

## **Information Technology Student Quick Start**

Welcome! Information Technology is committed to your success. Following is a list of the technical services offered to students.

1. **YOU HAVE A NETWORK ACCOUNT.** After you are admitted, a network account is created for you to access eServices (<http://myuhd.uhd.edu>), email, and computer labs. The same account credentials are used to access all three services.
2. **YOU HAVE A SELF-SERVICE PASSWORD RESET TOOL.** Student passwords are required to be reset every 90 days. You will be sent an email when it is time to reset your password. Follow the instructions in the email. **Challenge questions** must be set up to ensure that you have 24/7 self-service password reset capabilities. Please set up your challenge questions today at <https://myidentity.uhd.edu>.
3. **YOU HAVE OFFICE 365.** Office 365 provides a 50GB email account, 1 TB file storage, and access to Office products. Check out all the details at <http://www.uhd.edu/computing/o365.html>
4. **YOU HAVE MANY COMPUTER LABS.** The general labs are equipped with state of the art technology and a standard suite of software so you can be sure your computing experience is consistent no matter where you choose to study. See the lab hours on the following page for S800, C300, and B200, B12.353.
5. **YOU HAVE A STUDENT PORTAL.** eServices (<http://myuhd.uhd.edu>) is the student portal that contains many student services in one place for your convenience. We invite you to explore the links on your portal and become familiar with the information and services available to you.
6. **YOU HAVE A PRINT QUOTA.** All registered students receive a \$25.00 print account credit for each Fall, Winter, Spring, May, and Summer term. Printing in the computer labs costs 5 cents per black and white page (double-sided prints are 7 cents) and \$1.00 per color page. You may add more funds to your print account by visiting the Cashiers Office located in the One Main Building suite S310 or using the deposit station (accepts bills and coins) located in S800. The allocated print quota is reset to \$25 at the beginning of each semester. Purchased print quota rolls forward each semester.
7. **YOU HAVE A WIRELESS NETWORK.** UHD offers fast, secure, campus-wide wireless access for your laptops and mobile devices. Visit <http://uhd.edu/wireless> and read all about it.
8. **YOU HAVE AN EMERGENCY NOTIFICATION SYSTEM.** Sign up today for emergency messages via email or text. Add your cellular telephone number by accessing My Profile and Emergency Alerts in the eServices portal. (<http://myuhd.uhd.edu>)
9. **YOU HAVE A LAPTOP CHECKOUT SERVICE.** Information Technology checks out laptops to currently registered students. Check out locations and rules at <http://www.uhd.edu/computing/acl/laptopcheckout>.
10. **YOU HAVE FREE AND DISCOUNTED SOFTWARE.** We provide antivirus software to registered students. Logon to eServices (<http://myuhd.uhd.edu>) and click the Software Download link. Microsoft Imagine offers various software packages for download to currently registered students. Find out more at [www.uhd.edu/computing/imagine](http://www.uhd.edu/computing/imagine). UHD has partnered with several vendors to offer discounted software and hardware. Visit [www.uhd.edu/computing/acl/discounts.html](http://www.uhd.edu/computing/acl/discounts.html) for more details.
11. **YOU HAVE AN IT SURPLUS STORE.** Registered student may purchase quality used computers from the IT Surplus Store. Quantities are limited. Logon to <http://www.uhd.edu/computing/itsurplus> to check availability and details. You must be clear of holds and be registered for the current or a future semester to purchase equipment.
12. **YOU HAVE HELP.** The general labs on campus are staffed by lab assistants. You can also get assistance by calling 713-221-8031 or by sending an email to [ithelp@uhd.edu](mailto:ithelp@uhd.edu).