QUICK GUIDE TO FACULTY & STAFF
UNIVERSITY TECHNOLOGY SERVICES

24/7 IT SUPPORT CENTER
(520) 628-TECH (8324)
CHAT: SUPPORT.ARIZONA.EDU
DR. DROP BY MLK 203
247.ARIZONA.EDU

SOFTWARE LICENSE
FREE/Low COST SOFTWARE
SOFTWARE.LICENSE.ARIZONA.EDU

WORKSHOPS & TRAINING
SOFTWARE LICENSE.ARIZONA.EDU
/ TRAINING
UACCESS.LICENSE.ARIZONA.EDU

TELEPHONE SERVICES
(520) 621-8999 TO ORDER
UITS-TEL@EMAIL.ARIZONA.EDU
(520) 626-TECH (8324) FOR SUPPORT

WEB SERVICES
UITS.ARIZONA.EDU/WEB-SERVICES

OFFICE OF STUDENT COMPUTING RESOURCES
COMPUTER LABS/CLASSROOMS
(520) 621-OSCR (6727)
OSCR.ARIZONA.EDU

GEAR-TO-GO CAMERA/VIDEOCAM/MIC CHECKOUT
(520) 621-DGTV (6484)
OSCR.ARIZONA.EDU/GEAR

CLASSROOM TECHNOLOGY SERVICES
CLASSROOM AV EQUIPMENT
(520) 621-5005
CTS.ARIZONA.EDU

RESEARCH COMPUTING
(520) 621-2344
R.C.ARIZONA.EDU

SERVICES AT A GLANCE
- FREE MEDIA EQUIPMENT CHECKOUTS
- GEAR-TO-GO
- CLASSROOM AV EQUIPMENT
- BOOMBOX, GOOGLE APPS (GMAIL, OFFICE 365
- RESEARCH COMPUTING AND CONSULTING
- WI-FI AND VPN
- NFTID AND NFTID*

Meeting campus needs and exceeding your expectations
24/7 IT SUPPORT CENTER
Free one-on-one technical assistance 24 hours a day, 7 days a week! Get help with campus IT accounts and networks such as NetID and UANet, assistance with your personally owned technology, and even basic software assistance: support.arizona.edu.
- Call anytime: (520) 626-TECH (8324).
- Walk in anytime: Martin Luther King Bldg., room 203, 1st and Mountain.
- Chat online for chat or remote desktop help: support.arizona.edu

FREE AND LOW-COST SOFTWARE
Check softwarelicense.arizona.edu for software available at no or very low cost, including: Microsoft Office for Mac and Windows, Sophos anti-virus/anti-spyware, Oracle, Red Hat, and numerous scientific, math, research, and other programs.

WORKSHOPS AND TRAINING
UAccess Learning: uaccess.arizona.edu
- Online video tutorials demonstrating tasks in UAccess and UACconnect.
- Tutorial and training options: softwarelicense.arizona.edu/training

PHONES AND VOICE MAIL
- Free calls to Phoenix (602, 480, 623), Yuma (928), and Flagstaff (928) from your University phone if you do not dial "1" before the area code.
- Voice mail can be picked up by phone or you can have it delivered by email: uits.arizona.edu/welcomemail.
- Conference calls setup is available from UITS operators: uits.arizona.edu/opsco.
- For assistance with your phone or voice mail, call the 24/7 at 626-TECH.
- To order phones and services, call Telecommunications Services at 626-Rppp.

STORAGE AND COLLABORATION
- Get 5GB of shareable storage with Box@UA: uits.arizona.edu/services/box
- Get Google apps for Education (GAFE), for creating and sharing documents with students and staff: accounts.arizona.edu
- Office 365 has online document creation: uits.arizona.edu/services/mca

IT SECURITY
- UA Information Security features security training, tips, phishing info, and Facebook page updates: security.arizona.edu.
- NetID offers dual-authentication, to protect access even if your password is compromised: security.arizona.edu/netid plus.

CLASSROOM TECHNOLOGY SERVICES
Classroom Technology Services (CTS) has classroom-related AV equipment for instructors in UATS teaching environment. They also maintain the AV equipment in centrally scheduled classrooms. For equipment and facilities see cts.arizona.edu.

WEB SERVICES
Departments, organizations, and faculty are eligible for web hosting. For more information, visit uits.arizona.edu/web-services

NETWORK SERVICES
- Select UANet on your wireless device and log in with your NetID for fast, secure browsing on campus. When visiting other participating institutions, select the eduroam network. See uits.arizona.edu/eduroam for information.
- Access secure campus systems from home or on the road with a VPN (virtual private network) connection. Download and install AnyConnect from vpn.arizona.edu and log in with NetID.

OSCR SERVICES
- The Office of Student Computing Resources (OSCR) provides several computer labs that can be reserved for classes: oscr.arizona.edu.
- OSCR's Multimedia Zone has specialized audio, video, animation, and 3D software, and offers assistance with the library's 3D scanning and printing services: oscr.arizona.edu/zone.
- Faculty, staff, and students are eligible to check out still and video cameras, mics, and lighting equipment free of charge: oscr.arizona.edu/gear.

RESEARCH COMPUTING AND CONSULTING
Research Computing provides leading edge shared-use resources and support for UA faculty, staff, and students involved in research: rc.arizona.edu.
- High Performance Computing/High Throughput Computing
- AZ-LIVE lab for immersion into 3D, computer-generated worlds
- Statistical consulting