

# 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

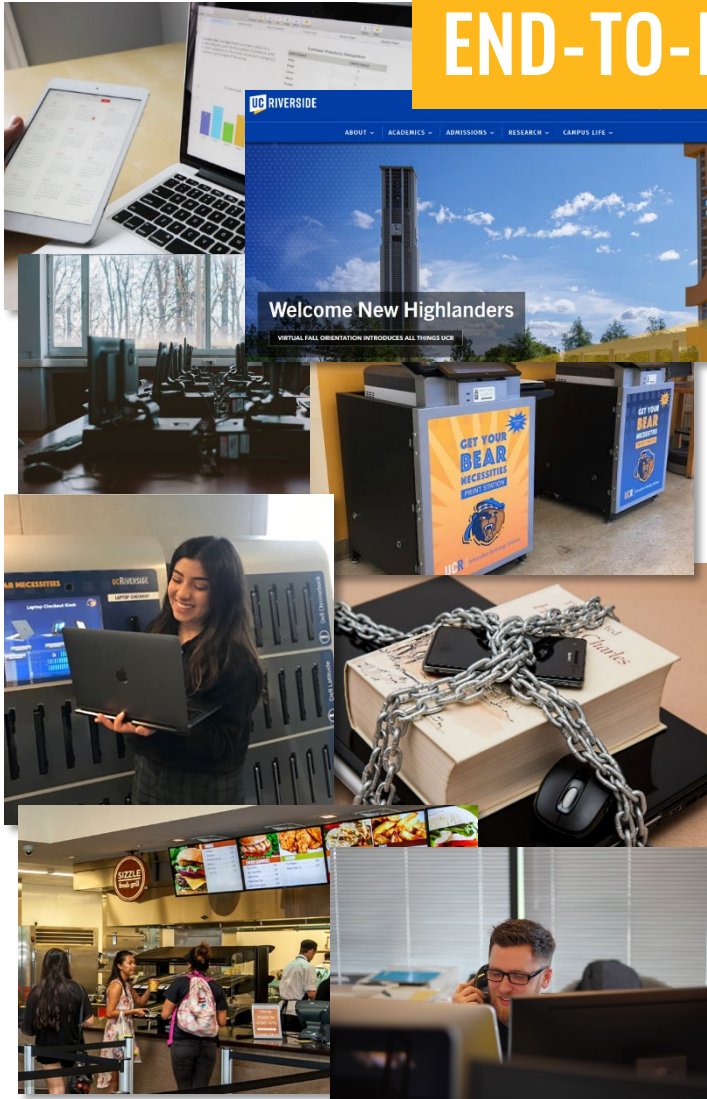


**Management of campus and remote technology services:**

- Campus Networking and Wi-Fi
- Communication Applications
- Multimedia Classroom Technology
- Cybersecurity
- Databases that power work and learning



# END-TO-END CAMPUS SUPPORT



## 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: <https://youtu.be/dfCLDPs2B-0>
- 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>

## HOW CAN I LEARN MORE?

### Visit our Website:

<https://its.ucr.edu>

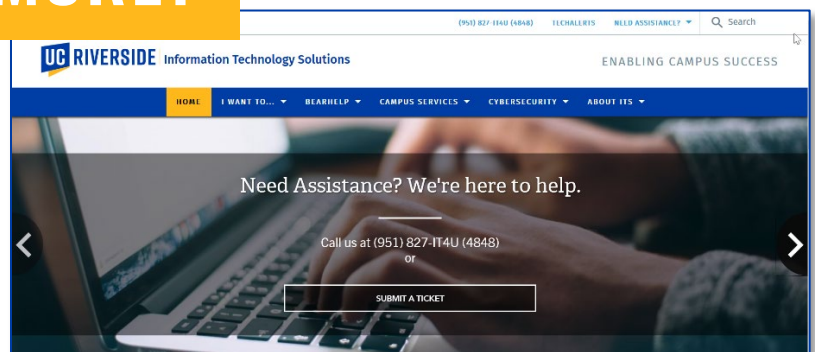
### Follow us on Social Media:

@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>