DESTINATIONS

- Wireless & Connectivity
- Logins & Portals
- Canvas & Classroom Technology
- Data Security & Compliance
- Email, Communication & Collaboration Tools
- Technology Services

TRAVELERS

- Student
- Faculty
- Research
- Administration
- Clinical

Some OIT services may incur fees. Visit ucdenver.edu/OITrates or contact the OIT Help Desk for details.

Read more on the following pages for the OIT services.
OIT helps take you there.

that will best help you reach your destination.
Dear CU Denver | Anschutz Community,

This guidebook is a resource to help you navigate the university’s technology offerings from awareness to access and through support.

Each page has a short description of services available to you. Under each section you will see a list of resource sites where you can find more information about the service and you will also see access sites where you can use the service.

Who We Are:

The Office of Information Technology (OIT) supports a myriad of technology services for every department and school on the University of Colorado’s Denver and Anschutz Medical Campuses. Offering services from Help Desk to classroom audio visual support, web development to IT security and compliance, researcher application design to video production, and everything in between, OIT keeps the state-of-the-art campuses running smoothly.

OIT serves to advance the university mission by providing innovative technology services and solutions to the CU Denver | Anschutz Medical Campuses, their constituents and partners.

We make a difference in your campus experience through our six core S.P.L.I.C.E. values:

Service • Professionalism • Leadership • Innovation • Community • Excellence

We hope you find this guide helpful in your time here at the university. If you have additional questions, our dedicated OIT Help Desk staff will be happy to help.

Russell J. Poole, III, MBA
Associate Vice Chancellor and Chief Information Technology Officer
Office of Information Technology
University of Colorado Denver | Anschutz Medical Campus
Connectivity

As a member of the university community, you have access to internal and external resources via your secure network connection. This connection will be key in accessing resources found throughout this guide. If you are having connection issues, please contact the OIT Help Desk to get properly connected.

Wired Network

Office spaces across the campus have data ports that allow you to connect to our wired network directly accessing the secure network with your university login, called your PassportID. Additional data ports can be requested in CU owned buildings.

Wireless Network

We support both wi-fi and cellular coverage on campus. With your laptop, tablet or mobile device you can access the Secure Wireless Network (labeled CU Denver, CU South Denver or CU Anschutz) or Guest Wireless Network (CU Denver Guest, CU South Denver Guest or CU Anschutz Guest) while on campus or at our off-campus locations. Both networks will require a certificate acceptance, however the Secure Wireless Network also requires a university login, your PassportID, for access.

We work with various cellular companies to provide the best campus cellular experience possible. Consult the campus cellular coverage map for details or contact OIT Help Desk for troubleshooting assistance.

Remote Network Access

If you are not on campus but require access to on-campus resources, you can use the Virtual Private Network (VPN) or the Remote Computing Access.

Resources

- ucdenver.edu/wireless
- ucdenver.edu/cellcoverage
- ucdenver.edu/vpn

Access

- OITsupport.ucdenver.edu
- remote.ucdenver.edu
- mydesktop.ucdenver.edu

Policies

Keep in mind the University’s Acceptable Use of IT Resources Policy when connecting to these networks or accessing the internet from a university device. Please find the Acceptable Use of IT resources policy at: ucdenver.edu/policy/acceptableITuse
Other University policies can be found at: ucdenver.edu/employeepolicies
Portals provide access to university information and resources. Whether you are faculty, staff, student, clinician or researcher, you’ll use your PassportID to enter the university’s portal to access sites with campus specific information — like your timesheets, pay advice, Concur expense reporting or your CU-SIS (student information system) for class and financial aid information.

Sometimes you may need to use a remote access option for sites or services on the secure network. Our Virtual Private Network (VPN) utilizes your existing internet connection to get you onto our secure network with your PassportID. Staff and faculty with shared file services can also gain secure network access with the remote computing portal.

Resources
ucdenver.edu/vpn

Access
remote.ucdenver.edu
ucdenver.edu/ucdaccess

Your PassportID is your university digital identity and will stay with you during your time at CU Denver | Anschutz. Claiming your account launches your PassportID and allows you to set a password. If you ever forget your password or get locked out for any reason, just visit the Forgot Password page to reset or contact the OIT Help Desk for assistance.

Resources
ucdenver.edu/accountclaim
ucdenver.edu/forgotpassword
Digital Communication = Productivity with Ease

**Communication**
There are many ways to communicate within our university community as well as externally. Campus digital communication options include email, instant messenger (Skype for Business), websites, desktop phone services and call centers. We even have pagers and smartphone paging services.

**Email**
Your ucdenver.edu email is available through your university O365 account. There are a variety of ways to access your mailbox, but the most popular ways are via Outlook on your computing device or via the Outlook Web Application (OWA), sometimes referred to as webmail.

Communicating standard information with your students or customers in an online accessible format is a requirement these days. If you need to create or update a website or webpage, OIT can help.

**Resources**
- ucdenver.edu/email
- ucdenver.edu/skypeforbusiness
- ucdenver.edu/telecom
- ucdenver.edu/webservices

**Access**
- myemail.ucdenver.edu

**Collaboration**
Often times simply communicating isn’t enough. Collaboration options are also available both within the university system as well as with external partners. Meetings need to occur in person, between both campuses via video conference or even web conference. Whether you need help finding a tech-capable meeting space or need set-up assistance, we have a technician that can help. You also have access to Skype for Business screenshare capabilities and you can use OneDrive, shared drives and collaboration sites to share information files or documents. Some collaboration site options include a departmental catalyst section on the university intranet or O365 groups sites.

**Resources**
- ucdenver.edu/serversupport
- ucdenver.edu/OneDrive
- ucdenver.edu/O365
- ucdenver.edu/webconference
Student Resources
Student success is our priority. We offer many free software download options to help in your learning process. Make sure to check out our software page for information and reduce unnecessary purchases.

In-person technology support is available free of charge at three CU Denver Student Lab locations. PC and Mac desktops are available for use as well as printing resources to utilize the free 350-sheet per semester printing services.

Our OIT Help Desk can also help you with access, registration and technical support for any of your Online/Canvas classes, free Microsoft Office software downloads, wireless access troubleshooting and more.

Resources
- cuonline.edu/student
- ucdenver.edu/4help
- ucdenver.edu/studentlabs
- ucdenver.edu/software

Access
- canvas.ucdenver.edu
- OITSupport.ucdenver.edu

Faculty Resources
Whether you need assistance with in-room teaching options or technology resources for Online/Canvas classes, we are here to help. From booking a room to setting up in-room audio-video needs, distance learning or lecture capture, our experienced classroom audio-video specialists can help you remotely or in person.

The university maintains many enterprise site licenses for software and services. Check the software page for free resources.

Starfish will empower your students with their own success, allowing them to set appointments in your digital scheduler for ease and convenience.

CU online provides a wealth of resources for faculty looking to integrate online tools in their classroom or to move courses fully online. We also offer courses to expand your digital pedagogy with online tools, instructional design, online program development or sessions to discuss emerging technologies or technology teaching strategies.

Resources
- cuonline.edu/faculty
- ucdenver.edu/software

Access
- schedule.ucdenver.edu
- canvas.ucdenver.edu
- starfish.ucdenver.edu
Data Security

From encryption to anti-virus and firewalls to phishing awareness, protecting your data is our highest priority. This includes personally identifiable data, research data, credit card information, healthcare information and intellectual property. Not only do we ensure there is anti-virus and encryption software for all university-owned devices, we also work with third-party vendors to ensure their products meet the university’s strict security and privacy requirements.

Resources
- ucdenver.edu/securecampus
- ucdenver.edu/phishing

Compliance

Keeping your work and research compliant with federal regulations may seem daunting, but we are here to help. Whether you are working with HIPAA, FERPA or PCI (credit card) compliance data, we can help you and your team determine best practices and technology solutions to ensure your work can be completed without compromise.

Resources
- ucdenver.edu/securecampus
- ucdenver.edu/HIPAA
- ucdenver.edu/FERPA
Technology Support and Resources

Today’s technology savvy environment brings many expectations from your end users. Whether you need a technology solution created, automated, securely stored, updated, repaired, shared, managed or taught - it is our goal to partner with you for an innovative service or solution. There may be a university-wide software or service option already available for access or download with your PassportID. Make sure to check our software page for more information and to reduce unnecessary purchases.

Storage Solutions

Virtual, cloud and on-premise storage solutions are available in varying options and that meet university and federal requirements. We can help you review your requirements with available services to fulfill your needs.

Video and Photography

More than ever, pictures are worth a thousand words in our digital age. From MOOCs to motion graphics and marketing visuals to training videos, we have an experienced team of visual professionals and state-of-the-art equipment to help you from concept through creation. With their access and understanding of our campus environment, and an intimate knowledge of university branding and permit requirements, the video and photography team can reduce the time associated with planning and logistics of filming in a campus capacity and beyond.

Conferencing

Whether you need to set up or record a video conference, web stream or audio conference across campus or beyond the university, our audio visual technicians can assist.

Resources
ucdenver.edu/rss
cuproductions.tv
ucdenver.edu/OITtraining
ucdenver.edu/software

Access
ucdenver/technologysupport
schedule.ucdenver.edu
**Technology Training**
Whether you need one-on-one or a group training for staff or faculty, OIT has both recurring trainings and one-time trainings available. Register for existing website management, faculty technology use or online course creation trainings. Custom or group trainings are also available.

**Desktop Support**
Our desktop technicians assist in updating, servicing encrypting and repairing your PC, Macintosh and select university-owned devices. Appointments or specialized service requests can be made through our OIT Help Desk.

**Research Support Resources**
In support of the university’s mission to improve the health and well-being of Colorado and the world, we provide specialized research services. Web and application development, database administration, systems support and other secure services and solutions are available in support of research endeavors.
Here to Help

**OIT Help Desk**
(303) 724-4357
OITSupport.ucdenver.edu
ucdenver.edu/oit/4help

Technical tickets may be opened via the Cherwell self-service portal.

Did you know...?

The Office of Information Technology:

- Supports 326 video conferences each month
- Resolves 85% of calls in less than a minute
- Intercepts 69M harmful websites monthly
- 681% growth in CU online courses since 2001
- 81,000 daily website visitors

**WE MAKE A DIFFERENCE**

The OIT annual reach:

- 30,000 webpages managed
- 300+ physical & virtual servers
- 5,000 sq. ft. of data centers
- 186M emails received
- 1,100 data switches maintained, supporting 40,000 network ports

Office of Information Technology
UNIVERSITY OF COLORADO
DENVER | ANSCHUTZ MEDICAL CAMPUS

www.ucdenver.edu/oit
303-724-4357 (4HELP)