INTRODUCTION TO INFORMATION TECHNOLOGY SOLUTIONS (ITS)

WHAT IS ITS?
UC Riverside’s centralized IT organization
Providing support for the University’s diverse technology needs
Serving students, faculty and staff

ENABLING YOUR SUCCESS
Providing the technical infrastructure needed to welcome you to the Highlander Community:
- Admissions
- Job Recruitment
- User Account Creation

Management of campus and remote technology services:
- Campus Networking and Wi-Fi
- Communication Applications
- Multimedia Classroom Technology
- Cybersecurity
- Databases that power work and learning
Technical support for:
• Financial, HR, student and auxiliary systems
• Campus web solutions: https://websites.ucr.edu
• Research computing services: https://its.ucr.edu/research-computing

Provision of managed desktop services:
• Setup and deployment of devices
• Device maintenance and updates
• Support services for devices

Management of student technology services:
• Loan2Learn: https://its.ucr.edu/loan2learn
• Laptop kiosks
• Printing stations: https://wepanow.com/login
• On-campus and virtual computer labs: https://ucr.apporto.com

Securing your data:
• Monitoring cyber threats to campus
• Virtual private networking (VPN)
• Multifactor authentication (MFA)
• Providing tools to help you securely manage your accounts and passwords: https://myaccount.ucr.edu

END-TO-END CAMPUS SUPPORT

HOW CAN I LEARN MORE?

Visit our Website:
https://its.ucr.edu

Follow us on Social Media:
@it4ucr

Sign up for our newsletter:
https://mailchi.mp/ucr.edu/subscribe

UCR is #inITtogether

Training and self-help tools
• ITS Training Toolkit: https://its.ucr.edu/training
• Support Ticketing System: https://ithelp.ucr.edu
• Knowledge Base (KB): https://kb.ucr.edu
• Tech Alerts: https://techalerts.ucr.edu