

STUDENT HANDBOOK

University of Georgia® 2014-2015



EITS
ENTERPRISE INFORMATION
TECHNOLOGY SERVICES



Welcome!

The University of Georgia's central IT department —

Enterprise Information Technology Services (EITS) — is giving you the tools you need to fuse your life and education. From communicating with instructors and friends, to staying focused on your education, EITS is committed to enhancing your experience at UGA. Keep this student guide on hand throughout the year and visit **eits.uga.edu** for more information.



EITS / University of Georgia®

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Help Desk



The EITS Help Desk is the central point of contact for computing services for UGA students, faculty, staff and visitors. The Help Desk can assist with a variety of your tech needs during its operating hours.

Call 706.542.3106 Email helpdesk@uga.edu or Visit eits.uga.edu/helpdesk.



UGA. MyID and UGAID

Your UGA. MyID is the username that's required to access a number of online University resources and other functions. If you are a new student for fall 2014, your MyID was assigned to you during your admissions process. All other students may have previously selected their MyID.

Passwords for MyIDs must be changed every six months. Passwords must be a minimum of eight characters long with at least one special character (such as, !@#). To avoid contacting the EITS Help Desk if you forget your password, complete the brief MyID Profile forgotten password service at myid.uga.edu. You can also change your MyID password at myid.uga.edu.



Your UGA. **identification number** — which may begin with 811

or 810 — is used instead of your Social

Security number to access personal data. Your UGAID number appears on the back of your UGACard.





New student checklist



1. Know your MyID and UGAMail address:

New students enrolling for the first time in fall 2014 or later, should have received their MyID during the admissions or acceptance process. Your MyID is required to access online services at UGA. In addition, UGAMail addresses for students enrolling in fall 2014 or later have been assigned. Check the email address you provided for admission to UGA for instructions. For assistance with your MyID and/or UGAMail, contact the EITS Help Desk.



2. Connect to UGA's wireless network:

Get connected to UGA's wireless network called PAWS-Secure. Learn how at www.eits.uga.edu/paws.



3. Sync your phone with UGAMail:

Set up your phone to check UGAMail by visiting <http://eitshelpdesk.uga.edu>.



4. Sign up for emergency alerts:

When emergencies happen, you'll be informed quickly. Register at www.ugaalert.uga.edu.



5. Install the latest antivirus software:

Learn what tools you can use to protect your computer at <http://infosec.uga.edu>.

Mobile App

Need to find out when the next campus bus arrives at your stop?

Plan your meals at the dining halls? Or catch the latest athletic scores? The official UGA mobile app does all of that — and more.

The mobile app is the best of the Bulldog Nation in one, central mobile app for your iPhone, iPad and iPod.

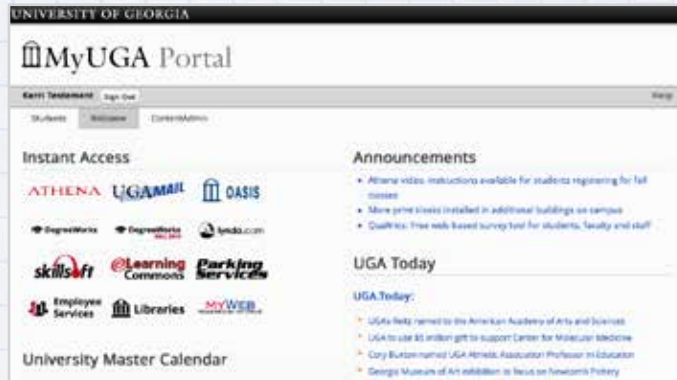
The UGA mobile app is available in the App Store for iOS devices.

Visit <http://mobileapps.uga.edu>.





MyUGA Portal

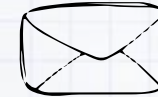


UGA's Portal (my.uga.edu) is a one-stop website that allows you to access your email, web-based University services and receive announcements. The MyUGA Portal allows you to check your grades, register for class and pay University bills by accessing Athena.

Visit the MyUGA Portal to access:

- UGAMail
- Athena
- eLC
- Skillsoft
- lynda.com
- Parking Services
- DegreeWorks
- Food Services meal plan

UGAMail



Your **UGAMail** is provided through Microsoft and includes access to your University email, calendar and tasks. You can access your UGAMail through the web (**ugamail.uga.edu**) or by configuring a desktop client to access your account. The University will send official information to your UGAMail account, so be sure to check it regularly. To change the alias of your UGAMail name, visit **myid.uga.edu**.

Need technical help with email? Watch our popular instructional videos:

eithelpdesk.uga.edu or contact the **EITS Help Desk**.

Mobile device email



Our **step-by-step guide** for setting up your UGAMail with your phone or tablet makes it easy. Sync your Android device, iPhone, iPad or Windows Phone to get your UGAMail, calendar and tasks.

Illustrated instructions at **eithelpdesk.uga.edu**.

Microsoft Services



UGA students have free access to a number of Microsoft products. Through the Microsoft **Student Advantage** program, you can download free copies of Microsoft Word, Excel, PowerPoint and possibly more on up to 5 of your personal devices, such as your phone, tablet and laptop with either Windows or Apple operating systems. With Microsoft's OneDrive, students have access to up to 7 GB of free file storage. OneDrive is ideal for storing and sharing documents, photos and videos.

For more information about Microsoft products at UGA, visit office365.uga.edu.

OneDrive



Microsoft's **OneDrive** (formerly called SkyDrive) is an online file-sharing and storage service that gives you up to 7 GB of file storage. You can also create Microsoft Word, Excel, PowerPoint and OneNote documents on the web with OneDrive. Share and edit documents with friends or classmates.



Create groups to share files and use cloud-based storage to sync your files. OneDrive is part of your Microsoft consumer account.

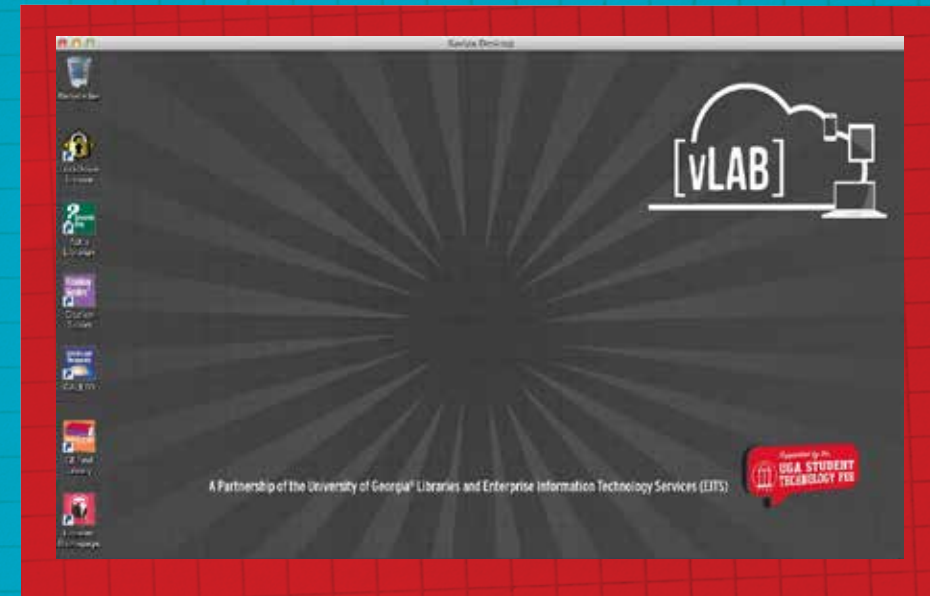
UGA students can establish a free Microsoft consumer account to access OneDrive, Skype, and other services.

For more information about Microsoft consumer accounts, visit office365.uga.edu.

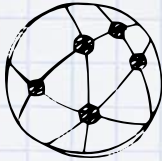
vLab

The vLab is UGA's virtual computer lab that allows you to access all of the software available in computer labs on your own device "anytime, anywhere." You can access the vLab on your own phone, tablet or laptop after downloading Citrix Receiver, which is free. The vLab includes SPSS, Stata and other software.

Access the vLab by entering your MyID and password at vlab.uga.edu.



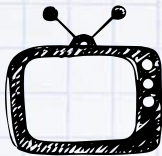
Getting connected in Housing



Student Technology Support (STS) is a division of EITS that helps you get connected in University Housing. STS can help with Internet and wireless connections, registering devices and troubleshooting. The group also has information on connecting game consoles and computing buying guide tips.

Visit <http://sts.uga.edu>.

Cable channel listing



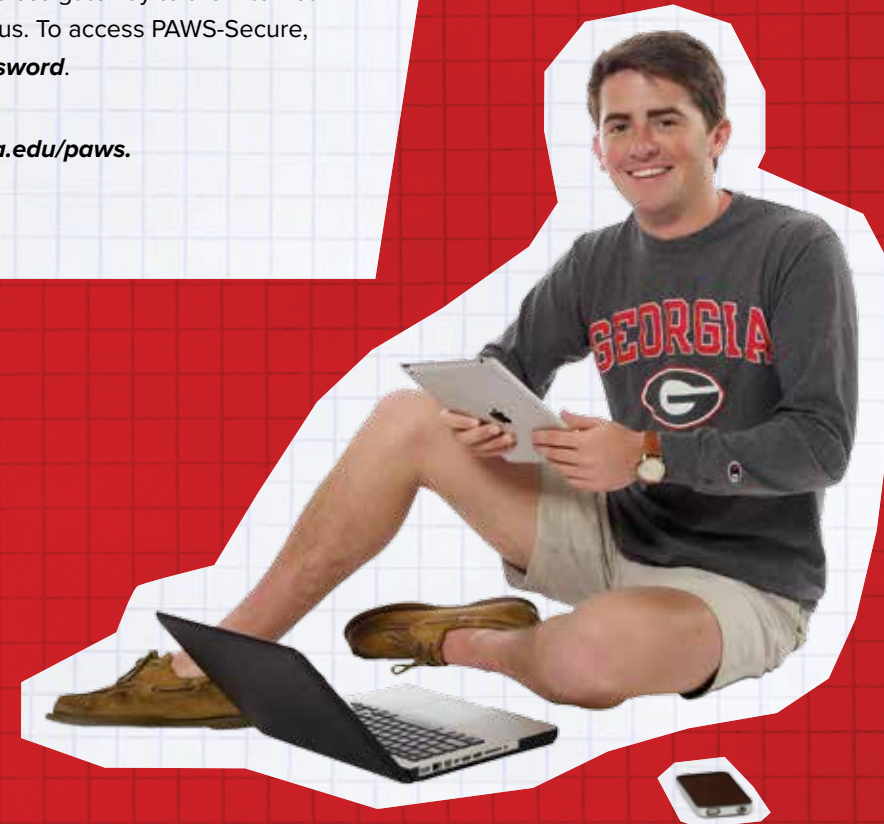
University Cablevision provides a range of TV programming for students living on campus and others. For a listing of the more than 100 free channels available, visit http://eits.uga.edu/network_and_phones/cable_tv/channel_listing.

Wireless connection



Need a wireless connection for your computer or mobile device? **PAWS-Secure** is the secure wireless gateway to the Internet while on campus. To access PAWS-Secure, use your **valid MyID and password**.

Learn more at www.eits.uga.edu/paws.



Plugging in

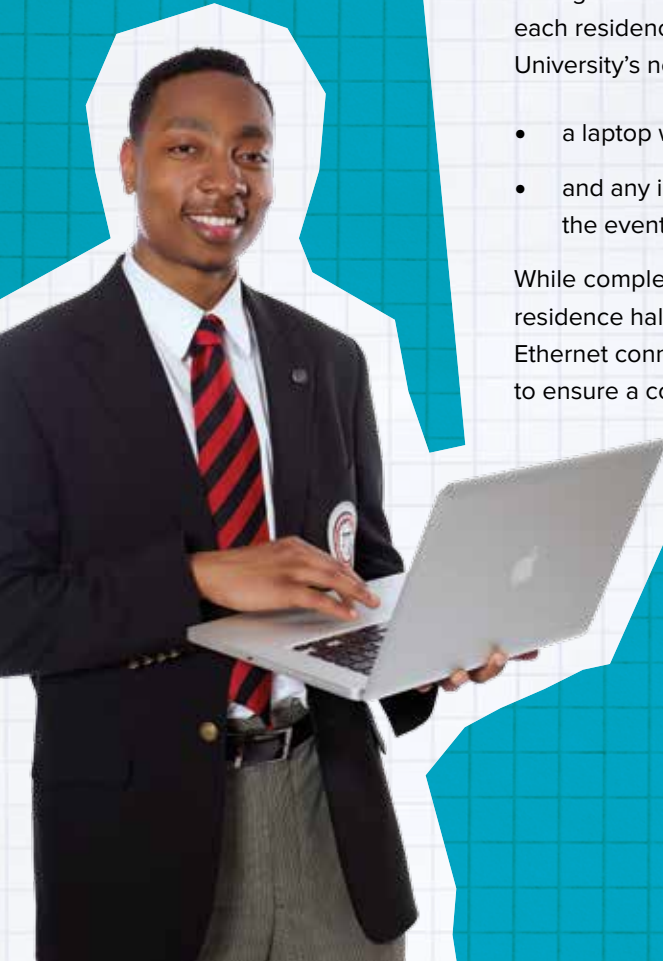
PAWS-Secure wireless access is available throughout all residence halls, but wired access is also in each residence hall room. To connect your laptop to the University's network, you will need:

- a laptop with a built-in Ethernet port or network card
- and any installation CDs that came with your laptop in the event of a problem.

While completing coursework on your laptop in your residence hall, it's recommended that you use the wired Ethernet connection, as opposed to the wireless network, to ensure a continuous connection.

Do not bring a router, switch or hub. Wireless printers will interfere with the PAWS-Secure wireless network. Use a USB connection with your wireless printer.

For detailed instructions on getting a wired connection, visit <http://sts.uga.edu>.



eLearning Commons

UGA's online learning management system is called eLearning Commons (eLC). Instructors use eLC for course assignments, learning materials, quizzes, class communication and more. Each semester, you have automatic access to eLC for your classes.

To access eLC, visit the MyUGA Portal at <http://my.uga.edu>.

For eLC instructional resources, visit <http://ctl.uga.edu/elc/student>.



Athena

Athena is the University's student information system. Athena gives students online access to view academic and financial aid records, register for classes, pay tuition and fees, and update personal information, all in one location.

Visit ***athena.uga.edu***.

DegreeWorks

Are you staying on track for graduation? DegreeWorks helps students and their advisors monitor progress toward degree completion. Much like a checklist, it combines the UGA degree requirements and the coursework completed into an easy-to-read electronic worksheet that shows how courses completed count toward degree requirements .

To access DegreeWorks, visit the MyUGA Portal at ***my.uga.edu***.

lynda.com



Want to get a jump start on learning the latest software?

Or, learn how to design a website, record audio or video projects, animate 3D graphics and more? UGA students have free access to lynda.com, which has thousands of online videos.

Watch high-quality instructional videos anytime on your phone, tablet or laptop.

To access lynda.com, visit the MyUGA Portal at ***my.uga.edu***.

Skillsoft and Books 24x7

Skillsoft offers online training in business skills, IT skills and desktop skills in preparation for earning certifications. Skillsoft offers courses, test prep materials and videos for students to take certification exams. UGA's offering of Skillsoft also includes **Books 24x7**, which has thousands of online books primarily about business, technology and professional development.

To access Skillsoft and Books 24x7, visit the MyUGA Portal at ***my.uga.edu***.

Print kiosks

Send documents from your laptop, phone or tablet to the cloud and print at one of the print kiosks on campus. Print jobs stay in the cloud for up to 96 hours until you retrieve them at a kiosk. Color, and black and white printing is available. You can also insert a USB flash drive directly in a kiosk. Pay with Bulldog Bucks, or a credit or debit card.

Visit printkiosk.uga.edu.



Qualtrics

Need to do a survey for a class or student organization?

UGA students have free access to **Qualtrics**, a web-based survey tool. You can create, implement and evaluate surveys with a number of questionnaire options. It's easy to create your UGA-branded survey for class assignments, projects and student organization activities.

Visit www.qualtrics.uga.edu.



Borrow a laptop, iPad or Kindle

Get an iPad, Kindle or laptop on loan at the Miller Learning Center (MLC) at the EITS service desk on the third floor. The technology lending program is free, as long you follow the time restrictions.

For more information, visit [mlc.uga.edu/
technology/laptops.html](http://mlc.uga.edu/technology/laptops.html)



Digital Media Lab

Create and edit your course-related digital media projects at the MLC's digital media lab. Record audio in the sound booth or edit videos on the computers in the lab with the latest multimedia software. A digital media specialist in the lab can also help you with your project.



SendFiles

SendFiles allows you to send encrypted email with sensitive data or large files to other UGA users or people not associated with the University. Attachments in SendFiles can total up to 2MB. SendFiles may help you to email large class project files.

Visit <http://sendfiles.uga.edu>.



Computer Labs on Campus

If you need access to a computer, EITS has several computer labs available on campus. Printing is available at computer labs. Computer labs are located at:

- Miller Learning Center
- East Campus Village
- Russell Hall
- Brumby Hall
- (Rooker Hall and Building 1516)
- Health Sciences Campus (Russell Hall)
- Creswell Hall
- Oglethorpe House
- Family Housing

For operating hours, visit http://eits.uga.edu/support/cts/computer_labs.

UGA Libraries also operates its own computer labs, including those at the Main Library and Science Library. For more information, visit www.libs.uga.edu/science/labs. In addition, several colleges and departments offer computer labs for their students.



Illegal downloading will cost you



Besides violating University policy, if you illegally download or distribute copyrighted materials on the UGA network, you could face civil or criminal charges. UGA responds to copyright holder notifications in accordance with the Digital Millennium Copyright Act (DCMA). But, there are options for getting music and videos legally — such as Netflix, Pandora and iTunes.

Download software legally or purchase it at a discounted rate by visiting www.eits.uga.edu/hardware_and_software.

Helpful Links

Along with visiting www.eits.uga.edu for your IT resources, here are some other useful links for UGA students:

- UGA Libraries (www.libs.uga.edu)
- UGA Food Services (<http://foodservice.uga.edu>)
- UGA Housing (<http://housing.uga.edu>)
- UGA Career Center (www.career.uga.edu)

Listservs

Listserv is an email feature that allows users to participate in electronic discussion groups on numerous topics. Students can join existing listservs or create one for a registered student organization.

Visit listserv.uga.edu.

IT Policies

EITS maintains policies related to information technology, such as email and web-related services.

Visit www.infosec.uga.edu.



Stay Connected with EITS

Get the latest about tech news and resources at UGA by following us on Twitter ([@uga_eits](https://twitter.com/uga_eits)) or liking us on Facebook (www.facebook.com/uga.eits).

For more information, visit www.eits.uga.edu.

Special thanks to the UGA Visitors Center and the Arch Society for their assistance in providing students shown in this guide.





Enterprise Information Technology Services

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