



SERVICE DESK AND DESKTOP SUPPORT/ COMPUTATIONAL RESEARCH SERVICES

FALL 2023 GRAD ORIENTATION

COLLEGE OF LETTERS AND SCIENCE
INFORMATION TECHNOLOGY SERVICES UNIT

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

UCDAVIS

Who we are

23 Career Staff

22 Student Assistants

<https://lsit.ucdavis.edu>

530-752-8800

lsihelp@ucdavis.edu

7 Drop-in locations:

2235 SSH (8 am – 5 pm)

118 Young Hall

483 Kerr Hall

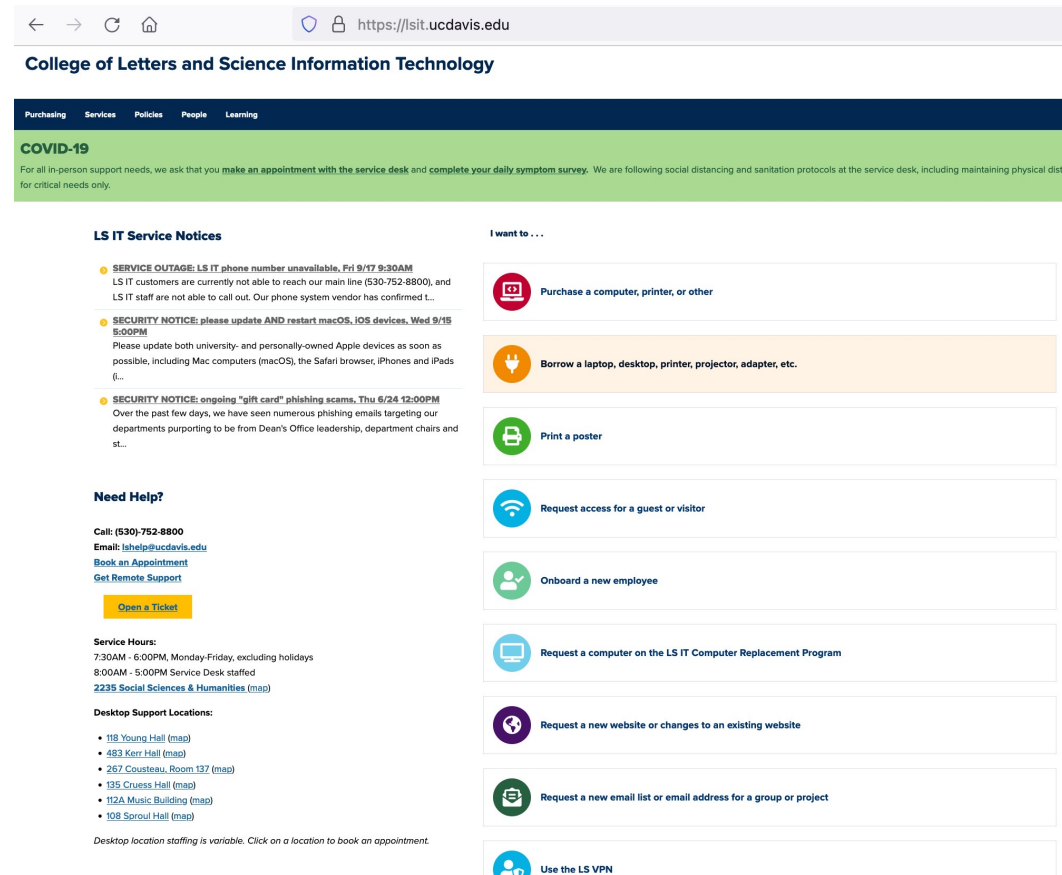
267 Cousteau, #137 (CMB)

135 Cruess Hall

112A Music Building

108 Sproul Hall

2203 Earth & Phy Sci



The screenshot shows the homepage of the College of Letters and Science Information Technology (LSIT) at UC Davis. The browser address bar displays <https://lsit.ucdavis.edu>. The page title is "College of Letters and Science Information Technology". A navigation menu includes "Purchasing", "Services", "Policies", "People", and "Learning". A green banner for "COVID-19" provides support information. The main content area is divided into two columns. The left column features "LS IT Service Notices" with three items: a service outage on Fri 9/17 9:30AM, a security notice to update devices on Wed 9/15 5:00PM, and a notice about phishing scams on Thu 6/24 12:00PM. Below this is a "Need Help?" section with contact information (Call: 530-752-8800, Email: lsihelp@ucdavis.edu), links for "Book an Appointment" and "Get Remote Support", and an "Open a Ticket" button. Service hours and desktop support locations are also listed. The right column, titled "I want to...", contains 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

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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 t...
- SECURITY NOTICE:** please update AND restart macOS, iOS devices, Wed 9/15 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
[Book an Appointment](#)
[Get Remote Support](#)

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[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 **3**](#)
- [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; Mehyl is Retiring; Remote Teaching Learning Opportunities](#)
- [Workshops on Stata, 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 Sep 17, 10:05 PDT Update - Date of maintenance has been changed to Tuesday, September 21, 2021 Sep 16, 15:10 P...
- **Electrical Maintenance: Memorial Union / B016 Electrical Utility Shutdown**
THIS IS A SCHEDULED EVENT Sep 20, 19:00 - 21:00 PDT Sep 16, 16:39 PDT Scheduled - Purpose: BMS installing new breaker. High Voltage will be emergency stand by, t...
- **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 Sep 16, 16:33 PDT Scheduled - 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](#)



LS IT Services

- Computer hardware/software purchases
 - All UCD-funded purchases must go through LS IT
 - VRA (Vendor Risk Assessment) is required by campus policy
- OpenVPN - Access to department and library resources (DUO MFA 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)
- 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
 - Keep your devices updated with latest OS and patches

Department Website Profile

- Social Sciences Departments
- 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>
- John's office - SSH 105
- Consultation
 - Data
 - Programming
 - Other
- Remote servers
 - UNIX - scribe.ucdavis.edu
 - Windows - farmer.ucdavis.edu
- Lab (SSH 102) & cold rooms
- Workshops
- <https://datalab.ucdavis.edu/>

Campus IT

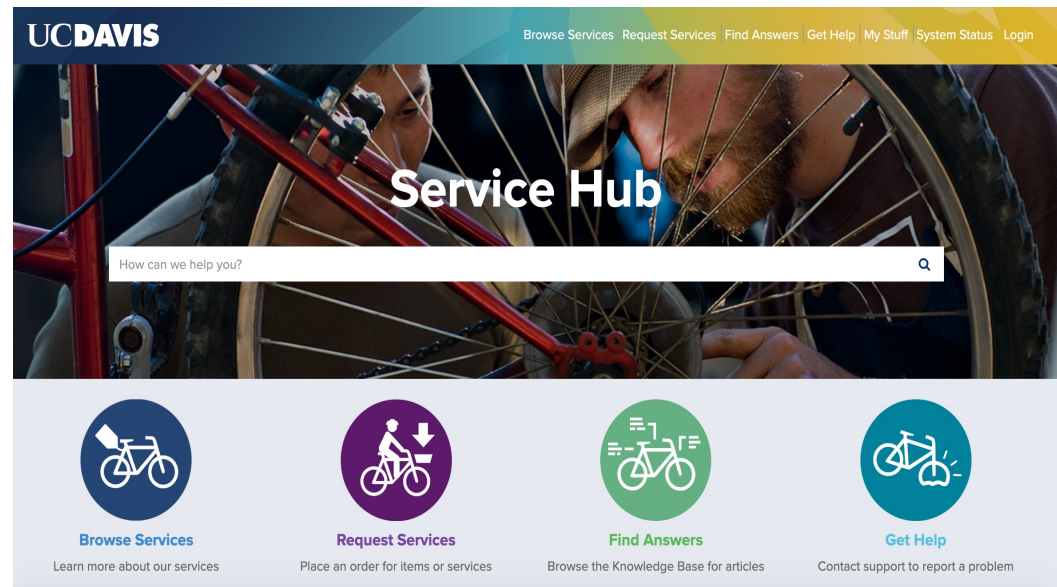
Information and
Educational Technology

<https://iet.ucdavis.edu>

530-754-4357 (HELP)

ithelp@ucdavis.edu

<https://kb.ucdavis.edu>



Technology Guide for New Students

<https://kb.ucdavis.edu/?id=0196>

Campus IT Services

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

Campus IT Services

Cloud storage services – <https://cloud.ucdavis.edu>

- Box - unlimited
 - GoogleDrive - 20 GB including DavisMail, Google Drive, Photos
 - OneDrive (Office 365) – 1 TB
 - Amazon Web Services
 - More info: <https://kb.ucdavis.edu/?id=0325>
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- Qualtrics Research Suite for online surveys
 - <https://ucdavis.qualtrics.com>

Questions?