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 and research computing services

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

Management of student technology services:
- On-campus and virtual computer labs
- Laptop kiosks and printing stations
- Loan2Learn: https://its.ucr.edu/loan2learn

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

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

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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