



UNIVERSITY OF
ARKANSAS

J. WILLIAM FULBRIGHT
COLLEGE OF ARTS & SCIENCES

Fulbright College IT Support

CHEM 142

<http://askit.uark.edu>

**Desktop Support
Classroom Technology
& Training**

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Hourly Support Staff

• Margie Hoskins • Josh Watson •

What we do for Fulbright College

Classrooms with Technology

We provide classroom technology support and training for most technology classrooms located in Fulbright Buildings. Training is strongly recommended. By doing so it promotes a smoother experience with the technology and teaches the proper handling. ***In the event of issues in your classroom please call the number on the label immediately*** and we will send out a fast responder to help. And please ***always*** help us care for the technology and resources by following the recommendations at the end of your class.

Need New Computing?

Please contact us first. We can provide you sound advice and quoting on systems to buy that follow proper purchasing procedures. We are eager to recommend supportable configurations and already have a great relationship with our UA Computer Store. We also recognize there may be unique needs in the realm of research computing and we are willing to help recommend logical choices and existing services that meet the needs.

Have questions?

We can advise individuals on most technical questions whether they be hardware or software related. We also know about many of the services available through our Central IT division. If we don't have the answer, we can help point you to the correct answer or the correct person.

Support

Fulbright College IT Support staff are cross-trained in many areas. From PC, Mac, and classroom support, but also limited software support and virus removal on your University owned system(s). We want to make sure you computing and technical needs move you forward in your mission of teaching, research, and service! Please let us assist you!

Important for Fall 2015

2015 New Tenure Track Appointment

Very soon we'll be reaching out to all New Fulbright Tenure Track Faculty across all departments to help them obtain their technology before their arrival. We'll send Chairs an email if there are new faculty we don't hear from.

Standard deployment options:

As much as possible we recommend the same specifications across all standard models for performance continuity and consistency. Each year as technology changes we have to revise the offerings slightly but generally remain close with previous offerings as possible

1. Dell OptiPlex Desktop and 22" flat panel monitor running Windows 7 64bit and 4 Year warranty
2. Dell PC Laptop running Windows 7 Enterprise 64bit and 4 Year warranty plus Complete Care
3. Apple Base iMac running OSX 10.10 Yosemite with additional 2 year Apple Care Warranty
4. Apple Base MacBook running OSX 10.10 Yosemite with 4 Year SafeWare coverage.
5. Customize Dell or Apple. We will advise and help quote custom orders.

University Funded Machines

Individuals who intend to obtain computing through University funding streams must consult our office for a supportable configuration to be obtained through approved purchasing channels. Choices from BestBuy, Walmart, or online may not be supportable and won't likely carry the same warranty you experience with working through our office IT support and with UA Bookstore. We also recognize there may be unique needs in the realm of research computing and we are willing to help recommend logical choices and existing services that meet the needs.

Personally Funded Machines

Individuals who intend to buy with their own personal funding do not have to consult our office. We cannot provide direct support for personally owned devices. We can, however, provide advice only in both cases. Anything that is purchased through Razobuy, Special PO, UA Cost Centers, PCard, and/or reimbursement is considered University Owned.

Group Classroom technology training

Chris Clanton typically plans dates and times for these but he has planned roughly 3 days of group classroom training the week prior to the Fall Semester beginning that demonstrates the varied types of rooms we have throughout Fulbright College. It's strongly recommend that Faculty visit their assigned room ahead of time to familiarize with the technology. Chris will notify this group of official dates and times as they are available.

Classroom Technology Support

If you or your faculty are assigned to teach in a Fulbright Classroom with Technology and experience a problem **please call our support number immediately**. We have individuals who will respond promptly to the issues and in many cases can solve issues quickly. If we cannot we'll provide a work around. If you are not in a Fulbright Classroom with Technology and there is no support number posted you can still call us and we can put you in touch with the proper support group who should respond based on your location.

Adobe Creative Cloud Updates

Software licensing for Creative Cloud has been available for our campus for several months now. Those needing it can obtain it through <https://site.license.nark.edu> using a departmental blanket PO that can pay IT Services.

- The license is per machine, not per user.
- Renewal fees are required annually to continue using the products. Right now that fee is \$150.00 per license.
- Work-at-home rights are also available and affordable but required for those who want to install the apps and work from home

○ This can also be obtained for \$9.75 and as it reads is only for personally owned devices. **[Adobe Creative Cloud] "Work at home software is licensed for non-university owned computers only."**

▪ its.nark.edu/software/adobe-ms/

Network Changes

Some of you have already experienced a change in networking in your buildings. My office is working closely with the network team to effect these changes away from public network over to private networks for increased virtual security and to overcome limitations faced in the public IP space. Notices are dispensed to building occupants with specific details and timelines for such changes from the IT Director.

Buildings that have already seen this change include: OZAR, ASUP, MAIN, FNAR, MUSC, KIMP, and DISC (aka SCIE)

Virtual Security

Please continue to remain alert as we enter the new semester. It's usually a prime time for unwanted mail and SPAM to start arriving. UITS has taken steps to reduce the amount of SPAM and harmful content that we've seen in previous semesters. If you or anyone in your department feels they're computer is compromised contact us immediately for corrective measures. We want to remedy these issues as quickly as possible.