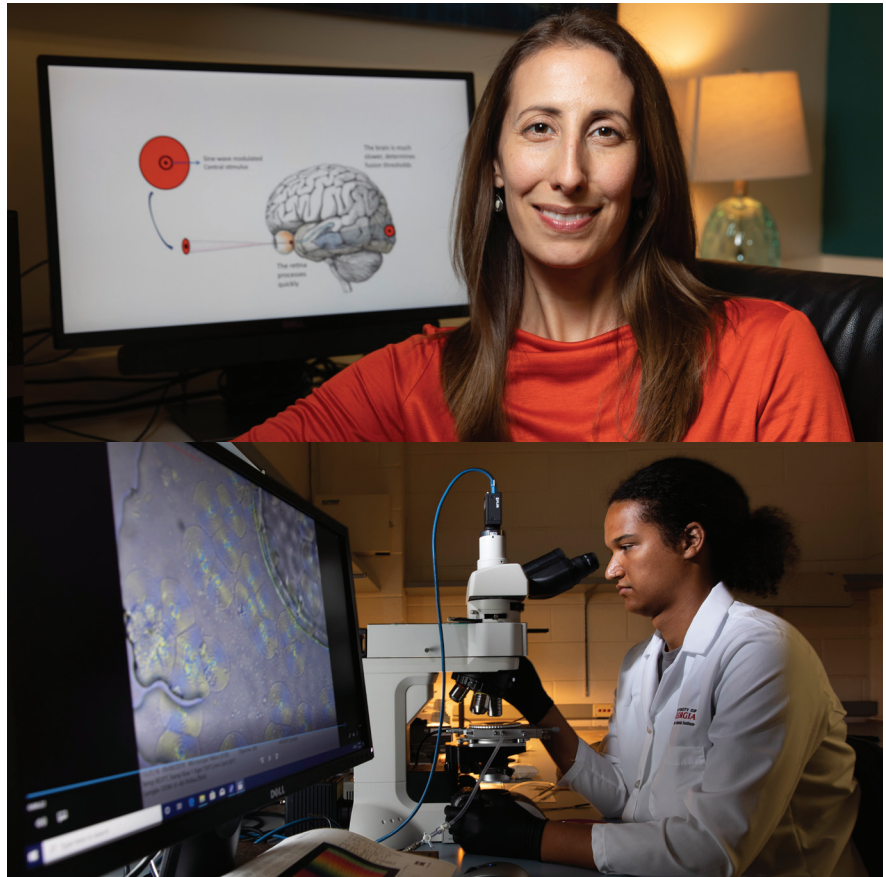


ENTERPRISE INFORMATION TECHNOLOGY SERVICES

FACULTY & STAFF TECHNOLOGY GUIDE

2020-2021



UNIVERSITY OF
GEORGIA



TABLE OF CONTENTS



1 GETTING STARTED: IT AT UGA

4 LOGIN ACCOUNTS

6 EMAIL

8 GETTING CONNECTED

9 SECURITY

11 INSTRUCTIONAL RESOURCES

16 COMMUNICATIONS

18 LISTSERV

19 SOFTWARE

20 TECHNICAL RESOURCES & SERVICES

28 RESEARCH COMPUTING

30 DATA REPORTING

32 TECHNICAL INFORMATION

33 TECHNICAL ASSISTANCE



GETTING STARTED: IT AT UGA

TECHNOLOGY HELP

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, MyIDs, wireless networks 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.



VISIT

eitshelpdesk.uga.edu



CHAT

hd.support.uga.edu

EITS HELP DESK

The EITS Help Desk is the central point of contact for the enterprise-wide 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.

To view a listing of IT Help Desks for all colleges at the University, turn to pages 33-41.



EMAIL

helpdesk@uga.edu



CALL

706.542.3106

IT AT UGA (CONTINUED)



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 necessary resources for new employees. UGA departments may require additional steps or provide additional resources.

ACCOUNTS

- **MyID:** You will need your MyID to access many online resources at UGA. Contact your HR representative or director to establish your MyID. (See page 4)
- **MyID Profile:** Complete your MyID Profile, which establishes security measures in the event you forget your MyID password. (See page 4)
- **ArchPass:** You will need ArchPass, powered by Duo, to access many UGA systems, including eLC, Athena, the Remote Access VPN and more. Enroll a device at archpass.uga.edu. (See page 9)
- **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 6)

COMMUNICATIONS

- **Wireless:** Connect to the PAWS-Secure or eduroam wireless networks with your MyID on your mobile devices and laptop. (See page 8)
- **Wired:** Contact your department's IT professional to get connected to the wired network in your building. (See page 8)
- **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 16)



SECURITY

- **USG Cybersecurity Awareness Training:** Complete your mandatory Cybersecurity Awareness Training twice annually as part of your onboarding process. (See page 9)
- **UGAAlert:** Register your contact information to receive emergency alerts via text, email or desktop notifications. (See page 21)
- **VPN:** Install the software required to access UGA's Virtual Private Network (VPN) for accessing internal web resources off campus. (See page 9)



ADDITIONAL STEPS

- **UGA Mobile App:** Download the UGA Mobile App on your phone to get walking, driving and transit directions to buildings, parking decks and other points of interest. (See page 20)
- **Research IT:** Learn about computing and IT resources available to researchers, including the Georgia Advanced Computing Resource Center (GACRC). (See page 28)
- **EITS Help Desk:** Know how to contact the EITS Help Desk for technical assistance for centrally supported systems. (See page 1)
- **Departmental IT Units:** Know how to contact your department's IT staff for technical assistance, such as desktop support. (See pages 33–41)



LOGIN ACCOUNTS

ACCOUNTS: UGA MYID AND UGA ID

All UGA faculty, staff and students can use their 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 networks and the MyUGA Portal.

Your MyID is assigned and will include your initials and five random digits (example: gwb12345). New UGA employees who need a MyID should contact their manager or HR representative to apply for a MyID.



MyID passwords must be at least 10 characters in length; a combination of upper-case letters, lower-case letters, numbers and/or special characters; and cannot contain your name or username. You may not reuse a password you have used previously.

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 9-digit UGA ID number, which starts with 81, is used as a unique identifier 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, as it is your access to many online services at UGA.

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





EMAIL

UGAMAIL

All 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. Instructions are available at eithelpdesk.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. If you're off campus, you will need to authenticate with ArchPass, powered by Duo, to access your UGAMail.

A few departments have an alternative 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 are only sent to UGAMail addresses.

You can easily add an alias for your email address by visiting myid.uga.edu.



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 5TB 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 back up files in the cloud.

MICROSOFT TEAMS

Teams allows you to collaborate with classmates and coworkers anytime, anywhere. Teams is deeply integrated with Office 365, making it easy to chat, work on documents, conduct meetings and more. Contact the EITS Help Desk to get a Team set up.

BOOKINGS

A web-based appointment tool, Bookings simplifies scheduling by integrating with your UGAMail calendar, allowing you to share times you and your team are available for appointments.

ONENOTE

A note-taking app, OneNote makes it easy to take notes, add pictures, add PDFs and links, and organize your notes more efficiently.

UGAMAIL AND CALENDAR

The University-provided email account given to all students, faculty and staff. All official UGA communications will come through UGAMail. UGAMail's calendar service in Outlook allows you to view the schedules of UGA colleagues and 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 five personal devices, including your phone, tablet and laptop with either Windows, Apple or Google operating systems.



GETTING CONNECTED



WIRELESS NETWORKS

All faculty, staff and students with a MyID have access to two wireless networks while on campus.

PAWS-Secure – the preferred method for wireless connectivity – is a secure gateway to the Internet while on campus and is available in all UGA buildings. Any time you change your MyID password, you will be prompted on your device to update it in order to access PAWS-Secure.

Eduroam is also available in all academic and administrative buildings on campus. You sign into eduroam using your full email address (MyID@uga.edu) and password. The eduroam network also allows faculty, staff and students to sign into wireless networks at other universities using eduroam with their UGA MyID credentials.

Campus visitors or vendors can connect to our self-service guest wireless network, UGA_Visitors_Wifi. The guest wireless network is only available on the Athens campus. Instructions for guest wireless access are available on the EITS Help Desk site.

For more information about PAWS-Secure, eduroam and the guest wireless network, visit wifi.uga.edu.

WIRED CONNECTIONS

Buildings on campus include access to UGA's wired network, which requires devices to be connected via an Ethernet cable and registered through your department.

If you need assistance, or to report a problem with your wired connection, contact your departmental IT professional first.



SECURITY

VIRTUAL PRIVATE NETWORK (VPN)

The Remote Access Virtual Private Network (VPN) allows you to access the UGA campus network and computer resources securely from locations off-campus. The 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: eits.uga.edu/access_and_security/infosec/tools/vpn.

CYBERSECURITY AWARENESS TRAINING

All University System of Georgia (USG) employees are required to complete Cybersecurity Awareness Training twice annually in April and October.

Training is delivered via an online module in the Professional Education Portal (PEP) at pep.uga.edu. Employees are notified via email each April and October when the training module is made available in the PEP.

New employees acknowledge security policies as part of the onboarding process, and depending on when they were hired, will wait until the next April or October training period to complete the online module.

ENROLL A DEVICE IN ARCHPASS

ArchPass, powered by Duo, is a two-step login solution that adds an extra layer of security to your online accounts.

Two-step logins require something you know (a password) and something you have (a physical device) to access specific UGA resources, such as OneUSG Connect, Office 365, eLC, Athena, SendFiles, Remote Access VPN and vLab. ArchPass is also required for UGA employees who need access to Restricted Data systems.

For more information, visit archpass.uga.edu.

SECURITY (CONTINUED)

PRECAUTIONS FOR HANDLING SENSITIVE AND RESTRICTED DATA

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.

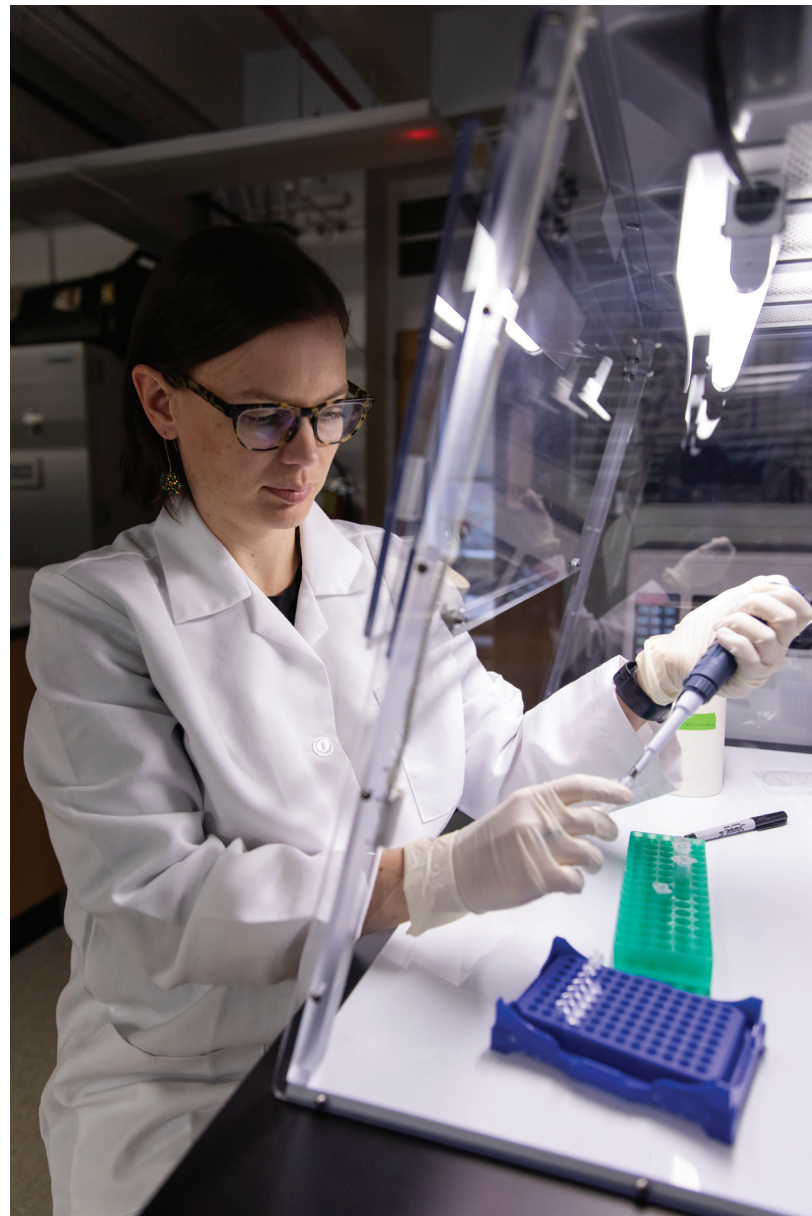
Faculty and staff who handle sensitive and/or restricted data should be familiar with the policies and appropriate steps to protect that data.

For more information, visit infosec.uga.edu.

SENDFILES

SendFiles allows users to send encrypted messages 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

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.

Faculty are automatically enrolled in eLC courses when they are listed as the Instructor of Record in Athena. 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/learning-technologies/e-learning-commons/.

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

OFFICE OF THE REGISTRAR

The Office of the Registrar serves faculty with a number of online services, including online grade roll submissions, online grade change submissions, course scheduling, classroom scheduling and FERPA expertise.

The Office of Curriculum Systems serves faculty with an online course approval process and the online UGA Bulletin.

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.

INSTRUCTIONAL RESOURCES (CONTINUED)

DEGREEWORKS

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

Much like a checklist, it combines students' UGA degree requirements and the coursework completed into an easy-to-read electronic dashboard that shows how courses completed count toward degree requirements. DegreeWorks also includes a planning feature that allows for mapping out a student's program of study.

More information and DegreeWorks tutorials are available at reg.uga.edu/general-information/degreeworks.

KALTURA

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

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

For more information about using Kaltura (including captioning), or general information about multimedia and accessibility, visit help.elc.uga.edu/faculty/Kaltura-audio-and-video.



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 allows 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/learning-technologies/student-response-systems.

MEDIA, EQUIPMENT LOAN AND PRODUCTION SERVICES

The Center for Teaching and Learning (CTL) offers a number of media and production services, equipment loans and an extensive collection of educational media available for checkout.

For a list of the CTL media loans and catalog, visit ctl.uga.edu/learning-technologies/equipment-loans-and-duplication/.

CTL also works alongside the Office of Online Learning (OOL) to provide studio and location recording services for all University departments and faculty.

For more information about video production, visit ctl.uga.edu/learning-technologies/video-production/.

For more information about studio recording space, visit ctlsites.uga.edu/one-button/ and ctl.uga.edu/learning-technologies/learning-glass/.

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



INSTRUCTIONAL RESOURCES (CONTINUED)

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/learning-technologies/equipment-loans-and-duplication.

Other units at the University may also provide access and technical support to classrooms.

For more information, visit ctl.uga.edu/#classroom-support-and-learning-spaces.

ONLINE AND BLENDED TEACHING

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

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

For more information, visit ctl.uga.edu/learning-spaces/uga-classroom-av-technology/.



OPEN EDUCATIONAL RESOURCES

Open educational resources (OERs) 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 about OERs at UGA and about adopting OERs in your own courses, visit ctl.uga.edu/special-initiatives/oer-resources.

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 or call CTL at 706-542-1355.



COMMUNICATIONS

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; 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 telephoneservices.uga.edu.

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 telephoneservices.uga.edu.



WEB AND VIDEO CONFERENCING

Web and video conferencing allow multiple people to collaborate online for meetings, presentations, online classes, virtual office hours and training sessions. Our conferencing options offer audio and visual capabilities, chat and screen sharing. Options for students, faculty and staff include:

ZOOM

Zoom is an online meeting tool that allows for video and audio conferencing from desktops or mobile devices. Zoom features include video conferencing, telephone audio, desktop sharing and collaboration tools, as well as personalized desktop control.

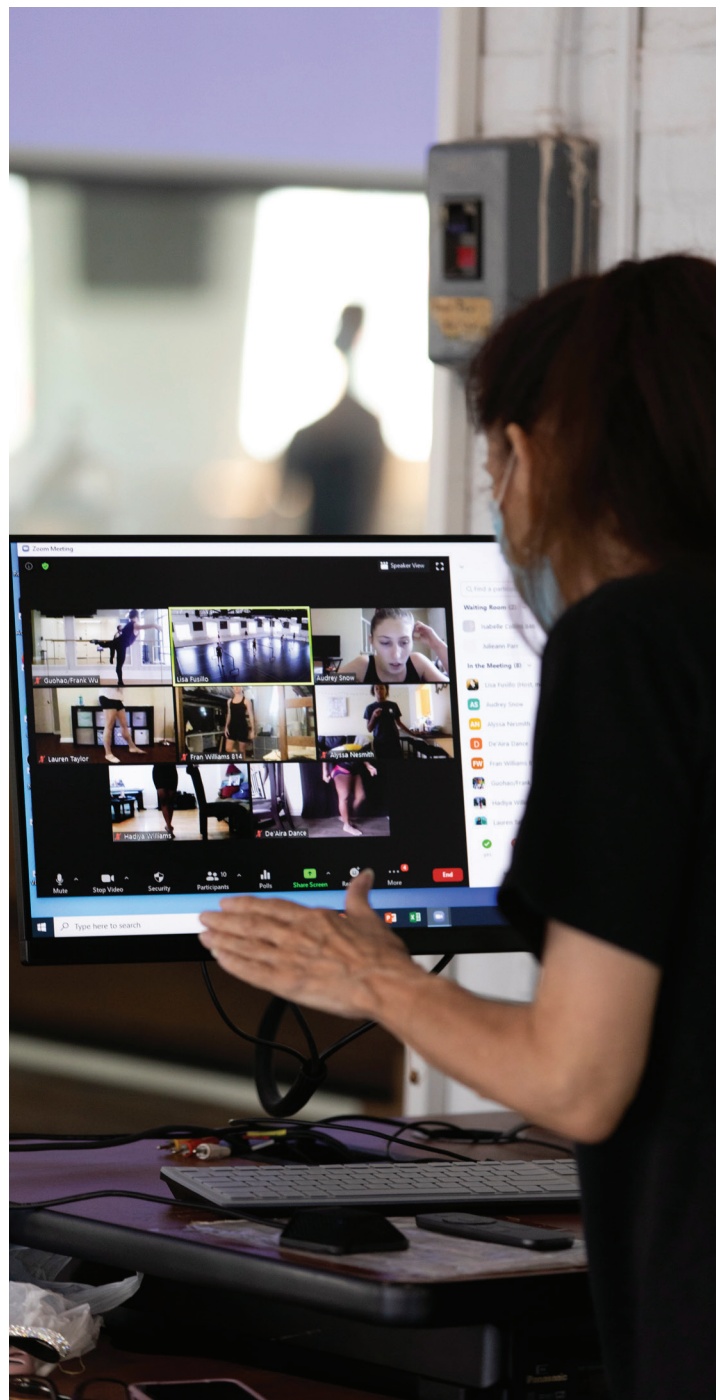
To configure your account under the UGA license, or to learn more about Zoom, visit [zoom.uga.edu](https://zoom.us).

MICROSOFT TEAMS

UGA students, faculty and staff can use Teams to collaborate with classmates and coworkers anytime, anywhere. Teams is deeply integrated with Office 365, making it easy to chat, work on documents and conduct meetings. Contact the EITS Help Desk to get a Team set up.

To learn more about Teams, visit software.uga.edu.

Several UGA units may offer other video and web conferencing options. Faculty should contact their IT personnel for assistance. Departments who need additional video conferencing equipment may contact EITS or the Center for Teaching and Learning (CTL).





LISTSERV



Listserv is an email list management service that allows faculty, staff and students to collaborate and share information with large groups of people both internal and external to the University.

UGA students, faculty and staff can create 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 announcements only. 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 allows list owners to modify settings for their lists.

For more information, visit listserv.uga.edu.



SOFTWARE



The EITS software site showcases the free or discounted software available to all eligible UGA students, faculty and staff, such as Adobe, Microsoft Pro Plus, MATLAB, SPSS, Qualtrics, Zoom and more.

LINKEDIN LEARNING

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

LinkedIn Learning offers high-quality videos in the areas of design, technology, business skills, education, web development, photography and more. LinkedIn Learning has thousands of courses segmented by topic for people who want to view specified tutorials in a course.

Instructors can use LinkedIn Learning 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 LinkedIn Learning courses.

LinkedIn Learning is available via the MyUGA Portal at my.uga.edu.



TECHNICAL RESOURCES & SERVICES

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 and postdocs.

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.

The UGA Mobile App features several tools to make it easier to travel the Athens campus, including bus trackers, a building locator and parking services information. It also includes information on 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 more 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
- LinkedIn Learning
- 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 application is also available to download at software.uga.edu. Those without MyIDs can follow @ugaalert on Twitter for notifications or download the LiveSafe app.

For more information, or to verify and update your information in the UGAAlert system, visit ugaalert.uga.edu.

LIVESAFE

LiveSafe is a free mobile safety app that includes a quick tip submittal via text with picture and video attachments (including the option to stay anonymous), live chat with safety officials, fast access to emergency phone numbers that initiate location tracking when called, a comprehensive safety map that pinpoints automated external defibrillators (AEDs) locations on campus, and SafeWalk, a peer-to-peer tool that allows friends to watch out for each other through location monitoring and group chat.

To learn more about LiveSafe, visit prepare.uga.edu/livesafeapp/.

TECHNICAL RESOURCES & SERVICES (CONTINUED)

ONESOURCE

OneSource is an ongoing UGA initiative to improve efficiency, streamline business and HR processes, reduce burden and support data-driven decisions through innovative infrastructure and technology. OneSource systems enable financial, budget and HR/Payroll administration including reimbursement of travel expenses, time and absence reporting and electronic W2 delivery.

FINANCIAL MANAGEMENT

All UGA employees can log in to the UGA Financial Management System to request travel or other expense reimbursements. Authorized employees use the system to electronically approve these and other financial transactions. Employees also use the system to procure goods and services and manage University funds.

ONEUSG CONNECT (HR/PAYROLL)

All employees can log in to OneUSG Connect to enroll in Direct Deposit, define tax withholding (W4 and G4), request absences and enter time (as applicable). Authorized employees use the system to electronically approve these and other HR/Payroll transactions.

More information on OneSource Systems is available at onesource.uga.edu.

VLAB

The vLab is UGA's virtual computer lab that allows students to access some software available in computer labs 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, or via the wepa app installed on a mobile device or computer. They can also be submitted directly via a USB flash drive at a print kiosk. Copies can be paid for by credit or debit cards, Bulldog Bucks, Apple Pay, Venmo or PayPal.

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 the effectiveness of programs and services. Faculty and staff may establish their Qualtrics account by contacting their departmental IT professional.

Data retention policies will apply to UGA departments wanting to use Qualtrics.

I For more information, visit qualtrics.uga.edu.



TECHNICAL RESOURCES & SERVICES (CONTINUED)

CONTRACTS AND LICENSING

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

Products available from C&L include:

- Mathematica
 - IBM-SPSS
 - Adobe Creative Cloud
 - Microsoft software products
 - Zoom
 - MATLAB
 - Maple
 - LabVIEW
-

Products may be limited for installation to only departmental-owned devices and/or personally-owned devices. Please contact your college or unit's IT department for help in installing or requesting access to software.

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 to faculty, staff and students. Under its work-at-home resources, employees can purchase and install products from Microsoft.

For more information, visit srs.usg.edu.

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 services to fill technical needs without the overhead costs of managing them. Cost recovery services are ideal for smaller units or departments who want their services centrally managed or want to supplement their current IT offerings.

Cost recovery services include:

- Institutional File Storage (IFS)
- End user desktop support
- Secure Virtual desktops
- Virtual Server Hosting
- Network support

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



RESEARCH IFS

Research IFS is an affordable option for researchers who want centrally managed file storage for backup/archive purposes. This is not intended for production copies of data, but rather for redundant copies for emergency purposes. This cost recovery service is available to UGA faculty, postdocs and research staff for \$12.50/month per terabyte (TB). Other IFS options include Standard IFS for basic file storage and sharing needs and Secure IFS for storage of sensitive data.

For more information, visit eits.uga.edu/servers_and_storage/ifs/ifs_services/.

eRESEARCH PORTALS

eResearch portals assist UGA researchers with managing their research. The Grants Portal provides access to information regarding proposals and awards. The Institutional Review Board (IRB) Portal and Artemis provide access to information regarding human subjects and animal research protocol status and approvals.

The ANOPS Portal enables researchers to manage animal orders. All portals provide real-time data and are accessible at any time, from any place by researchers and research administrators who are assisting them. All portals are accessed with a UGA MyID. Training on use of the portals is available through Sponsored Projects Administration, Human Subjects Office and Office of Animal Care and Use.

To access research portals, visit research.uga.edu/portal/researchers.

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/information-technology.





RESEARCH COMPUTING

GACRC

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

Supporting the GACRC's infrastructure and services are a number of staff with technical expertise to manage high-performance computing platforms, scientific software, storage, physical security, cybersecurity 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 education psychology, to name just a few.

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 of Research and the Office of the Vice President for Information Technology. The GACRC is administered by EITS. To access services, please fill out the appropriate form found in the GACRC Service Catalog (gacrc.uga.edu/help/).

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



MORE RESEARCH IT SERVICES

A number of free and cost-recovery services are available to the UGA research community including data management planning, computing services, storage and backup services and archives.

Some services, such as those of the GACRC and UGA Libraries, are campus-wide. Many colleges also offer college-specific IT resources, services and support for their researchers. These services may be independently offered or in partnership with campus-wide services.

For more information on available research IT services, visit researchit.uga.edu.



DATA REPORTING



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. OIR 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 more.

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 Academic Program Review and Support Unit Review processes, which provide a unit-by-unit historical look at student enrollment, faculty and staff headcounts, facilities summaries and other key information.

OIR also provides data reports to support faculty grant applications and other faculty needs.

To view the reports available to the campus community, or for more information, visit oir.uga.edu.



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.



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 networks.

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 and maintenances at the University on its Facebook page (facebook.com/uga.eits), Twitter feeds (@uga_eits and @uga_status) and Instagram feed (@uga_eits).

TECHNOLOGY NEWS @ UGA

Subscribe to our monthly newsletter, Technology News @ UGA, to stay up-to-date on recent technology changes, upcoming maintenances and technology tips.

To subscribe, visit eits.uga.edu/about/tech_news/.



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 OFFICE OF INFORMATION TECHNOLOGY



WEBSITE

caes.uga.edu/unit/oit



REQUEST HELP

servicedesk.caes.uga.edu

ATHENS CAMPUS SERVICE DESK

Phone: 706-542-2139

Email: oihelp@uga.edu

GRIFFIN CAMPUS SERVICE DESK

Phone: 770-228-7247

Email: grifoit@uga.edu

Website: griffin.uga.edu/oit

TIFTON CAMPUS SERVICE DESK

Phone: 229-386-3594

Email: helptif@uga.edu



SERVICES

Desktop and software support, classroom support and design, online meetings, computer equipment and purchases, website design and hosting, accessibility guidance, technology training and consultation, and internal business support.

TECHNICAL ASSISTANCE (CONTINUED)

► COLLEGE OF EDUCATION



WEBSITE

coe.uga.edu/directory/information-technology



HELP DESK NUMBER

706-542-HELP (4357)

706-542-8007



SERVICES

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

► COLLEGE OF ENGINEERING



WEBSITE

engineering.uga.edu



HELP DESK EMAIL

support@engr.uga.edu



SERVICES

Classroom audio/visual support, desktop support, IT equipment purchases, large scale plotting, network storage, network support, software licensing, web hosting, and virtual server hosting.

► COLLEGE OF ENVIRONMENT AND DESIGN



WEBSITE

tech.ced.uga.edu



HELP DESK NUMBER

706-542-4463



HELP DESK EMAIL

cedhelp@uga.edu



SERVICES

Classroom, lab, faculty and staff support for Jackson Street and Tanner Buildings, Bishop House, Denmark Hall, Founders Memorial Garden and House; walkup scanning for up to 11" x 17", and sheet scanning for up to 40" wide; laser engraver/cutter for class project support; printing services, and equipment checkout.

► COLLEGE OF FAMILY AND CONSUMER SCIENCES



WEBSITE

fcs.uga.edu/otis



HELP DESK NUMBER

706-542-4864



HELP DESK EMAIL

helpdesk@fcs.uga.edu



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.

TECHNICAL ASSISTANCE (CONTINUED)

► COLLEGE OF PHARMACY



WEBSITE

helpdesk.rx.uga.edu



HELP DESK NUMBER

Computer/Network Support:

706-583-0143



HELP DESK NUMBER

Classroom Support:

706-542-1396



HELP DESK EMAIL

rx-techhelp@listserv.uga.edu



SERVICES

PC and Apple desktop and laptop setup, PC and Apple hardware and software support, printer and computer peripheral support, PC and printer quotes, 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).



► COLLEGE OF PUBLIC HEALTH



WEBSITE

publichealth.uga.edu/cphoit



HELP DESK TICKETING SYSTEM

helpdesk.publichealth.uga.edu



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); classroom support for CPH faculty, poster printing in Rhodes Hall, room 034 for all students at a cost of \$30 per poster; server administration, networking and security support for CPH facilities.

► COLLEGE OF VETERINARY MEDICINE



WEBSITE

in.vet.uga.edu/display/ITPublic/



HELP DESK NUMBER

706-542-5124



HELP DESK EMAIL

vethelp@uga.edu



SERVICES

Desktop, laptop, tablet and mobile device imaging and troubleshooting; software and hardware consultation and quotes, audio visual service support in procedural and instructional spaces, lecture capture services and support, hospital and laboratory information system support, including data retrieval requests; clinical observation, digital microscopy and diagnostic imaging system support; virtual server and storage provisioning, system integration, process analysis, technology project support, and main campus and external institutional IT liaison services.

TECHNICAL ASSISTANCE (CONTINUED)

▶ FRANKLIN COLLEGE OF ARTS AND SCIENCE OFFICE OF INFORMATION TECHNOLOGY



WEBSITE

franklin.uga.edu/oit



HELP DESK REQUEST FORM

helpdesk.franklin.uga.edu



HELP DESK NUMBER

706-542-9900



HELP DESK EMAIL

helpdesk@franklin.uga.edu



SERVICES

A complete service catalog is available on the Franklin OIT website.

▶ GRADUATE SCHOOL



WEBSITE

grad.uga.edu



HELP DESK NUMBER

*706-542-1739
(ask for IT Help Desk)*



HELP DESK EMAIL

gradit@uga.edu



SERVICES

Admission application processing, Grad Status (an online portal for applicants, students, faculty and staff), poster printing service (for graduate students), and other critical IT related services.

► GRADY COLLEGE OF JOURNALISM AND MASS COMMUNICATION



WEBSITE
grady.uga.edu



COMPUTER SUPPORT
gradyhlp@listserv.uga.edu



WEBSITE SUPPORT
gradyweb@listserv.uga.edu



SERVICES

Administrative and organizational IT support, instructional and technology support, hardware and software support and installation, and website development.

► ODUM SCHOOL OF ECOLOGY



WEBSITE
ecology.uga.edu



HELP DESK NUMBER
706-542-6011



HELP DESK EMAIL
oseithelpdesk@uga.edu



SERVICES

Hardware and software technical support, IT purchase recommendations, requests for web space and file storage, equipment checkout of laptops, projectors and presenters, and poster printing.

► OFFICE OF RESEARCH IT OPERATIONS



WEBSITE
research.uga.edu/IT



SERVICES

Check on research systems, support for applications and services, find links to all research applications, search for a solution and get the latest news about Research IT Operations.

TECHNICAL ASSISTANCE (CONTINUED)

SCHOOL OF LAW



WEBSITE

law.uga.edu/information-technology-services-faculty



WEBSITE

law.uga.edu/information-technology-services-staff



HELP DESK NUMBER

706-542-0895



HELP DESK EMAIL

lawit@listserv.uga.edu



SERVICES

Laptop borrowing, instructional support, support for multimedia classrooms, and video services for faculty.

SCHOOL OF PUBLIC AND INTERNATIONAL AFFAIRS



WEBSITE

support.spia.uga.edu



HELP DESK NUMBERS

706-542-6322; 706-542-2106



HELP DESK EMAIL

spiait@uga.edu



SERVICES

Classroom and computer lab support for SPIA students, faculty and staff; system administration support, and organizational IT support.

► SCHOOL OF SOCIAL WORK ITS



WEBSITE
sswtechtalk.uga.edu



HELP DESK NUMBER
706-542-5454



HELP DESK EMAIL
helpdesk@sswits.uga.edu



SERVICES
Client support and service, classroom media/instructional support and service, web and database development, and network support.

► TERRY COLLEGE OF BUSINESS



WEBSITE
terry.uga.edu/oit



HELP DESK NUMBER
706-542-6799



HELP DESK EMAIL
help@terry.uga.edu



SERVICES
A complete service catalog is available on the Terry OIT website.

► WARNELL SCHOOL OF FORESTRY AND NATURAL RESOURCES



WEBSITE
warnell.uga.edu/intranet/technologywarnell



HELP DESK NUMBERS
706.352.9057; 706.499.4667



HELP DESK EMAIL
warnell-help@uga.edu



SERVICES
Support for all information and instructional technologies, including networking; classroom technology, computer labs, desktop computers, printing, and websites.



**UNIVERSITY OF
GEORGIA**
Enterprise Information
Technology Services

ENTERPRISE INFORMATION TECHNOLOGY SERVICES

www.eits.uga.edu

helpdesk@uga.edu | 706.542.3106

101 Cedar Street Athens, GA, 30602-1130

