

WHERE DO I BEGIN?

INFORMATION TECHNOLOGY

louisville.edu/it

ULINK

ulink.louisville.edu

Need to find important UofL info? Searching for your paycheck stub? **Ulink** is a secure, web-based portal for all of your necessary employee accounts and the university's financial and service information. In Ulink, you can find all kinds of clickable listings that will help you navigate everything at UofL. All of the Information Technology options are on the front, *My Page*, in the second column.

New employees log in at [Ulink](#) using their **userID** and temporary **password**. On this Ulink page, there is login assistance if needed to begin. First, you'll want to set your new password, recovery questions and your preferred email address. Your userID and password are mandatory for all secure systems at the university.

BLACKBOARD

blackboard.louisville.edu

UofL's **Blackboard** Learning System provides online resources and support for courses and organizations. Using your UofL userID and password, you will be able to access, post and contribute to course materials, class discussions, media files, grades and other services. Available as both a web-based platform and mobile app, you'll love how easy it can be to navigate any coursework.

EMAIL

louisville.edu/email

Employees automatically receive a university email account when they begin their position. UofL's Microsoft Office 365 Outlook system allows for access to **email, calendars and archives** through web portals, installed software and on mobile devices. Frequently asked questions about UofL email are answered on our [FAQs](#) page.

What's great about UofL's Outlook system is that it allows you to maintain a calendar that is viewable by fellow employees so meetings are easily scheduled among multiple participants. Go to [Outlook Help](#) for more information about how to use and customize all of your options.

If you experience problems with phishing, dive into our [Phishbow!](#) for recent fake emails that have hit our filtering system. Learn more about preventing malicious or spam emails, on [our training page](#).

WIRELESS

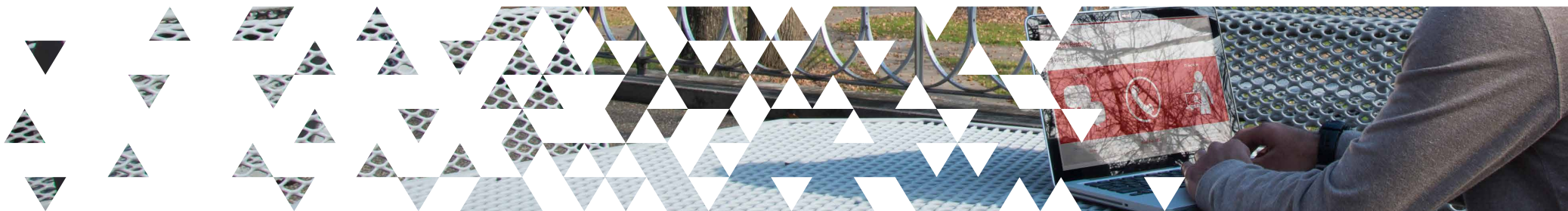
louisville.edu/it/wireless

Throughout each campus, UofL offers three types of wireless service. **ULvisitor** is for visitors (no log-in, unsecure) on a limited, short-term use. **ULsponsor** is for full-service, unencrypted network access but for only 30 days and requires a university sponsor for access. All faculty, staff and students use our **ULsecure** network as it allows those with a valid userID and password, encrypted wireless service.

UNIVERSITY ALERT SYSTEM

louisville.edu/alert

Employees automatically receive email messages from the **UofL Alert** system in the event of an emergency or urgent situation. In addition, you can sign up for emergency alerts via text to multiple accounts or phone numbers.



NEED TECHNOLOGY ASSISTANCE?

GOT COMPUTER PROBLEMS? WE CAN HELP WITH YOUR TECH QUESTIONS

IT HELPDESK

louisville.edu/it/helpdesk
helpdesk.louisville.edu

We provide support to the entire UofL community on all three campuses with more info, online support chat and online remote computer session.

Call to talk to a **HelpDesk** consultant - (502) 852-7997
Or you can order services, check the status of tech requests and modify existing service tickets through our [Service Catalog](#).

DESKTOP AND CLASSROOM SUPPORT

Depending on the location of your office, classroom or type of technology needs, there are different options available for help. Finding the right service can begin with contacting our [IT HelpDesk](#) or [request](#) equipment assistance on the Belknap campus.

IT'S ITECH CONNECT

louisville.edu/it/departments/consulting/itech-connect

How about some face-to-face help? We offer in-person assistance in our **iTech Connect** location on the lower level of the Miller IT Center on the Belknap campus, from 8am to 5pm, Monday to Friday. Let us help you with all of your technology tools or sign up for one-on-one training.

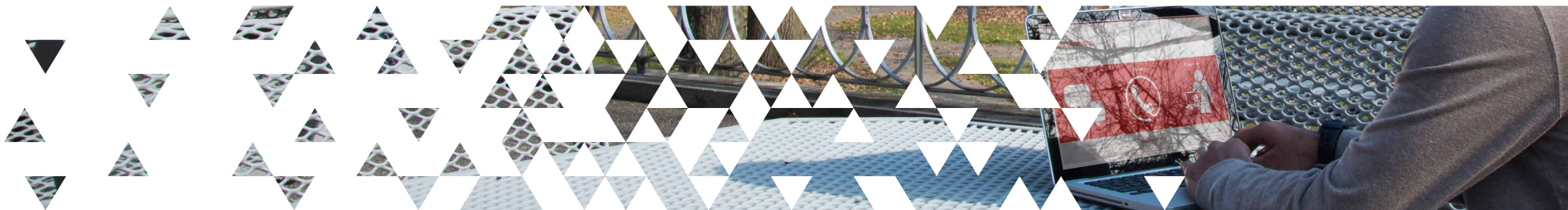
NETWORK / PHONE SERVICES

louisville.edu/it/departments/communications

Stay connected with direct network and phone access. Our VoIP (Voice over IP) telephone service and high-speed campus ethernet data network are designed to provide performance and reliability.

PASSWORDS

Having strong passwords is important for data security at UofL. If you need to reset or change your password, read our [Password Change Checklist](#) before [signing in](#) to make this change. Let us know if you need help or have account issues.



WHAT IS AVAILABLE FOR EMPLOYEES AT UOFL?

MICROSOFT OFFICE 365 AND CAMPUS AGREEMENT

UofL's [Office365](#) includes unlimited access to web browser versions of Microsoft products such as Word, PowerPoint, Excel and other collaboration and productivity software tools. Additionally, your user [departmental license](#) provides access to Microsoft Office productivity software and Windows operating systems for your university computing devices.

CARDBOX

Need a way to store and share data? We offer free, unlimited and secure storage with a [CardBox](#) account. Go mobile, integrate with Outlook, collaborate with colleagues and sync all of your backup files with one easy cloud storage option. To request a CardBox account, go to [ULink](#) or see our [Quick Start Guide \(PDF\)](#)

UL2FCTR (A DUO PRODUCT)

For all of our HR and Financial related software, UofL uses two-factor authentication to add a second layer of security to your online accounts. Requiring a second piece of information (a verification code created for you and sent to/by another device) before you can log-in to a site, improves privacy and security. Sign up for this service and get more information on our [info page](#).

ITECH XPRESS

louisville.edu/it/itechxpress

Need software? Check our online technology store for institutionally discounted and free, downloadable software.

WHAT DO I NEED TO KNOW ABOUT TECHNOLOGY AT UOFL?

SAFE COMPUTING PRACTICES - PROTECT YOUR DEVICES FROM VIRUSES

IT at UofL takes numerous precautions to keep your virtual transactions and interactions safe. We also encourage you to keep your computer secure and free from viruses and spyware. UofL requires the use of antivirus software on all network attached systems (wired and wireless devices) and provides free antivirus software.

Additionally, you should keep your computer current with operating system and application updates, use strong passwords, personal firewalls and lockout entry on the computer when not in use. [More information and specific measures](#).

ENCRYPTION POLICY FOR SENSITIVE DATA

UofL has mandated that electronic data be protected on all university-owned computers or personal machines used for storing, transferring or transmitting confidential and sensitive information through the use of encryption technology.

The use of full-disk encryption on all relevant devices ensures that the University complies with federal & state data protection laws while providing solid protection for electronic institutional & personal information. [More information](#).

ACCEPTABLE USE POLICY

Computing accounts, digital accessibility and university technology must not be used in any manner that could be interpreted as disruptive or damaging. No action that would cause harm to the university computing infrastructure, resources or data and other users will be accepted. Personal use should be kept to a minimum and in no case should a university account be used for non-university business purposes. [More information](#).