Who we are

22 Career Staff
15-20 Student Assistants

https://lsit.ucdavis.edu
530-752-8800
lshelp@ucdavis.edu

7 Drop-in locations:
2235 SSH (8 am – 5 pm)
118 Young Hall
483 Kerr Hall
267 Cousteau, #137 (CMB)
135 Cruess Hall
112A Music Building
108 Sproul Hall
LETTERS AND SCIENCE IT

LS IT Website

College of Letters and Science Information Technology

COVID-19
For all IT support needs, we ask that you make an appointment with the service desk and complete your daily symptom survey. We are following social distancing and sanitation protocols at the service desk, including maintaining physical distance and wiping down equipment before and after handling it. We will be scheduling in-person office visits for critical needs only.

LS IT Service Notices
- SERVICE OUTAGE: LS-IT phone number unavailable. Fri 6/11 8:00AM - 9:00AM. LS-IT customers are currently not able to use it or reach the (530) 752-6090, and LS-IT staff are not able to call out. The phone system was taken offline.
- SECURITY NOTICE: please update AND restart your OS, iOS devices, and Mac OS X.
  Please update both university and personally owned Apple devices as soon as possible, including Mac computers (macOS), the Safari browser, iPhones and iPads.
- SECURITY NOTICE: support "gift card" phishing scams. Thu 6/11 10:45PM
  Over the past few days, we have seen numerous phishing emails targeting our departments, primarily from "Emma's Office" leadership department chairs and individual.

Need Help?
- Call (530) 752-8900
- Email ITSupport@ucdavis.edu
- Book an Appointment
- Get Remote Support

Service Hours:
- 7:30AM-5:45PM, Monday-Friday, excluding holidays
- 8:00AM-12:30PM, Saturday (office staffed)
- 24x7 Social Services & Humanities (119)

Desktop Support Locations:
- 119 Young Hall fourth floor
- 410 Hearst Hall fourth floor
- 401 Coit Hall second floor
- 126 Cory Hall third floor
- 215 Music Building fourth floor
- 333 Science Hall first floor

I want to...
- Purchase a computer, printer, or other
- Borrow a laptop, desktop, printer, projector, adapter, etc.
- Print a poster
- Request access for a guest or visitor
- Onboard a new employee
- Request a computer on the LS-IT Computer Replacement Program
- Request a new website or changes to an existing website (if currently online)
- Request a new email list or email address for a group or project
- Use the LS VPN

Tuesday Tips
- Welcome: Back to work for the start of Fall Quarter 2021
- Computer Replacement Program: Return to Campus, VPN changes, and more!
- LS VPN: Service and Keep Running Publication Schedule
- Remote Access and Appointments: IP Requirers, Make a WebChat, Remote Teaching Learning Opportunities
- Workshops by Title, LINKS from ORS, Remote Teaching Learning Opportunities

UC Davis Service Notices
- Electrical Maintenance: Building 2 (1100)
  Thursday 8:00AM-10:00AM
  Power outage to occur from 8:00AM to 10:00AM due to maintenance.
- Electrical Maintenance: Memorial Union / B101 Electrical Utility shutdown
  Thursday 8:00AM-10:00AM
  Power outage to occur from 8:00AM to 10:00AM due to maintenance.
- Planned Maintenance: Add a new BGP route for a customer VPC on the AWS Direct Connect gateway
  Thursday 8:00AM-10:00AM
  Power outage to occur from 8:00AM to 10:00AM due to maintenance.
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- Planned Maintenance: Add a BGP route for a customer VPC on the AWS Direct Connect gateway
  Thursday 8:00AM-10:00AM
  Power outage to occur from 8:00AM to 10:00AM due to maintenance.
- Planned Maintenance: Banner Upgrade
  Thursday 8:00AM-10:00AM
  Power outage to occur from 8:00AM to 10:00AM due to maintenance.

Read more
COVID-19 Onsite Service

- [https://campusready.ucdavis.edu](https://campusready.ucdavis.edu)
- Daily Symptom Survey must be completed before coming on campus and meeting with any LS IT staff/students
  - [https://symptomsurvey.ucdavis.edu](https://symptomsurvey.ucdavis.edu)
- You may be asked to show your Survey email
- Appointments have priority – Link to book appointment will be provided in your ticket or on our website
- Masks must be worn at any in-person meeting
LS IT Services

- Computer hardware/software purchases
  - All UCD-funded purchases must go through LS IT

- OpenVPN - Access to department and library resources (DUO multifactor required)
  - [https://vpn.ls.ucdavis.edu](https://vpn.ls.ucdavis.edu)

- Print Services – Departmental grad lab printers, not campus printers
  - Quotas (check with your department)
  - [https://papercut.dss.ucdavis.edu](https://papercut.dss.ucdavis.edu)

- Poster Printing – UCD funds only, $33/poster
Computers

- Personal computer support
  - Campus policy does not allow us to work on personal computers (not purchased with UCD funds) but we can provide advice

- Equipment purchased on research fellowship funds
  - Remains UCD property and must be returned to UCD when you leave
  - [https://lsit.ucdavis.edu/equipment-purchased-fellowship-research-funds](https://lsit.ucdavis.edu/equipment-purchased-fellowship-research-funds)

- Privacy and safety
  - Be careful with your equipment, valuables and documents
  - Lock your office when you leave
  - Lock your laptop in a secure cabinet or take it with you overnight
  - Encrypt drives in personal desktops and laptops
Department Website Profile

- This applies to Social Sciences Departments
- Please update your profile on your department website
- If you don’t see your name, please check with your Grad Coordinator
- Directions can be found here:
  - https://lsit.ucdavis.edu/learning/edit-your-personal-profile-department-website
Computational Research Service

- [https://www.crs.ucdavis.edu](https://www.crs.ucdavis.edu)
- Consultation
  - Data
  - Programming
  - Other
- Remote servers
  - UNIX – sapper.ssds.ucdavis.edu
  - Windows – painter.ssds.ucdavis.edu
- Lab & cold rooms
- Workshops
Campus IET

Information and Educational Technology

http://iet.ucdavis.edu

530-754-4357 (HELP)

ithelp@ucdavis.edu

http://kb.ucdavis.edu
Campus IET Services

- **Wireless**
  - [http://kb.ucdavis.edu/?id=2025](http://kb.ucdavis.edu/?id=2025)
  - CampusID@ucdavis.edu (not your email!)
  - Access to wireless on other [Eduroam](http://kb.ucdavis.edu/?id=6298) campuses

- **Microsoft Office 365**
  - [http://officedownload.ucdavis.edu](http://officedownload.ucdavis.edu)
  - Office Pro Plus for personal use on 10 devices

- **Zoom licenses – No cost**
  - [http://ucdavis.zoom.us](http://ucdavis.zoom.us)
  - [https://kb.ucdavis.edu/?id=6298](https://kb.ucdavis.edu/?id=6298) – logging into UCD Account
Campus IET Services

- Cloud storage services – [http://cloud.ucdavis.edu](http://cloud.ucdavis.edu)
  - Box - unlimited
  - GoogleDrive - unlimited
  - OneDrive (Office 365) – 1 TB
  - More info: [https://kb.ucdavis.edu/?id=0325](https://kb.ucdavis.edu/?id=0325)

- Qualtrics Research Suite for online surveys
  - [https://ucdavis.qualtrics.com](https://ucdavis.qualtrics.com)
Questions?