

Getting Help

Get easy access to ITS self-help and support tools on the ITS support page:

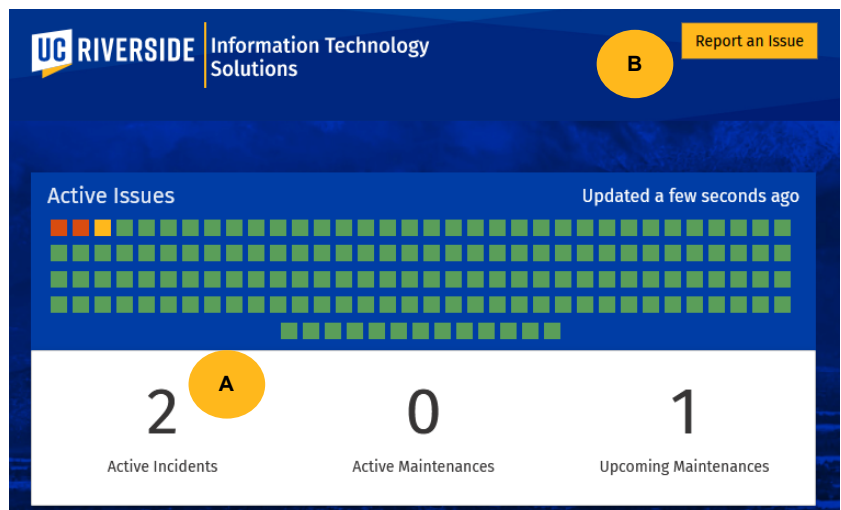
<https://its.ucr.edu/support>

Phone support available during business hours:
(951) 827-4848

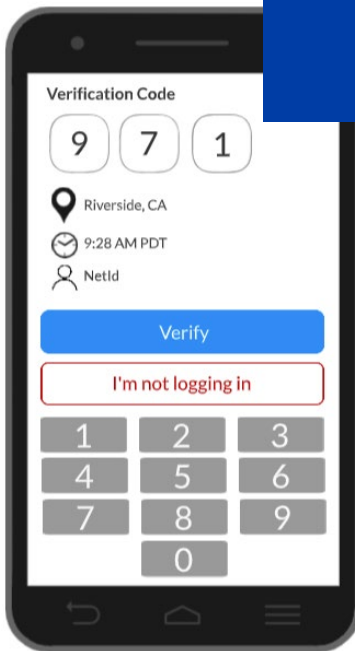
1. **Find Answers:** Search the ITS Knowledge Base to get troubleshooting tips and guidance on setting up and accessing services. Examples include: VPN, MFA, Office 365, Wi-Fi, Managed Desktops, DocuSign, Power BI and many more.....

2. **Get Help:** Can't find the answer you need? Submit a support ticket. Our interactive form will ask you a series of questions to make sure your ticket is directed to the correct team for prompt resolution
3. **View Service Catalog:** Our service catalog provides an overview of ITS services and allows you to make requests
4. **Request Software:** Don't have the software you need? You can use this resource to download or request software
5. **Report a Security Concern:** Use this option to create a security incident that will be sent directly to our Information Security Office
6. **Check IT System Status:** Allows you to view upcoming and scheduled maintenance as-well-as real-time information about current service outages:

- A. When there is an active issue, you can get status updates by clicking the 'Active Incidents' number on the System Status page. You can also view active or upcoming maintenance
- B. If you don't see your issue listed, you can report to the ITS support team



Security Tools



Multifactor Authentication (MFA):

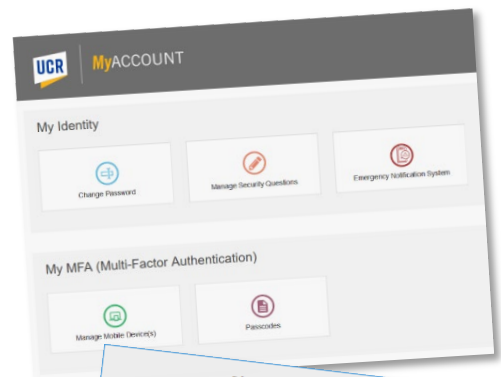
Multifactor authentication (MFA), or two step authentication provides a means of additional authentication after you enter your password. This additional security prevents others from accessing your account even if your password has become compromised.

- The most secure way to setup MFA is on your phone or mobile device. If you ever forget your device, you can download passcodes as a backup
- Enrolling in MFA is easy and can be accomplished from the MyAccount page: <https://myaccount.ucr.edu>
- Full setup instructions for MFA are provided in the ITS Knowledge Base: <https://goto.ucr.edu/KB0011332>

MyAccount:

MyAccount also acts as a central tool for identity management:

- Change / Update your password
- Manage your security questions
- Recover your NetID if you have forgotten it / don't know it
- Full details can be found in the ITS Knowledge Base: <https://goto.ucr.edu/KB0011332>



Virtual Private Networking (VPN):

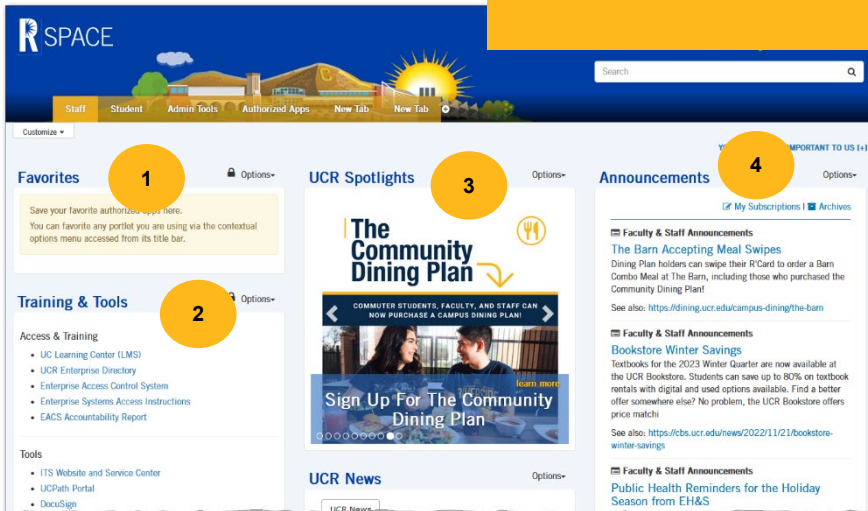
- A VPN is a secure tunnel that is established between your computer and the network you are connecting to. It protects your data as it is transmitted through the public internet. When working remotely, either while traveling or while at home, you can use a VPN connection to access secure campus resources as if you were on campus
- Installing VPN is easy, full instructions are provided in the Knowledge Base: <https://goto.ucr.edu/KB0011142>

Reporting suspicious emails:

ITS continuously monitors for cyber threats to keep all campus users protected. New threats emerge all the time and we are here to help. If you receive a suspicious email, please let us know:

- You can report suspicious emails using the PhishAlarm icon in you UCR email program: <https://goto.ucr.edu/PhishAlarmVideo>
- Additional details are available in the Knowledge Base: <https://goto.ucr.edu/PhishAlarm>

R'Space



The R'Space portal is a convenient place to access enterprise applications and HR resources, as well as viewing UCR announcements and news.

To log in, visit <https://portal.ucr.edu/>

1. **Favorites:** Save apps here for quick access
2. **Training & Tools:** Access the UCPATH Portal, LMS Training, and various productivity tools
3. **UCR Spotlights and UCR News:** Get updates on important topics and upcoming UCR events
4. **Announcements:** Stay up to date on important campus information

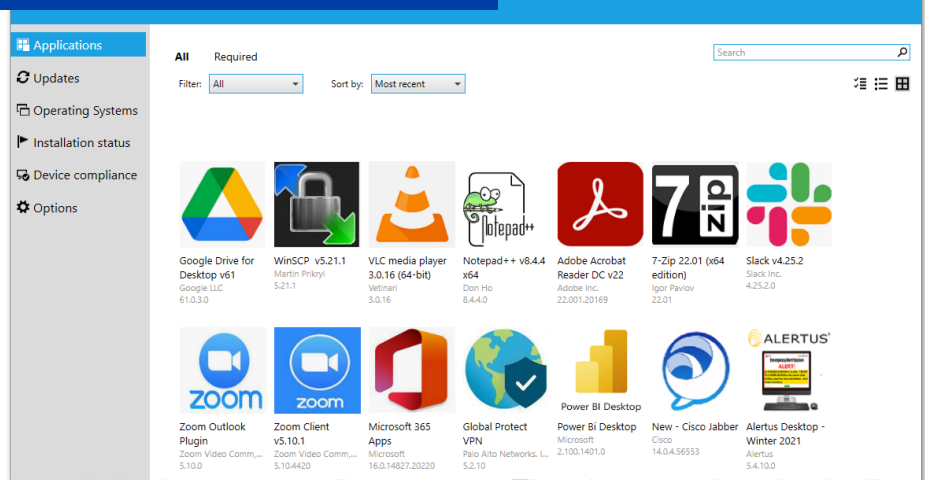
Accessing Authorized Apps:

The Authorized Apps tab located at the top of the page provides you useful apps used by most staff. Examples include, Time and Attendance Reporting, Parking and Transportation, LinkedIn Learning, UC Learning Center (LMS)

Software Center

Software Center is included on managed desktop devices. It can be used to install pre-approved software applications without administrative rights.

Some of the available applications are: Zoom, Global Protect VPN Client, Slack, MS Teams, MS Power BI, Google Drive, Greenshot and more.....



The Software Center is accessed from the start menu on your Windows device: Start > Microsoft System Center > Software Center

The ITS Webpage



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

1. **IT Starts Here:** Get quick access to guidance on setting up and accessing campus services
2. **Get Support:** Provides access to ITS support tools making getting help easy
3. **Find Resources:** Access support tickets, campus resources, training resources, ITS news & updates and more
4. **Browse Services:** Our service catalog provides an overview of available services and the ability to request them via our Service Portal
5. **Stay Secure:** Have a security concern? Looking for security information? You will find the answers to your questions here
6. **Learn About ITS:** Want to know more? Find out about the ITS organization, our team, our major projects and initiatives and employment opportunities

Connecting With ITS

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@it4ucr



Sign up for our newsletter:
<https://its.ucr.edu/projects>