IT Support Within the College

The Herbert Wertheim College of Engineering (HWCOE) has a distributed IT support structure. Units participating in IT shared services (identified below) are supported by Engineering IT Support and have embedded IT workers dedicated to their specific unit. Some Departments, Centers, or other units maintain their own IT support. Because of this organization, Engineering faculty and staff who need IT assistance should contact their local IT support as identified at https://www.it.eng.ufl.edu/contacts/

Engineering IT Support

Engineering IT Support is the HWCOE's branding of IT shared services and currently supports 5 departments. If you are part of an Engineering IT Support unit your support will primarily come from the personnel listed for your unit in the below table. However, Engineering IT Support is a team and duties are shared across all employees.

<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>
</tbody>
</table>
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. Your departmental Directory Security Administrator will initiate the process for obtaining a GatorLink account during the hiring process. It is strongly recommended to change your password while at work, where you can easily get assistance should there be a problem with your account.

- 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/
- 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.

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 of these but you should at least be aware of the policies that will most impact you. Several of these policies are mentioned in the below list. The Risk Management Policy and the Accessibility Policies have their own section since they are more complicated and have more resources available to aid in compliance.

- 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/)
- Mobile devices (phones, laptops, USB flash drives, etc) must use full device/disk, hardware encryption per the Mobile Computing and Storage Devices Policy (https://it.ufl.edu/policies/information-security/mobile-computing-and-storage-devices-policy/)
- University websites should use domain names within the ufl.edu namespace (https://it.ufl.edu/policies/web-related/domain-name-policy/).
- All electronic information technology (EIT) acquired, developed, distributed, used, purchased, or implemented must adhere to specific accessibility standards. This applies to software, websites, documentation and other products and services. See https://it.ufl.edu/policies/eita-accessibility/eita-policy/

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 and its implementation 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:
  o Laptops and desktops
  o Products listed / available through Software Licensing Services
  o 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 your particular use case when used with Restricted Data. However, the process is significantly simplified and time to implementation is accelerated because you are using a UFIT provided service.
• Risk Assessments are conducted through a web tool available at https://riskmanagement.ufl.edu/ and involve the following steps. Not all assessments will need to go through all 4 steps of this process (and many will not go past step 2).
  o 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.
  o 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.
  o 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 part of the system are configured and managed. These surveys will be answered by you, your students, and your ISM depending on the systems involved.
  o Step 4: Risk Analysis. 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/. Websites and other electronic documentation must comply with Web Content Accessibility Guidelines (WCAG Version 2.0, Level AA) for all websites.

This policy not only applies to University websites but documents produced (i.e. syllabi, class assignments, videos, etc) to insure 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)
  • Captioning (https://accessibility.ufl.edu/captioning-request/) – video courses recorded in UF’s Mediasite are eligible for UFIT captioning

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 as well (particularly involving systems used to collect, transmit, or store sensitive or restricted data).

Network Storage
- Enterprise Infrastructure ([https://hosting.it.ufl.edu/](https://hosting.it.ufl.edu/))
- Research Computing ([https://www.rc.ufl.edu/](https://www.rc.ufl.edu/))
- Cloud storage
  - Dropbox for Education: [https://cloud.it.ufl.edu/uf-dropbox/](https://cloud.it.ufl.edu/uf-dropbox/)
  - OneDrive for Business: [https://uforida.onedrive.com/](https://uforida.onedrive.com/)

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](https://procurement.ufl.edu/microsoft))
    - Eligible UF employees receive Microsoft Office 365 ProPlus licensing (see [https://it.ufl.edu/services/gatorcloud-microsoft-office-online](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](https://procurement.ufl.edu/microsoft/#select))
  - Microsoft Imagine
    - A teaching and research license providing software to students (see [https://www.eng.ufl.edu/imagine/](https://www.eng.ufl.edu/imagine/))
    - Managed by Engineering IT Support (email software@eng.ufl.edu). Software is available to eligible students AFTER drop/add each semester.
- UF manages several site-licenses (such as Adobe Cloud Suite, Mathcad, MATLAB, SAS, and SigmaPlot). Info at [https://software.ufl.edu/](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.

Engineering Websites
- Website maintenance for College websites is managed by Marketing & Communications ([marcom@eng.ufl.edu](mailto:marcom@eng.ufl.edu)).
- Many College websites use WordPress as its content management system (tutorials are available through UF’s Lynda.com subscription).
- Faculty can have their website several recommended ways:
  - Some Departments offer faculty websites within their departmental website
  - The College provides faculty websites through [https://faculty.eng.ufl.edu/](https://faculty.eng.ufl.edu/)
  - UF provides free of charge hosting using TerminalFour (T4) – information at [https://webservices.it.ufl.edu/terminalfour/](https://webservices.it.ufl.edu/terminalfour/)

Training
Office, SharePoint, and other Microsoft training available through Microsoft Imagine Academy Training: [http://training.it.ufl.edu](http://training.it.ufl.edu)

WordPress, Adobe, and other software and general topic training available through UF's Lynda.com subscription: [http://training.it.ufl.edu](http://training.it.ufl.edu)

Qualtrics training: [https://training.it.ufl.edu/services/centrally-supported-tools/supported-service-items/qualtrics.html](https://training.it.ufl.edu/services/centrally-supported-tools/supported-service-items/qualtrics.html)

### Phone System

- Most Engineering departments and buildings use UF’s Cisco VoIP phone system.
- Phone system documentation is available at [https://it.ufl.edu/ict/documentation/telecommunications/](https://it.ufl.edu/ict/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/](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](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](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/](https://it.ufl.edu/ict/documentation/telecommunications/service-description/conference-services/)

### 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/](https://it.ufl.edu/ict/documentation/telecommunications/service-description/efax-services/)

### VPN Access

- UF uses the Cisco AnyConnect Client for VPN access. It is available at [https://vpn.ufl.edu/](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](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/](https://my.it.ufl.edu/)

### UF Wireless

- UF is an EDUROAM institution ([www.eduroam.org](http://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.
  - 802.1X based authentication
  - WPA2 wireless encryption
  - 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://getononline.ufl.edu/](https://getononline.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

- 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/.
- Listservs (@lists.ufl.edu): Several collegewide lists are managed using UFIT’s LSOFT listserv service
  - Management website for listservs: https://lists.ufl.edu (“Mailing list management interface” link at the bottom)
  - Management website uses your primary email address for authentication (NOT GATORLINK)
  - 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 (directory@eng.ufl.edu) through the College of Engineering’s Online Directory on the College’s website (www.eng.ufl.edu)):
    - 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/services/information/eng-bldgops-l/ (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
  - Distribution groups are identified in the 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 and are typically created for functional type of email addresses (grants@eng.ufl.edu) (or in instances where mail should be transferred easily from one employee to the next).

Calendars

- Permissions: Exchange groups are typically used to delegate permissions to most calendars
  - Reviewing group membership is an easy way to review calendar permissions
  - Controlling who can view a calendar can be delegated easily to appropriate staff
  - Permission groups for Engineering Administration can be found in the Global Address List by searching for “.EGADM-CAL”
- Public Calendars:
  - Found using the “Folders” navigation tab in Outlook: Public Folders -> All Public Folders -> Engineering
  - Several conference room, leave, and special purpose calendars (i.e. reserved parking) reside here
  - Not truly ‘public’ since each calendar has unique permissions which limit access
  - Appointments/Events must be manually managed by staff with access
- Resource Calendars:
  - Room calendars can be found in the GAL and start with “@ [UNIT]”
  - Other resource calendars (i.e. projectors) can be found in the GAL and start with “+ [UNIT]”
  - Can use auto-booking agents to manage a calendar for the resource... various rules can govern who can create appointments directly vs who must have their appointments approved by appropriate staff
- **User Calendars**: connecting to shared user calendars is documented at: [https://www.it.eng.ufl.edu/kb/how-do-i-connect-to-a-shared-mailbox-using-outlook/](https://www.it.eng.ufl.edu/kb/how-do-i-connect-to-a-shared-mailbox-using-outlook/)

**Cloud Tools**

- Dropbox for Education (online file storage): [https://cloud.it.ufl.edu/uf-dropbox/](https://cloud.it.ufl.edu/uf-dropbox/)
- OneDrive for Business (online file storage): [https://uflorida.onedrive.com/](https://uflorida.onedrive.com/)
- SharePoint Online (collaboration): [https://uflorida.sharepoint.com/](https://uflorida.sharepoint.com/)
- Zoom.us (video conferencing): [http://ufl.zoom.us/](http://ufl.zoom.us/)