IT Support Within the College

The Herbert Wertheim College of Engineering (HWCOE) has a distributed IT support structure. IT workers are embedded and dedicated to their specific School, Department, Center or specific unit for quicker, more personalized, support. Because of this organization, there is not currently a central helpdesk, or phone number, for IT assistance within the HWCOE. Engineering faculty and staff who need IT assistance should contact their local IT support as identified below. Up-to-date information is available at https://www.it.eng.ufl.edu/contacts/

<table>
<thead>
<tr>
<th>Unit</th>
<th>Location</th>
<th>Phone</th>
<th>Email</th>
<th>Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineering Administration</td>
<td>557 Weil</td>
<td>352-392-9217</td>
<td><a href="mailto:support@eng.ufl.edu">support@eng.ufl.edu</a></td>
<td>Mike Seufert Andrew Hale</td>
</tr>
<tr>
<td>Biomedical Engineering (BME)</td>
<td>J292 BMES</td>
<td>352-273-9316</td>
<td><a href="mailto:support@bme.ufl.edu">support@bme.ufl.edu</a></td>
<td>Victor De La Cruz Kaitlynn Gravely</td>
</tr>
<tr>
<td>Chemical Engineering (CHE)</td>
<td>317A CHE</td>
<td>352-392-3360</td>
<td><a href="mailto:support@che.ufl.edu">support@che.ufl.edu</a></td>
<td>Victor De La Cruz Kaitlynn Gravely</td>
</tr>
<tr>
<td>Computer &amp; Information Science &amp; Engineering (CISE)</td>
<td></td>
<td></td>
<td><a href="mailto:consult@cise.ufl.edu">consult@cise.ufl.edu</a></td>
<td>Dan Eicher Dayron Acosta Addison Laurent Mark Windischman</td>
</tr>
<tr>
<td>Electrical &amp; Computing Engineering (ECE)</td>
<td>263 NEB</td>
<td>352-392-4568</td>
<td><a href="mailto:admin@ece.ufl.edu">admin@ece.ufl.edu</a></td>
<td>Jason Kawaja Sean Johnson Adam Lee</td>
</tr>
<tr>
<td>Engineering School of Sustainable Infrastructure &amp; Environment (ESSIE)</td>
<td>454 Weil</td>
<td><a href="mailto:helpdesk@essie.ufl.edu">helpdesk@essie.ufl.edu</a></td>
<td>Kyle Arola Stedman Sirmons</td>
<td></td>
</tr>
<tr>
<td>Industrial Systems &amp; Engineering (ISE)</td>
<td>557 Weil</td>
<td>352-392-9217</td>
<td><a href="mailto:support@ise.ufl.edu">support@ise.ufl.edu</a></td>
<td>Mike Seufert Andrew Hale</td>
</tr>
<tr>
<td>Mechanical &amp; Aerospace Engineering (MAE)</td>
<td>233 MAE-B</td>
<td>352-392-0927</td>
<td><a href="mailto:support@mae.ufl.edu">support@mae.ufl.edu</a></td>
<td>Ramai Gaasbeek Dave Bourget</td>
</tr>
<tr>
<td>Materials Science &amp; Engineering (MSE)</td>
<td>104 RHN</td>
<td>352-273-1817</td>
<td><a href="mailto:support@mse.ufl.edu">support@mse.ufl.edu</a></td>
<td>Ira Harkness Eric Hill</td>
</tr>
</tbody>
</table>

Faculty and staff may always contact the main IT office within Engineering Administration for IT assistance at 352-392-9217 or support@eng.ufl.edu. We will attempt to identify your local IT office for you and provide contact information, initiate a support ticket on your behalf or, depending on your request, provide appropriate information and assistance.

University IT Policies

All UF IT policies can be found at https://it.ufl.edu/policies. Your IT support will help manage compliance for most IT policies, but you should be aware of your responsibilities concerning them and how they will impact you. Several of these policies are mentioned below:

- All UF users should be familiar with UF’s acceptable use policy (AUP): https://it.ufl.edu/policies/acceptable-use/
- UF email policy requires UF business to be conducted through a UF mailbox and does not allow automatic forwarding to non-UF email providers per UF’s Electronic Mail policy (https://it.ufl.edu/policies/email/electronic-mail/)
- University websites must use domain names within the ufl.edu namespace (https://it.ufl.edu/policies/web-related/domain-name-policy/)
- The HWCOE has additional IT Administrative Processes which further clarify UF policies and standards available at https://www.it.eng.ufl.edu/it-administrative-processes/
ISAs/ISMs
Each information security policy includes specific responsibilities of the Information Security Administrator (ISA) and Information Security Manager (ISM) of the College and unit. Briefly, the ISA is an administrative and leadership position within a unit responsible for ensuring the ISM and IT staff have appropriate support and the ISM is typically an IT/technical leadership position within a unit responsible for the implementation of security procedures.

The HWCOE Dean is the College Information Security Administrator. This is currently Dean Cammy Abernathy (dean@eng.ufl.edu).

The HWCOE Associate Director of IT is the College Information Security Manager. This is currently Shawn Lander (shawn@eng.ufl.edu).

Schools, Departments, and other units of the HWCOE may designate a unit ISA and ISM. In the table of IT contacts above, the bolded name is designated as a unit ISM. The unit’s Director or Chair serves as the unit ISA.

Reporting Incidents
In general, when you suspect a security or privacy incident has occurred you should contact your unit ISM. They will follow correct procedures for reporting the incident. In general, these procedures are:

- Security incidents are reported to UFIT Information Security Office (ufirt@ufl.edu / 352-273-1344) https://security.ufl.edu/about-us/report-an-incident/
- Privacy violations are reported to the UF Privacy office (privacy@ufl.edu) http://privacy.ufl.edu/privacy-incidents/report-a-privacy-incident/
- Phishing and email abuse can be reported to abuse@ufl.edu
- Spam can be reported to report-spam@ufl.edu

When reporting email issues please include the original message as an attachment in order to include full message headers which are necessary for correctly identifying the problem.

Mobile Devices
Mobile devices (such as phones, tablets, laptops, and USB flash drives) are easily lost and stolen, allowing an unauthorized person access to data stored on the device or to easily access university systems. Mobile devices used as part of your employment at UF, regardless of who purchased them, must be protected per the Mobile Computing and Storage Devices Policy (https://it.ufl.edu/policies/information-security/mobile-computing-and-storage-devices-policy/) which requires the following:

- All devices must use full disk, hardware encryption
- All devices must be password protected
- You are responsible for making sure the devices you use comply with university security requirements (your IT support will assist in this process)
- You must report the loss or theft of a mobile device to your ISM as soon as you discover that it is missing

Data Classification Policy
UF personnel work with data subject to specific controls due to contracts and federal or state laws. It is the responsibility of all UF personnel to understand the classification of the data they work with and any controls subject to it. UF primarily uses three data classifications:

- **Restricted**: Data in any format subject to specific protections under law, regulation or contract (such as, social security numbers, driver licenses, medical and student records, etc.)
The UF Data Classification Policy (https://it.ufl.edu/policies/information-security/data-classification-policy/) and Data Classification Guidelines (https://it.ufl.edu/policies/information-security/related-standards-and-documents/data-classification-guidelines/) can be used to understand how the data you work with is classified.

Privacy Policy
University employees are responsible for understanding the required privacy and security policies associated with the types of data they routinely create and/or use. The information concerning privacy at UF is maintained by the UF Privacy Office which provides resources through their website at https://privacy.ufl.edu/.

- UF’s Online/Internet Privacy Statement is found at http://privacy.ufl.edu/privacy-policies-and-procedures/onlineinternet-privacy-statement/
- Privacy related training includes:
  - Student records: PRV802 FERPA Basics and PRV803 FERPA for Faculty (http://privacy.ufl.edu/privacy-training/ferpa-basics-and-ferpa-for-faculty/)
  - Health/Patient records: PRV800 HIPAA & Privacy - General Awareness (https://privacy.ufl.edu/privacy-training/hipaa-training/)
  - SSNs: PRV804 Protecting Social Security Numbers (http://privacy.ufl.edu/privacy-training/protecting-social-security-numbers/)

Risk Management Policy
All information systems must be assessed for risk to integrity, availability, and confidentiality per UF’s Risk Management Policy (https://it.ufl.edu/policies/information-security/risk-management-policy/). This policy has undergone many updates over time. It is currently branded as Integrated Risk Management (IRM). The IRM website, which explains the many aspects of this process, is available at https://irm.ufl.edu/.

- If you are not collecting, storing, transmitting, or processing restricted data, than review by administrative and compliance offices is not required for the following hardware and software:
  - Laptops and desktops
  - Products available through Software Licensing Services (https://www.software.ufl.edu/)
  - Products listed as a FastPath solution (https://irm.ufl.edu/what-is-a-fast-path-solution/search-fast-path-solutions/)
- UF provided services, such as ResVault, are pre-vetted by IRM but still require an assessment for particular use cases when used with Restricted Data. However, the process is significantly simplified and time to implementation is accelerated because you are using a pre-vetted service.
- The UF Data Guide (https://irm.ufl.edu/uf-data-guide/) can be used to make informed decisions about the data and tools you use.
- Risk Assessments are conducted through a web tool available at https://riskmanagement.ufl.edu/ and involve the following steps. Not all assessments will go through all 4 steps of this process (and many will not go past step 2).
  - Step 1: Request. Risk Assessment intakes can be submitted by Faculty and Staff and include approximately 14 questions to evaluate the scope of work. If you’d like a student to be able to submit intakes for you work with your local IT worker to request proper access.
Step 2: Categorization. Assessments for systems involving sensitive and restricted data types will require an additional set of questions to understand the data and technology involved in the system. You will need to work with your Information Security Manager (ISM) to complete this step.

Step 3: Survey Delivery. If a system is not part of a pre-vetted environment additional surveys will be required to better understand how the various parts of the system are configured and managed. These surveys will be answered by you, your students, and your ISM depending on the systems involved.

Step 4: Findings & Remediation. The analyst assigned to the project will review all information to determine if the appropriate controls are in place. If deficiencies are found a remediation plan will need to be agreed upon. Once that is accepted by the ISM the risk assessment is completed.

Electronic Information Technology (EIT) Accessibility Policy

Any electronic information technology (EIT) must adhere to specific accessibility standards to comply with various federal and state laws including the Americans with Disabilities Act of 1990 (ADA). The policy, definitions, standards, and other resources are available at https://it.ufl.edu/policies/eita-accessibility/eita-policy/ and https://accessibility.ufl.edu/. This means that all websites and other electronic documentation must comply with Web Content Accessibility Guidelines (WCAG Version 2.0, Level AA).

This policy not only applies to University websites but documents produced (i.e. syllabi, class assignments, videos, etc) to insures anything acquired, developed, distributed, used, purchased, or implemented adheres to specific accessibility standards. A basic summary of those standards can be found at https://it.ufl.edu/policies/eita-accessibility/standards/.

Useful accessibility tools acquired by UF include:

- SensusAccess (https://accessibility.ufl.edu/sensusaccess/) - convert documents to more accessible versions
- SiteImprove (https://siteimprove.com) – cloud-based product that automates the process of identifying accessibility problems on websites and aids in correcting issues (only licensed for websites in ufl.edu domains). Contact your unit’s webmaster for more information.
- Captioning (https://accessibility.ufl.edu/captioning-request/) – video courses recorded in UF’s Mediasite are eligible for UFIT captioning
- myTraining course “ITT341-EITA: Electronic Information Technology Accessibility at UF” provides additional information regarding awareness, tools, and resources and identifies key policy points and technical implementation standards for compliance

GatorLink Accounts

A GatorLink username and password is required for access to most UF information systems and is required before obtaining a University mailbox. GatorLinks are provided to individuals with active affiliations with the university and have strict password complexity standards that govern how and when passwords must be changed. Engineering Business Services (EBS)-HR will initiate the process for obtaining a GatorLink during the hiring process.

- UF Helpdesk GatorLink information: http://helpdesk.ufl.edu/self-help/new-gator-resources/gatorlink/
- Identity Services’ GatorLink Account Management information: http://identity.it.ufl.edu/process/gatorlink/
- Two Factor Authentication for better securing your account is available: https://it.ufl.edu/2fa/

Anyone issued an account with a password by the University of Florida is responsible for taking appropriate steps, including those below, to select and secure their password(s):

- You are responsible for all activity that occurs as a result of the use of your password(s)
- You are responsible for protecting your password(s) by not sharing them or storing them in a manner that could be accessed, guarding against shoulder surfers, and not re-using passwords for UF accounts on other services
• You are responsible for reporting any suspicious use of your account or password (if you believe your password has been shared or compromised, you must change it immediately and contact your IT support or the UF Computing Helpdesk)
• Understand that IT staff at the University will NEVER ask for your password nor will you receive email from IT asking you to verify your account
• Passwords must adhere to complexity standards as documented at https://it.ufl.edu/policies/information-security/related-standards-and-documents/password-complexity-standard/
• To change your password go to https://account.it.ufl.edu/, click on Change Your Password, and then login with your current GatorLink username and password. Remember that changing your password will impact:
  o Wireless connection settings
  o Mobile device saved passwords for UF services (UF Exchange, O365, Teams, SharePoint, etc)

Training
IT training information can be found at https://training.it.ufl.edu/. This includes information about centrally provided classes, tools, and services on a variety of IT-related topics:

• UF provided training classes such as:
  o UF Cyber Self Defense Course (https://security.ufl.edu/learn-information-security/spice-training/cyber-self-defense/)
  o Cisco Phone Help (http://tss.it.ufl.edu/resources)
  o Student Records: PRV802 FERPA Basics and PRV803 FERPA for Faculty
  o SSNs: PRV804 Protecting Social Security Numbers
• Microsoft Imagine Academy (Windows, Office, Visual Studio, and more)
• Linkedin Learning (previously called Lynda.com)
• Qualtrics (web-based surveys)
• iThenticate (research and grant-writing assistance for missed citations and other mistakes that could be considered plagiarism)
• Respondus Lockdown Browser and Quiz Creation (online quiz and test environment)
• Turnitin (anti-plagiarism service for student assignments)
• VoiceThread (tool which supports teaching and learning environments)

IT Purchases
Hardware
Make sure to discuss any hardware needs and purchases with your local IT. In some cases there may be UF provided hosting solutions from Infrastructure & Communication Technology Services (ICT) or Research Computing (RC). UF evaluates purchases against IT strategic initiatives to avoid duplication of services and, in some instances (particularly concerning storage solutions), requires discussions with RC before purchases can be completed. Additionally, risk assessments must be initiated for many purchases (particularly involving systems used to collect, transmit, or store sensitive or restricted data).

Network Storage
• Enterprise Infrastructure (https://hosting.it.ufl.edu/)
• Research Computing (https://www.rc.ufl.edu/)
• Cloud storage
  • Dropbox for Education: https://cloud.it.ufl.edu/uf-dropbox/ (IRM FastPath information at https://irm.ufl.edu/fast-path-solutions/items/uf-gatorcloud---onedrive.html)
Software
Make sure to discuss any software purchases with your local IT. They are familiar with UF and College site licenses and will be able to direct you appropriately when they exist. Additionally, your local IT will be able to work with Information Security & Compliance and initiate Risk Assessments if there are requirements for the software you need.

- Microsoft software available through three different licenses:
  - Microsoft Campus MVLS
    - Covers OS licenses and Office suites (see https://procurement.ufl.edu/microsoft)
    - Eligible UF employees receive Microsoft Office 365 ProPlus licensing (see https://it.ufl.edu/services/gatorcloud-microsoft-office-online)
  - Microsoft Select License, for software not available in the other two licenses (Visio, Project, Visual Studio, etc) (see https://procurement.ufl.edu/microsoft/#select)
  - Microsoft Azure Dev Tools for Teaching (previously Imagine)
    - A teaching license providing a variety of Microsoft software to students free of charge, including: Visio, Visual Studio, Project, Access, and Windows (desktop and server).
    - Login with Gatorlink at https://azureforeducation.microsoft.com/devtools
- UF Software Licensing Services manages several site-licenses (such as Adobe Cloud Suite, Mathcad, MATLAB, SAS, and SigmaPlot). Info at https://software.ufl.edu/.
- The College manages additional software licenses (Abaqus, ANSYS, LabVIEW, Siemens (STAR-CCM+ & NX), SolidWorks, SPSS, and TechPlot). License costs are split between participants. Email software@eng.ufl.edu for info.

Websites
The homepage, and several other HWCOE websites, are managed by the Engineering Marketing & Communications office (marcom@eng.ufl.edu). Marketing & Communications personnel are also embedded in many departments to manage departmental websites and may assist in managing faculty, lab, or center websites as well. Keep in mind the following information:

- An HWCOE IT admin processes specifies hosting requirements for HWCOE websites: https://www.it.eng.ufl.edu/it-administrative-processes/it-4-1-5-website-hosting-requirements/
- University websites are required to use domains ending in ufl.edu (https://it.ufl.edu/policies/web-related/domain-name-policy/)
- Some HWCOE departments offer faculty websites within their departmental website
- The HWCOE provides faculty websites through https://faculty.eng.ufl.edu/
- UF provides free-of-charge website hosting using TerminalFour (T4) (https://webservices.it.ufl.edu/terminalfour/)
- UFIT hosting provides other resources for web hosting (https://hosting.it.ufl.edu/)

Phone System
- Most Engineering departments and buildings use UF’s Cisco VoIP phone system.
- Phone system documentation is available at https://it.ufl.edu/jct/documentation/telecommunications/ (including specific training for your handset, answering, transferring, and parking calls, call pickup, conference calls, phone preferences, voicemail and more)
- There are several web consoles for UF’s Cisco VoIP phone system for performing various functions (login to each with your GatorLink):
• Unified Communications Self Care Portal: https://iphone.voip.ufl.edu/ucmuser/ for various handset features, like speed dials (login with your GatorLink)
• Cisco Personal Communications Assistant: https://unityconnection.voip.ufl.edu/ciscopca for resetting voicemail PIN and other features (login with your GatorLink)
• Voicemail web inbox: https://unityconnection.voip.ufl.edu/inbox to listen to, delete, archive, and download voicemail (login with your GatorLink)
• Conference calling services at UF: https://it.ufl.edu/ict/documentation/telecommunications/service-description/conference-services/
• UF Voice Mail access while away from the office:
  • Dial 273-1000 from any phone (31000 from campus handsets)
  • Press the *.
  • Enter your 5 digit phone number and password
  • Follow the voice prompts

eFax
• Send faxes through email using [fax: ###] in the TO: field and the document as an attachment (the brackets are required and ### is the phone number).
• Documentation about eFax can be found at https://it.ufl.edu/ict/documentation/telecommunications/service-description/efax-services/

Remote Access (VPN)
Accessing the university network or computer systems not intended for public use via the Internet or other remote method must only be done using approved methods. Do not implement your own methods of remote access. The university provides a VPN service to enable remote access (https://vpn.ufl.edu/):
• Instructions for the Cisco VPN can be found in the UFIT wiki: https://connect.ufl.edu/it/wiki/Pages/glvpn.aspx
• Mobile devices should use the Cisco AnyConnect VPN app available from the iPhone App Store or Google Play.
• A unit VPN tunnel is available if you want secure access to your equipment from off campus that can be worked into your ACL / firewall rules... submit a ticket to UFIT at https://my.it.ufl.edu/

UF Wireless
• UF is an EDUROAM institution (www.eduroam.org). EDUROAM allows students, faculty, and staff from participating institutions to obtain wireless Internet connectivity when visiting other participating institutions.
• UF wireless uses several methods to help ensure security of connected devices.
  o 802.1X based authentication
  o WPA2 wireless encryption
  o Network Access Control (NAC) posture assessment (checks user devices for minimum security standards) using the SafeConnect Policy Key
• UF’s wireless onboarding system is started at https://getonline.ufl.edu/ and will connect you to the EDUROAM wireless SSID. You will have to download an auto-configuration tool from Cloudpath. This insures you are configured properly and have a valid Policy Key installed.

Email / UF Exchange
• Mailboxes are in UF Exchange (UFX) and typically use [gatorlink]@ufl.edu or use a unit level domain and convention.
• Documentation about UFX (including service specifications and connecting mail clients and mobile devices) can be found at https://mail.ufl.edu/.

• Outlook Web Access (OWA): https://mail.ufl.edu/owa.

• Listservs (@lists.ufl.edu): UF operates a listserv service outside of UF Exchange available for general use
  • Information for requesting and managing a listserv is available at https://lists.ufl.edu
  • Your unit IT can assist in requesting and configuring a listserv for you
  • Management console uses your primary email address for authentication and assigns a password (it does not use Gatorlink authentication)
  • Most listservs are configured as Announcement lists with confirmation (i.e. restricted send to only owners and will email you back when you send a message asking if you intended to send the message)
  • Notable collegewide listservs include the following (subscription is managed by Deans Office staff (send moves/adds/changes to directory@eng.ufl.edu) through the College’s Online Directory(https://www.eng.ufl.edu/about/contact/college-directory/)):
    ▪ COESTAFF-L (all college fulltime staff)
    ▪ COEFACULTY-L (all college faculty)
    ▪ COETENURED-L (tenure track faculty)
  • Building Operations Listservs. The college has established a number of listservs that are used to notify building occupants of various construction projects and emergency situations. Information about them can be found at https://www.eng.ufl.edu/facilities/general-services/building-listserv/ (including lists you may want to subscribe to).

• Distribution groups (typically @[unit].ufl.edu): distribution groups are UFX objects and deliver email to all members of the group
  • Created by your IT in UF Exchange
  • Distribution groups are identified in the UF Exchange Global Address List (GAL) since they follow a naming convention of: “. [unit]” (where [unit] will identify the UF department that manages the group)
  • Controlling membership of distribution groups can be delegated and is performed within Outlook via the Global Address List (GAL).

• Shared Mailboxes: one mailbox with multiple people accessing it
  • Created by your IT in UF Exchange
  • Typically created for email addresses based on function (grants@eng.ufl.edu) (or in instances where mail should be transferred easily from one employee to the next)
  • Share common read/unread, reply, priority, and follow-up statuses to all mailbox users
  • Connecting to a shared mailbox: https://www.it.eng.ufl.edu/kb/how-do-i-connect-to-a-shared-mailbox-using-outlook/

• Public Calendars:
  • Follows a unit organization structure under “Public Folders -> All Public Folders” in the “Folders” tab of Outlook
  • Units may maintain conference room, leave, and special purpose calendars (i.e. reserved parking) here (consult with your local unit)
  • Public Calendar access and permissions are managed on a calendar-by-calendar basis set by each unit

• Resource Calendars:
  • Room calendars can be found in the GAL and start with “@ [UNIT]”
  • Equipment calendars (i.e. projectors, vans, etc) can be found in the GAL and start with “+ [UNIT]”
  • Can use auto-booking agents which govern who can create appointments directly vs who much have their requests approved by specified individuals
Useful Websites

IT Websites and Services
- https://accessibility.ufl.edu/ - Accessibility at UF
- https://alerts.it.ufl.edu/ - IT Alerts Dashboard
- https://elearning.ufl.edu/ - e-Learning @ UF
- https://getonline.ufl.edu/ - EDUROAM wifi onboarding
- http://helpdesk.ufl.edu/ - UFIT Computing Help Desk
- https://it.ufl.edu/ - UFIT’s primary website
- https://mail.ufl.edu/ - UF Email information
- https://news.it.ufl.edu/ - UFIT Update
- https://privacy.ufl.edu/ - UF Privacy Office
- https://security.ufl.edu/ - Information Security & Compliance
- https://software.ufl.edu/ - Software Licensing Services
- https://video.ufl.edu/ - Video & Collaboration Services
- https://vpn.ufl.edu/ - UF VPN
- https://www.it.eng.ufl.edu/ - Engineering IT Support

Online/Cloud Tools (Software as a Service (SaaS))
- Canvas – UF’s Learning Management Systems (LMS)
  - https://ufl.instructure.com - (direct login)
  - https://elearning.ufl.edu - UF’s e-Learning resource website
- Dropbox for Education (online file storage):
  - https://cloud.it.ufl.edu/uf-dropbox/
  - A training class is required during signup
  - Info: https://irm.ufl.edu/fast-path-solutions/items/uf-gatorcloud---dropbox.html
  - FAQs: https://cloud.it.ufl.edu/uf-dropbox/frequently-asked-questions/
- Mediasite – video streaming for course content
  - https://video.ufl.edu/streaming/mediasite
  - A MyMediasite account is available to UF faculty and staff for free storage of instructional purpose videos
- OneDrive for Business (online file storage):
  - https://uflorida.onedrive.com/
  - Info: https://irm.ufl.edu/fast-path-solutions/items/uf-gatorcloud---onedrive.html
  - Gatorlink accounts are automatically licensed for OneDrive for Business
  - Provides 5TB of storage per person
- Outlook Web Access
  - https://mail.ufl.edu/owa
  - Web-based mail client for UF Exchange mailboxes
- Qualtrics:
  - http://ufl.qualtrics.com/
  - Electronic survey tool
  - Info: https://training.it.ufl.edu/services/centrally-supported-tools/supported-service-items/qualtrics.html
- Sensus Access
  - https://accessibility.ufl.edu/sensusaccess/
- Document conversion system that converts documents into more accessible formats
  - Available to all UF students, staff, and faculty
- SharePoint Online
  - [https://uflorida.sharepoint.com/](https://uflorida.sharepoint.com/)
  - Online collaboration tool to create websites for hosting documents, lists, wikis, announcements, and other content for colleagues, partners, and customers
- Microsoft Teams
  - [https://teams.sharepoint.com/](https://teams.sharepoint.com/)
  - Team based content collaboration and concentrator (comparable to Slack and Google Hangouts)
  - Unified communications tool (eventual replacement for Skype for Business)
- UF DocuSign (electronic signature service for obtaining signatures electronically)
  - [https://it.ufl.edu/ufdocusign/](https://it.ufl.edu/ufdocusign/)
  - Available to any faculty or staff with a valid GatorLink
  - Training and ARS role required prior to use:
    - **Sender**
      - Send documents via UF DocuSign for electronic signatures
      - myTraining class: PST280 – UFDocuSign Sender Training
      - ARS role to request: UF_N_DOCUSIGN_SENDER
    - **Author**
      - Create, edit, and share document templates for automating business processes
      - myTraining class: PST 290 – UFDocuSign Author Training
      - ARS role to request: UF_N_DOCUSIGN_AUTHOR
- Microsoft Yammer
  - [https://www.yammer.com/ufl.edu/](https://www.yammer.com/ufl.edu/)
  - UF-wide broadcast/bulletin board based on subject (meant for larger group communication)
- Zoom.us:
  - [http://ufl.zoom.us/](http://ufl.zoom.us/)
  - UF faculty, staff, and students have Zoom Pro accounts for online video conferencing
  - *Large Meeting* and *Web Conferencing* add-ins are available for temporary check-out to faculty and staff from UF Video & Collaboration Services ([https://video.ufl.edu/conferencing/zoom/](https://video.ufl.edu/conferencing/zoom/))

**Non-IT (Faculty and Staff Reference)**

- [https://r.eng.ufl.edu](https://r.eng.ufl.edu) – Getting Research Done
- [https://keywords.eng.ufl.edu](https://keywords.eng.ufl.edu) and [https://keywords2.eng.ufl.edu](https://keywords2.eng.ufl.edu) – Engineering Faculty Research Information