Support and Services for Faculty & Staff

Looking for Outlook training? Having problems connecting to the UTD network? Needing assistance with processing a Computer Access Request for your new employee? We can help.

ACS offers Desktop Support 8-5pm Monday thru Friday and Helpdesk Services are available up until 9pm during the week and 1-5 on weekends.

Faculty and Staff Training

The **training group** offers a wide variety of training options to University faculty and staff, ranging from WebCT classes to Microsoft Office productivity classes and HTML classes. Additionally, the training group is responsible for supporting faculty, staff, and students using BlackBoard and WebCT.

Weekly work sessions are available to faculty members who need help developing their courses.

Upcoming Classes

- **WebCT Boot Camp**, Aug 08 - 09 2007
- **Using the WebCT Grade Book**, Aug 16 - 07 2007
- **Using Respondus**, Aug 21 - 07 2007
- **Creating and Using WebCT Templates**, Aug 23 - 07 2007

Only 4 out of 7 upcoming training events are shown.

View all Upcoming Classes »

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Electronic Forms

Eforms are listed on the IR page, and can be used to download different required departmental forms such as Business card order forms, New employee checklists and Purchase Vouchers, to name just a few.

ick Support Links

Jump to a topic on this page:

- ✤ Faculty and Staff Training
- ✤ Electronic Forms
- ✤ Media Services
- ✤ Heat Self Service
- ✤ Campus Domain, Personal Network Space, and Shared Drives
- ✤ Accessing Your Computer Remotely
- ✤ Campus Exchange Server and Email
- ✤ Supported Applications
- ✤ Blackberry Enterprise Server & Goodlink
- ✤ Purchasing

Popular Support Links:

- ✤ AirUTD Wireless Setup
- ✤ Recommended Computer Specifications
- ✤ Electronic Forms
- ✤ Frequently Asked Questions

Requests for additions or changes to E-forms should be sent to the Help Desk for processing by the IR Department. Most requests are processed within one to two days, however, sometimes due to volume requests make take up to a week to take affect.

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Media Services

Need Classroom Technology assistance? Report a problem, reserve equipment and/or get training on how to connect to or use any UTDallas classroom equipment. Visit the **UTDallas Media Services Website**.

You can also quickly reserve media equipment through the Online Classroom Media Reservation Website.

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Heat Self Service

Click on the link below to create a self service ticket for your technical issue or question.

Our automated system will route your call to the appropriate department based on the information you enter. This link also allows you to view all of your historical call tickets and their status.

Heat Self Service

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Services from Academic Computing Services

Need a communication solution for your office? How about an online storage solution for all your shared documents, contacts and interoffice correspondence? All of this is available at no charge through Academic Computing Services, contact the Help Desk today to find out more.

Need Microsoft Sharepoint? Good news, Microsoft Sharepoint Services now available! ACS will consult with you at your convenience to show all the resources Sharepoint has to offer, by phone, email or in person, just let us know your preference and schedule.

UTD Home

Comments/Questions? assist@utdallas.edu