

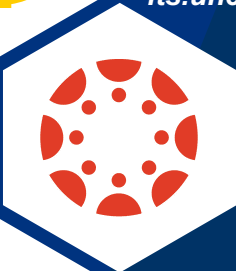
# Services **You Might**

# **Not Know** we provide!



**iSpartan:** With unlimited storage, calendars, groups, websites, real-time collaboration on documents, and video chats, it's more than just email.

[its.uncg.edu/ispartan](https://its.uncg.edu/ispartan)



**Canvas:** UNCG's new Learning Management System makes keeping up with your classes and deadlines easy, from computers and mobile devices.

[its.uncg.edu/canvas](https://its.uncg.edu/canvas)



**Box and Drive:** Save your data to the cloud. Upload, share and collaborate on files.

[its.uncg.edu/box](https://its.uncg.edu/box)    [its.uncg.edu/ispartan/drive](https://its.uncg.edu/ispartan/drive)



**UNCG Software:** Access software thru MyCloud, install the UNCGMobile app, and download Microsoft Office for free via Office 365. Learn more at our software website.

[its.uncg.edu/software/](https://its.uncg.edu/software/)



**Help and Support:** Get the technical support you need on the ITS Help page, or by calling 6-TECH (336-256-8324)

[its.uncg.edu/help](https://its.uncg.edu/help)



# UNCG

Information  
Technology Services

Need  
Technical Help?



6-TECH@uncg.edu  
(336) 256-TECH

Want to learn more?

See the back for service details and visit our website [its.uncg.edu](https://its.uncg.edu)

**ITS Service Desk (“help desk”) – <http://6tech.uncg.edu>**

- For assistance with technology issues contact 6 TECH by telephone (256 8324) email (6 TECH@uncg.edu) or through the 6 TECH Online web portal; or search the 6 TECH Online database for tips and documentation.
- As of July 1, 2015, ITS offers 24x7 6-TECH hours to improve services for students. 6-TECH is staffed over the winter holiday to provide assistance to Winter Session students.

**Technology Support Center (TSC) – <http://its.uncg.edu/TSC/>**

- Located in the McNutt Building, the TSC provides laptop hardware and software support, repairs for Student Laptop Program laptops, wireless connectivity assistance, help with installation and troubleshooting of software purchased through ITS, and assistance with University-supported mobile apps (<http://its.uncg.edu/Software/Available/Mobile/>).

**University Computer Accounts <http://its.uncg.edu/Accounts/>**

- Accounts are provided for a variety of services including email, web publishing, file storage, and access to software.
- Forgotten or expired passwords may be changed at <http://reset.uncg.edu>
- Files stored in Box or Google Drive are accessible on or off campus. Campus network storage (S: drive) is also available.

**Wireless Network Access – [http://its.uncg.edu/Network\\_Services/Wireless/](http://its.uncg.edu/Network_Services/Wireless/)**

- The University wireless network is available in all major academic buildings, Jackson Library, EUC, outdoor areas and the University residence halls, as well as many administrative buildings. The eduroam wireless network is secure (encrypted). The unencrypted guest network should be used only by those without a University network account.

**Software – <http://its.uncg.edu/software/>**

- Available software includes web applications such as Canvas, iSpartan Google Apps, Collaborate web conferencing, UNCGenie & more. ITS provides network access thru mycloud.uncg.edu to software used for classes. Support & training is available for many products. A list of UNCG network software is available at <http://its.uncg.edu/Software/Available/>.
- For information on software available for purchase see <http://its.uncg.edu/Software/Purchase/>.

**Canvas (Learning Management Systems) – <http://courses.uncg.edu/>**

- We are transitioning from Blackboard to Canvas as our Learning Management Systems (LMS), used for sharing course information and posting/submission of homework assignments as well as interactive activity such as class discussions, wiki creation and chat. University affiliated student organizations may also use Canvas.

**Instructional Linux Environment (ILE)**

- Provides access to scientific and data analysis software running on the Linux platform, see <http://its.uncg.edu/Software/Available/ILE/>
- Use a secure shell (i.e., ssh) client such as PuTTY to login to linux.uncg.edu with your UNCG account
- To learn about options for more advanced High Performance Computing (HPC) needs, visit <http://its.uncg.edu/research/>

**Student Laptop Program (SLP) – <http://its.uncg.edu/Laptop/>**

- Students may purchase discounted, ITS supported enterprise class Windows and Macintosh laptops through the SLP.

**ITS Labs – <http://its.uncg.edu/Labs/>**

- ITS provides over 460 Windows and Macintosh computers in 12 instructional/open access student computer labs. ITS also manages 2 training labs where workshops and classes are held.
- In addition to helping with lab related issues, Superlab staff can provide limited assistance with other technology services such as wireless network connectivity.
- The Superlab, located in Jackson Library, has over 100 computers, and offers extended hours, including late night hours for the Fall & Spring semester. View current lab hours at <http://its.uncg.edu/Labs/Hours/>.
- Printing is available in ITS labs & print kiosks located in the EUC (lower level, College Ave. exit), Bryan 301 Lobby, and the Bryan Food Court. For details see <http://its.uncg.edu/printing/>.

**Classroom Technology – [http://its.uncg.edu/classroom\\_technology/](http://its.uncg.edu/classroom_technology/)**

- ITS supports technology in over 200 UNCG classroom & meetings spaces. Students and faculty use this technology for presentations and information sharing.
- Interactive video services for classes, workshops, and teleconferences are offered thru the Bryan 114 TeleLearning Lab and the TeleLearning Center in Stone. For details, see <http://its.uncg.edu/TeleLearning/>.