Research IT Services

- **Research & Statistical Support**
  - Provides support services on data acquisition and statistical analysis for UNT faculty and students conducting research; multiple face-to-face meetings, each lasting more than an hour, each involving one or more party writing on a dry-erase board, and often using an internet-connected computer as well. Visit the online IT Catalog or R&SS website for an appointment.
  - [it.unt.edu/it-catalog](http://it.unt.edu/it-catalog)
  - [it.unt.edu/research](http://it.unt.edu/research)

- **High-Performance Computing**
  - **Access:** Provides access to high-performance computing cluster systems for support of university research through computationally intensive LINUX-capable software.
  - **Operations:** Provides supercomputer-class, high-performance computing and consulting services to support the research, instruction and scholarly activities of the UNT community using applications that require high bandwidth, enhanced networking and very high compute capabilities.
  - [hpc.unt.edu](http://hpc.unt.edu)

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Student Success Technology

- **Salesforce Customer-Relationship Management Support**
  - **Salesforce CRM Access:** Cloud-based configuration, customization, consulting, technical and managed service for Salesforce implementation at UNT.
  - **Salesforce CRM Help Desk:** Support for IT issues, service requests and account management related to Salesforce CRM use.
  - **Salesforce Training:** Provides Salesforce-related training upon request or based on learning needs analysis
  - [it.unt.edu/sst](http://it.unt.edu/sst)

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Contact Information

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Salesforce Customer-Relationship Management Support

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Do you have an idea for better IT?
Submit your idea today!
[it.unt.edu/idea4it](http://it.unt.edu/idea4it)

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Email: [unt.uit@unt.edu](mailto:unt.uit@unt.edu) | Online: [it.unt.edu](http://it.unt.edu)
UIT Help Desk
Help Desk staff members support students, employees, visitors and alumni. Services include telephone, email, ticket-based responses and walk-in support for UNT IT-related issues, such as questions about the Account Management System, EagleConnect email, UNT Bulk Mail, information security, Drupal user support, Blackboard Learn, MyUNT, wireless access, Eagle Alert messages and more.

Phone: 940-565-2324 | Email: helpdesk@unt.edu
Online: it.unt.edu/helpdesk
Technology Tour: it.unt.edu/techtour
Location: Sage Hall, Room 330D

Computer-Based Testing Services
Provides computerized testing with or without proctors, 135 stations in Sage Hall, Room C330.

Sage Hall Computer-Based Testing Center

CBTC Hours for Reservation
Monday-Thursday: 8 a.m.-9:30 p.m.
Friday: 8 a.m.-6 p.m.
Saturday: 9 a.m.-6 p.m.

CBTC Drop-in Testing: Available with advance notice only; contact the office, 940-369-8233.
Monday-Friday: 8 a.m.-5 p.m.