Slide One: Introduction
Through this presentation you will learn about the University Information Technology Help Desk, so welcome to the UNT Technology Tour for graduate and post-graduate students!

First, let me mention that we have a rich history of computing at UNT going back to 1960. You are invited to view the UNT History of Computing presentation by finding it on the UI-T website’s home page.

Slide Two: Welcome to UNT
Let me add my welcome to Mean Green country at the University of North Texas—where we hope you will have many dreamy nights, exciting days and the time of your life!

Let’s get started with the Technology Tour!

Slide Three: Tech Tour
You will hear a short description of IT-related services, names of IT resources, a few dos and don’ts and most importantly, how to get help with an IT issue.

By the way, all of these slides are online at on the University IT website and available for you to download, should you wish to review any of the information presented.

While we have 12 areas on the tech tour to cover, the single most important idea to learn is that your best friend in IT is at the UNT Help Desk.

So, let’s go there first.

Slide Four: Help Desk
We are located in Sage Hall, the building north of the University Union, as if you were walking to Chipotle, Jimmy John’s, or the Crooked Crust—all places you will come to know.

We are on the third floor near the center of the building in Room 330D.

Just a suggestion: I am going to pause now to give you time to enter the Help Desk contact information into your phone right now. You don’t want to hunt for it when you need to take an online test and can’t remember your password, or you are locked out of your email.
We have walk-in hours from 8 a.m. to 8 p.m. Monday through Friday. Call us seven days a week but check our hours of availability online.

(Alt text: Call, click or come by the Help Desk. Image of a woman on the phone. Image of UIT Help Desk website screenshot. Image of students walking outside of Sage Hall.)

Slide Five: Adaptive Lab and Help Desk
Here, on the left, you see the glass panes and door to the University IT Adaptive Technology and Learning Lab in Sage Hall, which is right next door to the Help Desk pictured on the right.

Just a little reminder... hardware assistance is not provided, but you CAN check out a Dell laptop here for a three-hour period. Just show your valid UNT I-D card and that’s it.

The walk-in hours are from 8 a.m. to 8 p.m., Monday through Friday, and you may call the Help Desk seven days a week. Be sure to check the hours of availability online during holidays and breaks though.

You put that web address into your phone, right? You will be so glad you did.

(Alt text: Facade of University IT Adaptive Technology and Learning Lab in Sage Hall; Facade of UNT Help Desk, Sage Hall)

Slide Six: Account Management System
A-M-S. The account management system URL is right there in blue, but if you get stuck, the UNT Help Desk contact information is in that box on the first column of the portal page. Unless you are a student at the Health Science Center, or having IT problems at the Dallas campus, you will need to contact the UNT Help Desk.

As a security step, you are required to update your passwords at least once a year and this is the online site where you go to do that.

(Alt text: The URL written in blue is ams.unt.edu. Account Management System login page UNT Help Desk contact information: phone: 940-565-2325. Email: helpdesk@unt.edu. Monday through Thursday from 8 a.m. to midnight, Friday from 8 a.m. to 8 p.m. Saturday from 9 a.m. to 5 p.m. Sunday from 1 p.m. to midnight.)

Slide Seven: EagleConnect
Your official email comes through EagleConnect. Yes, you get official email!
Checking your Eagle Connect account periodically is essential—this is where your official communication from the UNT administration is sent.

In case you are wondering... yes, you can forward this email to another account. Should you need help forwarding your mail, check the Help Desk website for instructions. Of course, you may call or email the Help Desk for instructions as well.

One of the great things about EagleConnect is that as an active, currently enrolled student, you get Microsoft Office 365 free with your account—five downloads for desktop and mobile devices! Look on the EagleConnect website for instructions about how to download Office 365.

As a new student, your eye may not be on graduation just yet, but when it is, your EagleConnect account goes with you once you graduate.

(Alt text: EagleConnect graphics stating it is email serving students, employees, alumni and retirees.)

**Slide Eight: EagleConnect Login**
The image on your right is what the portal page looks like when you go online to log in to EagleConnect. Yes, of course, it’s green!

(Alt text: EagleConnect website’s login page)

**Slide Nine: EagleConnect comes with Microsoft Office**
Your EagleConnect email account comes with free Microsoft© Office software for your use as a currently enrolled student.

Along with email services, you will have the following services.
  • Office 365, online Microsoft© Office apps
  • Collaborative online work space and
  • One Drive, your online storage system

Your Eagle Connect/Office 365 account may be installed on up to five desktop and mobile/personal digital devices.
Download and installation instructions are online at the web link on this slide, it.unt.edu/installoffice365. Of course, the Help Desk is available should you have any questions.

(Alt text: EagleConnect graphic with Office 365 application logos)
Slide 10: MyUNT and Eagle Alert

Two important services here: MyUNT and Eagle Alert. MyUNT is where you do your business with the university: sign up for classes, make payments, receive your financial aid and see your academic records. This is not the service that provides online classes or communication with faculty—those are learning management systems called Blackboard Learn and Canvas—two completely different systems. MyUNT is for business, Blackboard Learn and Canvas are for learning.

The Eagle Alert system tells you about emergency situations, such as a school closing for snow or ice. You will get text messages periodically, which may be annoying, but if there is a severe weather warning, it’s not so annoying.

Please keep your telephone number up to date in Eagle Alert so you don’t miss these emergency messages. You may opt for text messages in lieu of phone calls, if you prefer. You and your friends or family also may follow Eagle Alert messages on Twitter. @UNTEagleAlert is UNT’s official campus emergency Twitter account. By following @UNTEagleAlert, you will receive emergency messages and updates in real time to keep you informed.

Remember, all of this information we are going over is available on the Help Desk website.

(Alt text: MyUNT logo and Eagle Alert logo)

Slide 11: Blackboard Learn and Canvas

OK, so we mentioned myUNT—where the administration communicates with you.

Blackboard Learn and Canvas are where the faculty members communicate with you. These are the two academic, learning management platforms used at UNT. Blackboard Learn is being phased out and by Spring of 2019, all classes are expected to be offered exclusively in Canvas.

If you take an online or hybrid course, Blackboard Learn and Canvas are the systems for learning.

Blackboard and Canvas are not only for online courses though. Many faculty use them as a support component for their traditionally-delivered courses. You may get your assignments, grades or class announcements there, so be aware of the many benefits of these robust learning systems.

If you need help accessing Blackboard Learn or Canvas, please contact us at the Help Desk.

(Alt text: Blackboard Learn and Canvas logos)
Slide 12: Research Information Technology Services
The Research IT Services Office is a department of University IT on the fifth floor of the General Academic Building. Research IT is dedicated to supporting students and faculty of every academic discipline in pursuit of answers to their research questions through information technology.

This slide highlights the High-Performance Computing studio, which is one of two main offices in Research IT and where you will access Talon 3, UNT’s high-performance computer. The High-Performance Computing team maintains UNT’s H-P-C facilities in support of research and scholarly activities.

If you are a researcher, please take a moment to write down the HPC web address, which is https://hpc.unt.edu.

(Alt text: Research IT High-Performance Computers, Talon 3)

Slide 13: Research IT Services, Part Two
The other important support team in Research IT Services is the Research and Statistical Support office located in the General Academic Building on the fifth floor.

Here, you will find two very experienced consultants who are available to provide data and statistical analysis support. They provide data support, application support, instructional support and MORE!

Be sure to check out the Research and Statistical Support website for scholarly articles, software tutorials and example-codes and -scripts that are designed to help you finish your dissertation, get “un-stuck” and achieve your goals!

The IT research consultants publish a Research Matters feature article every other month in University I.T.’s news journal, which is called Benchmarks Online. I’ll give you that website shortly.

Also located in the G-A-B, University IT provides a separate office just to support your research data needs. The Exam and Research Support office, often called ERDS, helps research students and faculty with manual keyboard entry of instrument, numeric and limited text as well as optical scanning of specially-designed forms, that output to a Microsoft Excel file or SPSS format.

(Alt text: Research IT Services data output in a graph.)
Slide 14: Student Computer Lab Network
A HUGE resource! The computer lab network provides great places to do homework. Students who present A VALID ID CARD may use the printers and computers that have specialized software that may not be on your personal computers.

With 14 locations, you are probably close to one lab or another most of your day on campus or at the Discovery Park location, which is about a 15-minute drive north of the UNT main campus.

Some software in the labs can be provided to graduate- and doctoral-level students for home use with the permission of a supervising-research-faculty member. Many labs also provide laptops you can check out for a short time.

Please check with the Help Desk or lab staff when you have any questions.

One more lab to call your attention to is the Sage Hall Adaptive Technology and Learning Lab—it is right next door to the Help Desk. This unique lab is set up for anyone who may benefit from a special learning or physical accommodation. The lab is open to any and all students.

(Alt text: Window in the hall of the general access computer lab in the General Academic Building, Room 330.)

Slide 15: Securing Your Data
You have two main things to think about now that the dog isn’t here to eat your homework.

Saving your data and protecting it.

Be sure to make redundant back-up copies regularly and often. Protect your data from malware with FREE McAfee software.

How to access the free download is on the Help Desk website under the Securing your Data link.

(Alt text: OneDrive logo, McAfee VirusScan Enterprise)
Slide 16: Wireless Networks at UNT
We have four wireless networks at UNT.

Eaglenet is an open—not secured—network all over campus, but the one we recommend that you use is called “UNT.”

Eduroam (ED-you-roam) is one you would use when you visit other institutions of higher education by entering your EUID in an email format, e.g., EUID@unt.edu, and your password.

While you are here though, use the secure UNT connection.

There is more information about eduroam available through the online UIT Help Desk, including a list of U.S. and worldwide participating institutions.

Another WI-FI network you may see is ResNet, which is only for students who live in the residence halls.

For a secure network, remember to use the WI-FI option called UNT.

(Alt text: My ResNet logo and students using mobile devices sitting near the Willis Library Mall)

Slide 17: Internet Usage and the Law
There is policy, law and fair use in the world of copyright.

The main thing you need to remember is that if you use a UNT connection to download something, it will be detected.

When something suspicious is detected, you will be contacted. Copyright fines can be very expensive. The university will cut you off from its internet connection—maybe for a while, maybe longer, depending on the infraction.

A word to the wise: just don’t do it. Do not download copyright protected music, movies, games or other media unless you paid for it or have rights to it.

The Help Desk website has a whole page of free resources and Willis Library has even more. Be sure to stay on the legal side of copyright law. Check the Help Desk website for details.

(Alt text: UNT’s Scrappy the Eagle character, copyright, fair use and infringement at UNT. Four smiling students at an event showing the peace sign.)
Slide 18: Hardware and Software Acquisition
You may already have seen the Barnes and Noble bookstore on the first floor of the Union. It is UNT’s official bookstore where education discounts are available on hardware and software.

The Mainframe, also on the first floor of the Union building near The Corner Store, is an Apple-authorized store that can sell and repair hardware. So, if you have an Apple-related issue, The Mainframe is the place to go.

Remember, everything in this presentation is on the U-I-T Help Desk website. Just look for the link to the Tech Tour.

(Alt text: Logo of UNT Barnes and Noble; The mainframe logo)

Slide 19: University IT Updates and Alerts
Here is that web address I promised you for timely articles about research and other IT topics.

https://benchmarks.it.unt.edu

Benchmarks has been University IT’s news journal since 1980. When any of the information in this presentation changes, you can check Benchmarks Online or for announcements.

In addition to news and information about campus computing, you will find timely articles about IT professionals, research matters, Help Desk tips and alerts and other digital-age topics.

To find Benchmarks, just go to the IT website’s home page and look for the subscription link or google UNT Benchmarks Online.

Please remember to like, pin and tweet with us on social media too!

(Alt text: Logos of Facebook, Pinterest and Twitter)
Slide 20: Have you met Lynda?
UNT’s LyndaCampus provides access to Lynda.com. Here you will find online training videos for students, faculty and staff – at no additional cost! You may even get assignments from your professors that includes a lesson out of Lynda.com.

You have unlimited access and may choose what you would like to learn from the extensive online video library of non-credit courses. Just enter your EUID and password and go!

You will learn from industry experts who are passionate about teaching and can switch between your computer, tablet or mobile device with 24/7 access. Easily access the LyndaCampus portal through the University IT website at it.unt.edu/lynda.

Alt Text: lynda.com logo

Slide 22: Students could win a Nook Tablet eReader
Getting to this slide means you have completed the UIT Technology Tour. If you are a currently enrolled student — or will be by Aug. 24, 2018 — you are eligible.

Just in time to read your fall textbooks, three Nook seven-inch tablet eReaders will be given away to currently enrolled UNT students who have taken the Tech Tour followed by a short quiz and achieve an 80 percent score or higher.

Write down that web address, it.unt.edu/techtour-quiz2win, or find it on the University IT home page.

Students enrolled by Aug. 23, 2018, who take the University IT Technology Tour and pass the 10-question quiz are eligible! Student enrollment will be verified on Aug. 24, 2018 and winners will be contacted through the EagleConnect Email system.

Drawing • Aug. 24, 2018 • All entries must be received by Aug. 23, midnight.

The three drawings will take place on Aug. 24, 2018 at noon from the names of those who took the quiz and passed with 80 percent or higher.

Slide 22: Thank you
If you have any questions... you know by now... contact the Help Desk!

In closing, I would like to thank you for your courtesy and attention and say again, welcome to the University of North Texas!

Alt text: The McConnell Tower; University Information Technology and UNT logo established in 1890.)