



Information Technology

UNIVERSITY OF LOUISVILLE

*Your Campus Source for
Creative Solutions*



Technology for Students

2007-2008

Accounts

As a student, you will receive a UofL ULink account as soon as you are admitted to the university. Your ULink account username and password will give you access to your e-mail and a wide variety of online systems and services. You can manage your ULink account online through <http://ulink.louisville.edu/> including changing your password or requesting additional accounts. It is important that you protect your password and keep it confidential – do not give it to anyone, and change it immediately if anyone else learns it. Be sure to answer the challenge questions so that you may reset your password online.

Blackboard

UofL uses the Blackboard Learning System to provide online resources and support for your classes, such as course materials, class discussions, multimedia files and other services. Some courses are offered entirely online to distance education students using this system. For more information, go to the Blackboard site at <http://blackboard.louisville.edu> and login using your ULink username and password.

Classroom Technology

A variety of classroom and lecture halls are networked and equipped with computers and multimedia technology. UofL uses interactive TV technology in some classes to connect with students in remote locations, expanding the educational options for students across the state.

Computing Centers

The university provides public computers with academic software in locations across the university. Many UofL schools and departments also provide specialized computing labs for their students. Public computing centers are located at:

- Miller IT Center, Room 002
- Ekstrom Library
- HSC K-Wing, Room 3008
- Burhans Hall, Room 204 (Shelby)

For more information, announcements and hours, please visit <http://louisville.edu/it/services/computing-centers>

Copy Centers

The UofL Copy Centers (now transitioning to iTechXpress) provide high-quality black and white and color copies, and other products and services such as CD burning, faxing, labels, name tags, posters, ethernet cables, transparencies, T-shirts and personalized printing. Full service copy centers are located at:

- iTech Xpress located in Miller Information Technology Center (<http://louisville.edu/it/itechxpress>)
- Ekstrom Library
- HSC "B" Building, Room 233

Self-service copiers are also located on Shelby campus in Burhans Hall, Room 205. More information is online at <http://louisville.edu/it/services/copy-centers>

E-mail

An e-mail account is automatically created for you when you are admitted. Students, faculty and staff all use the GroupWise e-mail system. Web access to GroupWise is at <http://gwweb.louisville.edu>. You may also purchase or download the full GroupWise client software through iTechXpress at <https://louisville.edu/it/itechxpress>.

As a student, you will receive official communications from the university via your e-mail account. It is very important that you check your e-mail regularly.

Helpdesk

The Information Technology Helpdesk staff offer information and assistance with your technology questions or problems 24 hours a day. Go to the Helpdesk online (now including online chat) at <http://louisville.edu/it/helpdesk>.

Contact the Helpdesk at 852-7997 or by e-mail at helpdesk@louisville.edu. You will be asked to provide your ULink username when calling.

Safe Computing

The university encourages you to keep your computer secure and free from viruses and spyware. UofL requires the use of anti-virus software on all network-attached systems (including wireless), and provides a free download of Symantec Anti-Virus software. You should also keep your computer current on patches and operating system updates, use strong passwords, use personal firewalls, and lock the computer when not in use.

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iTechXpress

iTechXpress is Information Technology's newest offering for students - a full service store located in the Miller Information Technology Center and online at <http://louisville.edu/it/itechxpress>. iTechXpress provides discounted academic software and free downloads, high-quality black and white or color copies, electronic and PC accessories, CD burning, labels, and personalized printing. Order online to have products mailed directly to you or purchase products in the store. iTechXpress accepts credit card, cash and check.

Student Residence Services

Information Technology provides network, telephone and cable TV services for students living in the residence halls. The campus residence hall network (ResNet) extends to all student rooms in UofL residence halls providing a high-speed connection for each student. Students are provided with one telephone outlet per room and a telephone. The university student telephone service does not include long distance service - students should make arrangements for a calling card or other service for long distance. University Housing provides cable TV services for student rooms in residence halls located on the Belknap campus - students housed in off-campus locations are able to contract directly with Insight Communications for service. For more information please visit Housing and Residence Life at <http://louisville.edu/student/housing/>

UofL.net Remote Dialup

UofL.net Remote is your connection to the university's computer network from home. UofL.net Remote is a 56K dialup service that comes in two levels: basic UofL.net Remote provides access to the university web pages at no charge. UofL.net Remote Plus provides access to the World

Wide Web at \$8 per month. Dialup accounts can be requested through the ULink portal at <http://ulink.louisville.edu>. For more information about UofL.net Remote and payment options, please visit <http://louisville.edu/it/dialup/>

ULink Login

ULink is a secure web-based gateway to university academic and financial information. This is where you will register for classes, manage your accounts, get news and information, view your transcript, check your grades, and maintain your personal information. You can sign on at <http://ulink.louisville.edu> using your ULink username and password.

Wireless Internet Access

The university provides high-speed wireless internet access in many classrooms and public areas on the Belknap, Health Sciences and Shelby campuses. The wireless network uses high-speed (802.11g) equipment to provide up to 54Mbps connection speed. For Windows and Pocket PCs, you must use the Odyssey client software to connect to the secure wireless network. For more information on wireless networks and downloads of the client software, please visit <http://louisville.edu/it/wireless/>

For more information on any topic relating to Information Technology, see the IT web site at <http://louisville.edu/it/>



Quick Web Guide

Note: Information for first-time users is found in the lower right corner of the ULink login screen at <http://ulink.louisville.edu>

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Copy Centers	http://louisville.edu/it/services/copy-centers
GroupWise e-mail	http://gwweb.louisville.edu
IT Helpdesk	http://louisville.edu/it/helpdesk phone: 852-7997 e-mail: helpdesk@louisville.edu see Live Chat on helpdesk web page
iTechXpress	http://louisville.edu/it/itechxpress
Student Residence Services	http://louisville.edu/student/housing/
UofL.net Remote Dialup	http://louisville.edu/it/dialup/
ULink Login	http://ulink.louisville.edu
Wireless Internet Access	http://louisville.edu/it/wireless/

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