FACULTY ORIENTATION

Our UNT Dallas IT Department is part of a larger IT organization, ITSS

- Michael Di Paolo, UNT System CIO
- Katy Gallahan, Director
- Michael White, IT Manager

ITSS Provides

- All enterprise technology system-wide
- Normal helpdesk services to System Administration
- Helpdesk and some extra services to UNT Dallas

ITSS serves us in ways where we only pay a small portion of the costs we would otherwise incur if we tried to provide the services ourselves

- Network
- Security
- Phone
- Common helpdesk s/w
- Classroom technology

Transition to this model began November 2011 and is a work in progress

The IT Department provides access to technical resources to support the university's mission and strategic goals. We do this through our core functions of:

- Maintaining the technology infrastructure
- Making customer support available through helpdesk and training
- Providing student computing through general access computer labs and classrooms

- **5 Full Time Employees**
  - Michael White
  - Richelle Ray
  - Betty Anthony
  - Bertha Martinez
  - Vacant Position
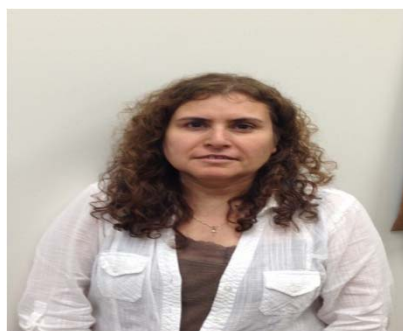- **10 Student Workers**

- Richelle Ray – Helpdesk Manager

- Betty Anthony – IT Specialist

- Bertha Martinez – IT Specialist

- 2 Vacant – IT Specialists

Helpdesk Hours (Building 2 Room 127)

Mon – Thur: 8:00am – 8:00pm

Fri: 8:00am – 5:00pm

Sat: 8:00am – 5:00pm

- **IT Helpdesk Ticketing System**
  - Preferred Method to Request Help
  - Web Link http://web3.unt.edu/helpdesk/service/service.php)
  - Desktop Shortcut
  - Link on IT Website

- **Helpdesk Hotline 972-338-1448**

Account Management System

http://ams.unt.edu

- ❑ Activate EUID
- ❑ Reset/Change Password
- ❑ Change Security Q&A
- ❑ Set Preferred Email
- ❑ Set Password Expiration Notice

Note: EUID Passwords expire every 120 days.

IT | SHARED SERVICES

UNT|SYSTEM

UNT System   IT Policies

Menu

Helpdesk

Account Information

Change Password

Change Secret Q&A

Logout

Account Information

Welcome, Michael White. This is the basic information about your account.

EUID	mnw0044
UNT System ID	10661044
UNT System E-mail	Michael.White@unt.edu (change)
Account Status	Active
Account Lockout (details)	Not Locked
EagleConnect Login (info)	MichaelWhite3@my.unt.edu
Password Expiration Time	Feb 3, 2013, 5:00 am
Password Expiration Notice	Enabled (click to disable)

The "expiration notice" feature sends a message to your e-mail address (shown above) before your password expires.

Want to be notified immediately when classes are canceled, for severe weather, or other emergencies? Register with EagleAlert.

- **Firstname.Lastname@unt.edu**
- Microsoft Office Outlook
- Web Access: http://webmail.unt.edu (Located on the UNT Dallas website)
  - Login
    - Username: Dallas\EUID or UNT\EUID
    - Password: EUID Password

IT supports two Dell computing platforms:

Dell Optiplex Desktop   Dell Latitude Laptop

Network printing available throughout campus

- Authenticate to release print jobs
- Printing is Confidential/Secure
- Copy, Scan, Email
- Use "Follow Me" Printing

- **Environmentally Friendly Printing Tips**
  - Duplex
  - Black and White
  - Use Network Printing

Network drives are used to store computer files.

- [EUID] (\\cluster\home)(H:)
  – Personal Network Drive

- Dallas Shared (\\cluster\Administrative)(S:)
  – UNT Dallas Shared files
  – Everyone can access
  – Now in transition to departmental drives

- **Process**
  - Is it budgeted?
  - Submit IT Helpdesk Ticketing System to request new technology
  - IT works with the BSC to purchase the new technology (Compatibility testing will be conducted during this phase as well).
  - Implementation will be scheduled with the end user.

- **New Software Installation Dates**
  - December 15th – January 10th: will serve as the installation date for the Spring Semester
  - July 20th – August 15th: will serve as the installation date for the Fall Semester

- *Deadlines*
  - November 15th – last day to request software for the Spring Semester
  - June 20th – last day to request software for the Fall Semester

- **Specialized equipment is available for checkout via the IT helpdesk**

- **Equipment included:**
  - Laptops
  - Projectors
  - video cameras
  - Wireless Presenters

- Cisco **AnyConnect** allows you to connect to campus resources from a remote location.

- http://vpn.unt.edu

- Contact IT for additional details

- **Network Drive**
  - Should be used to store all data
  - Backed up daily
- **Computer Maintenance**
  - Log off instead of shutdown
- **IT Helpdesk Ticketing System**
  - Summary of the issue/request
  - Availability

- **IT Website** (dallas.unt.edu/itss)
  - Outages
  - IT FAQ's and answers
  - Future changes/events
- **IT User Committee**

Questions and Answers