IT Services
GETTING CONNECTED @ UTRGV
IT Service Desk

www.youtube.com - @utrgvit

Welcome to UTRGV video
IT Service Desk

my.utrgv.edu

Need Help? Request help or report an incident

IT Service Desk

Edinburg / McAllen / Rio Grande City

956-665-2020, Edinburg Academic Services Building 1.102

Brownsville / Harlingen / South Padre Island

956-882-2020, Brownsville Main 1212

Hours

Monday-Friday
8:00 a.m.–5:00 p.m.
IT Service Desk

my.utrgv.edu

Need Help? Visit IT Website

IT Website

utrgv.edu/it

- FAQ’s
- How-to (self-help articles)
- Policies
- Services
- Training
UTRGV Account Self-Service

myaccount.utrgv.edu

Sign in with your UTRGV Account

@utrgv.edu
UTRGV Password

Sign In

Can't Log in?

○ First-time user? Activate Account

🔒 I forgot my password

☐ I need to unlock my account

👤 I forgot my username

Update Account

✎ Change my password

✉ Update alternate email address

✍ Update security questions

❓ Account Access FAQ
myUTRGV Portal

my.utrgv.edu

Remember one address, username, and password.
Office 365 Apps

my.utrgv.edu

Access Microsoft online applications

App Launcher
Office 365 Mobile Apps

Your App Store

Available for Android, Apple, and Windows

Setup instructions available on the IT website How-to tab.
Office 365 Pro Plus

my.utrgv.edu

Your Office, wherever you go.

FREE Microsoft Office Software – Cloud Subscription

- Access Office experiences on up to 5 PCs or Macs and on mobile devices
- Runs locally on PCs, connection to the Internet is not required

NOTE: You must be an active UTRGV employee to continuously access the Office 365 cloud subscription

Install Office on your PC

my.utrgv.edu
Office 365 Apps

my.utrgv.edu

Official email account for all UTRGV business communications.

Outlook

- 50GB of storage
- Manage your Calendar, Tasks, and Address Book
- Easy to use on smartphones and tablets
Office 365 Apps

my.utrgv.edu

Your photos and more, on all your devices, in one place

OneDrive

• 5 TB of storage
• Share photos and videos, and access them from virtually anywhere.
• Create, save and edit documents online
• Work on documents with others at the same time
Office 365 Apps

my.utrgv.edu

Bridge the distance gap between all campuses

Skype for Business

- Reduce travel time and save costs associated with in person meetings
- Join online meetings and presentations
- Collaborate with colleagues and students

- Video conferencing
- Instant message (IM) and Chat
- Internet voice and video phone calls
- Screen sharing
- Test Video and Audio Settings
vSoftware
my.utrgv.edu

Discounted Microsoft Software Downloads

Microsoft Windows for PC & Mac ($9.95)
(1 computer per version)

$9.95 USD

NOTE: Always back-up your files before installing or upgrading Windows
HiED Tech Store

HiED.com

Discounted technology products for personal use

HiED provides access to academic discounts to purchase:

• Computers & Accessories
• Software
• Cameras
• Printers
• Computer repair
• Trade-in and warranty services for most computer brands.

NOTE: Use your university issued email
iShop
my.utrgv.edu

SHI supplier provides pre-approved configurations for computing equipment.
vPrint

my.utrgv.edu

Wireless printing from your laptop to a printer near you!

Edinburg Campus
- Academic Services
- Art Annex
- Arts and Humanities
- Business Administration
- Education Complex
- Engineering
- Health Sciences & Human Services West
- Library
- Mathematics & General Classrooms
- Medical School
- Social & Behavioral Sciences
- Science
- Student Union

Brownsville Campus
- Casa Belle
- Cortez
- El Comedor
- Life Health and Sciences
- Library
- U-Central
- Student Union

Printing Credits
25 printing credits per semester.

Printing Cost
- 1 Credit for Single-Sided B & W
- 1 Credit for Double-Sided B & W
- 2 Credits for Single-Sided Color
- 3 Credits for Double-Sided Color
Blackboard

my.utrgv.edu

• Online Classes
• Online Quizzes/Exams
• Lockdown Browser

• Tegrity (Lecture Capture)
• Compliance Training
• Second Life Classes
IT Service Desk

my.utrgv.edu

Need Help? Request help or report an incident

Something broken?
If you are having trouble with hardware, software or any IT service, let us know what's broken.

Something Broken

Name: Imra Hamida
Contact Number: 565-655-7150
Location of Incident
City: [Select]
Building: [Select]
Room: [Select]
Incident Information
Impact: [Select] 3 - Low
Computer/Device Asset Tag Number: [Enter]
Please provide a short description of your incident. For example, "My email is not working."
Detailed Description: [Enter]

Click the paperclip @ to attach items (Example: error screenshots, necessary files, etc.)
Access to University Resources

my.utrgv.edu

Faculty can request access to Banner and other University resources.

- Banner
- file shares
- departmental emails
- PAF
- webfocus
- brm
- Xtender
- And many more

Request access to UTRGV resources in my.utrgv.edu
Guest Accounts

my.utrgv.edu

Guest Accounts services provides temporary wireless and/or computer access to a guest/visitor at UTRGV for a specified period of time. (Less than 2 weeks)

Request a temporary guest account in my.utrgv.edu

ServiceNow

Temporary guest access
You can request temporary access to campus resources like wireless internet, etc.
Video Conferencing & Webinars

Deliver the best learning experiences from anywhere.

- Connect and interact with students who cannot attend in-class sessions.
- Work across geographies and connect with colleagues and students on different campuses and through distance learning.
- Collaborate in meetings with people in different parts of the globe.
- Reduce travel time and save costs associated with in-person meetings.
- Push research forward and collaborate with a global group, gaining instant access to the right resources, when you need them.

Request 48 hours in advance to plan settings
Faculty Research Support

- Research consulting services for IT resources
- Software and Data Mining Support
- High performance computing
- Visualization
- TACC & Linux support
- Storage and backup solutions
- Research Software - SPSS Take Home License
Training Microsoft Imagine

my.utrgv.edu ➔ Resources ➔ Microsoft Imagine

Self-paced online training for Microsoft applications

- Word
- PowerPoint
- Excel
- OneNote
- Visio
- Office 365
- Access
- Project
- Windows
- Outlook
- Publisher
- Lync (Skype for Business)
IT Training

my.utrgv.edu

Group and one-to-one trainings on campus technology topics

- Classroom Technology & Interactive Video Training
- OneDrive
- Skype for Business
- SharePoint
- Qualtrics (online survey app)

Request group and one-to-one IT training in my.utrgv.edu
UTRGV Training Services

my.utrgv.edu → Resources → Training Services

Register for live trainings on campus technology, business systems, personal development, and other topics.

- **Register Online** – Book courses directly from training registration website with just one click.
- **Training Course Availability** – View dates, times, training description, and campus locations.
- **Training Records** – View your training records anytime online.
Campus Software

Search → Software Center

Install site licensed software

- Adobe Reader
- Respondus 4
- Turning Point
- SPSS Statistics
- CAS SciFinder
- Matlab R2011b
- SoftChalk
Adobe Creative Cloud

Adobe.com

Enterprise License  ➔ Enter UTRGV Credentials

Adobe Creative Cloud apps. One more reason to love it here.

Creative Cloud gives you access to every Adobe creative app, including Adobe Photoshop, Illustrator, InDesign and much more. And it’ll be available on our campus soon to make a website, a video, a poster, a presentation—anything you can imagine. You’ll have the tools.
PowerBroker
Right Click on software file → UTRGV Run or Install Elevated

Install software and updates with privileged access

To continue, type justification and click OK.
Telephone Voice Messaging System

- **Listen to voicemail through your email** – Forward any new voicemail to your email account as an audio file. (You will still need to log in to your voicemail using your telephone to delete messages to keep your voice mailbox from getting full.)

- **Notify Me** – Send text message alerts to a mobile device when a new voicemail arrives. (Available only for mobile devices with local numbers using area code 956)

- **Reach Me** – Forward any calls to a mobile device before it prompts the caller to leave a voicemail. (Available only for mobile devices with local numbers using area code 956)

- Customize voicemail message playback to your preferences

- Change voice mailbox password.
eduroam - wireless internet

eduroam.org

Connect at UTRGV, roam worldwide

Features

- Global service for secure, fast wireless access
- Available on your laptop and mobile devices
- Participating universities, libraries, and research centers
- Available in 50 countries worldwide
VPN & Remote Access

- No VPN between Brownsville, Edinburg, and Harlingen needed
- VPN provides a secure (encrypted) connection into the campus network.
- UTRGV resources are available that normally would only be available on campus.
  - Remote Desktop to your campus computer
  - Direct Deposit modifications
  - Oracle e-business responsibilities
- VPN access requires Two-Factor Authentication
- If you travel outside of the U.S., please contact the IT Service Desk to allow your computer to accept connections from an international location.
UTRGV Messenger

messenger.utrgv.edu

Submit UTRGV news and announcements bulletins

- **HAPPENINGS**: announce upcoming UTRGV events, concerts, plays, ribbon cuttings, etc.
- **HEADS UP**: announce upcoming deadlines, IT downtimes, campus closures, alerts, parking notifications
- **KUDOS**: share your departments or office accomplishments
- **TRAININGS and WORKSHOPS**: upcoming UTRGV trainings, workshops or conferences.
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