

Getting Help

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

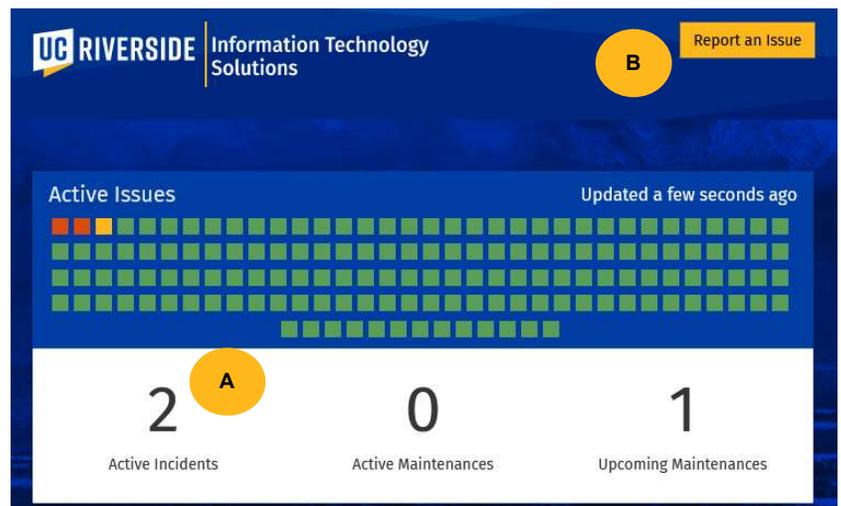
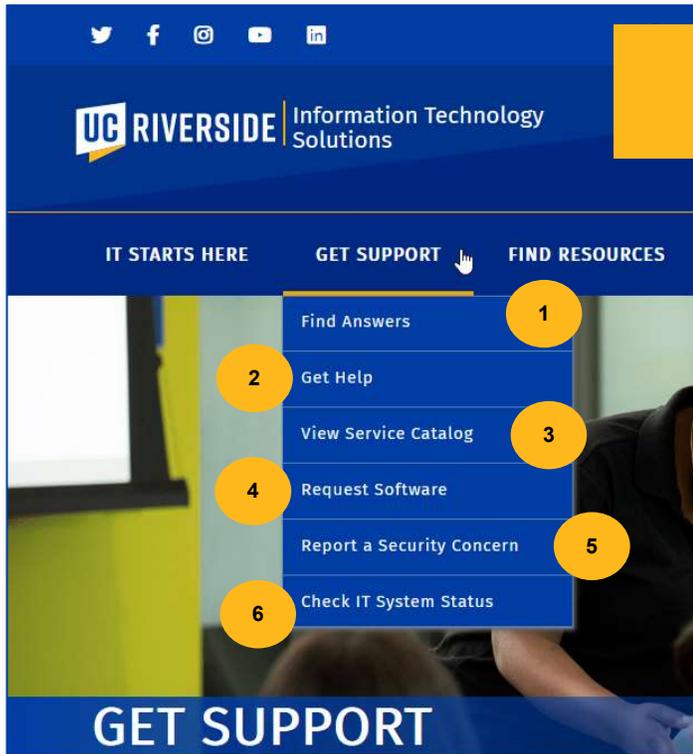
<https://its.ucr.edu/support>

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

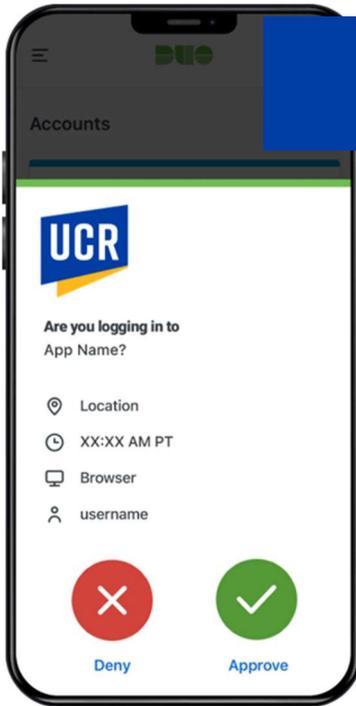
1. **Find Answers:** Search the ITS Knowledge Base to get troubleshooting tips and guidance on setting up and accessing services. Examples include: iLearn, itopia, virtual computer labs, Zoom, VPN, MFA, WiFi, loan2learn, R'Mail, Google Drive, R'Docs and many more.....

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):

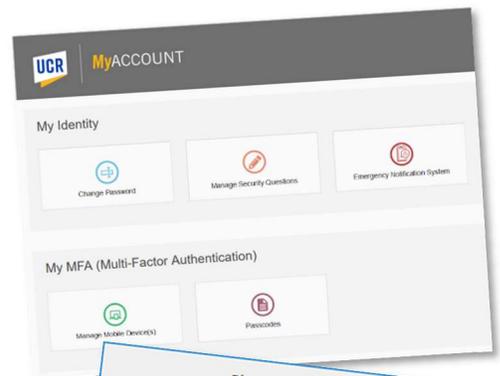
Multifactor authentication (MFA), or two step authentication provides a means of additional authentication after you enter your password. This additional security prevents others from accessing your account even if your password has become compromised.

- 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'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 <https://rweb.ucr.edu/>

Student Technology Services

- Loan2Learn, laptop checkout kiosks, on-campus and virtual computer labs, print stations, online software
- ITS student page: <https://its.ucr.edu/students>
- Student technology fee: <https://its.ucr.edu/stf>
- Video: <https://goto.ucr.edu/studenttechnology>



The ITS Webpage



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

For student specific information and services:
<https://its.ucr.edu/students>

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

Follow us on Social Media:
@it4ucr

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



UCR is #inITtogether