

Employee Guide to ITS

your introduction to technology
at UNC Charlotte

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The Employee Guide to Information & Technology Services at UNC Charlotte is provided for new employees. For additional copies, email AA-ITS@unc.edu.



Revised 10-16-09

Faculty/Staff Help Center


<http://helpcenter.uncc.edu>

The Information & Technology Services (ITS) Faculty/Staff Help Center is available to assist with technology related questions and problems you may encounter with your University owned computer. The Help Center can also help with account access or hardware and software issues.

FACULTY/STAFF HELP CENTER

Monday - Friday 7:30AM to 5PM

The Help Center is closed on University holidays.

 704-687-3100 (x73100), option 1

 help@uncc.edu

 <http://helpcenter.uncc.edu>

ITS Message Center

<http://secure.uncc.edu>

The Message Center is an ITS communication and information tool that tracks system outages. If you are experiencing problems accessing ITS services such as the University network, email, or 49er Express, go to the ITS Message Center to check for alerts and outages.

HelpDesk Online

<http://helpdesk.uncc.edu>

You can submit an online help request or review the open or closed status of an existing help request from an Internet connected computer.

Client ID: NinerNET User Name

Password: University ID # (80xxxxxxx)

New Employee Checklist

Welcome to the University of North Carolina at Charlotte! Now that you are a UNC Charlotte employee, Information & Technology Services (ITS) offers a wealth of technology resources to you.

Use this guide to complete the following checklist and start using UNC Charlotte technology.

- Activate your NinerNET account (page 2) and keep your password confidential.
- Set up your Outlook email profile (page 9).
- Go to the People Finder online directory at [**http://search.uncc.edu/people**](http://search.uncc.edu/people) and search on your name. Verify that your name, phone number and location are correct.
- Go to [**http://www.uncc.edu/49erExpress**](http://www.uncc.edu/49erExpress) (page 13) and login with your NinerNET account to update your personal information and to enroll in the Direct Deposit program in Banner Self Service (page 15).
- Consider signing up for the ITS Technology Training Computing 101 class to learn more about accessing online services (page 25).
- Go to [**http://unccharlottealerts.com**](http://unccharlottealerts.com) to sign up to receive emergency alerts by text message and/or email (page 34).

Your NinerNET Account

<http://niner.net.uncc.edu>

Your NinerNET account is the term used to refer to your University user name and password. Since so many of UNC Charlotte's online systems use this login combination, referring to it by a standardized name makes things much simpler.

Your NinerNET account provides secure access to many University services and applications, including the University network, email, 49er Express, Banner and more. These applications hold important personal and job-related information; be sure to keep your NinerNET password confidential.

Activate Your NinerNET Account

Password Manager (PW Manager) is the online tool used to manage your NinerNET account.

- ① Go to <http://pwmanager.uncc.edu> to manage your NinerNET account password with PW Manager.

First time users should go to PW Manager and click **ACTIVATE MY NINERNET ACCOUNT**. You'll need to provide your first name, last name, UNC Charlotte ID # (80xxxxxx) and your date of birth. Click **GET MY UNC CHARLOTTE ID** on the form, if you don't know your ID #.

When prompted, you'll need to answer at least 6 security questions, then choose a secure password that follows the rules below. When you've successfully created your NinerNET password, you will receive your NinerNET User Name and your account will be active.

PASSWORD REQUIREMENTS

- Minimum length: 8 characters
- Maximum length: 16 characters
- Not Allowable: Your last name, first name, email address, or the words "pass" or "word" as part of your password.
- Required characters:
 - One lower case alpha character
 - One upper case alpha character
 - One numeric character
 - One special character from this list:
! * + - / _
- Password history: 8 (cannot reuse last 8 passwords)

SECURITY QUESTION TIPS

- Answer 6 or more questions during setup. You'll be required to answer at least 3 if you forget your password.
- Avoid spaces and punctuation in your answers.
- Answers are **not** case sensitive.
- Login to PW Manager and update your answers periodically.

Password Expiration

Your NinerNET password will automatically expire every 90 days. You will receive an email message 15 days before your password expires, and the message will be repeated several times until your password has been changed.

Change Your Password

Before your password expires, you can change your NinerNET account password. Go to <http://pwmanager.uncc.edu> and login with your current NinerNET account information and select **CHANGE PASSWORD**.

If your password has already expired or you don't remember your password, go to PW Manager, enter your User Name and click **FORGOT PASSWORD**. Answer at least three of your security questions correctly in order to change your password.

After you change your password, you will be notified by an email message. If you receive a message and didn't change your password, notify the Help Center immediately.

- ① You will be locked out of PW Manager for 15 minutes after three failed login attempts. Contact the Help Center at x73100 for further assistance.

PASSWORD CHANGE REMINDERS


- Changing the case (upper/lower) in your password doesn't constitute a password change.
- You cannot change your password more than two times in a 24-hour period.

Other NinerNET Accounts

UNC Charlotte employees can request a sponsored account for guests on campus that require access to the University's online resources. Sponsored accounts require an account sponsor and are valid for 90 days.

A generic account can be requested for use by several employees or a campus organization. You'll need to provide an owner name and phone number and the account name must be 9 characters or longer or contain a period or a dash. Generic accounts are reviewed yearly.

A workshop account can be established as a short-term solution for a department, college or unit that requires online access for clients outside the University. Workshop accounts are active for 30 days.

 For more information about requesting a special NinerNET account, contact the Help Center at x73100.

NinerNET Account Retention

New employees are assigned a NinerNET account when they are hired. The NinerNET account provides access to the University network, email, 49er Express, as well as other applications.

When ITS receives formal notification from the Human Resources department that a Faculty or Staff member is separating from the University, ITS will disable the NinerNET account access effective on the date provided by the Human Resources department.

More NinerNET Information

Go to <http://helpcenter.uncc.edu/accounts.html> for more information on NinerNET or contact the Help Center at x73100.

University Network

After you login to the University network with your NinerNET account (page 2), you can access various software applications, network file storage and a high speed Internet connection.

Use of the University's computing and electronic communication resources is conditioned on compliance with the University's Information Technology (IT) policies (page 31).

Novell Application Launcher (NAL)

The University network provides access to Microsoft Office and other commonly licensed campus software applications such as SAS and SPSS. After you login to the network with your NinerNET account, your applications are available in the Novell Application Launcher (NAL) box.

The software selection available on the NAL may vary across departments and colleges, depending on software needs. General campus products are available in the **My Campus** folder, while department or college specific software is available in its respective folder. Click the **Updates-Installs** folder to install applications the first time.

Additional software programs can also be purchased for your use as needed (page 7).

- ① Go to <http://www.its.uncc.edu/Desktop/software/license.html> to get a list of all licensed campus software.

Storing and Sharing Files

When you login to the University network, you have access to storage space for personal and shared files.

H:\ drive stores personal data files

J:\ drive stores shared files within your department or college

S:\ drive stores shared files within the University

- ❗ Saving your files to a network drive ensures that the data you create gets backed up every evening.

If you need to share files with University employees outside your department or college, you can request a directory on the S:\ drive by contacting the Help Center at x73100.

FTP Server

If you need to share large files, you can connect to the FTP Server by using WS_FTP. On your desktop, go to the Novell Application Launcher (NAL), then **MY CAMPUS > FTP**.

- ❗ Go to <http://helpcenter.uncc.edu/wfh/ftp.html> for more information on accessing and using FTP.

Network Devices

If you need to access a network printer on your computer, you can find installation instructions at <http://helpcenter.uncc.edu/network/printer.html>. Go to <http://www.its.uncc.edu/network/hostdb.html> to register a new computer or network printer or move an existing device.

Wireless Access

Wireless access is available from many access points throughout the UNC Charlotte campus.

- ❗ Go to <http://www.helpcenter.uncc.edu/Network/wireless.html> to get instructions on setting up your laptop for wireless computing and to get a complete list of access points

More University Network Information

Go to <http://helpcenter.uncc.edu/network.html> for more information on the University network or contact the Help Center at x73100.

Software & Hardware

Although the campus licensing agreement makes the most common software applications available on the network with the Novell Application Launcher (NAL) (page 5), you may require specific software to meet your needs.

- ① Go to <http://www.its.uncc.edu/Desktop/software> and click **WINDOWS** or **MACINTOSH** in the left navigation to get a listing of University licensed software.

You can also purchase computers and printers for work from Materials Management or buy a discounted Dell or Apple computer for home use from the online UNC Charlotte stores.

Software Purchases

If you need additional Microsoft or Adobe products, or EndNote software not available on the NAL, you can order them through Materials Management's Receiving and Stores. Other software purchases should be directed to Materials Management.

- ① Go to <http://receiving.uncc.edu> to get more information about ordering Microsoft, Adobe and Endnote products.

If you need to order software for your personal use, the Campus Bookstore has software available at deep discounts for employees and students.

- ① Go to <http://aux.uncc.edu>, **BOOKSTORE > BOOKSTORE ONLINE > TECHNOLOGY**.

Microsoft Developer Network Academic Alliance

Microsoft Developer Network Academic Alliance (MSDNAA) permits the faculty, staff and students in the College of Computing and Informatics, the College of Engineering and the College of Business BISOM departments to install operating systems, server and programming products for research purposes.

Products are downloaded from the UNC Charlotte MSDNAA website after logging in with the MSDNAA userid and password provided by the college or department.

- ① Go to https://msdn04.e-academy.com/uncc_cit to login to the site with your userid and password.

Hardware Purchases

You can order a University computer from Dell or Apple by viewing the online products and saving an e-quote to forward to your purchasing agent. You can also place a computer order for your personal use.

- ① Go to <http://www.its.uncc.edu/Desktop/hardware/computers> for links to the UNC Charlotte Dell and Apple stores for both University and personal purchases.

If you need to order a University printer, check the list of recommended printers at <http://www.its.uncc.edu/Desktop/hardware/printers> and contact your purchasing agent.

More Software and Hardware Information

Go to <http://helpcenter.uncc.edu/desktop.html> for more information on software and hardware or contact the Help Center at x73100.

Your Email

University email is an official means of communication at UNC Charlotte. Most employees use Microsoft Outlook to view University email. Access your email by logging in with your NinerNET account (page 2).

❗ Go to http://www.helpcenter.uncc.edu/Email/outlook_setup.html to get instructions on setting up your Outlook profile.

Your email address is **username@uncc.edu**.

You can also view your University email through Citrix and Outlook Web Access, both on and off campus (pages 17-18).

When corresponding with students, please use their University email account since it is recognized as an official electronic communication method.

EMAIL SECURITY TIPS

- Don't respond to phishing email 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.
- Forward SPAM email as an attachment to stopspam@uncc.edu. Get detailed instructions at <http://www.helpcenter.uncc.edu/email.html>.

Note: University employees will **never** ask for sensitive account information, such as your password, to verify your account status.

Personal Folders

Microsoft Outlook gives you the flexibility to keep messages on the University email server or to store them in a personal folder on your H:\ drive.

- ① Go to http://helpcenter.uncc.edu/Email/outlook_folders.html to get more information on setting up personal folders.

Allowing your email messages to remain on the server ensures that you can access them from your office or while working remotely. However, the University email server limits your mailbox size, so you may consider saving email attachments to your H:\ drive.

Outlook personal folders are a convenient alternative location for email storage. However, if you need to access your personal folders remotely, you'll need to use Citrix (page 17). Personal folders cannot be viewed with Outlook Web Access (page 18).

Using a Casual or Professional Name

Your legal first and last name will appear by default in the Global Address List in Outlook and the People Finder online directory.

- ① Go to <http://search.uncc.edu/people> to search for your name in the online directory. To see your name in the Global Address List go to **OUTLOOK > TOOLS > ADDRESS BOOK**.

If you have a preferred first name (or nickname) that you would rather have displayed, or if you have a professional name that you would like listed, you can request an update by contacting Human Resources. These updates cannot be made via Banner Self Service (page 15).

- ① You may request either a casual name or a professional name, you cannot request both.

After you have requested the change, the name will appear in the Global Address List in Outlook, the online directory and the printed directory. For more information, contact the Help Center at x73100.

Email Alias

You have the option to create an alternate email address or email alias, in addition to the default email address assigned by the University. Available alias options include various combinations of your first, casual or professional name (if added) and last name.

- ① Go to <http://helpcenter.uncc.edu/emailalias.html> for more information on creating and using an email alias.

If you choose to create an email alias, it becomes your primary email address. However, you will continue to receive email addressed to both your default email address and your email alias.

CREATING AN EMAIL ALIAS

1. Go to <http://pwmanager.uncc.edu> and login with your NinerNET account.
2. Select **CREATE/CHANGE EMAIL ADDRESS ALIAS** and choose from the available alias options listed.
3. Remember to update any LISTSERVs you subscribe to with your email alias.

If you change or remove your email alias, it will be dropped from your email account immediately. You will still receive email to your default email address, but email sent to the alias will no longer be delivered.

EMAIL ALIAS REMINDERS

- Your email alias will be listed as your primary email address in Banner Self Service and in the online directory.
- Your NinerNET User Name will not change.
- The option to set an email alias is available only for employees.

Requesting a Distribution List

Contact the Help Center at x73100 if you need to create an email distribution list of University employees that will appear in the Global Address List. You'll need to provide an owner name and phone number. The account name must be 9 characters or longer or contain a period or a dash and the display name should be no more than 25 characters.

Requesting a LISTSERV

If you need to create a distribution list that includes email addresses outside the University, you will need to request a LISTSERV from the Help Center. For more information on maintaining and administering a LISTSERV go to <http://helpcenter.uncc.edu/email.html>.

Quarantined Email

The End User Email Message Quarantine (EUQ) system quarantines any email messages that meet predetermined criteria that identify them as undesirable.

The EUQ compiles a list of quarantined messages sent to your email account and notifies you via an email message. You can review the list and release any message you choose for delivery.

- ① Go to <http://helpcenter.uncc.edu/email.html> for instructions on releasing and deleting quarantined email messages.

If you find a trusted sender in your quarantined messages, you can add the sender to your white list (subject to administrative review). Messages to you from a white listed sender will by-pass the quarantine process for delivery.

Stop Spam

ITS has blocked millions of IP addresses that are known to be SPAM sites to help prevent SPAM from entering the University. However, it remains a challenge to control and prevent unwanted SPAM and still retain all valid University correspondence. For more information go to <http://helpcenter.uncc.edu/email.html>.

- ① Control SPAM by protecting your email address and account information. Forward SPAM email as an attachment to stopspam@uncc.edu.

More Email Information

Go to <http://helpcenter.uncc.edu/email.html> for more information on email or contact the Help Center at x73100.

49er Express

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

49er Express provides students, faculty and staff convenient and secure online access to University services and applications.

Employees look up information on benefits and payroll, view calendars and forms and access online tools including Citrix (page 17) and Report Express (page 23).

Faculty view class lists, add links to course home pages, email classes (page 23) and enter grades.

Students register for classes, access email, check grades, receive targeted announcements, view calendars and find clubs and organizations.

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

Login with: NinerNET account

49er Express Groups

If you are an advisor for a student organization listed with Student Activities, you can request to add the organization to the Groups listing in 49er Express. Login to 49er Express, go to **GROUPS > REQUEST GROUP** to submit the request.

The Groups feature in 49er Express allows your official student organization to create and manage group home pages, email other members, read and submit group articles, access a group chat room and calendar, view and submit group photos, access and submit group Internet resources and view information about other group members.

i Go to <https://studentorgs.uncc.edu> to see if your organization is listed on the Student Organizations website as an official student organization.

For more information on becoming an official University organization, contact Student Organizations at <http://studentorgs.uncc.edu>.

Targeted Announcements

Targeted announcements in 49er Express provide the ability to send announcements to specific groups of individuals within 49er Express. Go to <http://www.uncc.edu/49erExpress/ta> for instructions and guidelines on how to construct and send messages.

Direct Access

49er Express is a secure, convenient gateway to various online University services. When you login to 49er Express with your NinerNET account, you automatically have access to most of the services available in 49er Express, without having to login again.

At times, you may find it more convenient and efficient to login in directly to a specific service, rather than through 49er Express. You can access the 49er Express services below directly by visiting the website listed and logging in with your NinerNET account or the method noted.

Banner Self Service (page 15)

Website: <https://selfservice.uncc.edu>

Login with: UNC Charlotte ID# (80xxxxxxx) + PIN

Internet Native Banner (page 15)

Website: <http://banner.uncc.edu>

Login with: NinerNET account

Outlook Web Access (page 18)

Website: <https://unccmail.uncc.edu>

Login with: NinerNET account

Remote Access to Network Files (page 18)

Website: <http://webf.uncc.edu>

Login with: NinerNET account

Blackboard Vista (page 22)

Website: <http://bbvista.uncc.edu>

Login with: NinerNET account

Report Express (page 23)

Website: <http://reportexpress.uncc.edu>

Login with: NinerNET account

SkillPort E-Training (page 25)

Website: <http://ninernet.uncc.edu/tools/skillport>

Login with: NinerNET account

More 49er Express Information

Go to <http://helpcenter.uncc.edu/49er.html> for more information on 49er Express or call the Help Center at x73100.

Banner

Banner is the administrative software used at UNC Charlotte to maintain financial, student, financial aid, human resources and advancement data. There are two components – Banner Self Service and Internet Native Banner.

You can access Banner applications after you login to 49er Express with your NinerNET account (page 2). You can also access them via direct access (page 14) or remotely from your home computer (page 18).

Banner Self Service

Employees check employment information such as benefits and payroll information and check leave balances.

Faculty and advisors enter grades and advise students.

Students register for classes, check grades, update personal information and check their financial aid status.

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

EMPLOYEE QUICK LINKS > TOOLS

Login with: NinerNET Account

Internet Native Banner (INB)

Internet Native Banner (INB) is a web-based delivery of forms that allows you to enter and look up financial, student, financial aid, advancement and human resources data. Access to Internet Native Banner is job-specific and requires you to sign a Confidentiality Statement and attend training to receive access (page 25).

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

EMPLOYEE QUICK LINKS > TOOLS

Login with: NinerNET account

Banner Training Classes

New Banner INB users are required to attend the **Introduction to Banner (BANNAV)** course. Go to <http://training.uncc.edu> for scheduled training dates, as well as additional pre-requisite and course information and documentation.

- ① Employees attending Finance 101 have the **Introduction to Banner** course included in their training.

More Banner Information

Go to <http://helpcenter.uncc.edu/banner.html> for more information on Banner, including FAQs, tips, references and data standards or call the Help Center at x73100.

Working Remotely

Many of the technology services available on campus are also available from a remote location, however high-speed DSL or cable modem Internet access is required to support expected response times. Some software packages licensed by the University are also available for home installation.

Secure Remote Access

Employees who access University resources while away from campus should establish a secure connection to the campus network before accessing email, network files or web applications. Cisco Systems Virtual Private Network (VPN) is the preferred method of secure access.

You can check-out the VPN client software from the Reserves Desk on the 2nd floor of Atkins Library. Your University ID and signature are required.

- ① Go to <http://helpcenter.uncc.edu/network/vpn.html> for complete instructions on installing and using the VPN client.

Remote Access to Applications and Files - Citrix

Citrix provides employees secure web access to University applications and network files from most desktop PCs, notebook computers, PDAs or Internet appliances, regardless of the local operating system.

Remote access with Citrix is a good solution for employees who need access to the full Outlook client, including personal folders and access to other employee calendars. After you login to Citrix, you also get access to University applications like Microsoft Office, Banner, SPSS and SAS, as well as your network files.

Website: <http://uncc.edu/citrix>
Login with: NinerNET Account

The first time you login to the Citrix website, you'll be asked to install the client on your computer.

- ① Go to <http://helpcenter.uncc.edu/citrix.html> for instructions and additional information on installing and using Citrix.

Remote Access to Email

You can access your University email from an Internet-connected computer with Microsoft Outlook Web Access (OWA), a limited web version of Microsoft Outlook. Access OWA after you login to 49er Express with your NinerNET account (page 2) or via direct access (page 14).

OWA gives you access to your inbox, contacts and calendar, but you won't have access to your personal folders or have the ability to view another person's calendar. For full Outlook access, use Citrix.

Website: <http://www.uncc.edu/49erExpress>
Click the **EMAIL** icon in the upper right corner
Login with: NinerNET account

If you want to read your University email with a full IMAP client on your personal computer at home, the following settings are required:

Incoming mail (IMAP): ironhost.uncc.edu
Outgoing mail (SMTP): ironhost.uncc.edu
Outgoing Mail Server: Check **MY MAIL SERVER REQUIRES AUTHENTICATION**

Remote Access to Network Files - NetStorage

You can access your University network files (page 5) remotely from an Internet-connected computer with the NetStorage application. You can upload and download files from your H:\ drive or other shared University network drives to your personal computer. Access NetStorage after you login to 49er Express with your NinerNET account (page 2) or via direct access (page 14).

Website: <http://www.uncc.edu/49erExpress>
EMPLOYEE QUICK LINKS > TOOLS
Login with: NinerNET account

Download the file you want to edit and save it to your hard drive. After you have completed editing the file, upload the edited file to your H:\ or shared network file. You can rename, copy or move files and directories, however a broadband connection is recommended.

i Go to <http://helpcenter.uncc.edu/wfh/netstorage.html> for more information about using NetStorage.

Remote Access to Banner

Because of the sensitive nature of data housed in Internet Native Banner (page 15), it can only be accessed through Citrix or the Cisco VPN client when off-campus.

Software Check-out/Download

Some University software license agreements allow active employees to install software packages, including Symantec AntiVirus, on their home computer or laptop.

Many of the software applications are available for download from the Secure Access web site, others can be checked-out at the Reserves Desk on the 2nd floor of Atkins Library.

① Go to <http://www.helpcenter.uncc.edu/software/software.html> to get a list of software available for home use.

Website: <http://connect2.uncc.edu/its/software>
Login with: NinerNET account

More Information on Working Remotely

Go to <http://helpcenter.uncc.edu/workfromhome.html> for more information on University services you can access remotely or call the Help Center at x73100.

Academic Resources

Center for Teaching and Learning

<http://teaching.uncc.edu>

704-687-3022 (x73022)

The Center for Teaching and Learning (CTL) is UNC Charlotte's faculty support center, providing assistance and resources for pedagogy and instructional technology. CTL is staffed with both instructional and e-Learning consultants and offers an open lab equipped with various instructional technologies for faculty use.

Workshops & Events

ctl@uncc.edu

x73022

The Center holds regular e-Learning, Blackboard Vista and instructional workshops as well as teaching circles, roundtables and other special events. The Center can also arrange a special workshop or consultation for departments, groups or individuals upon request. For details and the current schedule, please check the calendar at [*http://teaching.uncc.edu/calendar*](http://teaching.uncc.edu/calendar).

CTL Library

<http://teaching.uncc.edu/resources/ctl-library>

Atkins 149C

The Center's library contains over 700 books and an assortment of tapes and CDs for faculty checkout. You may sign out any resource for up to three weeks or make special arrangements for longer periods. Topics include student assessment, teaching techniques, learning development and theories and more.

Faculty Technology Lab

<http://teaching.uncc.edu/resources/faculty-lab>

Atkins 146

The Center's Faculty Technology Lab offers Windows and Macintosh computers with a variety of software and hardware to aid you with your instructional and e-Learning endeavors. The lab is staffed with Student e-Learning Assistants (SeLAs) to assist faculty, staff and graduate students.

The e-Learning lab also offers photo quality inkjet printers, color laser printers, scanners, digital still and video cameras, a Mimio whiteboard capture device, video capture and record capabilities, as well as CD and DVD recording capabilities.

The following tools are available for use in the e-Learning Lab:

- **Impatica for PowerPoint** is a stand-alone software program that allows Microsoft PowerPoint presentations to be compressed and played over the Internet without plug-ins.
- **Camtasia Studio** is a real-time recording, editing and publishing software.
- **Snapz Pro X** is a screen capture application for Macintosh.

Other Online Tools

The following tools are available at <http://teaching.uncc.edu/e-learning-tools> by clicking the link to the associated website or submitting a request form.

- **Respondus** is a Windows-based software tool that creates quizzes and exams that can be used with Blackboard Vista.
- **TurnItIn** makes it easy to identify students who submit unoriginal work, and also acts as a powerful deterrent to stop plagiarism before it starts.
- **SurveyShare** is a web-based tool designed for assessment of teaching and learning, survey research, evaluations and more.
- **Second Life** is a three-dimensional, virtual world in which people can interact as avatars (virtual representations of themselves).

Blackboard Vista

Blackboard Vista is UNC Charlotte's online course management system that delivers various forms of instructional materials in a secure, web-based environment. Blackboard Vista can deliver course content, quizzes and grades to students. Mail, live chat and discussions are also available.

You can access Blackboard Vista via 49er Express (page 13), or you can login with direct access (page 14).

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

Login with: NinerNET account

All academic courses are active and available in Blackboard Vista. Faculty will need to activate courses for students by following the instructions at http://bbvista.uncc.edu/FORMS/course_activation.htm.

- ① Go to <http://bbvista.uncc.edu> for online forms, technical assistance and more information about Blackboard Vista.

Centra

Centra is a virtual classroom environment that enables students to attend class "live" from home and/or the workplace. This web-based tool enables students to see and hear the instructor, and to respond to questions with audio chat.

Website: <http://centraone.uncc.edu>

Login with: Information provided after account creation


Classes using Centra are automatically recorded, so students can watch the playback later if they are unable to attend the live session. You can even use Centra to hold departmental meetings or conduct virtual office hours. Go to <http://teaching.uncc.edu/webform/request-centra-consultation> to request a Centra account.

- ① Go to <http://teaching.uncc.edu/e-learning-tool/centra> for more information about Centra.

49er Express Tools for Faculty

Email Your Class

There are two ways to email your class after you login to 49er Express. You can go to **SELF SERVICE > CLICK HERE FOR BANNER SELF SERVICE > FACULTY AND ADVISORS > EMAIL CLASS** or go to **MY COURSES > EMAIL CLASS**.

 If your class has more than 100 students, you will need to go to **MY COURSES > EMAIL CLASS**.

Creating Class Lists - Report Express

Faculty and staff can generate class lists in Report Express. You can select from several report options, including **COURSE < CLASS LIST WITH ADDRESSES AND EMAIL**. You may also find additional useful reports on the **STUDENT** tab and the **ADVISING** 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. You can access Report Express after logging into 49er Express (page 13) or via direct access (page 14).

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

EMPLOYEE QUICK LINKS > TOOLS

Login with: NinerNET account

OPSCAN Services

OPSCAN services include scoring of standard answer sheets for tests and exams and processing faculty evaluations.


OPSCAN SERVICES

Monday - Friday

9AM - 11AM, 1PM - 3PM

A drop box is located outside the office for use when the office is closed.

 Atkins 139B

 opscan@uncc.edu

 <http://www.its.uncc.edu/opscan>

Classroom Support

The Office of Classroom Support (OCS) provides technical assistance to instructors and maintains and updates classroom equipment and inventory.

Over 300 technology enhanced classrooms are available on campus, offering smart podiums with a data projector and screen, a network-connected computer with CD/DVD player, a document camera that projects images of documents and objects, laptop connections and a DVD/VCR player.

An intercom in the podium also connects directly to Classroom Support staff. These classrooms are reserved, like many other classrooms, through the Office of the Registrar.

- ① Go to <http://classroomsupport.uncc.edu> for equipment information, tutorials and more information on the Office of Classroom Support.

OFFICE OF CLASSROOM SUPPORT

Monday - Thursday 8AM - 8PM

Friday and Saturday 8AM - 5PM

The OCS is closed on University holidays.

☎ 704-687-3100 (x73100), option 3

✉ classhelp@uncc.edu

💻 <http://classroomsupport.uncc.edu>

📍 McEniry 013

Technology Training & Research

<http://training.uncc.edu>

Software and applications training is available for UNC Charlotte employees.

Website: <http://training.uncc.edu/onlineregistration.htm>

Login with: NinerNET account

- ① Go to <http://training.uncc.edu> to view course information and register for classes. Find currently scheduled training dates at **COURSE INFORMATION > COURSE SCHEDULE**.

Banner Training

If your job requires you to use Banner (page 15), you will be required to attend the **Introduction to Banner (BANNAV)** course (*unless you're attending Finance 101 training, which includes this course*). Many Banner courses have mandatory prerequisites, so be sure to register for classes in the proper sequence.

Online Technology Training

You can also receive technology training through online training modules.

Website: <http://training.uncc.edu/onlineclasses.htm>

Login: University email

Password: UNC Charlotte ID # (80xxxxxxx)

SkillPort E-Training

Faculty, staff and students can access over 2,600 online tutorials on well-known software products as well as project management, customer service, and human resources titles with SkillPort. Access SkillPort after you login to 49er Express with your NinerNET account (page 2) or via direct access (page 14).

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

EMPLOYEE QUICK LINKS > TOOLS

Login with: NinerNET account

SkillPort also provides the Books 24x7 technology library, which offers the full contents of over 3,000 premium reference books, reports, vendor documents and white papers from industry publishers.

Gartner Research

Access to Gartner Inc.'s technology research and analysis information is available for all UNC Charlotte faculty, staff, and students.

The Gartner Research site allows you to review product assessments, monitor market forecasts, learn more about the hype cycle of different technologies, check out Gartner's magic quadrants and more. You can even create Alerts that will email you whenever new research is published for your topic of interest.

Website: <https://ninernet.uncc.edu/tools/gartner>
Login with: NinerNET account

After you log in, you will receive an email from Gartner with your registration confirmation and tips for using their Search and Browse tools as well as access to their Quick Start Guide and online training.

More Technology Training Information

Go to <http://training.uncc.edu> for information about technology training for faculty and staff.

Web Services

<http://www.webservices.uncc.edu>

Web Services develops and maintains web standards, provides technical guidance for technology integration with the University web and guidance in the use of templates and standards for content management.

You can request a web account, build a website using the University template or request access to statistics about the use of your University website. Web Services also provides links to websites that assist with compliancy and code clean-up at <http://www.webservices.uncc.edu/provider.html>.

Request a University Web Account

Web Services generates web accounts on the UNC Charlotte server for University employees and fully qualified student organizations. You can request a University web account for your college, department or University-sponsored organization. In addition employees can request a personal and/or course-related account. Please read the policies and guidelines related to web accounts prior to sending your request.

- ① Go to <http://www.webservices.uncc.edu/accounts> to request a web account.

Web Server Statistics

Web Services offers site statistics for all individual University websites. Send a request to webmaster@uncc.edu to view website statistics for your site.

Web Development

If you need to develop your existing site with Coldfusion, CGI, Perl Scripts, Frontpage or Secure Folders, go to <http://www.webservices.uncc.edu/account.cfm> and complete the **Extended Technologies Request Form**. If you need to use one of these technologies with a new account, please note that in the **COMMENTS** field of the initial **Account Request Form** at <http://www.webservices.uncc.edu/accounts>.

Web Accounts for Student Organizations

Before you request a web account for your student organization, check to see if the organization is listed on the Student Organizations website at <http://studentorgs.uncc.edu/registrations>.

- ① Go to <http://studentorgs.uncc.edu/contact> to contact Student Organizations for more information on becoming an official University organization.

After you have verified your student organization's status, go to <http://www.webservices.uncc.edu/accounts/organization.html> to request a web account. Student organizations are governed by the **Responsible Use of University Computing and Electronic Communications Policy Statement #66** at <http://www.legal.uncc.edu/policies/ps-66.html>.


More Web Services Information

Go to <http://www.webservices.uncc.edu> for additional information about web services.

Telecommunications

<http://www.telecommunications.uncc.edu>

Telecommunications provides voice service including telephones, long distance, voice mail, and conference calling. They also provide voice, data and video cabling and consulting/training for any of these services. Employees that are provided with a telephone will also have a voice mailbox and access to all the phone features.

 Go to <http://www.publicrelations.uncc.edu/switchboard> for frequently dialed campus numbers and the online directory.

Requesting Voice Service

For questions about your telephone or requests for new service, please contact Telecommunications at 704-687-3100 (x73100), option 2 or go to <http://www.telecommunications.uncc.edu/contactus.htm> for Telecommunications customer service information.

Phone Information & Instructions

Go to <http://www.telecommunications.uncc.edu/facultystaff> for information and costs associated with phone types and dialing instructions. You can also access information on phone features and voice mail.

Conference Service


Telecommunications offers two kinds of conference service, depending on the number of participants in your call. The conference feature on your phone allows you to conference up to seven participants (on and off-campus), while the Meet Me conference service provides a conference call for up to 20 participants. Contact Telecommunications to schedule your Meet Me conference call and get more information.

TELECOMMUNICATIONS SUPPORT

Monday - Friday

8AM - 5PM

Telecommunications is closed on University holidays.

 704-687-3100 (x73100), option 2

 <http://www.telecommunications.uncc.edu>

Security & Ethical Computing

Many online applications at UNC Charlotte hold important personal and job-related information and should be kept secure. Be sure to keep your NinerNET password confidential to help protect sensitive information.

SECURITY TIPS

- Don't provide your account information, passwords, or other personal data in email or any other form.
- University employees will never ask for sensitive account information, such as your password, to verify your account status.

Privacy & ID Theft

Keep your NinerNET account (page 2) secure and remember to logout! To ensure your privacy, you can change your NinerNET password as often as you like. You will be required to change it every 90 days.

Protect yourself from identity theft. Identity thieves don't always steal your money; they steal your name and reputation.

- ① Go to <http://www.usdoj.gov/criminal/fraud/websites/idtheft.html> to get tips from the US Dept. of Justice on how to reduce your risk of becoming a victim.

Phishing

Thieves send thousands of email messages every day, posing as legitimate companies or even campus departments in an attempt to get you to reveal personal information. This information can then be used to steal your account credentials.

Legitimate businesses will not send email messages asking you to reveal bank or credit card account information and passwords. It is best to delete these messages or check with the business - but don't use any of the Internet links or telephone numbers provided in the suspicious message.

Illegal Downloading

Digital file sharing technology makes it easy to download, copy and share unauthorized copies of copyrighted works (particularly music and movies) without permission of the copyright owners. Downloading copyrighted music, movies and other digital information violates federal copyright law and University policy.

Copyright Infringement

Many University employees, both faculty and staff, are users and creators of intellectual property and should understand how copyright law relates to education. Compliance with federal copyright law is expected of all students, faculty and staff at UNC Charlotte.

The Office of General Counsel offers additional information on copyrights and other legal topics at <http://www.legal.uncc.edu>.

- ① Go to <http://www.legal.uncc.edu/copyrightemployees.pdf> to get more information about employees and copyright infringement.

More Information on Safe Computing

Call the Help Center at x73100 if you have questions about SPAM, phishing or other security-related questions.

Information Technology Policies

<http://www.legal.uncc.edu/policies/itpolicies.html>

Use of the University's online and network services, accessed with your NinerNET account (page 2), is conditioned on compliance with the following technology policies:

Data and Information Security (102)

[*http://www.legal.uncc.edu/policies/ps-102.html*](http://www.legal.uncc.edu/policies/ps-102.html)

Provides general guidance on the protection of University data and information.

Electronic Communication Systems (20)

[*http://www.legal.uncc.edu/policies/ps-20.html*](http://www.legal.uncc.edu/policies/ps-20.html)

Ensures the efficient, effective, ethical, and lawful use of the University's electronic communication.

Network Security (10)

[*http://www.legal.uncc.edu/policies/ps-10.html*](http://www.legal.uncc.edu/policies/ps-10.html)

Protects the integrity of the University network and mitigates the risks and losses associated with security threats.

Proprietary Software (67)

[*http://www.legal.uncc.edu/policies/ps-67.html*](http://www.legal.uncc.edu/policies/ps-67.html)

Respects the rights of software developers and ensures compliance with copyright and other intellectual property laws.

Responsible Use of University Computing and Electronic Communication Resources (66)

[*http://www.legal.uncc.edu/policies/ps-66.html*](http://www.legal.uncc.edu/policies/ps-66.html)

Provides general guidance with respect to the rights of other users and system integrity.

World Wide Web (8)

[*http://www.legal.uncc.edu/policies/ps-8.html*](http://www.legal.uncc.edu/policies/ps-8.html)

Provides general guidance on the creation of a University web presence.

Regulations Supplemental to Information Technology Policies

[*http://www.legal.uncc.edu/policies/regulations.html*](http://www.legal.uncc.edu/policies/regulations.html)

Lists regulations regarding the secure use of private data including credit card, social security, file sharing and HIPAA.

Student Computing

<http://labs.uncc.edu>

Help Center for Students

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).

- Go to <http://labs.uncc.edu> for more information about Student Computing.

STUDENT COMPUTING HELP CENTER

Monday – Thursday 8AM - 11PM, Friday 8AM - 5PM

Saturday Noon – 5PM, Sunday Noon – 8PM

Help Center hours may vary during University holidays.

☎ 704-687-6400

🌐 <http://labs.uncc.edu>

📍 Barnard 109

Student Computing Labs

Student Computing provides five open labs located in the Barnard building that are available 24/7. Students can login to PCs or Apple iMacs in the labs with their NinerNET account (page 2) and get access to the University network, including software applications, academic software, high speed Internet access and print and copy services.

- Go to <http://labs.uncc.edu> for more information about Student Computing services.

NinerNET Account Retention

Incoming students are assigned a NinerNET account (page 2) when they are admitted. The NinerNET account provides access to 49er Express, email, and the University network as well as other applications. The NinerNET account remains in effect for as long as the student is enrolled in classes and for a period of one year following graduation.


If a student does not register for classes for two consecutive semesters (not counting summer), the NinerNET account is inactivated and access to 49er Express, email, and the University network is removed.

Getting Help

Faculty/Staff Help Center

Monday - Friday 7:30AM - 5PM

The Help Center is closed on University holidays.

 704-687-3100 (x73100), option 1


 help@uncc.edu


 <http://helpcenter.uncc.edu>

Telecommunications

Monday - Friday 8AM - 5PM

Telecommunications is closed on University holidays.

 704-687-3100 (x73100), option 2


 <http://www.telecommunications.uncc.edu/FacultyStaff>

Office of Classroom Support (OCS)

Monday - Thursday 8AM - 8PM

Friday - Saturday 8AM - 5PM

The OCS is closed on University holidays.

 704-687-3100 (x73100), option 3

 classhelp@uncc.edu

 <http://classroomsupport.uncc.edu>

Student Computing Help Center


Monday - Thursday 8AM - 11PM

Friday 8AM - 5PM


Saturday Noon - 5PM

Sunday Noon - 8PM

Hours may vary during University holidays.

 704-687-6400

 <http://labs.uncc.edu>

 Barnard 109



HelpDesk Online

 <http://helpdesk.uncc.edu>






Emergency Contacts

UNC Charlotte Switchboard

Monday - Friday 8AM - 5PM
Weather Hotline: 704-687-2877


 704-687-UNCC (8622)
 <http://www.publicrelations.uncc.edu/switchboard>

Campus Police

 704-687-2200 Emergency (24 Hours)
 King 100 24/7 Dispatch & Emergency Walk-up
 704-687-8300
 <http://www.police.uncc.edu>
 Facilities Management 152
Tip Line: 704-687-2538
Fax: 704-687-3217
TDD:704-687-4344

UNC Charlotte Alerts

In case of an emergency, the UNC Charlotte Alerts website will provide information about the type of incident (fire, flood, power outage), the impact on campus operations (buildings closed, systems out of operation), information on classes (suspended, delayed, rescheduled), and employee information (personnel and times to report for duty).

 Go to <http://unccharlottealerts.com> to sign up to receive emergency alerts by text message and/or email.