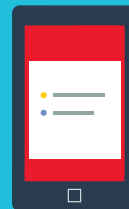


ENTERPRISE INFORMATION TECHNOLOGY SERVICES



EITS
ENTERPRISE INFORMATION
TECHNOLOGY SERVICES

2016-2017
STUDENT HANDBOOK
UNIVERSITY OF GEORGIA®



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.*





TABLE OF CONTENTS

Help Desk . 6

UGA® MyID and UGA® ID . 7

Wireless connection . 8

New student checklist . 9

Mobile App . 10

MyUGA portal . 11

UGAMail . 12

Mobile device email . 12

Free Microsoft Office software . 13

OneDrive for Business . 14

Skype for Business/Lync . 14

vLab . 15

Getting connected in Housing . 16

Plugging in . 16

Cable channel listings . 17

eLearning Commons (eLC) . 17

Athena . 18

DegreeWorks . 18

lynda.com . 19

Listservs . 19

Print Kiosks . 20

Qualtrics . 21

Borrow a laptop, iPad or Kindle . 21

Digital Media Lab . 22

Sendfiles . 23

Computer Labs on campus . 24

Illegal downloading will cost you . 25

Helpful links . 25

Stay Safe Online / IT policies . 26

Avoid Phishing Emails . 27

Follow Us on Facebook and Twitter . 27

Special thanks . 27



EITS HELP DESK

The EITS Help Desk can assist you with your tech needs during its operating hours.



CALL

706-542-3106

The EITS Help Desk is the central point of contact for computing services for UGA® students, faculty, staff and visitors.



EMAIL

helpdesk@uga.edu



VISIT

eithelpdesk.uga.edu



UGA[®] MyID AND UGA[®] ID

Your UGA[®] MyID is the username that's required to access a number of online University resources and other functions.



If you are a student who enrolled after 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 begins 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.

WIRELESS CONNECTION



Need a wireless connection for your computer or mobile device?



UGA® offers two secure wireless networks: **PAWS-Secure** and **eduroam**. **PAWS-Secure** is available across campus and can be accessed using a valid MyID and password. **eduroam** is available in academic and administrative buildings on campus. To access eduroam, students must provide their full UGA® credentials with their MyID followed by “@uga.edu” [example: YourMyID@uga.edu]. Students can also use their UGA® credentials to get wireless service when visiting participating eduroam institutions in the U.S. and abroad.

LEARN MORE at wifi.uga.edu.





NEW STUDENT CHECKLIST



1. Know your MyID and UGAMail address

New students enrolling for the first time after fall 2014 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 enrolled after fall 2014 have been assigned. Check the email address you provided for admission to UGA® for instructions. For help with your MyID or UGAMail, contact the **EITS Help Desk**.



2. Connect to UGA's® wireless networks:

Get connected to UGA's wireless networks, PAWS-Secure and eduroam. Learn how at **wifi.uga.edu**.



3. Sync your phone with UGAMail:

Set up your phone to check UGAMail by visiting **eitshelpdesk.uga.edu**.



4. Sign up for emergency alerts:

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



5. Protect Your Password:

Don't fall for scams asking for your MyID password or money. UGA® will never ask for your MyID password or payments in an email. Learn more at **infosec.uga.edu**.

MOBILE APP

The best of the Bulldog Nation in one central mobile app for iOS and Android devices.



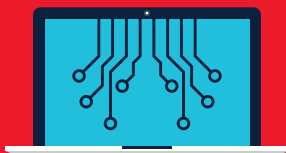
Need to find when the next bus arrives at your stop? Check your UGAMail? Plan your meals at the dining halls? Catch the latest athletic scores? The official UGA® Mobile App does all of that and more. The UGA® Mobile App is available in the App Store for iPhone and iPad and in Google Play for Android devices. Visit **mobileapps.uga.edu**.



MyUGA PORTAL

UGA's® Portal (**my.uga.edu**) is a one-stop website that allows you to access your email and web-based University services.

The MyUGA Portal allows you to check your grades, register for classes and pay University bills through accessing Athena.



Visit the MyUGA Portal to access:

1. UGAMail
2. Athena
3. eLC
4. lynda.com
5. Parking Services
6. DegreeWorks
7. Food Services meal plans
8. Dawglink



UNIVERSITY OF GEORGIA

MyUGA Portal

Welcome

Help

Log in to MyUGA

This will log you in via the UGA Central Authentication Service.

Instant Access

Please Login to use service



Announcements

- Office ProPlus software now free for UGA employees, students
- UGA Mobile App for Android now available in Google Play
- Borrow laptops, iPads through technology lending program

UGA Today

UGA.Today:

- UGA professor named vice-president elect of American Society of Nutrition
- UGA research finds military families resilient despite challenges
- U.S. District Court Judge Steve Jones to deliver law Commencement speech
- Warming climate may release vast amounts of carbon from long-frozen Arctic soils
- UGA College of Engineering to host screening of 'exOpedition' at Cine
- UGA chemists' synthesis of silicon oxides opens 'new world in a grain of sand'
- Symposium celebrates artistic side of research

University Master Calendar

Events:

- Author Michele Gillespie Chapel Hill event

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**), through the UGA® Mobile App, 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 your UGAMail address, visit **myid.uga.edu**.



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. Find illustrated instructions at **eithelpdesk.uga.edu**.

FREE MICROSOFT OFFICE SOFTWARE

UGA® students, faculty and staff have free access to a number of Microsoft products.

Through your UGAMail account, you 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. For more information about Microsoft products at UGA®, visit **office365.uga.edu**



Outlook



Excel



Powerpoint



Word



ONEDRIVE FOR BUSINESS

Microsoft's OneDrive for Business is an online file-sharing and storage service that gives you up to 1 TB of free file storage.



OneDrive for Business is ideal for storing and sharing documents, photos and videos with friends and classmates. You can also create **Microsoft Word, Excel, PowerPoint** and **OneNote** documents on the web with OneDrive for Business. Create groups to share files and use cloud-based storage to sync your files. OneDrive for Business is part of your **UGAMail** account. Use OneDrive for Business to back up your valuable files, such as classroom assignments and photos. For more information, visit **office365.uga.edu**.

SKYPE FOR BUSINESS/LYNC

Skype for Business/Lync is an instant messaging, video conferencing, and online meeting solution that's part of your UGAMail account.



Skype for Business/Lync offers instant messaging, online meeting capabilities, screensharing, an interactive whiteboard and more. Use it to chat with friends or classmates and meet and collaborate online. For more information, 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 phone, tablet or laptop. 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

Need help getting connected to the Internet in the residence halls, including game consoles?

Student Technology Support [STS] is a division of EITS that can help you get connected in University Housing.

Call the EITS Help Desk for assistance at **706-542-3106**.

PLUGGING IN

PAWS-Secure wireless access is available throughout all residence halls, but wired access is also available in each residence hall room.

For detailed instructions on getting a wired connection, **visit eitshelpdesk.uga.edu**.

To connect your laptop to the University's network, you will need

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

Do not bring a wireless router, switch or hub. Wireless printers will interfere with the PAWS-Secure wireless network. Use a USB connection with your wireless printer. It is recommended that you use the wired Ethernet connection, as opposed to the wireless network, when completing coursework in a residence hall to ensure a continuous connection.



CABLE CHANNEL LISTINGS

University Cablevision provides a range of TV programming for students living on campus and others.

Before you bring a TV to campus, be sure you can view all of the 150-plus digital channels. Learn how to check your TV in advance at http://eits.uga.edu/network_and_phones/cable_tv. Instructions on connecting a smart TV in the residence halls are available on the Help Desk site, eithelpdesk.uga.edu.

ELEARNING COMMONS (ELC)

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 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

DegreeWorks helps students and their advisors monitor progress toward degree completion. Much like a checklist, it combines their UGA® degree requirements and the coursework completed into

*Are you
staying on
track for
graduation?*

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**.

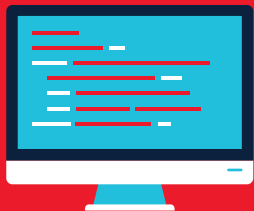


LYNDA.COM

Want to get a jump on learning the latest software?



Learn how to design a website, record audio and video projects, animate 3D graphics and more on **lynda.com**. Lynda.com is part of **LinkedIn**. UGA® students have free access to the site, 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**.



LISTSERVS

Students can join existing listservs or create one for a registered student organization. Visit **listserv.uga.edu**.

Listserv is an email feature that allows users to participate in electronic discussion groups on numerous topics.



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. You can also insert a **USB flash drive** directly in a kiosk. Color and black and white printing is available. 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 **qualtrics.uga.edu**.

BORROW A LAPTOP, iPad OR KINDLE

*Get an iPad, Kindle, digital
camera 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 as you follow the time restrictions. For more information, visit **mlc.uga.edu/technology/laptops.html**.





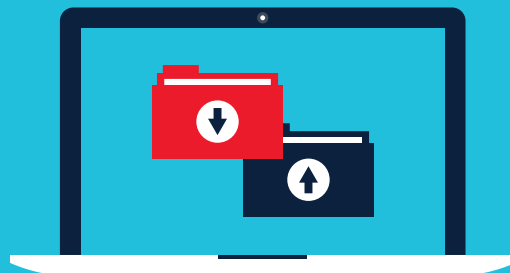
DIGITAL MEDIA LAB

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. For more information, visit <http://mlc.uga.edu/technology/digitalmedia.html>.



SENDFILES



SendFiles allows you to send encrypted, secure emails or large files to other UGA[®] users or people not associated with the University.

Attachments in SendFiles can total up to **2GB**. SendFiles may help you to email large class project files.

Visit **sendfiles.uga.edu**.

If you need access to a computer, EITS has several computer labs available on campus.

COMPUTER LABS ON CAMPUS



Printing is available at computer labs. Computer labs are located at:

1. Miller Learning Center
2. Rooker Hall
3. Building 1516
4. Russell Hall
5. Brumby Hall
6. Creswell Hall
7. Oglethorpe House
8. Health Sciences Campus (Russell Hall)
9. Family and Graduate Housing
10. Rutherford Hall

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/directions.html. 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 [DMCA].

Instead, use options for getting music and videos legally, such as Netflix, Spotify, 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 eits.uga.edu for your IT resources, here are some other useful links for UGA® students:

- UGA® Libraries (**libs.uga.edu**)
- UGA® Food Services (**foodservices.uga.edu**)
- UGA® Housing (**housing.uga.edu**)
- UGA® Career Center (**career.uga.edu**)

STAY SAFE ONLINE

- **Log Out:** When you're done visiting a website that requires a password, be sure to log out, especially on a public computer.
- **Protect Your Password:** UGA® will never send you an email asking for your password. Don't share your MyID password with other people.
- **Is It Legit?:** Before typing your password on a website, check the URL. Is it the legitimate website? For logging in to UGA's® 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 password.

When in doubt about a specific email or website, contact the EITS Help Desk. Learn more at infosec.uga.edu.



IT POLICIES

EITS maintains policies related to information technology, such as email and web-related services, and offers tips on keeping your identity secure while online. Visit infosec.uga.edu.

AVOID PHISHING EMAILS

A phishing email typically:

- Threatens to remove your access to a service
- Wants you to take immediate action to keep your access
- Includes poor grammar and spelling
- Tries to make you panic
- Comes from an unfamiliar sender and has a generic recipient

To learn more about phishing visit the **EITS Phish Tank** at eits.uga.edu/access_and_security/infosec/phish_tank

FOLLOW US ON FACEBOOK AND TWITTER

Get the latest about tech news and resources at UGA®

Follow us on Twitter ([@uga_eits](https://twitter.com/uga_eits))

Like us on Facebook (facebook.com/uga.eits)

For more information, visit eits.uga.edu.

Phishing emails are emails designed to trick you into replying to them with personal information such as your username and password, birthday or financial account numbers. Large institutions like UGA® are targets for phishing and getting phishing emails is a daily reality.

Did you receive an email message that looks suspicious? Send it to abuse@uga.edu for review.

Will UGA® send legitimate emails that look like phishing scams? There will be times when legitimate messages must be sent to inform UGAMail users of necessary changes to their accounts. These may include password expiration notices, inactive account removal notices or information about account abuse. **UGA® will never ask for your password in an email.**

SPECIAL THANKS

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



helpdesk@uga.edu



eits.uga.edu



101 Cedar Street Athens, GA
30602-1130

706-542-3106

