INFORMATION TECHNOLOGY SERVICES
for professors and researchers

INFORMATION TECHNOLOGY
Fall 2016

uOttawa

ABOUT INFORMATION TECHNOLOGY

Information Technology provides leadership and integrated technology services that contribute to excellence in research, teaching and the student experience.

Information Technology will also support your use of many technological resources at uOttawa. Your faculty/department provides support (through your departmental IT representative) for many faculty-specific services; Information Technology provides support for institutional IT services. You can contact us and we will connect you to the right resource.

Information Technology
By phone: 613-562-5800 ext. 6555
Online: www.it.uottawa.ca/service-desk-request
In person: Morisset Hall, 65 University, room 104

IT ACCOUNT CREDENTIALS

Your IT account credentials, uoAccess, enable you to securely access uOttawa resources including:

- uOttawa.ca email and calendar
- VirtuO (professor and employee portal)
- Wireless network

You will receive your uoAccess account information and instructions to set up your account from Human Resources. To safeguard your account, you should immediately change your password by logging into VirtuO and accessing the Password Management Tool.

Strong passwords can help ensure the security and confidentiality of your IT accounts and data. To protect your security and confidentiality, **NEVER** share your password with anyone, or respond to email requests for your password.

In the event of a lost or stolen password, or to reset your password: http://it.uottawa.ca/accounts/reset-password

If you think your uoAccess account has been compromised or believe there is suspicious activity associated with your account (stolen password, identity theft, hacking, etc.), please advise the Service Desk immediately.

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DAILY RESOURCES

EMAIL AND CALENDARING (MICROSOFT EXCHANGE)

You'll automatically receive a @uOttawa.ca email account (with the same account credentials as your uoAccess account) upon your employment at the University.

Check your email, set your vacation message, or manage your calendar from off-campus (Outlook Web Access): https://mail.uOttawa.ca/OWA

Mobile device configuration

- **Email:** your uOttawa email address
- **Domain:** uottawa
- **Username:** your uOttawa email account username
- **Password:** your uOttawa email account password
- **Description:** enter a description (ex. Exchange)
- **Server:** mail.uottawa.ca

More info: www.it.uOttawa.ca/email/overview

ANTIVIRUS

Antivirus software examines files you download or try to run for malicious software (malware). If it recognizes malware, the software prevents it from being executed. Since new viruses are regularly introduced, protect your data by keeping your antivirus software up-to-date through automatic updates.

Download Windows or Mac antivirus software: www.it.uOttawa.ca/software/antivirus

NETWORK ACCESS

Wireless Internet

The wireless network allows you to connect your wireless device to the Internet from virtually anywhere on campus. For a secure and high-speed wireless connection, connect using the uOttawa WPA network.

To sign-in to the network, use your uoAccess credentials.

How to: www.it.uOttawa.ca/internet/uottawa-wpa

For a secure wireless connection at another institution, check eduroam for a list of participating institutions and use your uoAccess credentials.

eduroam

Education roaming provides secure access to wireless internet services when visiting other affiliated institutions. eduroam is free of charge and can be accessed using your uoAccess credentials (your @ uOttawa.ca email address and password). Once visitors associate with the eduroam SSID and enter their login credentials, they will enjoy wireless network services as long as they remain on campus.

Setup and test your computer on the eduroam network at uOttawa prior to travelling to ensure that you can successfully establish a connection. To protect your privacy and security, refer to the visited institution's eduroam resources to ensure connection to a genuine eduroam service.

For a complete listing of participating universities, visit: www.eduroam.org.

uOttawa eduroam configuration procedures: www.it.uOttawa.ca/internet/eduroam

Wired Internet

Your office should have at least one port that is enabled for wired Internet for higher speeds and reliability. For support, contact your faculty IT representative.

TELEPHONE AND VOICEMAIL

You have access to telephone, voice messaging, automatic call distribution, and audio-conferencing systems. There are also pay phone TTYs available on campus, allowing deaf or hearing-impaired people to communicate with others and vice versa.

General instructions for making calls: www.it.uOttawa.ca/employee-services/telephone/general-instructions

Accessing voicemail: www.it.uOttawa.ca/employee-services/telephone/nupoint

FILE STORAGE

Save your files to your personal folder (H:/ drive), or take advantage of a departmental folder to share files or collaborate on documents. Storage on the University's central file servers is secure, regularly backed-up, and can be accessed off-site.

Accessing stored files and University resources from off-campus:

- Download and install the VPN software (download of VPN software must happen on campus). www.it.uOttawa.ca/software/vpn
- To set-up access to shared folders, contact the Service Desk after installing VPN software.

Because departmental file storage varies by faculty, we recommend discussing file storage with your IT representative or calling the Service Desk.

TEACHING RESOURCES

COURSE PACKS

The docUcentre can help manage the production and sale of your course packs, including the verification and permissions for work that is copyright. We offer students low-cost and convenience for their course pack purchases.

How to print a course pack:
www.it.uOttawa.ca/print/coursepacks

Questions:
613-562-5800 ext. 3711
docUcentre@uOttawa.ca

ACADEMIC CV

The Academic CV, a centralized bilingual tool for University academics, is an intuitive and efficient web application that professors and researchers will find quick and easy to use when entering and maintaining CV information, as well as exporting, reusing and saving information in multiple formats. You can enter all your CV data and export the information to the Canadian Common Curriculum Vitae (CCV), instead of having to enter data directly.

Features:

- Interacts directly with the CCV (adopted by the Tri-Council Agencies: CIHR, NSERC, and SSHRC), including exporting to or importing from the CCV with a few simple steps;

- You can specify a funding CCV template designed to show what data is needed for a specific grant. It lets you know if there is any missing or incorrect information;

- Publications can be imported in a variety of formats, and duplicates are automatically detected. These are included in the CV information, and selected publications can be tagged to be displayed in the public-facing profile section;

- It facilitates research through specific profile information that shows connections to other researchers on campus who share similar research interests, through the Research Social Network tool;

- Templates are available for CVs to be generated in the format required by deans for annual reviews.

Details: https://uniweb.uottawa.ca/

PRINT SOLUTIONS

docUcentre offers competitive pricing on print products and services, ideal for your large volume print projects. They can work with you from project conception to delivery to help realize your project within your budget. docUcentre offers a variety of print, finishing and business services at four convenient locations:

- University Centre, room 0024
- MacDonald Hall, room 004
- 200 Lees, room C145
- Roger Guindon Hall, room 2011

Details: www.it.uOttawa.ca/print

EXAM SCANNING

docUcentre offers a convenient scanning service that can be used for scoring multiple-choice exams and for data collection. The scanning software processes student responses and produces score results as well as several statistical analyses. Exam results and statistics are automatically sent to the email address provided on the Scantron request form.

Details: www.it.uOttawa.ca/print/exam-scans

LISTSERVS

Create a mailing list for non-teaching functions, for example: a monthly newsletter to a personal research network.

Conditions for use:
www.it.uOttawa.ca/email/listserv-conditions
Listserv request form:

www.it.uOttawa.ca/listserv-creation-request-form

SURVEY TOOL

FluidSurveys is an online survey management tool with a powerful, simple, intuitive survey builder to help you easily create high quality surveys. You can create questionnaires, write email invitations, plan and manage the distribution of email messages, and analyze the data collected. You can also create multilingual questionnaires.

More info: www.fluidsurveys.com/tour-page
Service Desk request: www.it.uOttawa.ca/service-desk-request

NEW STUDENT INFORMATION SYSTEM: UOCAMPUS

On November 7, 2016, the University of Ottawa will be launching its new Student Information System, uoCampus. Professors will have access to new online tools to:

- View and print class schedule or class lists
- Communicate with one or more students
- Supervise and/or evaluate thesis electronically

Professors will receive information about these new tools through faculty communications. Learning aids on how to use these new online tools will be available for professors in VirtuO.

More info: www.uOttawa.ca/strategic-enrollment-management/student-information-system-replacement-project

RESEARCH RESOURCES

DATA CENTRE/SERVER HOSTING

Colocation Data Centre

Researchers can host servers in the Colocation Data Centre. This facility is ideal if you require 24-hour access to your servers in a secure, reliable and cost-efficient environment. Our state-of-the-art facility boasts a secure, temperature-controlled environment and our power-distribution systems are protected with UPS backup, providing enhanced stability for applications and processes.

Central Data Centre

The Central Data Centre provides a secure server environment for critical business/enterprise applications and private electronic information. Our Data Centre is ideal for researchers with critical application requirements, or who are working with private data.

Information Technology provides consultation services to help design, procure, configure and install a system that best fits your needs.

More info: www.it.uOttawa.ca/sites/it.uottawa.ca/files/datacentres.pdf

RESEARCH NETWORKS: ORION, CANARIE, INTERNET2

When using uOttawa Internet, you have access to Canada's largest high-speed network via the ORION, CANARIE and Internet2 research networks. This network connects uOttawa to other research universities and institutions, in Canada and across the world, and allows for fast transmission and retrieval of data to facilitate access to a wider range of resources.

CENTRE FOR ADVANCED COMPUTING

The Centre for Advanced Computing (CAC), formerly HPCVL and located at Queen's University, is a consortium comprised of Carleton University, University of Ottawa, the Royal Military College of Canada, and Queen's University. They specialize in providing high availability, secure, advanced computing resources and support for academic and medical researchers. CAC operates a high performance data centre as part of the Compute Canada family serving Canada's research community.

Source: cac.queensu.ca

WEBSITE

A website is an excellent way to share your research with the world. Contact us to discuss your research-related web needs and to make web feature enhancements.

We also provide web accessibility support.

Creating/migrating a research website:
www.uOttawa.ca/uoweb/en/web-standards/research-sites

Request a Drupal website:
www.uOttawa.ca/uoweb/en/request

HARDWARE AND SOFTWARE

COMPUTER PURCHASES

Information Technology has negotiated an agreement with DELL Canada for competitive pricing on computers and peripheral devices. Through the customized DELL "Premier Page" faculty and staff can efficiently and conveniently order equipment online using a Corporate Credit Card or a Purchase Order number. You require an account in order to use the site or you can speak to your departmental IT representative about your requirements and they will provide you with a quote. All purchases on the DELL site must be for administrative/academic use.

Contact your IT representative or call the Service Desk to set up an account.

Apple purchases

Apple offers special pricing to students, teachers, administrators, and staff members. Visit the Canada Apple Store for Education (www.store.apple.com/Dca/browse/home/findyourschool) to place your order on the full range of Mac computers at reduced prices. Please note that only orders placed on Canada's Apple Online Store for Education site are eligible for the special education pricing.

Source: www.apple.com/ca/shop/help/payments

Personal computer purchases

As an employee of the University of Ottawa you may be eligible for discounted rates on computer, peripheral devices and software purchases.

More info: www.dell.ca/mpp

CAMPUS LICENSED SOFTWARE

Take advantage of Information Technology's institutionally licensed software. We connect you to a range of academic and administrative software that is either free or can be purchased at a discounted rate. To purchase software that is not listed, submit a request with the Service Desk.

Download software:
www.it.uOttawa.ca/software

MICROSOFT HOME USE PROGRAM

The University of Ottawa has an agreement with Microsoft to enable faculty and staff to purchase a single copy of Microsoft Office software for their home computer.

More info:
www.it.uOttawa.ca/pc-purchases/microsoft-campus-agreement/home-use

HARD DRIVE DELETION/ COMPUTER DISPOSAL

If you are disposing your computer, laptop or other device we recommend that you perform a wipe of the device prior to disposal. By deleting your data prior to disposal, you safeguard any private or sensitive information.

Recycling your computers and peripheral devices diverts waste and hazardous materials from landfills. To recycle an electronic device, delete any stored data on the device then put it with your trash. The Facilities sector will process for recycling.

Contact your IT Representative to discuss wiping your hard drive.

PRINT

Printing services are provided by your faculty for basic black & white and colour printing. Contact your IT representative for more information.

In addition, you can print from your computer/laptop to any of the self-serve Relmon printers on campus. You will need as well a Discover uOttawa card: www.uottawa.ca/uottawacard/get-a-card/visitor-cards.

Before you can print from your laptop, you need to install the printer software on your computer. Select the instructions associated with your operating system and follow the installation procedures to get started.

Once you start sending files to the printers, your files will be held for up to four hours. At each printer, there is a terminal to display and select the file(s) you want to print and a card reader to accept payment. You pay for printing in the same manner as when you use photocopiers on campus.

Print locations:
www.it.uOttawa.ca/print/hours-and-locations

HELP

If you've followed the installation instructions but cannot print from your laptop, you can get technical support from the Service Desk located in Morisset Hall (room 104) or by contacting Information Technology. If you have problems with your copy card, please come to the docUcentre, located in the University Centre (UCU), room 0024.

docUcentre:
www.it.uottawa.ca/print/

HELP AND SUPPORT

DESKTOP SUPPORT

Contact the Service Desk for desktop support including device set-up and troubleshooting, network issues, installation of hardware and software, and general IT inquiries.

For additional IT support: complete a Service Desk request (www.it.uOttawa.ca/service-desk-request) or call the Service Desk for urgent computing requests.

We offer support in the following areas:
- Consultations for the procurement of computers, components and peripherals
- Sale and installation of components to upgrade existing equipment
- Sale, distribution and installation of institutionally-licensed software
- Installation of computers and peripherals after office moves
- Installation and configuration of new PCs and problem diagnosis and repair of existing PCs, purchased from preferred vendors
- Software support for Apple Desktops (iMac) and Notebooks (MacBook Pro, MacBook Air)
- Configuration of tablets
- Support for desktops, laptops, kiosks, and peripherals

HARDWARE SUPPORT

For computers/laptops/peripherals purchased through the customized DELL "Premier Page", and still under warranty:

- Check with your IT representative for the level of support they can offer or contact the Service Desk.
- *For computers and devices no longer under warranty and personal computers, visit:* Campus-Tec, University Centre, level 0.

ADDITIONAL RESOURCES

INFORMATION TECHNOLOGY
Information about Information Technology and its services.
www.it.uOttawa.ca

SERVICE DESK REQUEST
Submit a request for support of an IT issue.
www.it.uOttawa.ca/service-desk-request

POLICIES AND REGULATIONS
University policies, regulations and guidelines including specific information relation to Information Technology and telecommunications.
www.uOttawa.ca/administration-and-governance/policies-and-regulations

EMPLOYEE PORTAL, VIRTUO
Gateway to employee resources including teaching and research information, human resources, campus services and applications.
https://uozone2.uOttawa.ca/employee/login

EMPLOYEE DIRECTORY
Find contact information and office locations for faculty and staff.
www.uOttawa.ca/search/

BANNER SSB
Update and view HR information, tax forms and pay information.
https://erpssb.uOttawa.ca/BANPRODE/twbkwbis.P_WWWLogin

FAST: LEAVE MANAGEMENT AND MYRESEARCH
Leave management portal to view and manage personal leave, sick leave, etc.

MyResearch is a dashboard to manage research funds and create financial reports for research funds.

https://web26.uOttawa.ca/FASTPORTAL_PROD/Login.aspx?ReturnUrl=%2fFASTPORTAL_PROD%2f

eAWARDS
Research grants and awards management system.
https://uOttawa.evision.ca/uOttawa_eAwardsPortal/faces/jsp/login/login.jsp

RESEARCH MANAGEMENT SERVICES
Research Management Services is responsible for ensuring the sound management of grants and also ensuring that research is conducted responsibly.
www.research.uOttawa.ca/rms/

ACADEMIC CV
Gateway for professors and researchers to maintain CV information.
https://uniweb.uOttawa.ca/

IT SECURITY
Information about IT policies and how to keep your accounts, information and data safe.
www.it.uOttawa.ca/security

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