

UCA

Information Technology

<http://www.uca.edu/it/>

Helpdesk: 501-450-3107



All support/maintenance for the Mainframe has officially terminated as of 06/30/2009!

Passwords

Passwords are not reset over the phone. In order for a faculty, staff or Student to have their password reset, they must come to the Information Technology Helpdesk with a picture ID.

Large File Transfer

Ever tried to send attached files through GroupWise or any other email client and the file was too large to send? Use the Large File Transfer to do exactly that. Transfer any file that is too large to send through email. A notification will appear in the recipient's email to access the file. Click the Large File Transfer link below for more information.

<http://www.uca.edu/it/largefiletransfer.php>

Upcoming events...

9 Nov: 10:00—11:30
GroupWise Calendaring

20 Nov: 4:00—??
Network Maintenance

11 Dec: 4:00—??
Network Maintenance

Call the IT Helpdesk if you would like to attend a training session.

Helpdesk Information

Before sending email to the Helpdesk, please note the following:

- If you are sending email from a non UCA account, please identify yourself. Are you a student?, Do you work here?, Do you live in the dorms? If we cannot tell who sent the message it will be more difficult to provide assistance. Anonymous email may not receive a response.
- If you are having a particular problem, please describe the problem in as much detail as possible.
- If you are sending information to a particular person in IT, please specify that person in your message.

Blackboard

Are you having trouble viewing pages in Blackboard? If so, visit our Blackboard information page at:

<http://www.uca.edu/helpdesk/webct/blackboard.php> for more detailed information.