Access the ServiceLink support system: https://ithelp.ucr.edu

Working Remotely: Submit a ticket for any issues specifically related to working from home

Make a Request: Used when asking for new items or services. For example, requesting software, requesting a website, requesting an equipment setup

Submit Support Ticket: Used to report an issue. For example, reporting broken hardware or a system outage

Knowledge: Access the Knowledge Base to search for self-help articles (see below)

Support: Access and track your active support tickets. Note: The support menu is only visible when logged in

More information: Submitting and Tracking Tickets

Phone support is also available: (951) 827-IT4U (4848)

Access the KB: https://kb.ucr.edu

Search: Use the search box to find information.

Examples: iLearn, Apporto, virtual computer labs, Zoom, VPN, MFA, WiFi, loan2learn, R'Mail, Google Drive, R'Docs and many more.....
**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: [VPN Installation Instructions](#)

**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](https://myaccount.ucr.edu)
- Full setup instructions for MFA are provided in the Knowledge Base: [MyAccount and Multifactor Authentication (MFA) Setup Information](#)

**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 Knowledge Base: [MyAccount and Multifactor Authentication (MFA) Setup Information](#)

**Reporting suspicious emails:**

ITS continuously monitors cyber threats to campus 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:

- Send the email as an attachment to abuse@ucr.edu
- Step by step instructions are available in the Knowledge Base: [Email Phishing: How to notify the UCR Information Security Office](#)
TECH ALERTS

The TechAlerts site allows for the monitoring of any active issues with UCR systems. When there is an active issue, you can get status updates by clicking the ‘Active Incidents’ number on the TechAlerts page. You can also view an active or upcoming maintenance.

- Access TechAlerts: https://techalerts.ucr.edu
- Don’t see your issue? You can report any issue that is not listed on the TechAlerts page by submitting a support ticket as outlined above

R’WEB

The R’Web portal is a central location that connects you to your Academic History, Class Registration, Class Schedules, R’Mail, Transcript and Verifications, Financial aid, iLearn, iEval, allows you to setup Authorized account users and more.

R’Web also includes Student Spotlights and Announcements to keep you up to date with all things UCR!

To log in, visit www.rweb.ucr.edu.
UCR offers a virtual computer lab service powered by Apporto.

- Our virtual computer lab allows students to access many applications essential to their studies from remote locations. Examples include ArcGIS, Microsoft Office, SPSS and Matlab.
- Set by step instructions on using the virtual computer lab can be found in the Knowledge base: Apporto Login and Use

**THE ITS WEBPAGE**

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

The ‘I want to...’ menu provides quick access to many of the services we provide such as getting support help, the creation of websites, downloading software, accessing training resources, requesting graphics for research or education and more...

The ‘Campus Services’ menu provides additional information on our services, including our service catalog, device standards, rates and information on the services funded by the student technology fee

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