

## Help desk streamlines contact info & increases convenience

You can now visit the IT Help Desk in two locations on campus—CBC B133 or MSU 231. You can also call later in the evening (until 8 p.m.) and on weekends. You can also submit a help request online, anytime of day or night.

These changes are a result of a consolidation of what were two help desks in two locations, one serving only students and one serving only faculty and staff. We now offer two convenient locations and consolidated contact methods for faculty, staff, and students:



### IT HELP DESK

**Two Locations**  
SU 231 & CBC B 133

**One Phone Number**  
895-0777

**One E-mail Address**  
ITHelp@UNLV.EDU

**Online Help Request**  
OIT.UNLV.EDU/HELP/REQUEST

The IT Help Desk assists with a variety of technology needs, such as:

- Password resets
- New account requests
- Software assistance
- Mobile device support
- Wireless connectivity issues

It's the first point of contact for all OIT services including network needs, desktop services, printer repair, server administration, and more. Previously students used 895-0761 and **studenthelp@unlv.edu**. These contact methods will eventually be phased out so that only 895-0777 and **ithelp@unlv.edu** are used.



NEW SELF-SERVICE STATIONS INSIDE THE HELP DESK REACH OUT TO STUDENTS WHO MISSED THE TAKIN' CARE OF BUSINESS BOOTH.

## Changes to Microsoft Office home use procedures

UNLV full-time faculty and staff members are eligible to use Microsoft Office software at home under the Microsoft Campus Agreement. Beginning this semester, go to Microsoft's website to download the software at a cost of \$9.95. After entering purchase information online, you will receive an e-mail with a link to finish the purchase and download the software. The good thing is you can do all of this from your computer at home and you won't need to drop by the IT Help Desk to pick up a CD. For more information, visit OIT's software website at [oit.unlv.edu](http://oit.unlv.edu).

## ON BACK:

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## Wireless enhancements

OIT continues to expand and improve wireless services as needs grow and change.

On September 2nd, we fixed a bug that was causing some customers to not be redirected to the wireless login screen.

We added more hardware to provide service in areas where usage has grown significantly, like the Boyd School of Law. Funding for the hardware was provided by the law school.

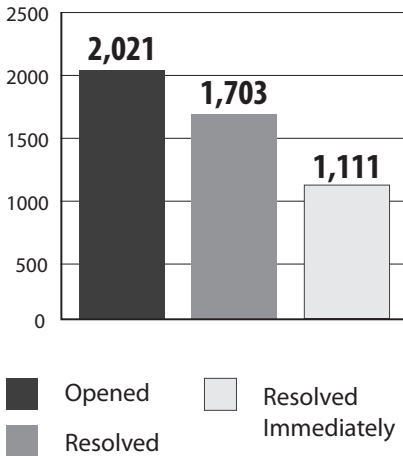
This fall we are testing "UNLV Guest" in the student union. It's a slightly slower connection that does not require an account or login. It's ideal for conference attendees and campus visitors. The service will be offered campus-wide once testing is complete.

# Tech Facts

- iNtegrate Student Admissions module went live September 14th. The URL for the student portal that came with PeopleSoft is [my.unlv.nevada.edu](http://my.unlv.nevada.edu).
- Between August 11th when it launched and August 27th, OIT's new web help request form accepted 59 submissions, 26 from students, 24 from faculty, 9 from staff. This new online request form serves as a nice option for those seeking computing help.

## Total Service Requests

August 24 - 30, 2009



## IT Help Desk Call Stats

- Total of 1,713 calls during the first week of school. This does not include walk-ins and e-mails to the IT Help Desk.
- Averaging 332 calls handled per day during the 5 week days
- Our average time spent on the phone with customer: 3:03
- Average wait time: 48 seconds
- Longest recorded wait time for the week: 21 minutes
- 82% of calls answered within 60 seconds. We had set a goal of 75% to start with and surpassed this. We will reset our new goal to 85%.

# Gmail planning underway

Rebelmail will soon be replaced with Gmail. Don Diener, associate vice provost for information technology, leads the OIT Gmail team which meets every week to work through the technical and support details for the e-mail system switch. The team has researched university Gmail implementations and plans to build upon best practices. With the idea of a possible launch in Spring 2010, the group is developing a realistic timeline and tentatively plans to:

- Begin by offering Gmail. We will provide self-help tools to allow students to move their e-mail from the old mail system to Gmail, if they prefer. Otherwise, they can start fresh with a clean account.
- Launch with the global address book turned on and populate it with relevant data from SIS, Swami or PeopleSoft.
- Later, we'll offer Google Docs and Calendar.

Rebelmail currently has over 140,000 user accounts, many of which are not activated and may be worth deleting. The timeline is dependent upon several new technologies, so the tentative launch date may change. If you have questions about Gmail, please contact Don Deiner at ext. 50500.

# WebCampus on new hardware, working on new issues

We launched WebCampus on new hardware this fall semester, and we planned to tell you about how everything went very well and, for the first time in a few semesters, the system did not crash on the first day of classes. But, as with any new technology implementations, especially complicated and powerful systems like WebCampus, new issues arise. We're committed to resolving those issues and will provide updates throughout the process.

## Help us spread the word about software deals for students!

Students get great deals on software through several services offered by our software partners: DreamSpark, Academic Alliance, and e-Academy. Through those vendors students can get SPSS, Microsoft products and more. They can also stop by the IT Help Desk, show their RebelCards, and pick up Symantec Antivirus for free.

# Lotus Notes 8 Upgrade

UNLV will move to Lotus Notes 8. The new product offers several new features many of you will appreciate. E-mail notifications to upgrade will arrive in your inbox in October and November.



## Top 10 Service Requests

August 24 - 30, 2009 | Total Requests: 2,021

