

Information and Technology Services

Tech Tips

help@uncc.edu

ITS Faculty/Staff Help Center Hours

704.687.3100, Option 1

Monday - Friday 8 AM - 5 PM

The Help Center is closed on university holidays.

help@uncc.edu

<http://helpcenter.uncc.edu>

Password expiring? Here's what to do

<http://pwmanager.uncc.edu>

To reset your NinerNET account password, login to **PW Manager** at <http://pwmanager.uncc.edu> using your current NinerNET account information and select the option to reset your password. Be sure to keep your NinerNET password confidential to help protect your accounts.

Tips for using PW Manager:

- Answer at least 6 security questions.
- Avoid using spaces or punctuation in your security answers.
- Avoid using dictionary words as part of your password.
- Remember to reset your password before it expires.

Email Alias

<http://pwmanager.uncc.edu>

Faculty and staff have the option to create an email alias for their email address. Alias options include various combinations of your first and last name.

To create an email alias, login to **PW Manager** with your NinerNET account and select the Create/Change Email Address Alias option from the menu. Select from the available options. After you create an email alias, your email will be delivered to your original email address and your new email alias.

Some considerations before creating an email alias:

- Creating an email alias will not change the username you use to log into university resources.
- You will need to update any Listservs to which you subscribe with the new email address alias. The alias becomes your "Reply-To" and "From" email address.

Emailing Your Class

<http://uncc.edu/49erExpress>

There are several ways to email your class. Using Banner Self Service within 49er Express, faculty members can email their class directly through the email class link located in the Faculty and Advisors section for classes with fewer than 100 students. Faculty members can also use the email class link in the My Courses section in 49er Express. This option uses the Outlook Web Access email client built into 49er Express to send the email.

Finding Answers to IT Questions

<http://helpcenter.uncc.edu>

The ITS Faculty/Staff **Help Center** is available to assist with technology-related questions and problems you may encounter with your university owned computer. They are also ready to help with account access or hardware and software issues.

HelpDesk Online

<https://helpdesk.uncc.edu>

HelpDesk Online is available 24x7 for faculty, staff, and students to use to submit help requests electronically. You can also view the status of your open help requests. HelpDesk Online is located at <https://helpdesk.uncc.edu>.

Your NinerNET account is used to login to many university accounts. Keep your password confidential!

Email Tips:

- Never respond to emails asking for your account information, passwords, or other personal data.
- Be cautious when entering your email address on websites and news journals. Spammers may be able to view and obtain your email address from these sources.
- Help ITS identify spam email by forwarding spam emails as an attachment to stopspam@uncc.edu. Detailed instructions can be found on the Help Center [website](#).

Please note: University employees will never ask for sensitive account information such as your password via email to verify your account status.

Spam Email

stopspam@uncc.edu

Over the last several months the university has seen a significant increase in the amount of spam email being delivered to the university. You can help by protecting your email address and account information. You can also forward any spam email as an attachment to stopspam@uncc.edu.

helpcenter.uncc.edu

Where can Students get Help?

<http://labs.uncc.edu>

The Student Computing Help Center (SCHC) is available to assist students with University-related technology issues. The SCHC is located in the Barnard building and staffed by student Technical Assistants (TA).

Students have three ways to contact the SCHC: visit the Center in Barnard, call 704.687.6400, or submit a [HelpDesk](#) Online help request. For more information about Student Computing, please visit the [website](#).

Student Computing Help Center Hours
704.687.6400

Monday – Thursday 8 AM until 11 PM

Friday 8 AM until 5 PM

Saturday Noon – 5 PM

Sunday Noon – 8 PM

Hours may vary during university holidays
<http://labs.uncc.edu>

Class Lists

<http://reportexpress.uncc.edu>

Class lists can be easily obtained using [Report Express](#). Once you login using your NinerNET account you can select from several report options including class list with addresses and email from the course tab. All reports can be viewed in HTML format or exported into Excel for easy use as an attendance or grade sheet or to assist with sorting the report information.

Office of Classroom Support

<http://classroomsupport.uncc.edu>

The Office of Classroom Support (OCS) is available to provide real-time assistance for instructors experiencing technology difficulties in the classroom. Just press the "System Help" button located on the black box labeled "ii3intercom" on the classroom podium. The OCS is open Monday through Thursday from 8am until 8pm and Friday and Saturday from 8am until 5pm. Contact the OCS by calling 704.687.3100, option 3 or email classhelp@uncc.edu. For more information, please visit the OCS [website](#).

There are direct call buttons located in many conference rooms and classrooms to request technical assistance with projectors or other in-classroom equipment.

Telecommunications

<http://telecommunications.uncc.edu>

The [Telecommunications](#) department provides telephones, long distance service, data and voice services, video cabling, conference calling, and three-way calling. For questions about your telephone or requests for new service, please contact the Telecom department by calling 704.687.3100, Option 2.

Telecom Department
704.687.3100, Option 2
Monday - Friday
8 AM - 5 PM

Telecom is closed on university holidays

<http://telecommunications.uncc.edu>

Fall Blackboard Vista Courses

<http://bbvista.uncc.edu>

If you are planning on using Blackboard Vista in your Fall 2008 courses, please make sure you have completed and submitted the "Course Activation Request" form to the Center for Teaching and Learning (CTL). Course activations for individual courses generally take 1-2 business days while cross-listed courses may take up to 5 business days to process. You can also add your teaching assistants and shared designers by submitting the "Other Request" form. For more information about Blackboard Vista, please visit the Blackboard Vista Help [website](#).

You can check the ITS Message Center for planned and unplanned outages by going to <https://secure.uncc.edu/MessageCenter>

Remote Access to University Resources

<http://uncc.edu/citrix>

When working from home or from an alternate site, use Citrix to securely access your network files, email, and other applications. Microsoft Office 2003 and 2007, Banner, SPSS and SAS are just a few of the applications available through Citrix. To access [Citrix](#), go to <http://uncc.edu/citrix> and login using your NinerNET account.

Citrix is available on campus as well using the same link listed above. Interested in seeing Office 2007 but not ready to install it on your workstation? You can preview it simply by logging in to Citrix and selecting the Office 2007 folder.

Faculty/Staff Technology Training

<http://training.uncc.edu>

ITS Faculty/Staff Technology Training provides training on the software and applications most widely used on campus and supported by ITS. There are two ways to register for classes: visit the ITS Training [website](#) and register online or call the Faculty/Staff Help Center. Online training is also available via a product called [SkillPort](#). SkillPort offers 300 computer courses including popular software packages, programming languages, computer networking, project management skills training, and customer service training. SkillPort is located at <http://ninernet.uncc.edu/tools/SkillPort>. For more information about technology training, please visit <http://training.uncc.edu>.