



Faculty and Staff IT Onboarding
March 2025

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IT Support Within the College

The Herbert Wertheim College of Engineering (HWCOE) has an embedded IT support structure that is organized according to UF's *OneIT for OneUF* initiative. IT workers are embedded in each School or Department for quicker, more personalized support and report to the College IT Director. Because of this organization, there is not a central helpdesk or phone number for IT assistance within the HWCOE. Engineering faculty and staff who need IT assistance should contact their unit IT support as identified below. Up-to-date information is available at <https://www.it.eng.ufl.edu/contacts/>.

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

Unit	Location	Phone	Email	Personnel
Engineering Administration	557 Weil	352-392-9217	support@eng.ufl.edu	Mike Seufert Eliseo Torres
Biomedical Engineering (BME)	J292 BMS	352-273-9316	support@bme.ufl.edu	Kaitlynn Gravely Matthew Herrick
Chemical Engineering (CHE)	319A CHE	352-392-3360	support@che.ufl.edu	Matt Noonan Matthew Herrick
Computer & Information Science & Engineering (CISE)	314 CSE		support@cise.ufl.edu	Shawn Lander Mark Windischman
Electrical & Computing Engineering (ECE)	263 NEB	352-392-4568	support@ece.ufl.edu	Jason Kawaja Dan Eicher Loc Nguyen Jacob Campbell Nicholas Upshaw
Engineering Education (EED)	557 Weil	352-392-9217	support@eng.ufl.edu	Mike Seufert Eliseo Torres
Engineering School of Sustainable Infrastructure & Environment (ESSIE)	455 Weil	352-294-7753	helpdesk@essie.ufl.edu	Joel McNeill David Reddig Jessica Gorny
Industrial Systems & Engineering (ISE)	557 Weil	352-392-9217	support@ise.ufl.edu	Mike Seufert Eliseo Torres
Mechanical & Aerospace Engineering (MAE)	233 MAE-B	352-392-0927	support@mae.ufl.edu	Andrew Hale TBA TBA
Materials Science & Engineering (MSE)	218 RHN	352-273-1812	IT@mse.ufl.edu	Eric Hill Matthew Herrick

Note: bold indicates the unit Information Security Manager (ISM)

Engineering IT Website

The Engineering IT website, <https://www.it.eng.ufl.edu/>, is a hub of information pertinent to the faculty, staff, and students of the HWCOE. It not only contains various articles, knowledgebase questions, and other information (like the latest version of this onboarding guide) but the latest contact information and a support request form for your unit IT support.

UFIT Information and Support

Engineering IT support within your unit will be your primary source of support for the computing infrastructure and resources you use. So, your “go to” support office should be one listed above. However, many times your questions may

depend on other offices or services on campus. To keep track of or get direct support for IT products or services provided by UFIT you can use these primary sources:

- 1) **UFIT Alerts** (<https://alerts.it.ufl.edu/>) – Current up/down status of several IT services on campus
- 2) **UFIT News** (<https://news.it.ufl.edu/>) – Online newsletter promoting UFIT projects and services
- 3) **UF Computing Helpdesk** (<https://helpdesk.ufl.edu/>) – Central Helpdesk for IT which can address issues with your Gatorlink account or UFIT centrally-provided services
- 4) **myIT** (<https://my.it.ufl.edu/>) – Submit a support request to UFIT service providers

If you do submit a ticket through *myIT*, please make sure to identify the UFIT office or problem you are trying to address (usually through picking one of the categories in the Service Catalog). Without this information, the HelpDesk tends to redirect your ticket back to your unit IT support delaying a response from the UFIT office you were trying to reach. Again, the best way to direct your ticket to the correct UFIT group is browsing through the service catalog.

University IT Policies

All UF IT policies can be found at <https://policy.ufl.edu/topic/information-technology/>. Your unit IT support will help manage compliance for most IT policies, but you should be aware of how they impact you. Several of these policies are mentioned below:

- All UF users should be familiar with UF's acceptable use policy (AUP) (<https://policy.ufl.edu/policy/acceptable-use-policy/>)
- UF business must be conducted through a UF mailbox which does not automatically forward to non-UF email providers (<https://policy.ufl.edu/policy/electronic-mail/>)
- University websites must use domain names within the ufl.edu namespace (<https://policy.ufl.edu/policy/domain-name-policy/>)
- UF's policies on mobile devices, data classification, privacy, risk management, and accessibility are explained in below sections

The HWCoe has additional IT Administrative Processes which further clarify UF policies and standards and explain additional processes and requirements required by the College available at <https://www.it.eng.ufl.edu/it-administrative-procedures/>

IT Rationalization Policy

UFIT provides several hosted solutions for VMs, web and database hosting, storage, parallel and GPU computing. To avoid duplication of services UF has approved an "IT Rationalization" policy and standard (<https://policy.ufl.edu/policy/information-technology-rationalization-policy/>) that directs us to use UF provided services, infrastructure, and contracts whenever possible and to refrain from using prohibited technology.

More about this policy is discussed in the *IT Equipment and Purchases* section of this document below.

Mobile Computing and Storage Devices Policy

Mobile devices (phones, tablets, laptops, and USB flash drives) can easily be lost or stolen allowing unauthorized individuals access to university data or 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://policy.ufl.edu/policy/mobile-computing-and-storage-devices-policy/>). UF purchased devices must have an Attractive Item decal (per UF's Asset Management policies (<http://www.fa.ufl.edu/directives/identifying-decating-and-maintaining-attractive-property/>)) and be off-site certified. These two policies require the following:

- Devices must use full device, hardware encryption
- Devices must be password protected

- Devices must escrow encryption keys in a central repository
- Devices must have an Attractive Item decal applied
- Devices must be registered as off-site and have a completed certification by Sept 30th each academic year

You are responsible for making sure the devices you use comply with university requirements (your unit IT support will assist in this process) and must report any loss or theft of a mobile device to your unit ISM as soon as possible.

Engineering IT Support has further clarified some of our processes concerning mobile devices and attractive decals in IT administrative processes:

- [IT5 Attractive Item Decal Standard for IT Assets](#)
- [IT6 Off-Site Certification Standard for IT Assets](#)

Data Classification Policy

UF personnel regularly work with sensitive and restricted data subject to controls in 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 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 records and student/educational records)
- **Sensitive:** Data whose loss or unauthorized disclosure would impair the functions of the university, cause significant financial or reputational loss, or lead to likely legal liability (such as animal research protocols, strategy and security documents, research work in progress, exams, etc.)
- **Open:** Data that does not fall into the other classifications and can generally be made available without approvals (such as directory information, faculty publications, university catalogs, public websites, etc.)

The UF Data Classification Policy and Data Classification Guidelines (<https://policy.ufl.edu/policy/data-classification-policy/>) can be used to understand how the data you work with is classified.

The UF General Counsel's Office has determined that any unpublished or work-in-progress, research data is, minimally, categorized as sensitive data.

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* (<http://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 risks related to integrity, availability, and confidentiality per UF's *Risk Management Policy* (<https://policy.ufl.edu/policy/risk-management-policy/>). Risk compliance is branded as *Integrated Risk Management (IRM)* and has its own website available at <https://it.ufl.edu/security/audiences/faculty--staff/irm/>.

- IRM explains that “If you are not collecting, storing, transmitting, or processing restricted data, then review by administrative and compliance offices is not required for purchasing any of the following hardware and software:
 - Hardware purchases for laptops and desktops that comply with the [Mobile Computing and Storage Device Policy](https://policy.ufl.edu/policy/mobile-computing-and-storage-devices-policy/) (<https://policy.ufl.edu/policy/mobile-computing-and-storage-devices-policy/>)
 - Products listed on the [Software Licensing Services](https://software.ufl.edu/) (<https://software.ufl.edu/>) website
 - Products listed on the [Fast Path Solutions list](https://it.ufl.edu/security/audiences/faculty--staff/fast-path-solutions/) (<https://it.ufl.edu/security/audiences/faculty--staff/fast-path-solutions/>).
- IRM’s “laptops and desktops” language above is for standard, academic and business use desktops and laptops through UF contracts. Equipment purchased through vendors not on UF contracts, specialized builds, or research systems do require a risk assessment.
- UF provided services, such as HiPerGator and 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.
- The *UF Data Guide* (<https://it.ufl.edu/security/audiences/faculty--staff/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/> (the workstation used to access this website must be on the UF network or using the UF VPN for access) and involve the following steps (depending on complexity, assessments may not go through all 4 steps of this process):
 - **Step 1: Request.** Risk Assessment intakes can be submitted by Faculty and Staff and include questions to evaluate the scope of work. Graduate students can submit intakes on your behalf but must have required roles assigned prior (ask your ISM).
 - **Step 2: Review Request.** IRM reviews the submitted request to determine if the assessment can be fast tracked and, if not, what other administrative and compliance offices need to be involved in the review.
 - **Step 3: 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 complete the questions and provide a data-flow-diagram and then the unit ISM will review and submit to IRM.
 - **Step 4: Assessment.** 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 completed by you, your students, and your ISM depending on the systems involved.
 - **Step 5: Proceed.** The analyst assigned to the project will review all information to determine if there are any findings (are all controls in place for instance). If deficiencies are found, a remediation plan will need to be agreed upon.

Electronic Information Technology (EIT) Accessibility Policy

Any electronic information technology (EIT) must adhere to specific accessibility standards to comply with federal and state laws, including the Americans with Disabilities Act of 1990 (ADA). The policy, definitions, standards, and other resources are available at <https://policy.ufl.edu/policy/electronic-information-technology-and-communication-accessibility-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 applies not only to university websites but also to electronic documents (i.e. syllabi, class assignments, videos, etc) and computer applications to insure anything acquired, developed, distributed, used, purchased, or implemented adheres to specific accessibility standards.

Useful accessibility tools provided by UF include:

- SensusAccess (<https://accessibility.ufl.edu/services/sensusaccess/>) - convert documents to more accessible versions
- SiteImprove (<https://accessibility.ufl.edu/services/siteimprove/>) – 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/services/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
- Live Captioning in Zoom (<https://video.ufl.edu/conferencing/zoom/captions-and-live-transcription/>) – available to every licensed UF Zoom user at no cost and provides for automated live transcription and manual closed captions of Zoom meetings

IT Security

Information Security Administrators (ISAs) and Information Security Managers (ISMs)

The university has defined several key roles for managing IT security within our College and Departments: Senior Leadership, the Information Security Administrator (ISA) and the Information Security Manager (ISM). 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.

- Senior Leadership according to IT Security is defined as the *HWCOE Dean (Dean Forrest Masters / dean@eng.ufl.edu)*
- The *HWCOE Associate Dean for Research and Innovation (Assoc Dean Jennifer Andrew / jandrew@eng.ufl.edu)* is the College Information Security Administrator (College ISA)
- The *HWCOE College IT Director (Shawn C Lander / it-director@eng.ufl.edu)* is the College Information Security Manager (College ISM)

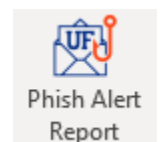
Department Chairs have been designated as their department’s ISA and the **bolded** name in the table of IT contacts is designated as the department’s ISM. Other units of the HWCOE may designate a unit ISA and ISM that works in conjunction and coordination with the department ISMs/ISAs above.

Reporting Incidents

When you suspect a security or privacy incident has occurred you should contact your unit ISM. They will follow correct procedures for reporting incidents. 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, spam and other email abuse is reported by clicking the “UF Phish Alert” button within Outlook
- Spam can also be reported to report-spam@ufl.edu

When reporting email issues please include full message headers which are necessary for correctly identifying problems. This can be done by adding the suspected message as an attachment (*.eml) when you forward it. See our KB article “[How to forward an email as an attachment \(using Microsoft Outlook\)](#).” Alternatively, you can use the *Phish Alert* button in Outlook to send everything to UF



IT Equipment and Purchases

UFIT provides several hosted solutions for VMs, web and database hosting, storage, and parallel and GPU computing. Additionally, UFIT has many pre-vetted cloud services available. UF's risk management process not only evaluates the security of information systems but has also reviews purchases against *enterprise alignment* according to the UF IT Rationalization policy. If your needs can be satisfied by a UFIT service offering the risk management process generally requires its use rather than approving additional purchases. If you believe your use-case cannot be satisfied by UFIT service offerings it is best to reach out to UFIT, through your unit IT support, to discuss your intended use-case and purchase to avoid delays.

UF's Infrastructure & Communications Technology (ITC) hosting information can be found at <https://it.ufl.edu/hosting> and UF's Research Computing hosting information can be found at <https://www.rc.ufl.edu/>.

Cloud Services

UF has contracts in place for the use of Amazon Web Services (AWS), the Google Cloud Platform, and Microsoft Azure. Any use of these cloud services must go through UF's license and UFIT's business center for billing (they are not purchased individually with a UF PCARD). UFIT has a cloud enablement team to help onboard you into these cloud platforms under UF's license.

If you are considering the use of a public cloud you should engage the UFIT Cloud Enablement team at ufit-ict-cloud-enablement@mail.ufl.edu as soon as possible. They will work with you to evaluate, architect, and cost solutions on the public cloud with you.

Hardware

Discuss any hardware needs and purchases with your unit IT support. In some cases, there may be UF hosting solutions from Infrastructure & Communication Technology Services (ICT) or Research Computing (RC) that will best meet your needs. 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 most purchases (particularly involving systems used to collect, transmit, or store sensitive or restricted data).

Data Storage

- Enterprise Infrastructure - <https://it.ufl.edu/hosting>
- Research Computing - <https://www.rc.ufl.edu/>
- Cloud storage – (see the *GatorCloud* section later in this document)
 - Dropbox for Education
 - OneDrive for Business
 - Google Drive

Software

Discuss any software purchases with your unit IT support. Software may already be available or discounted through a UF or College site license. Additionally, most software requires evaluation through UF's risk management process.

- Microsoft software is available through three different licenses:
 - Microsoft Campus Subscription License
 - Faculty, staff and students receive A5 licenses which covers OS licenses and Office suites (see <https://procurement.ufl.edu/microsoft>) and tools (Microsoft Teams, PowerBI Pro, etc)

- Eligible UF employees receive Microsoft Office 365 ProPlus licensing (see <https://it.ufl.edu/services/gatorcloud-microsoft-office-online>) for home use
- 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
 - 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, and SigmaPlot). Info at <https://software.ufl.edu/>.
- The College manages additional software licenses (Abaqus, ANSYS, LabVIEW, SolidWorks, and TecPlot). License costs are split between participants. Email software@eng.ufl.edu for information.

Websites

The college 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:

- HWCOE *IT-4 Website Hosting Requirements* (<https://www.it.eng.ufl.edu/it-administrative-procedures/it4-website-hosting-requirements/>) is an administrative process that explains College requirements
- University websites are required to use domains ending in *ufl.edu* (<https://policy.ufl.edu/policy/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/>) (work through your unit IT support on establishing a T4 website)
- UF provides Fee-For-Service WordPress Multisite hosting (<https://webservices.it.ufl.edu/wordpress/>)
- UFIT hosting provides other resources for web hosting (<https://it.ufl.edu/hosting>)
- UF websites must be compliant with the UF EIT Accessibility Policy mentioned above (by using UF or HWCOE provided templates much of the responsibility of maintaining compliance to this policy is transferred)

GatorLink Accounts

A GatorLink username and password is required for access to most UF information systems and is required before obtaining a UF mailbox. GatorLink accounts 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: <https://it.ufl.edu/helpdesk/self-help/gatorlink-account-resources/>
- GatorLink Account Management information: <http://identity.it.ufl.edu/process/gatorlink/>
- Multi-Factor Authentication (MFA) is required for all GatorLink accounts: <https://it.ufl.edu/2fa/> (MFA options can be managed at <https://account.it.ufl.edu/>)

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 because 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 unit 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://policy.ufl.edu/policy/authentication-management-policy/>
- 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:
 - Wireless connection settings
 - Mobile device saved passwords for UF services (UF Exchange, O365, Teams, SharePoint, etc)

GatorMail

UF uses Exchange Online as its email provider and has branded this service as “GatorMail”.

- Email addresses typically use [gatorlink]@ufl.edu or use a unit level domain (e.g. [user]@eng.ufl.edu)
- Documentation about GatorMail (including service specifications and connection settings for mail clients and mobile devices) can be found at <https://www.mail.ufl.edu/>. Some items to point out:
 - **The “Inbox” and “Sent Items” folders (and subfolders) have a UF Retention Policy of three years**
 - The “Deleted Items” folder has a retention policy of 30 days
 - The “Junk E-mail” folder has a retention policy of 14 days
 - UF Mailboxes have a 100GB storage limit... when you reach 99GB you will receive a warning and be unable to send email
 - Individual email messages have a limit of 35MB (including attachments) for both incoming and outgoing messages
- Access your GatorMail mailbox on the web using Outlook Web Access (OWA): <https://outlook.com/ufl.edu/>.
- **Listservs (@lists.ufl.edu):** UF operates a listserv service outside of GatorMail, which is available for general use
 - Information for requesting and managing a listserv is available at <https://lists.ufl.edu>
 - Listservs can contain UF and non-UF addresses as subscribers
 - Your unit IT support can assist in requesting and configuring a listserv for you
 - 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 several 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/>)
- **Distribution groups (typically @[unit].ufl.edu):** distribution groups deliver email to all members of the group
 - Created by unit IT support in GatorMail
 - Can only contain UF addresses
 - Distribution groups can be identified in GatorMail’s Global Address List (GAL) by their standard naming convention: “. [unit]” (where [unit] will identify the UF department that manages the group)
 - Controlling membership of distribution groups can be delegated to end users as explained in our KB article: [GatorMail – How do I manage membership of a distribution group?](#)

- **Shared Mailboxes:** one mailbox with multiple people accessing it
 - Created by unit IT support in GatorMail
 - Typically created for email addresses based on function (i.e., grants@eng.ufl.edu) when mail should be easily accessed by multiple employees or when it needs to be transferred easily from one employee to the next
 - Shares common read/unread, reply, priority, and follow-up statuses to all mailbox users
 - Connecting to a shared mailbox is explained in a KB article: [How do I connect to a shared mailbox using Outlook \(Windows\)?](#)
- **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 must have their requests approved
 - There is a college standard for the configuration of a resource mailbox explained in a KB article: [Please explain the College’s standard for room / resource mailboxes.](#)

GatorCloud

To provide flexibility to faculty, staff, and students UF has established licenses with several vendors (Dropbox, Google, Microsoft and Zoom.us) concerning cloud storage, application suites and unified communications. These licenses collectively are branded GatorCloud with information provided at <https://cloud.it.ufl.edu/> (the bottom of this page includes a decent comparison between Dropbox, G-Suite, and Office 365).

GatorCloud services use your UF identity for authentication. This means that you must use your account username as well as domain, as [\[gatorlink\]@ufl.edu](mailto:gatorlink@ufl.edu), so the cloud service knows where to direct your login. Whereas this is also an email address, when used for authentication it is known as your User Principal Name (UPN) or EduPerson Principal Name (EPPN). Some services mistakenly ask for your email address when they want the UPN/EPPN. When using UF’s single sign-on, you will be directed to UF’s login page to complete authentication.

Dropbox for Education

<https://www.dropbox.com/>

UF Dropbox for Education enables file sharing and collaboration for academic and research purposes. UF users can store and request files from others but is only available to UF faculty and staff (limited availability is provided to Graduate Students who collaborate with UF faculty, but special roles must be requested by unit IT support).

Passing an online training class is required during signup.

- Information and Signup: <https://cloud.it.ufl.edu/collaboration-tools/dropbox>
- FAQs: <https://cloud.it.ufl.edu/faqs/dropbox-faqs/>
- IRM: [https://it.ufl.edu/security/audiences/faculty--staff/fast-path-solutions/#/item/UF Dropbox for education](https://it.ufl.edu/security/audiences/faculty--staff/fast-path-solutions/#/item/UF%20Dropbox%20for%20education)

Google Workspace for Education (GWE)

<https://drive.google.com/>

G-Suite provides cloud storage through Google Drive and lightweight, browser-based productivity and collaboration tools. UF is licensed for Google for Education but not all Google services are enabled. Specifically, Gmail and Google Classrooms are NOT enabled to avoid division in UF email and learning management services (LMS).

- Information: <https://cloud.it.ufl.edu/collaboration-tools/g-suite/>

- Google Drive IRM: <https://it.ufl.edu/security/audiences/faculty--staff/fast-path-solutions/#/item/UF Google Drive>

Other G-Suite services (Google Docs, Sheets, Calendar, etc) have similar pages in the IRM FastPath solutions listing. Other important notes about GWE include the following:

- Google Desktop is not part of UF's G-Suite license and is not an approved remote access application for use at UF
- Google Drive has a quota of 5GB per user for free, paid quota is available:
 - \$52/per user/per year for 100GB
 - \$3600/per year for 10TB (assignable to a group of users)
 - Additional quota is purchased through Software Licensing Services on your behalf by unit IT

Office 365

<https://www.office.com/>

Office 365 offers cloud storage through the OneDrive platform, email services, and Microsoft's office suite. In addition to Office Online, UF faculty, staff, and students have 5 licenses of the desktop version of Office 365. Office 365 also includes collaboration tools and communication tools such as SharePoint Online and Microsoft Teams.

- Information: <https://cloud.it.ufl.edu/collaboration-tools/office-365/>
- OneDrive IRM: <https://it.ufl.edu/security/audiences/faculty--staff/fast-path-solutions/#/item/Microsoft UF OneDrive>
- Teams IRM: <https://it.ufl.edu/security/audiences/faculty--staff/fast-path-solutions/#/item/UF Microsoft Teams>
- Service Links:
 - OneDrive for Business: <https://uflorida.onedrive.com/>
 - SharePoint Online: <https://uflorida.sharepoint.com/>
 - Teams: <https://teams.microsoft.com/>

Other Microsoft Office 365 services (SharePoint, Bookings, OneNote, Streams, etc) have similar pages in the IRM FastPath solutions listing.

Zoom.us

<https://ufl.zoom.us>

Zoom is an easy-to-use video conferencing service that is available to all UF students, faculty, and staff for meetings, collaboration, or other uses to connect with individuals inside and outside the University. Any user can create a meeting that can accommodate up to 100 participants for any duration.

UF Wireless

UF is an EDUROAM institution (www.eduroam.org). EDUROAM allows students, faculty, and staff from participating institutions to obtain wireless Internet connectivity, both at their home institution and when visiting other participating institutions. Consequently, whenever and wherever you login to EDUROAM use your UPN/EPPN, [gatorlink]@ufl.edu, as your login username.

UF wireless uses several methods to help ensure the security of connected devices.

- 802.1X based authentication
- WPA2 wireless encryption

Connecting to UF's wireless is started at <https://getonline.ufl.edu/> after connecting to the "ufgetonline" wifi network. An auto-configuration tool from Cloudpath is downloaded and run to insure proper configuration. The process will require administrative access on your device and will ask for you to authenticate. Once completed, your device will be migrated to the "eduroam" wireless network.

Once your device is properly onboarded to the "eduroam" wireless network it should connect automatically whenever "eduroam" is detected. This includes when it is detected at other participating institutions.

Remote Access (VPN)

Accessing the university network or computer systems not intended for public use via the Internet or other remote methods 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 on its UFIT Documentation page at <https://it.ufl.edu/ict/documentation/network-infrastructure/vpn/>
- Further information can be found in our KB article "[How do I use UF's VPN?](#)"
- 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. Contact your unit IT support regarding your requirements.

Any remote access or remote desktop tool, like Google Desktop, that bypasses the need for the UF VPN is in violation of [UF's remote access policy](#). Be sure to discuss these tools with your ISM or unit IT support before use.

Training

UF has a mandatory, annual information security training called [Protecting UF: Information Security Training](#). Additional 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:
 - Student Records: *PRV802 FERPA Basics* and *PRV803 FERPA for Faculty*
 - SSNs: *PRV804 Protecting Social Security Numbers*
 - Patient Records: *PRV800 HIPAA & Privacy General Awareness*
- LinkedIn Learning (<https://training.it.ufl.edu/linkedin/>)
- Qualtrics (web-based surveys) (<https://ufl.qualtrics.com/>)
- iThenticate (research and grant-writing assistance for missed citations and other mistakes that could be considered plagiarism) (<https://elearning.ufl.edu/supported-services/ithenticate/>)
- Respondus Lockdown Browser (<https://elearning.ufl.edu/supported-services/respondus-lockdown-browser/#d.en.487197>) and Quiz Creation (<https://elearning.ufl.edu/supported-services/respondus-quiz-creation/>) (online quiz and test environment)
- Turnitin (anti-plagiarism service for student assignments) (<https://elearning.ufl.edu/supported-services/turnitin/#d.en.487199>)
- VoiceThread (tool which supports teaching and learning environments) (<https://elearning.ufl.edu/supported-services/voicethread/#d.en.487200>)

Resources for the Classroom

The Office of Academic Technology, part of UFIT, creates and manages most IT services for the academic mission of the University. This includes:

- The Classroom Support (<https://at.ufl.edu/service-teams/classrooms/>) team which provides and services the computers, podiums, iClicker, and other IT infrastructure installed in UF classrooms
- The Center for Instructional Technology & Training (CITT) (<http://citt.ufl.edu/>) which supports course design, online course production, and studio video recording
- Six computer labs (<https://labs.at.ufl.edu/>) are available for student use with eight computer classrooms available for use for your class
- Video and Collaboration Services (<https://video.ufl.edu/>) supports several resources for recording and streaming classes and video conferencing (including MediaSite, iTunes U, and Zoom.us)
- e-Learning Support Services (LSS) (<https://elearning.ufl.edu/>) supports the campus course management system and provides assistance in using online technologies for the classroom
- UF Apps (<https://info.apps.ufl.edu/> (includes a list of available software)) provides access to applications from any online computing device, from any location, at any time to students for learning and teaching purposes (not intended for research purposes)

HyFlex Classrooms

During the COVID-19 Pandemic UFIT converted UF Classrooms into 'HyFlex' classrooms to support the hybrid teaching environment needed for social distancing and online teaching. UFIT has published materials to assist faculty in teaching in these classrooms:

- [Teaching in a Classroom with HyFlex](#) (hub for HyFlex documentation and a general description of the HyFlex model)
- [HyFlex Technology](#) (specific information about equipment in the HyFlex classroom including information for annotation monitors and virtual whiteboards)
- [HyFlex Resources](#)
- [Demonstration of a HyFlex Lecture](#)
- [HyFlex Class Checklist](#)

Phone System

- UF's phonebook can be found online at <https://directory.ufl.edu/>
- Phone system documentation is available at <https://it.ufl.edu/ict/documentation/telecommunications/> (including specific training for handsets, 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 from on-campus or using the UF VPN):
 - Unified Communications Self Care Portal: <https://iphone.voip.ufl.edu/ucmuser/> for various handset features, like speed dials
 - Cisco Personal Communications Assistant: <https://unityconnection.voip.ufl.edu/ciscopca> for resetting voicemail PIN and other features
 - Voicemail web inbox: <https://unityconnection.voip.ufl.edu/inbox> to listen to, delete, archive, and download voicemail
- 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 your GatorMail mailbox using an address of ###@efax.mail.ufl.edu in the TO: field and the document as an attachment (### represents the phone number).
- Receiving faxes through email is possible. Requires a phone line (paid monthly by the customer) and a GatorMail shared mailbox. Talk with your unit IT support to initiate a request to Telecommunications.
- Documentation about eFax can be found at <https://it.ufl.edu/ict/documentation/telecommunications/service-description/efax-services/>

UFDocusign

UFDocusign is an electronic digital signature service that allows you to securely sign and initial an electronic document instead of a paper copy. This project was implemented by UFIT on behalf of UF Human Resources. Documentation about this project is on the UFIT website at <https://it.ufl.edu/ufdocusign>.

Training and Access Request Security (ARS) roles are required prior to sending or authoring documents for UFDocusign. Receiving and signing documents via this service can be done by anyone with a valid GatorLink account.

- 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

Useful Websites

HWCOE IT Websites and Services

- Engineering IT Support - <https://www.it.eng.ufl.edu/>
- Departmental specific IT websites:
 - CISE IT Wiki – <https://it.cise.ufl.edu/>
 - ECE IT Resources – <https://www.ece.ufl.edu/resources/it/>
 - ESSIE Helpdesk – <https://helpdesk.essie.ufl.edu/>

UF IT Websites and Services

- Academic Technologies (Computer Labs) - <https://labs.at.ufl.edu/>
- Accessibility at UF - <https://accessibility.ufl.edu/>
- Center for Instructional Technology & Training (CITT) - <http://citt.ufl.edu/>
- e-Learning @ UF - <https://elearning.ufl.edu/>
- EDUROAM Wi-Fi onboarding - <https://getonline.ufl.edu/>
- GatorMail - <https://mail.ufl.edu/>
- Information Security & Compliance - <https://security.ufl.edu/>
- IT Alerts Dashboard - <https://alerts.it.ufl.edu/>
- Integrated Risk Management (IRM) - <https://irm.ufl.edu/>
- Research Computing – <https://www.rc.ufl.edu/>
- Software Licensing Services - <https://software.ufl.edu/>

- Telecommunications – <https://it.ufl.edu/ict/documentation/telecommunications/>
- UF Apps – <https://info.apps.ufl.edu/>
- UF Hosting – <https://it.ufl.edu/hosting>
- UFIT - <https://it.ufl.edu/>
- UFIT Computing Help Desk - <http://it.ufl.edu/helpdesk>
- UFIT Update - <https://news.it.ufl.edu/>
- UF Privacy Office - <http://privacy.ufl.edu/> - UF Privacy Office
- Video & Collaboration Services - <https://video.ufl.edu/>
- VPN - <https://vpn.ufl.edu/>

Online/Cloud Tools (Software as a Service (SaaS)) (login with [GatorLink]@ufl.edu)

- Canvas - <https://ufl.instructure.com> (direct login)
- Dropbox for Education - <https://www.dropbox.com/>
- DocuSign – <https://www.docusign.com/>
- Electronic Lab Notebook (LabArchives) - <https://it.ufl.edu/services/electronic-lab-notebook>
- Google Docs – <https://docs.google.com/a/ufl.edu/>
- Google Drive – <https://drive.google.com/a/ufl.edu/>
- Google Forms – <https://forms.google.com/a/ufl.edu/>
- Google Sheets – <https://sheets.google.com/a/ufl.edu/>
- Google Slides – <https://slides.google.com/a/ufl.edu/>
- Mediasite – <https://video.ufl.edu/streaming/mediasite>
- Microsoft Azure Dev Tools for Teaching – <https://azureforeducation.microsoft.com/devtools/>
- Microsoft Office 365 / Office Online – <https://www.office.com/>
- Microsoft OneDrive for Business – <https://uflorida.onedrive.com/>
- Microsoft SharePoint Online – <https://uflorida.sharepoint.com/>
- Microsoft Teams – <https://teams.microsoft.com/>
- Microsoft Yammer - <https://www.yammer.com/ufl.edu/>
- Outlook Web Access - <https://outlook.com/ufl.edu/>
- Qualtrics - <http://ufl.qualtrics.com/>
- SensusAccess - <https://accessibility.ufl.edu/sensusaccess/>
- SiteImprove – <https://www.siteimprove.com/>
- Zoom.us - <http://ufl.zoom.us/>

Non-IT (Faculty and Staff Reference)

- Engineering Faculty Keywords – <https://keywords.eng.ufl.edu>
- Getting Research Done - <https://r.eng.ufl.edu>
- Research Collaboration - <https://collaborate.eng.ufl.edu>