SERVICE DESK AND DESKTOP SUPPORT/COMPUTATIONAL RESEARCH SERVICES

FALL 2022 GRAD ORIENTATION

COLLEGE OF LETTERS AND SCIENCE
INFORMATION TECHNOLOGY SERVICES UNIT

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

UC DAVIS
Who we are

21 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 daytime support needs, we ask that you make an appointment with the service desk and complete your daily notification survey. We are following social distancing and sanitation protocols at the service desk, including maintaining physical distance and wearing designated equipment before and after handling it. We will be scheduling to perform office visits for critical needs only.

LS IT Service Notices

- SERVICE OUTAGE: LS IT phone number unavailable, Ph. 911/753-EMAIL.
  LS IT staff are currently not able to reach our main (530-752-3000), and
  LS IT staff are not able to call out. Our phone system vendor has confirmed...
- SECURITY NOTICE: phone update AND restart macOS, iOS devices. Wed 9/18
  8:00AM
  Please contact both university and personally-owned Apple devices as soon as possible, including Mac computers (macOS), the Safari browser, Phoone and Parts...
- SECURITY NOTICE: expired "gift card" phishing scam. Thu 9/12 16:00PM
  Over the past few days, we have seen numerous phishing emails targeting our employees purporting to be from Docusign Office leadership, department chairs and IT...

Need Help?
Call: (530) 752-6000
Email: itd@cs.ucdavis.edu
Book an Appointment
Get Remote Support

Tuesday Tips
- Welcome Back! Updates for the start of Fall Quarter 2021
- Computer Replacement Program, Return to Campus, VPN changes, and more!
- LS VPN Service and Due, Banner Publication Schedule
- Symptom Surveys and Appointments: BMT Baseline, Motor in Parkinson's, Remote Teaching Learning Opportunities
- Workshops on Sakai, UMBR from CEBI, Remote Teaching Learning Opportunities

Trending New Service:
- Electrical Maintenance: Region 2 (RE06)
  THIS IS A SCHEDULED EVENT - Sep 22, 05:00 - 06:00 PDT
  Purpose: Maintenance of new EtherCAT controllers. High voltage will be emergency taken down by L...

Service Hours:
7:00AM - 5:00PM, Monday-Friday, excluding holidays
11:00AM - 5:00PM Service Desk closed
2235 Social Sciences & Humanities Mead Hall

Desktop Support Locations:
- 19 Hump Hall
- 483 Kerr Hall
- 2247 Cowles, Room 107 (PAW)
- 150 Crousely Hall
- SIT Multi-Studying Island
- SIF Social Hall

Desktop Support located in vacuums. Click on a location to book an appointment

UC Davis Service Notices

- Electrical Maintenance: Region 2 (RE06)
  THIS IS A SCHEDULED EVENT - Sep 22, 05:00 - 06:00 PDT
  Purpose: Maintenance of new EtherCAT controllers. High voltage will be emergency taken down by L...

- Electrical Maintenance: Membrane Union (RE06)
  THIS IS A SCHEDULED EVENT - Sep 22, 05:00 - 06:00 PDT
  Purpose: Maintenance of new EtherCAT controllers. High voltage will be emergency taken down by L...

- Planned Maintenance: Add a new BGP route for a customer: VPC on the AWS Cloud
  THIS IS A SCHEDULED EVENT - Sep 20, 09:00 - 11:00 PDT
  Purpose: Adding a new BGP route for a customer VPC on the campus AWS Direct Co...

- Planned Maintenance: EthForm
  Sep 10, 09:30 PDT/Start - The scheduled maintenance has been completed, Sep 10, 09:30 PDT/End - Scheduled maintenance is currently in progress, We will...

- Planned Maintenance: Banner Upgrade
  Sep 10, 12:23 PDT/Start - This incident has been resolved, Sep 10, 12:23 PDT/End - We are continuing to investigate this issue, Sep 10, 12:23 PDT/Investigation...

More News Updates on the LS IT Website
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)
- Appointments have priority – Link to book appointment will be provided in your ticket or on our website
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](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](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 – scribe.ucdavis.edu
  - Windows – farmer.ucdavis.edu
- Lab & cold rooms
- Workshops
Campus IET

Information and Educational Technology

https://iet.ucdavis.edu

530-754-4357 (HELP)

ithelp@ucdavis.edu

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

- **Wireless**
  - [https://kb.ucdavis.edu/?id=2025](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](https://officedownload.ucdavis.edu)
  - Office Pro Plus for personal use on 10 devices

- **Zoom licenses – No cost**
  - [https://ucdavis.zoom.us/](https://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 – https://cloud.ucdavis.edu
- Box - unlimited
- GoogleDrive - unlimited
- OneDrive (Office 365)
- Amazon Web Services
- More info: https://kb.ucdavis.edu/?id=0325

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