UNIVERSITY OF GEORGIA®

TECHNOLOGY RESOURCES GUIDE FOR FACULTY & STAFF
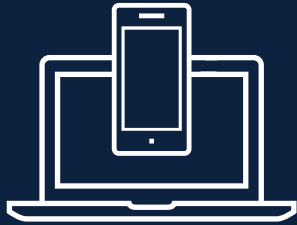
EITS
ENTERPRISE INFORMATION
TECHNOLOGY SERVICES

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Getting Started with IT at UGA®

Technology Help at the University of Georgia®

The University of Georgia® has a central IT department, called Enterprise Information Technology Services (EITS), to support enterprise-wide systems for students, faculty, staff and visitors. EITS-supported systems include UGAMail, MyID, wireless network and telephones.

Many colleges and units at UGA® also have their own technical support for their faculty and staff. These unit-level IT help desks are typically responsible for hardware support, and software and services specific to their department's needs. Faculty and staff are encouraged to become familiar with their departmental IT professionals and unit-specific services.

EITS Help Desk

The EITS Help Desk is the central point of contact for computing services for UGA® students, faculty, staff and visitors. The EITS Help Desk can assist with a variety of your tech needs during its operating hours. The EITS Help Desk does not provide hardware repairs.

Call: 706.542.3106

Email: helpdesk@uga.edu

Visit: eitshelpdesk.uga.edu

To view a listing of IT Help Desks for all colleges at the University, turn to pages 32 to 38.

Tech Checklist

If you're a new employee at the University of Georgia®, there are some basic steps for using technology at UGA®.

The following steps are intended to provide the basic resources for new employees. UGA® departments may require additional steps or provide additional resources.

Accounts:

- **MyID:** Set up your MyID, if it has not already been established. Your HR personnel may have already set up your MyID. (See page 6)
- **MyID Profile:** Complete your MyID Profile, which establishes security measures in the event you forget your MyID password. (See page 6)
- **UGAMail:** Check your UGAMail account. Your UGAMail password is the same as your MyID password. Set up UGAMail on your phone and computer. (See page 8)

Communications:

- **Wireless:** Connect to the PAWS-Secure wireless network with your MyID on your mobile devices and laptop. (See page 10)
- **Wired:** Contact your department's IT professional to get connected to the wired network in your building. (See page 10)
- **Phone:** Contact your department's IT professional or Departmental Telephone Representative about phone service in your office. Set up voicemail, including recording your greeting. (See page 18)

☑ Security:

- **SecureUGA:** Complete your SecureUGA security awareness training as part of your onboarding process. (See page 11)
- **UGAAlert:** Register your contact information to receive emergency alerts via text, email or desktop notices. (See page 22)
- **VPN:** Install the software required to access UGA's® Virtual Private Network (VPN) for accessing web resources off campus. (See page 11)
- **ArchPass**: Ask your supervisor if your job duties will require an ArchPass, UGA's® two-factor authentication system. (See page 11)

☑ Additional Steps:

- **UGA® Mobile App:** Download the UGA® Mobile App on your phone to view bus routes and a map with locations of buildings, parking decks and other points of interest. (See page 22)
- **Research Computing:** Learn about computing resources available to researchers through the Georgia Advanced Computing Resources Center (GACRC). (See page 27)
- **EITS Help Desk:** Know how to contact the EITS Help Desk for technical assistance for centrally-supported systems. (See page 3)
- **Departmental IT Units:** Know how to contact your department's IT staff for technical assistance, such as desktop support. (See page 32–38)

Accounts: UGA® MyID and UGA® ID

All UGA® faculty, staff and students have a MyID and UGA® ID number to access a number of services and resources at the University. Your MyID is the username that's required for accessing many UGA® resources, such as UGAMail, the wireless network and the MyUGA Portal.

To establish a MyID for new faculty or staff, contact your department's human resources personnel. Requesting a MyID for new employees requires a UGA® ID number and on-campus network access to the MyID request system. Your department's HR personnel may provide guidance on establishing your 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'll be asked to provide a cell phone number to send a text message and a non-UGAMail email address for sending information if you forget your MyID password. If you don't complete your MyID Profile in advance, you must contact the EITS Help Desk if you forget your password.

You can change your MyID password at **myid.uga.edu.**

Your UGA® ID number, which may begin with 810 or 811, is used instead of your Social Security number to access personal data. Your UGA® ID number appears on the back of your UGACard.

Protect Your Password

It's essential that you keep your MyID password safe and confidential. Your MyID password is your access to many UGA® online services, so protect your password.

Keep in mind:

- UGA® will never send you an email asking for your password. When in doubt about an email you've received, contact the EITS Help Desk.

- Never share your MyID password with anyone, including friends, family and colleagues.

- Never reuse your MyID password on other personal and professional websites. This will protect your MyID and your UGA® access in the event that any of the other websites are compromised.

- Before typing your password on a website, check the URL. If it is the UGA® Central Authentication Service (CAS) page, do you see a green bar with a lock icon in the web browser? If not, don't type your MyID password.

- When you're done visiting a website that requires your MyID password, be sure to log out, especially on a public computer.

MyID passwords expire every six months. You will receive an email reminder prior to your password's expiration advising you to change your MyID password.

UGAMail

All UGA® faculty, staff and students have an account for UGAMail, the University-provided email service. UGAMail is powered by Microsoft's Office 365.

You can access your UGAMail through the web (**ugamail.uga.edu**), or by configuring a desktop client or an app on your phone to access your account. Instructions are available at **eitshelpdesk.uga.edu.**

To access your UGAMail on the web, type your complete email address with your MyID, followed by @uga.edu (YourMyID@uga.edu). The password is your MyID password.

A few departments have an alternate email provider instead of UGAMail (@uga.edu). Ask your department's IT professional about your email.

All official email communications to UGA® faculty and staff from administrative systems, such as payroll, are only sent to UGAMail addresses.

*You can easily change your email address by visiting **myid.uga.edu.***

Email (continued)

Microsoft Resources

UGAMail is powered by Microsoft's Office 365, which includes additional services as part of your UGAMail account. They include the following:

OneDrive for Business

An online file-sharing and storage service that gives you up to 1TB of free file storage. OneDrive for Business is ideal for storing and sharing documents, photos and videos with colleagues. You can create and edit Microsoft Word, Excel and PowerPoint documents in real time with colleagues. Use OneDrive for Business to backup files in the cloud.

Lync/Skype for Business

An instant messaging, video conferencing and online meeting solution. Lync/Skype for Business features online meeting capabilities, screen sharing, an interactive whiteboard and more. Lync/Skype for Business is ideal for small group online meetings with colleagues and students.

Sway

A web-based presentation tool, Sway allows people to create multimedia presentations, newsletters and reports from multiple sources, such as blogs and social media.

OneNote

A note-taking app, OneNote allows people to take notes, add pictures, PDFs and links to favorite sites and organize their notes more efficiently.

UGAMail

The University-provided email account given to all students, faculty and staff.

Calendar

UGAMail's calendar service by Outlook allows you to view the schedules of UGA® colleagues to more easily coordinate activities.

Free Microsoft Office Software

UGA® faculty, staff and students have free access to Microsoft Office 365 products for their personal devices.

Through your UGAMail account, UGA® employees and students can download free copies of Microsoft Word, Excel, PowerPoint, Outlook and more on up to 5 personal devices, including your phone, tablet and laptop with either Windows or Apple operating systems.

Getting Connected

PAWS-Secure Wireless Network

All UGA® faculty, staff and students with a MyID should use PAWS-Secure for wireless service while on campus.

PAWS-Secure is the secure wireless gateway to the Internet while on campus.

Any time you change your MyID password, you will be prompted on your device to update it in order to access PAWS-Secure. Visitors may contact the EITS Help Desk for a password to access the University's guest wireless network, called Welcome to UGA®.

Wired Connections

Buildings on campus include access to UGA's® wired network, which requires devices be connected via an Ethernet cable.

To report problems with your wired connection, first contact your departmental IT professional for assistance. The EITS Help Desk may also provide assistance. Students, faculty and staff in specific buildings on campus may access the wired network through a self-registration service called the Device Registration Portal (DRP). This simple process requires a MyID and password in order to register devices.

For more information, visit drp.uga.edu.

Security

Virtual Private Network (VPN)

The remote access Virtual Private Network (VPN) allows you to access UGA® campus network and computer resources securely from locations off campus. VPN is helpful for employees working off campus or using public networks.

Several UGA® resources may require you to be on the UGA® network in order to access those sites. By using the VPN, you have a secure connection that acts as a "tunnel" to the UGA® on-campus network.

Instructions are available at: remote.uga.edu.

SecureUGA: Security Awareness Training

All UGA® faculty, employees, student workers and contractors are required to complete annual security awareness training.

SecureUGA is an online, self-paced security awareness training program mandated by the University System of Georgia (USG). It helps UGA® employees and contractors understand, identify

and respond appropriately to information security threats.

New employees complete their SecureUGA training as part of the onboarding process. Current employees complete their SecureUGA training during a specified time frame each year.

For information, visit secureuga.uga.edu.

ArchPass

The ArchPass is a device that uses two-factor authentication for authorized users of UGA® systems with restricted or sensitive data. Supervisors are responsible for ensuring an employee receives an

ArchPass if access to one of the restricted information systems is required to perform job duties.

For information, visit archpass.uga.edu.

Policies

The Office of Information Security manages UGA® policies, standards and guidelines about information security, use of technology, and privacy.

The University System of Georgia (USG) and UGA® have specific requirements for handling sensitive and restricted data, such as Social Security numbers, credit card numbers and protected health information.

Employees who handle sensitive and/or restricted information should be familiar with the policies and appropriate steps to protect that data.

For more information, visit infosec.uga.edu.

Best Practices: Handling Sensitive Personally Identifiable Information

If you're an employee who may be handling data with personally identifiable information — such as birthdates, UGA® ID numbers and specific research information — the Office of Information Security has guidelines on how to handle such data. These best practices outline how to minimize the risk of exposing this data and resources available to UGA® employees.

For more information, visit infosec.uga.edu and click on the Policies and Regulations page.

SendFiles

SendFiles allows users 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 2GB.

For more information, visit sendfiles.uga.edu.

Instructional Resources

Office of the Registrar

The Office of the Registrar serves faculty with a number of online services, including online grade roll submissions, the Tuition Assistance Program (TAP) and more.

For more information, visit reg.uga.edu.

Athena

Athena is the University's student information system. Athena provides online access for students to view academic and financial aid records, register for classes, pay tuition and fees, and update personal information. Faculty use Athena to import grades and view class lists.

For more information, visit athena.uga.edu.

eLearning Commons (eLC)

UGA's® online learning management system is called eLearning Commons (eLC). eLC is available for instructors to post course assignments, learning materials, quizzes, class communications and more.

Students are automatically enrolled in eLC courses when they register for their classes.

The Center for Teaching and Learning (CTL) offers eLC workshops, tutorials and reference guides for faculty. Additional information is available at **ctl.uga.edu/elc/faculty.**

eLC is available via the MyUGA Portal at my.uga.edu.

DegreeWorks

DegreeWorks helps students and their advisors monitor progress toward degree completion.

Much like a checklist, it combines students' UGA® degree requirements and the coursework completed into an easy-to-read electronic worksheet that shows how courses completed count toward degree requirements.

DegreeWorks is available on the MyUGA Portal at **my.uga.edu.**

Kaltura

Kaltura is a media storage and streaming solution for video, audio, images, and PDF files.

Kaltura media can be shared via **kaltura.uga.edu**, your own website, or with students in eLC courses. Kaltura also provides methods for captioning media, making it accessible for all users.

For information about using Kaltura, visit **ctl.uga.edu/kaltura.**

Learn more about multimedia and accessibility: **ctl.uga.edu/creating-multimedia.**

Instructional Resources (continued)

Student Response Systems

Student response systems facilitate student engagement with in-class polls, quizzes, and opportunities to provide feedback. There are two supported systems at UGA®: TurningPoint, which allows instructors to require a clicker device or allow a bring your own device option; and Top Hat, which is bring your own device only.

Both TurningPoint and Top Hat are integrated with UGA's® learning management system, eLC. Integration allows instructors to share student response grades with their students via the eLC grade book.

For more information and a comparison of the supported systems, **visit ctl.uga.edu/student-response.**

Media, Equipment Loan and Production Services

The Center for Teaching and Learning (CTL) offers a number of media and production services, including studio and on-site video recording, equipment loans, and an extensive collection of educational media available for checkout.

A number of units across UGA® also provide production services or equipment loan programs. Faculty may contact their own IT personnel for information.

For a list of CTL media and production services, see **ctl.uga.edu/#media-and-production-services.**

For the media catalog, **visit media.ctl.uga.edu.**

Classroom Support and Learning Spaces

There are more than 600 classrooms at UGA®, most with technology for faculty and student use. The Center for Teaching and Learning provides access, training, and support for general assignment classrooms, and departments manage additional classrooms across campus.

Some classroom audio-video cabinets require a key. Instructors can check out keys for general assignment classrooms at CTL.

For policies and a list of available keys, visit ctl.uga.edu/ equipment#checkout.

For more information, visit ctl. uga.edu/#classroom-support-and- learning-spaces.
Other units at the University may also provide access and technical support to classrooms.

Online and Blended Teaching

A number of resources are available for faculty who wish to learn about teaching online, flipping the classroom, and blended models.

The Office of Online Learning and the Center for Teaching and Learning collaborate to provide best practices, resources, and consultation regarding these methods.

For more, visit online.uga.edu and ctl.uga.edu/teaching-online.

Open Educational Resources

Open educational resources (OER) are teaching, learning, and research resources that reside in the public domain or have been released under an open copyright license that permits everyone to freely retain, reuse, revise, remix and redistribute them.

OERs include full courses, course materials, modules, textbooks, streaming videos, tests, journal articles, and any other tools or materials used to support learning.

The University is actively engaging in the promotion and adoption of OERs by providing faculty members with resources and assistance to transition away from expensive textbooks to open educational resources. Many large, core courses have been involved in this adoption resulting in millions of dollars in cost savings for students since 2013.

To learn more OERs at UGA® and about adopting OERs in your own courses, **visit ctl.uga.edu/oer.**

Telephone Services

Telephone Services offers a variety of communication services for UGA®.

Services include new line activation or deactivation; moving, changing or installing phone lines; repairs; voicemail; conference calls; call centers; automated attendants; phone/PBX programming; long distance service; 800 MHz radios and bases; DSL order facilitation and AT&T Centrex services (both through the Georgia Technology Authority); call detail reporting; and E911 database support.

Each department has a designated Departmental Telephone Representative (DTR), who coordinates these services for their employees.

For more information, visit eits.uga.edu/network_and_phones/telephone_services.

Faculty Consultation and Training

Not sure where to start? Want to talk through a classroom problem? Need a refresher on a particular instructional program?

The faculty and staff at the Center for Teaching and Learning (CTL) are available to help.

Please complete a form at ctl.uga.edu/contact or call CTL at 706-542-1355.

Conference Calls

For conference calls with six or fewer people, faculty and staff can use any University digital phone at no cost.

For conference calls with more than six people, a service is available through AT&T for a fee. Each Departmental Telephone Representative (DTR) coordinates an AT&T audio conferencing bridge for each department.

For more information, visit eits.uga.edu/network_and_phones/telephone_services.

Communications (continued)

Web Conferencing

Web conferencing allows multiple people to collaborate online for meetings, presentations, virtual office hours and training sessions. Web conferencing includes audio and visual capabilities, including screen sharing.

For UGA® instructors looking for a web conferencing option, Blackboard Collaborate is integrated within eLearning Commons (eLC) and is free. Blackboard Collaborate offers webcam streaming, live audio, a shared whiteboard, text chat, application sharing and more. Instructors may also record their sessions for playback at a later time. EITS and CTL jointly support Blackboard Collaborate.

For technical assistance, call the EITS Help Desk at 706-542-3106.

UGA® also offers GoToMeeting as an affordable web conferencing tool for departments for a cost recovery fee. GoToMeeting allows individuals to conduct online meetings from their desktops or mobile devices.

For more information about Blackboard Collaborate or GoToMeeting, visit eits.uga.edu/learning_and_training/web_conferencing.

The University Channel

The University Channel appears on University Cablevision around campus and on Charter cable in Athens and surrounding areas.

The University Channel offers national and locally produced noncommercial programming. The University Channel offers broadcasting of live events, including UGA® commencement ceremonies, State of the University addresses, and high-profile lectures and symposia.

The University Channel is available on campus cable channel 15.1, Charter cable channel 181, and streamed 24x7 at ctl.uga.edu/ctlcable

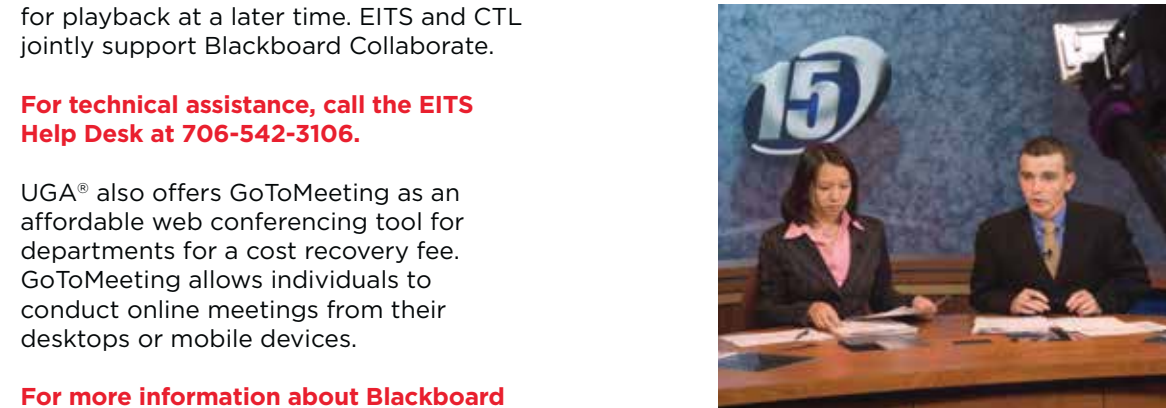**For more about The University Channel, visit us at ctl.uga.edu/pages/university-channel-15.**

Video Conferencing

Video conferencing is available for small classes, meetings, and events where attendees must participate from different locations.

Video conferencing saves time and money by allowing participants to interact in real time for events such as guest lectures, committee meetings, or interviews.

Several UGA® units offer video conferencing options. Faculty should contact their IT personnel for assistance. Departments without video conferencing equipment may contact EITS or the Center for Teaching and Learning (CTL).

For more information, visit eits.uga.edu/network_and_phones/video_conferencing.

Listserv

Listserv is an email list management service that allows faculty, staff, students and other people outside of the University to collaborate and share information with a large group of people.

UGA® students, faculty and staff can create lists and edit lists for their classes, projects or interest groups among subscribers. Listserv allows list owners to decide if their list will be a discussion group (allow other people to post messages) or only announcements. List owners can add and remove subscribers, moderate postings, schedule postings, and determine archive settings, among other features.

Messages to lists can be posted via an email or from UGA's® listserv website, which also allows list owners to modify settings for their lists.

For more information, visit listserv.uga.edu.

Training

Technical Resources & Services

lynda.com

UGA® faculty, staff and students have free access to lynda.com, which is part of LinkedIn.

Lynda.com offers high-quality videos in the areas of design, technology, business skills, education, web development, photography and more. Lynda.com allows people to create custom playlists to share with colleagues, friends or students. Lynda.com has thousands of courses segmented by topic for people who wanted to view specified tutorials in a course.

Instructors can use lynda.com videos to supplement course materials by selecting specified courses or tutorials. Students can get a head start to their careers by learning additional skills through lynda.com courses.

Lynda.com is available via the MyUGA Portal at my.uga.edu.

Microsoft IT Academy

Microsoft IT Academy is available to all UGA® faculty, staff and students. With Microsoft IT Academy, employees and students can prepare for industry-recognized certifications, such as the Microsoft Certified Solutions Expert (MCSE).

For more information about Microsoft IT Academy, visit eits.uga.edu/learning_and_training/microsoft_it_academy.

UGA® Elements

UGA® Elements is the University's professional profile system and is the primary source of data regarding the research, scholarship, service, awards and honors of UGA® faculty.

All UGA® faculty have profiles in UGA® Elements and are required to confirm or enter their professional activities in the system as part of the annual evaluation process.

For information about UGA® Elements, including training materials, visit elements.uga.edu.

UGA® Mobile App

The UGA® Mobile App is the one central mobile app for the University for iOS and Android devices.

The UGA® Mobile App features several tools to make it easier to travel the Athens campus, including a bus tracker, building locator and parking services information. It also includes daily schedules for Recreational Sports, Food Services and athletic scores.

The UGA® Mobile App is available in the App Store for iPhone and iPad, and in Google Play for Android devices.

For information, visit mobileapps.uga.edu.

MyUGA Portal

*UGA's Portal (**my.uga.edu**) is a one-stop website that allows students, faculty and staff to access their email and web-based University resources.*

Some of the services included on the MyUGA Portal are:

- UGAMail
- Athena
- eLC
- Employee Services
- Lynda.com
- Parking Services
- DegreeWorks
- Food Services

UGAAlert

UGAAlert is the University's emergency notification system.

In the event of an emergency, UGAAlert can send messages multiple ways, including text and email alerts, phone calls and desktop notifications.

UGA® students, faculty and staff can register their phone numbers and email addresses to receive UGAAlert messages. A desktop notification app is also available to download.

For more information, or to register, visit ugaalert.uga.edu.

Technical Resources & Services (continued)

vLab

The vLab is UGA's® virtual computer lab that allows students to access all of the software available in a computer lab on their own phone, tablet or computer anytime, anywhere. The vLab includes SPSS, Stata and other software.

The vLab can be accessed by visiting vlab.uga.edu.

Print Kiosks

UGA® has a growing number of cloud-based print kiosks throughout its Athens campus. The wepa print kiosks allow students, faculty and staff to send documents from their device to the cloud to print from any of the print kiosks.

Documents can be sent to the cloud via wepa's website, an app installed on a mobile device or computer, or by directly using a USB flash drive at a print station. Copies can be paid by credit card, debit card or Bulldog Bucks.

For more information, including a listing of print kiosk locations, visit printkiosk.uga.edu.

Qualtrics

Qualtrics is a web-based survey tool that's free for UGA® faculty, staff and students. Qualtrics allows users to create, implement and evaluate UGA-branded surveys.

Qualtrics surveys are easy to create for research or instructional purposes. UGA® departments also use Qualtrics surveys to measure effectiveness of programs and services. Faculty and staff may establish their Qualtrics account by contacting their departmental IT professional.

For more information, visit qualtrics.uga.edu.

ITCLA

ITCLA (IT Contracts and Licensing Administration) manages all aspects of IT contracts, licensing, renewals, services and vendor relations management at UGA®. ITCLA has the expertise to negotiate with vendors for cost-effective IT solutions for the University, and its colleges and departments.

Products available from ITCLA include:

- Citrix GoToMeeting
- Mathematica
- IBM–SPSS
- Trimble GPS
- Adobe Creative Cloud
- Microsoft software products

Products may be limited for installation to only departmental-owned devices and/or personally-owned devices. In addition, MATLAB is available for faculty, staff and students to install on their work or personal computers.

For more information, visit eits.uga.edu/hardware_and_software/itcla.

Purchasing Software

The University System of Georgia (USG) offers affordable, brand name software and services for work and personal devices for faculty, staff and students. Under its work at home resources, employees can purchase and install products from Microsoft and Adobe.

For more information, visit srs.usg.edu.

Technical Resources & Services (continued)

Boyd Data Center Hosting

UGA's® Boyd Data Center offers server hosting for UGA® colleges, departments and administrative units.

By hosting departmental servers in the Boyd Data Center, crucial data is kept secure and safe, while remaining accessible to departmental IT professionals. The 16,000-square-foot center is supported by an enterprise class generator, remote camera monitoring, secure card access, two commercial UPS units, and a gas-based fire-suppression system.

Hosting servers at the Boyd Data Center allows departments to free up their IT staff to focus on other systems.

For more information, visit eits.uga.edu/servers_and_storage/ boyd_data_center.

On-Demand Services

Along with University-wide services, EITS partners with departments at the University to meet their needs. These services are provided on a cost recovery basis.

By using **cost recovery services**, UGA® departments are provided these services at a significant cost savings. Cost recovery services are ideal for smaller units or departments who want their services centrally managed.

Cost recovery services include:

- Institutional File Storage (IFS)
- End user desktop support
- Virtual desktops
- Virtual servers
- Network support

For more information, including rates, visit eitscostrecovery.uga.edu.

Web Application Development

UGA® departments and units that need assistance with developing websites and web applications may contact the Carl Vinson Institute of Government's Office of Information Technology Outreach (ITOS), as an option. EITS no longer offers web application development.

For more information about ITOS, visit cviog.uga.edu/itos.

Research Computing

The GACRC offers expertise in:

- High Performance Computing (HPC) cluster system administration, including cluster design and operating systems

- Storage administration, including user data management and performance optimization

- System integration and administration

- Software selection, maintenance and troubleshooting

- Consultation and training in the use of GACRC resources

The GACRC is the result of a collaborative partnership between the Office for the Vice President for Research and the Office of the Vice President for Information Technology. The GACRC is administered by EITS.

For more information, visit gacrc.uga.edu, email gacrc@uga.edu or call 706-542-0355.

GACRC

The Georgia Advanced Computing Resource Center (GACRC) at the University of Georgia® provides large-scale computing services and solutions for University researchers.

The GACRC offers technical expertise to manage high-performance computing platforms, software, storage, physical security, cyber security and telecommunications.

Researchers have used the GACRC's resources to process complex data and perform difficult computations in the areas of public health, physics, engineering, bioinformatics, marine sciences, and educational psychology, to name just a few.

Data Reporting

Student Information Reports

The ConnectUGA website offers a one-stop shop process to access reports developed from the Banner student information system.

Users may view a list of reports already available to the UGA® community, request access to an existing report, request creation of a new report and view the status of report requests being developed as part of the ConnectUGA initiative and functional units, such as the Registrar's Office.

For more information, visit connectuga.uga.edu.

Office of Institutional Research

The Office of Institutional Research (OIR) is responsible for the collection, organization and analysis of data to support institutional management, operations, decision-making, and planning functions at UGA®. The office also processes University-wide data leading to broadly based institutional perspectives and understanding.

OIR offers the Fact Book, an annual publication that provides current and historical information on UGA® admissions, student enrollment, degrees conferred and other areas.

OIR also provides the FACTS (Facilitated Access to Campus Trends and Statistics) website, which contains key information and data about UGA's® colleges, schools and departments.

In addition, OIR supports the online Academic Program Review and Support Unit Review processes, which provides a unit-by-unit look at seven years of major sets of UGA® data, including student enrollment, faculty headcounts, facilities summaries, staff headcounts, and more.

OIR can also help provide data and reports to support faculty grant applications.

For more information, visit oir.uga.edu. Requests for data may also be submitted on the OIR website.

Technical Information

Status Website

The UGA® Status website provides information about maintenance efforts, outages and service changes to University systems, such as email and the wireless network.

The Status website is a valuable resource for getting the latest information about UGA® services.

For more information, visit status.uga.edu.

EITS Social Media

EITS posts the latest information about IT-related services at the University on its Facebook page (facebook.com/uga.eits) and Twitter (@uga_eits).

Technical Assistance

Other IT Help Desks

Many colleges and units at UGA® also have their own technical support for their faculty and staff. These unit-level IT help desks are typically responsible for hardware support, and software and services specific to their department's needs.

Faculty and staff in these colleges and units may need to contact their departmental IT staff for assistance.

College of Agricultural and Environmental Sciences OIT:

Website: caes.uga.edu/unit/oit

Blog: blog.caes.uga.edu/tech

Services: Internal business support, online meetings, computer equipment purchases, website design, website hosting, accessibility guidance and distance learning.

Athens Campus Help Desk:	Griffin Campus Help Desk:	Tifton Campus Help Desk:
Phone: 706-542-2139	**Phone:** 770-228-7247	**Phone:** 229-386-3594
Email: oithelp@uga.edu	**Email:** helpgrf@uga.edu	**Email:** helptif@uga.edu

Technical Assistance (continued)

Franklin College of Arts & Sciences OIT:

Website: oit.franklin.uga.edu

Services: A complete service catalog is available on our website.

Help Desk request form: helpdesk.franklin.uga.edu

Help Desk number: 706-542-9900

Help Desk email: helpdesk@franklin.uga.edu

The School of Law:

Website: law.uga.edu/information-technology-services-faculty ;
law.uga.edu/information-technology-services-staff

Services: Laptop borrowing; instructional support; support for multimedia classrooms and video services for faculty.

Help Desk number: 706-542-0895

Help Desk email: lawhelp@listserv.uga.edu

The College of Pharmacy:

Website: helpdesk.rx.uga.edu

Services: PC and Apple desktop and laptop setup; PC and Apple hardware and software support; printer and computer peripheral support; mobile device support for Android and Apple tablets and phones; classroom audio and visual support; videoconferencing scheduling and support; eLC support; and network connectivity and support (Athens, Albany and Savannah only).

Help Desk numbers: **Help Desk email:** adminhelp@rx.uga.edu

Computer/Network Support: 706-583-0143

Classroom Support: 706-542-1396

The Warnell School of Forestry & Natural Resources:

Website: warnell.uga.edu/directory/tech.html

Services: Support for all information and instructional technologies including networking, classroom technology, computer labs, desktop computers, printing, and web sites.

Help Desk number: 706-542-4297

Help Desk email: warnell-help@uga.edu

Technical Assistance (continued)

The College of Education:

Website: coe.uga.edu/about/technology

Services: Copy, print, scan, and fax services; equipment checkout; digital audio and video support; eLC support; video conferencing; general tech support via first tier help desk, and dedicated support personnel in each department.

Help Desk number: 706-542-HELP (4357) or 706-542-8007

Help Desk request form: coe.uga.edu/intranet/forms/tech-support

The Graduate School:

Website: grad.uga.edu

Services: Nolij Web; application processing; Grad Status, an online service for applicants, students, faculty, and staff; full tech support for Graduate School staff; four computer workstations for students and applicants to use; and reporting.

Help Desk number: 706-542-1739 (ask for IT Help Desk)

Help Desk email: gradit@uga.edu

The Terry College of Business:

Website: terry.uga.edu/oit

Services: Research support; Terry Intranet; laptop recommendations.

Help Desk number: 706-542-6799   **Help Desk email:** help@terry.uga.edu

The Grady College of Journalism and Mass Communication:

Website: grady.uga.edu/its

Services: Provides technology support for more than 11 computer-equipped laboratories, including an open lab for Grady's student pay for print services.

Help Desk contact: gradyhlp@listserv.uga.edu.

The College of Family and Consumer Sciences:

Website: fcs.uga.edu/otis

Services: Classroom and instructional support; computer hardware and software support; file and print support; network support; IT security; website development and administration; and administrative and organizational IT support.

Help Desk number: 706-542-4864   **Help Desk email:** helpdesk@fcs.uga.edu

The College of Veterinary Medicine:

Website: vethelp.vet.uga.edu

Help Desk number: 706-542-5124   **Help Desk email:** vethelp@uga.edu

Technical Assistance (continued)

The School of Social Work:

Website: ssw.uga.edu/its.html

Services: Client support and consulting: installation and configuration of hardware and software; troubleshooting, purchasing and training; web development and delivery; web site maintenance; administrative database development; resource management; classroom media and instructional support; and network service.

Help Desk number: 706-542-5454   **Help Desk email:** tshelp@ssw.uga.edu

The College of Environment and Design:

Website: tech.ced.uga.edu

Services: Classroom, lab, faculty, and staff support for Jackson Street and Tanner Buildings, Bishop House, Denmark Hall, Founders Memorial Garden and House, and Broad Street Studios Building 1. Walkup scanning for up to 11" x 17" and sheet scanning for up to 40" wide. Two laser engraver/cutters for class project support. Printing services and equipment checkout.

Help Desk number: 706-542-4463   **Help Desk email:** cedhelp@uga.edu

The School of Public and International Affairs:

Website: support.spia.uga.edu

Services: Classroom, computer lab, and instruction support; client support for SPIA students, faculty, and staff; system administration support; network support; and administrative and organizational IT support.

Help Desk number: 706-542-6322; 706-542-2106   **Help Desk email:** spiait@uga.edu

The College of Public Health:

Website: publichealth.uga.edu/cphoit

Services: Support for administrative, instructional and research needs; desktop support for hardware and software installation; consulting and preparation of quotes for IT equipment; instructional support for all CPH facilities, including audio visual, video conferencing, student computer labs (Rhodes Hall at HSC and Environmental Health Science Department on the main UGA campus), and classroom support for CPH faculty; poster printing in room 008, Rhodes Hall for all students at a cost of $30 per poster; server administration, networking, and security support for CPH facilities.

Help Desk ticketing system: helpdesk.publichealth.uga.edu

The School of Ecology:

Services: Request webspace or file storage; poster printing; checkout laptops, projectors and presenters for temporary use.

Help Desk number: 706-542-6011

Help Desk email: oseithelpdesk@uga.edu

The College of Engineering:

Website: engineering.uga.edu

Services: Citrix XenApp remote applications; classroom audio/visual support; desktop support; engr.uga.edu email support; IT equipment purchases; network storage; software licensing management; web hosting; and virtual server hosting.

Help Desk email: support@engr.uga.edu

The University of Georgia

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