



Information Technology

UNIVERSITY OF LOUISVILLE

*Your Campus Source for
Creative Solutions*



Technology for Students

2006-2007

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.

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 room 204 (Shelby)

For more information, announcements and hours, please visit <http://www.louisville.edu/it/opcenter/compctr.htm>

Copy Centers

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

- Miller IT Center
- 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://academictechnology.louisville.edu/designprinting/copiers>.

E-mail

An e-mail account is automatically created for you when you are admitted. Most students use the NetMail system for e-mail. Most Health Sciences students use the GroupWise e-mail system. Web access to NetMail is at <http://netmail.louisville.edu> and GroupWise web access is at <http://gwweb.louisville.edu>. 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://www.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 copy of Symantec Anti-Virus software at no charge. 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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Software Online Store

The software online store is at

<http://softwareresales.louisville.edu>.

The store focuses on academic software that the university offers at a discount or at no charge. You can order online, pay via credit card, and have the products mailed directly to you. Some software can be downloaded directly through the store.

Student Residence Services

University Housing and Residence Life provides network, telephone and cable TV services for students in residence halls. The campus residence hall network (ResNet) extends to all student rooms in UofL residence halls providing a 10/100 Mbps ethernet connection for each student. Students are provided with one telephone outlet per room, and must supply their own telephone instrument. 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://www.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://www.louisville.edu/it/dialup/ulnetremote.html>

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 a 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://www.louisville.edu/it/wireless/>

For more information on any topic relating to Information Technology, see the IT web site at <http://www.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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| Accounts | http://ulink.louisville.edu |
| Blackboard | http://blackboard.louisville.edu |
| Computing Center | http://www.louisville.edu/it/opcenter/compctr.htm |
| Copy Centers | http://academictchnology.louisville.edu/designprinting/copiers |
| GroupWise e-mail | http://gwweb.louisville.edu |
| IT Helpdesk | http://www.louisville.edu/it/helpdesk/ phone: 852-7997 e-mail: helpdesk@louisville.edu see Live Chat on helpdesk web page |
| NetMail | http://netmail.louisville.edu |
| Software Online Store | http://softwareresales.louisville.edu/ |
| Student Residence Services | http://www.louisville.edu/student/housing/ |
| UofL.net Remote Dialup | http://www.louisville.edu/it/dialup/ulnetremote.html |
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