu/wiki/index.php?title=MSDNAA / VCU School of Business Software#Mounting ISO Files](http://wiki.isy.vcu.edu/wiki/index.php?title=MSDNAA_-_VCU_School_of_Business_Software#Mounting_ISO_Files))
- If further assistance is needed, or a student is not in the system, they may contact a net tech through email or drop-in.
- **If you have a problem or cannot access to MSDNAA, contact School of Business Technology Services.**
 - **Snead Hall Room B2131**
 - **Email: bushelp@vcu.edu**

ORACLE

- Oracle Apex is located at <http://oracleappserv.isy.vcu.edu:8080/apex> for graduate classes and <http://12c.isy.vcu.edu:8080/apex> for undergraduate classes.
- Students are added to Apex after add-drop.
- The default login credentials are as followed:
 - **Workspace:** The course section you are in. (ex. INFO364901)
 - **Username:** You eID (ex. studentab)
 - **Password:** xxxxxx
- Troubleshooting guides and further instructions can be found on the wiki: <http://www.wiki.isy.vcu.edu/>

MISC.

- Nettechs are happy to assist you with any technology issues you may be having in the office. 😊
- Provided there is time between maintenance and infrastructure tasks and we know how to help; we are happy to help students with technology issues. 😊
- For non-department computer hardware issues, issues with non-department software, wifi or email access contact VCU Technology Services: <http://www.ts.vcu.edu/>