

ENTERPRISE INFORMATION

# EITS STUDENT TECHNOLOGY SERVICES TECHNOLOGY GUIDE

2018-2019



UNIVERSITY OF  
GEORGIA



# WELCOME

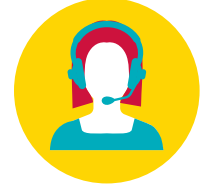
The University of Georgia’s central IT department — Enterprise Information Technology Services (EITS)— is giving you the tools you need to fuse your life and education.

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](http://eits.uga.edu) for more information.



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## EITS HELP DESK

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

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

	<p><b>VISIT</b> eitshelpdesk.uga.edu</p>
	<p><b>EMAIL</b> helpdesk@uga.edu</p>
	<p><b>CALL</b> 706.542.3106</p>



## UGA MYID AND UGA ID



### MYID

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, your MyID was assigned to you during your admissions process. Students who enrolled prior to fall 2014 may have previously selected their MyID.

### PASSWORDS

#### Password Requirements

Passwords must be a minimum of 10 characters with a combination of upper case letters, lower case letters, and special characters (such as, @!#). Passwords cannot contain your name or username. To avoid contacting the EITS Help Desk if you forget your password, complete the brief MyID Profile forgotten password service at [myid.uga.edu](http://myid.uga.edu). You can also change your MyID password at [myid.uga.edu](http://myid.uga.edu).

### UGA ID

Your UGA identification number begins with 810 or 811.


It's used instead of your Social Security number to access personal data. Your UGA ID number appears on the back of your UGACard.



## WIRELESS CONNECTIONS

### 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.

 To learn more, visit us online at [wifi.uga.edu](http://wifi.uga.edu).

Need a wireless connection for your computer or mobile device?



## NEW STUDENT CHECKLIST



### 1. Know your MyID and your 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](http://Learn how at wifi.uga.edu).



### 3. Enroll in Archpass

Some UGA systems, including eLearning Commons and Athena, require more than just your MyID and password for access. For these systems, you'll need to use ArchPass, UGA's two-step login solution, which is powered by Duo. UGA systems protected by ArchPass will ask you to enter your UGA MyID and password, and then verify your ID with the Duo Mobile App, a text message or a phone call to your Duo-enrolled phone or tablet. This adds an extra layer of security to help protect your UGA accounts. You can enroll a smartphone, cell phone, landline or tablet at [archpass.uga.edu](http://archpass.uga.edu).



### 4. Sign up for emergency alerts

When emergencies happen, you'll be informed quickly. [Register at ugaalert.uga.edu](http://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](http://Learn more at infosec.uga.edu).



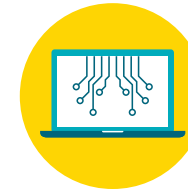
# MOBILE APP

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



Need to find out when the next bus arrives at your stop? Check your UGAMail? 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.

▶ Learn more at [mobileapps.uga.edu](http://mobileapps.uga.edu).



# MYUGA PORTAL

UGA's Portal ([my.uga.edu](http://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 Athena.

▶ Visit the MyUGA Portal to access:

	1. UGAMail		5. Parking Services
	2. Athena		6. DegreeWorks
	3. eLC		7. Food Services Meal Plans
	4. lynda.com		8. Handshake



## 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](http://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](http://myid.uga.edu).

Sync your Android device, iPhone, iPad or Windows Phone to get your UGAMail, calendar and tasks.

Our step-by-step guide for setting up your UGAMail with your phone or tablet makes it easy.

▶ Find illustrated instructions at [eitshelpdesk.uga.edu](http://eitshelpdesk.uga.edu).



## MOBILE DEVICE EMAIL

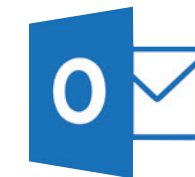


## FREE MICROSOFT OFFICE

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, Apple, or Android operating systems.

▶ For more information, visit [office365.uga.edu](http://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](http://office365.uga.edu).



# SKYPE FOR BUSINESS

Skype for Business offers instant messaging, online meeting capabilities, screen sharing, an interactive whiteboard and more and is part of your UGAMail account. Use it to chat with friends or classmates and meet and collaborate online.

▶ For more information, please visit [office365.uga.edu](http://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 at [vlab.uga.edu](http://vlab.uga.edu).



## GETTING CONNECTED IN HOUSING

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

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

## PLUGGING IN

**PAWS—Secure wireless access is available throughout all residence halls.**

Wired access is available in student rooms by following steps at [getconnected.uga.edu](http://getconnected.uga.edu). 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.

▶ **For detailed instructions on getting a wired connection, visit [getconnected.uga.edu](http://getconnected.uga.edu).**

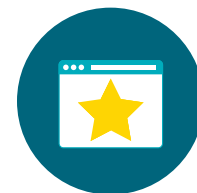


## CABLE CHANNEL LISTINGS

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

Before you bring a TV to campus, be sure it's compatible for viewing the 150-plus digital channels. Instructions for connecting a smart TV in the residence halls are available on the Help Desk site, [eitshelpdesk.uga.edu](http://eitshelpdesk.uga.edu).

▶ **Learn how to check your TV in advance at [getconnected.uga.edu](http://getconnected.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](http://my.uga.edu). For eLC instructional resources, visit [ctl.uga.edu/elc/student](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](http://athena.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](http://lynda.com), visit the MyUGA Portal at [my.uga.edu](http://my.uga.edu).



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

Students can join existing listservs or create one for a registered student organization.

▶ Visit [listserv.uga.edu](http://listserv.uga.edu).



## DEGREEWORKS

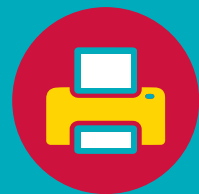
Are you staying on track for graduation?

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

▶ To access DegreeWorks, visit [degreeworks.uga.edu](http://degreeworks.uga.edu).



## LISTSERVS



## 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 a credit or debit card.

▶ Visit [printkiosk.uga.edu](http://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](http://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/lending](http://mlc.uga.edu/technology/lending).





## 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 [mlc.uga.edu/technology/digitalmedialab](http://mlc.uga.edu/technology/digitalmedialab).



## 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](http://sendfiles.uga.edu).



## COMPUTER LABS



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

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

1.	Miller Learning Center
2.	Rooker Hall
3.	Building 1516
4.	Brumby Hall

5.	Oglethorpe House
6.	Health Sciences Campus (Russell Hall)
7.	University Village
8.	Rutherford Hall

▶ For the latest listing of computer labs and operating hours, visit [eits.uga.edu/support/cts/computer\\_labs](http://eits.uga.edu/support/cts/computer_labs).



# ILLEGAL DOWNLOADING WILL COST YOU

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).

Always 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.



## 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, 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.](https://infosec.uga.edu)



## ARCHPASS

### ArchPass, UGA's two-step login solution.

Some UGA systems, including eLearning Commons, Athena and vLab, require more than your MyID and password for access. To log in to these systems, you'll need to use ArchPass, UGA's two-step login solution, which is powered by Duo. UGA systems protected by ArchPass will ask you to:

1. Enter your UGA MyID and password
2. Verify your ID with the Duo Mobile app, a text message or a phone call to your Duo-enrolled phone or tablet.

This two-step login process adds an extra layer of security to help protect your UGA accounts.

**To begin using ArchPass, enroll a smartphone, cell phone, landline phone or tablet through the Self-Service Portal at [archpass.uga.edu](https://archpass.uga.edu).**



# AVOID PHISHING EMAILS

Phishing emails are emails designed to trick you into replying to them with personal information such as your username and password, Social Security number 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](mailto:abuse@uga.edu) for review.

## A phishing email typically:

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

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 inactive account removal notices or information about account abuse. UGA will never ask for your password in an email.

▶ To learn more about phishing and see examples of recent phishing emails, visit the EITS Fresh Phish page at [freshphish.uga.edu](http://freshphish.uga.edu).

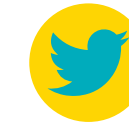


## STAY CONNECTED

Follow us on Facebook and Twitter and get the latest about tech news and resources at UGA.



**LIKE US ON FACEBOOK**  
facebook.com/uga.eits



**FOLLOW US ON TWITTER**  
@uga\_eits



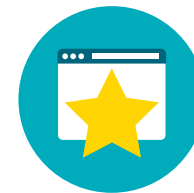
**FOR MORE INFORMATION, VISIT**  
eits.uga.edu



## 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](http://infosec.uga.edu).



## HELPFUL LINKS

Along with visiting [eits.uga.edu](http://eits.uga.edu) for your IT resources, here are some other useful links for UGA students:

UGA Libraries	<a href="http://libs.uga.edu">libs.uga.edu</a>
UGA Food Services	<a href="http://foodservices.uga.edu">foodservices.uga.edu</a>
UGA Housing	<a href="http://housing.uga.edu">housing.uga.edu</a>
UGA Career Center	<a href="http://career.uga.edu">career.uga.edu</a>

## SPECIAL THANKS

A special thanks to the UGA Visitors Center, Terry College of Business Ambassadors, and the Arch Society for their assistance in providing the students shown in this guide.



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