OITConnect

Awareness Briefing
# Today's Services and Support Links

## Services & Support

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>OIT Support Services</strong></td>
<td>- <a href="#">Online Support Request Form</a></td>
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<tr>
<td><strong>Software Sales &amp; Licensing</strong></td>
<td>- <a href="#">UTSA Students</a></td>
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<td></td>
<td>- Faculty/Staff - Office Use</td>
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<td></td>
<td>- Faculty/Staff - Home Use</td>
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<tr>
<td></td>
<td>- <a href="#">Frequently Asked Questions</a></td>
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<tr>
<td><strong>Macintosh</strong></td>
<td>- Your UTSA Mac central. Mac support, tutorials, blogs and more!</td>
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<tr>
<td><strong>Data Sharing/Storage Services</strong></td>
<td>- I: Drive, RowdySpace, backing up important files plus Data Center information.</td>
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<td><strong>Classroom Technology &amp; Event Support</strong></td>
<td>- Classroom Technology</td>
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<td></td>
<td>- Event Support</td>
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<tr>
<td></td>
<td>- Videoconferencing/Interactive TV (IV)</td>
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<td>- Streaming Video</td>
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<td>- Digitizing Media</td>
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<td>- Digital Storage</td>
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<td><strong>Training</strong></td>
<td>- OIT offers computer-based training classes for UTSA staff, faculty and students.</td>
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<td><strong>Project Management</strong></td>
<td>- Current Projects</td>
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<tr>
<td><strong>Hardware</strong></td>
<td>- Purchase UTSA Office Computers</td>
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<td>- Educational Discounts for Personal Computers</td>
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## Student Computing Labs
- UTSA Student Computing Services operates three computer labs for students.

## E-mail & Calendar
- Get help with your e-mail and calendar needs.

## Instructional Design and Development
- Helping faculty select appropriate tools or methods to present instruction and assess student progress.

## Blackboard
- Blackboard Faculty Support
- Blackboard Student Support
- How to Reset Student Blackboard Passwords

## Video/Media & Event Services
- [Video Production](#)

## Internet/Network
- Request a network account or a guest account, learn about our wireless network and use the VPN.

## Telephone Services
- View your bill online, add a line, check your voicemail remotely plus other [phone services](#)

## BANNER
- [BANNER](#) information, user account requests, directions and policies.

## Programming/Application Support
- Submit a programming request, view the Programmer On-call schedule and view the responsibilities of an on-call programmer.
Our goals have not changed:
• Improve service and turnaround to UTSA
• Identify areas and processes that need improvement
• Track all work across OIT to ensure timely resolution

The OITConnect solution:
• Establishes a single customer service presence
• Establishes a single point of contact for customers
• Establishes a single web-based system for customers to interact with when requesting services from OIT
OITConnect

A single point-of-contact for OIT services

Today

- 5-Plus Walk-up Service Desks
- Over 17 Forms for Service Requests
- 12-Plus Phone #’s to remember

OITConnect (Single Phone Number)

- Break/Fix Service Requests Walk-up Desks
- Self-Service Portal Simplify Forms
- Chat

OITconnect.utsa.edu

Services · Support · Solutions
One place for all your technology requests
Questions