What is the ITS Technology Support Center?

- The ITS Tech Support Center provides technology support for UConn’s faculty, staff, and students.
  - As ECE students/instructors/media specialists, you are part of the UConn community and receive support from ITS.
- The support we provide ECE includes:
  - Account troubleshooting (email, NetID, compass accounts, etc.)
  - Access requests
  - Virtualization services (Anyware)
  - Email forwarding

How can you contact us?

- To search for self help articles, view our hours or to Chat with us please visit techsupport.uconn.edu
- Email us at techsupport@uconn.edu
Email Services

- **Coordinators/Instructors:**
  - Although you are not given an @uconn.edu mailbox, the alias does exist and points to your school/work email address.
    - If this is not the case, the ITS Help Center can assist in setting this up.
    - This alias is needed to receive library notices, to register for Interlibrary services and for RefWorks
- **Students:**
  - All ECE students get a UConn Gmail account, which they can activate at email.uconn.edu/g-suite
    - We can assist students with using and managing their UConn email accounts.

Software

- **ECE Students:** ECE students are affiliated as undergraduate students and therefore have access to all university-licensed software. Available software can be found at software.uconn.edu
  - Students can access software remotely through either Apps or Desktop. Both give them access to the same software but differ in delivery. With Anyware Apps, they select only the applications they wish to use. AnyWare Desktop (formerly Skybox) they connect to a virtual desktop that includes all the available software.
  - Students can also access education related software like the Microsoft Office Suite by going to uconn.onthehub.com and logging in with their NetID and password.
- **ECE instructors:** ECE instructors are UConn affiliates so do not have access to university-licensed software.