



# SERVICE DESK AND DESKTOP SUPPORT/ COMPUTATIONAL RESEARCH SERVICES

## FALL 2021 GRAD ORIENTATION

COLLEGE OF LETTERS AND SCIENCE  
INFORMATION TECHNOLOGY SERVICES UNIT

JANINE CARLSON - SERVICE DESK AND DESKTOP SUPPORT MANAGER  
JOHN DANIELS - STATISTICAL PROGRAMMING CONSULTANT

**UCDAVIS**

## Who we are

22 Career Staff  
15-20 Student Assistants

<https://lsit.ucdavis.edu>

530-752-8800

[lsihelp@ucdavis.edu](mailto:lsihelp@ucdavis.edu)

7 Drop-in locations:

**2235 SSH (8 am – 5 pm)**

118 Young Hall

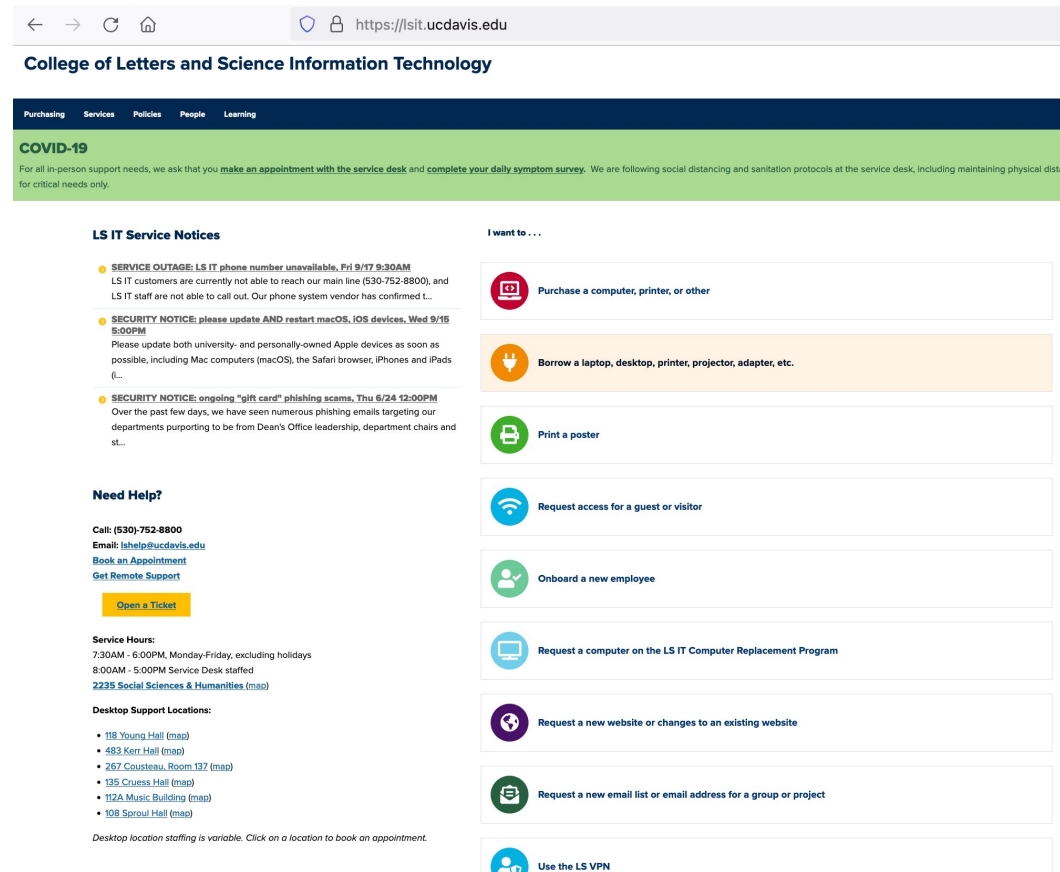
483 Kerr Hall

267 Cousteau, #137 (CMB)

135 Cruess Hall

112A Music Building

108 Sproul Hall



The screenshot shows the homepage of the College of Letters and Science Information Technology (LS IT) website. The browser address bar displays <https://lsit.ucdavis.edu>. The page features a navigation menu with links for Purchasing, Services, Policies, People, and Learning. A prominent green banner at the top contains a COVID-19 notice: "For all in-person 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 for critical needs only." Below the banner, the page is divided into two main columns. The left column, titled "LS IT Service Notices", lists three notices: a service outage on Fri 9/17 9:30AM, a security notice to update macOS/iOS devices on Wed 9/15 5:00PM, and a security notice about phishing scams on Thu 6/24 12:00PM. Below the notices is a "Need Help?" section with contact information (Call: 530-752-8800, Email: [lsihelp@ucdavis.edu](mailto:lsihelp@ucdavis.edu)), links for "Book an Appointment" and "Get Remote Support", and an "Open a Ticket" button. It also lists "Service Hours" (7:30AM - 6:00PM, Monday-Friday) and "Desktop Support Locations" with links to maps for 118 Young Hall, 483 Kerr Hall, 267 Cousteau, Room 137, 135 Cruess Hall, 112A Music Building, and 108 Sproul Hall. The right column, titled "I want to...", features a list of service requests: "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", "Request a new email list or email address for a group or project", and "Use the LS VPN".

## LS IT Website

← → ↻ 🏠 <https://lsit.ucdavis.edu> 30% ☆ 🛡️ ⬇️ 📄 ☰

### College of Letters and Science Information Technology 2

Purchasing Services Policies People Learning 🔍 Quick Links <

#### COVID-19

For all in-person 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 4

- **SERVICE OUTAGE:** LS IT phone number unavailable, Fri 9/17 9:30AM  
LS IT customers are currently not able to reach our main line (530-752-8800), and LS IT staff are not able to call out. Our phone system vendor has confirmed L...
- **SECURITY NOTICE:** please update **AND** restart macOS, iOS devices, Wed 9/16 5:00PM  
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:** ongoing "gift card" phishing scams, Thu 6/24 12:00PM  
Over the past few days, we have seen numerous phishing emails targeting our departments purporting to be from Dean's Office leadership, department chairs and st...

#### Need Help?

Call: (530)-752-8800  
Email: [lsithelp@ucdavis.edu](mailto:lsithelp@ucdavis.edu)  
[Book an Appointment](#)  
[Get Remote Support](#)

[Open a Ticket](#)

**Service Hours:**  
7:30AM - 6:00PM, Monday-Friday, excluding holidays  
8:00AM - 5:00PM Service Desk staffed  
[2235 Social Sciences & Humanities \(map\)](#)

#### Desktop Support Locations:

- [118 Young Hall \(map\)](#)
- [483 Kerr Hall \(map\)](#)
- [267 Cousteau, Room 137 \(map\)](#)
- [135 Cruess Hall \(map\)](#)
- [112A Music Building \(map\)](#)
- [108 Sprout Hall \(map\)](#)

Desktop location staffing is variable. Click on a location to book an appointment.

#### 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](#)

 [Request a new email list or email address for a group or project](#)

 [Use the LS VPN](#)

#### Tuesday Tips 5

- [Welcome Back! Updates for the start of Fall Quarter 2021](#)
- [Computer Replacement Program, Return to Campus, VPN changes, and more!](#)
- [LS VPN Service and Duo; Summer Publication Schedule](#)
- [Symptom Surveys and Appointments Still Required; Mehvir Is Retiring; Remote Teaching Learning Opportunities](#)
- [Workshops on Stats, UNIX from CRS; Remote Teaching Learning Opportunities](#)

[load more](#)

#### UC Davis Service Notices 6

- **Electrical Maintenance: Surge 2 / E066**  
THIS IS A SCHEDULED EVENT Sep 22, 05:00 - 11:00 PDT  
Date of maintenance has been changed to Tuesday, September 21, 2021  
15:10 P...
- **Electrical Maintenance: Memorial Union / B016 Electrical Utility Shutdown**  
THIS IS A SCHEDULED EVENT Sep 20, 19:00 - 21:00 PDT  
Purpose: BMS installing new breaker, High Voltage will be emergency stand by, L...
- **Planned Maintenance: Add a new BGP route for a customer VPC on the AWS Direct-Connect**  
THIS IS A SCHEDULED EVENT Sep 20, 09:00 - 17:00 PDT  
Purpose: Adding a new BGP route for a customer VPC on the campus AWS Direct-Co...
- **Planned Maintenance: SiteFarm**  
Sep 18, 14:00 PDT  
Completed - The scheduled maintenance has been completed.  
Sep 18, 08:01 PDT  
In progress - Scheduled maintenance is currently in progress. We will...
- **Planned Maintenance: Banner Upgrade**  
Sep 18, 10:23 PDT  
Resolved - This incident has been resolved.  
Sep 18, 10:19 PDT  
Update - We are continuing to investigate this issue.  
Sep 18, 10:17 PDT  
Investigatin...

[load more](#)

## COVID-19 Onsite Service

- <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>
- 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>
- Print Services – Departmental grad lab printers, not campus printers
  - Quotas (check with your department)
  - <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>
- 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>
- 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](mailto:ithelp@ucdavis.edu)

<http://kb.ucdavis.edu>

**UCDAVIS** Browse Services Request Services Find Answers Get Help My Stuff System Status Login

## Service Hub

How can we help you?

- Browse Services**  
Learn more about our services
- Request Services**  
Place an order for items or services
- Find Answers**  
Browse the Knowledge Base for articles
- Get Help**  
Contact support to report a problem

## Campus IET Services

- Wireless
  - <http://kb.ucdavis.edu/?id=2025>
  - CampusID@ucdavis.edu (not your email!)
  - Access to wireless on other [Eduroam](#) campuses
- Microsoft Office 365
  - <http://officedownload.ucdavis.edu>
  - Office Pro Plus for personal use on 10 devices
- Zoom licenses – No cost
  - <http://ucdavis.zoom.us>
  - <https://kb.ucdavis.edu/?id=6298> – logging into UCD Account

## Campus IET Services

- Cloud storage services – <http://cloud.ucdavis.edu>
  - Box - unlimited
  - GoogleDrive - unlimited
  - OneDrive (Office 365) – 1 TB
  - More info: <https://kb.ucdavis.edu/?id=0325>
- Qualtrics Research Suite for online surveys
  - <https://ucdavis.qualtrics.com>

Questions?