

Welcome to the University of Central Arkansas!

The Division of Information Technology (IT) has operational responsibility for the UCA campus data network. As a new member of the UCA family, you may be interested in the services we provide. This guide is a quick start to the services offered by IT.



Audio/Visual

Loans equipment and provides support for various UCA functions. Services are available to all faculty, staff, and approved student organizations. <https://uca.edu/it/services/audio-visual/>



Enterprise Applications

Provides support for Banner modules, myUCA, and other systems that interface with our student information system (SIS).

<https://uca.edu/it/services/enterprise-applications/>

myUCA - Used to access Self-Service Banner for grades. my.uca.edu/



Information Security

UCA uses the Microsoft Endpoint Protection to protect UCA owned computers from viruses and other malware.

<https://uca.edu/it/services/information-security/>



Networking/UCA Wireless

Responsible for the systems and infrastructure that enable data communication and access to resources for students, faculty, and staff. This includes the design and maintenance of both wired and wireless networks. <https://uca.edu/it/services/networking/>



DUO Security

UCA is using DUO for multi-factor authentication (MFA) to prevent unauthorized access to user accounts. Faculty, staff, and students are required to use MFA when accessing specific online services. For more information, visit: <http://uca.edu/go/679254>.



Help Desk & User Support:

Location:

Burdick Hall Room 103

Sun 12:00 pm - 12:30 am

M-Th 7:30 am - 12:30 am

Fri 7:30 am - 4:30 pm

Sat 12:00 pm - 4:00 pm

Web: <http://uca.edu/it>

Phone: 501-450-3107

Email: helpdesk@uca.edu



Scan above QR code to open a Support Ticket or use URL listed below:

Support Ticket: Submit online using the IT Customer Portal at <https://uca.edu/go/itsupport/>



Instructional Technology

Provides assistance and training with the technology used for academic instruction.

<https://uca.edu/it/services/instructional-technology/>

D2L Brightspace - All courses receive a Blackboard shell for faculty to use.

Kaltura - an integrated tool that allows users to record audio, screen capture, and webcam videos and upload them from their device to My Media in Brightspace.

Respondus LockDown Browser - Web browser that deters cheating in online exams.



Email - UCA uses Gmail for all campus email. You can access your UCA email and use other Google services from work, home, or from any Internet connection: <http://gmail.uca.edu>.



.... **Suspicious Emails** : If you receive an email that looks at all suspicious, contact the IT Help Desk. They can confirm whether or not the email is legitimate.



Google Workspace for Education - Every employee and student of UCA has a Google Workspace for Education account. This account gives you access to 5 GB of cloud storage and access to the full suite of Google Workspace applications. For more information, please visit: <http://uca.edu/go/733553>.



Microsoft Office 365 - Every employee and student of UCA can install Microsoft Office apps for free on up to five personal devices, excluding most models of Chromebook. Chromebooks are not equipped to install Office. For more information, please visit: <http://uca.edu/go/759667>.



Password Self Service - Use this service to change your UCA network/email password from any Internet connection at any time. When accessing this site for the first time, you will be asked to answer three challenge questions. Once these have been answered, you will be able to use this service to help you with a forgotten password or locked account. Password Self-Service is available: <https://password.uca.edu>.



Zoom - Video and web conferencing collaboration tool used for online class and meetings. Request an account: <http://uca.edu/go/233368>.