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

- Visit us on the 1st floor of Homer Babbidge Library at the Storrs Campus!
1. Compass Account Creation

Once students have completed their consent form, student must submit an online application each year. High school students apply at ece.uconn.edu through a Compass Account.

- **New UConn ECE students**: create a new account and complete account set-up information.
- **Returning UConn ECE students**: receive an email reminder with their existing Compass User Name
  - If they do not remember the password, ITS can assist the student or a parent (if student does not yet have a NetID account) with resetting the password.
2. NetID

- **New UConn ECE students**: Receive an email from ITS with an activation code and instructions on how to activate NetID.
  - If a student does not receive their NetID, we can assist with finding their NetID, send them a copy of the activation code, and bypass the activation process if needed.
  - ECE students are not required to provide their SSN so may not be able to activate it with their date of birth and last 4 of their SSN.
- **Returning UConn ECE students**: will have the same NetID and password they had previously set up.
  - ITS can help students reset forgotten passwords.

**NOTE**: Due to the University’s FERPA policy and data security policies, ITS cannot reset passwords for parents, counselors, etc. Passwords will only be given out to the account holders themselves.
2. NetID (Continued)

- **ECE High School Site Representatives:** ITS provides the ECE department with a report containing all new ECE students’ NetIDs and activation codes. These are to facilitate students in the activation and enrollment process.
  - If you are calling with a student, or on behalf of a student, we are able to resend the activation code to whatever email we have on file for the student.

- **Compass vs NetID:** Compass accounts are only for the initial application; a NetID is used for Student Administration access, G Suite password reset, accessing library resources, etc.
3. Enrollment

After the student is accepted, ECE will send an email indicating that they can begin to enroll in the course on our Student Administration System.

Students will use their NetID credentials for the remainder of the semester(s).
Other Services
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 they not have access to university-licensed software.