Technology Services 2016 – 2017

LOCATION: Teaching Academy, Room 420
OFFICE HOURS: Monday-Friday 8:00am-5:00pm
PHONE: 407-823-6047
EMAIL: edhelpdesk@ucf.edu

Mission Statement
• The College of Education and Human Performance (CEDHP) Office of Technology aims to provide a high level of customer service in our efforts to provide outstanding technology support.

Computer Support
• Faculty and staff must contact the Education Help Desk (edhelpdesk@ucf.edu) to request technology support. *(CEDHP purchased property only. We are unable to assist with any personal equipment)*
• Maintain, install, troubleshoot, and provide software and hardware support for CEDHP faculty and staff.
  o This is limited to college-owned and supported programs.
  o Prior to dropping off equipment for repair, *user is responsible for backing up all files and documents on the machine.*
  o Grant personnel should request assistance via their technical coordinator.
  o Lab computer, iPad cart, and laptop cart software requests should be submitted a minimum of six weeks prior to the first day of each semester and should be emailed to edhelpdesk@ucf.edu.

Equipment Checkout
• Provide equipment for checkout to CEDHP faculty, staff, or GAs.
  o Equipment includes laptops, projectors, video cameras, and audio recorders.
    ▪ GAs are only permitted to checkout equipment for a faculty-related project and need approval from their supervisor prior to checkout.
    ▪ User is responsible for removing any data from checkout items prior to returning item.
  o We suggest to reserve items in advance due to limited availability.

Infrastructure
• Provide server support to the CEDHP which includes backup and storage of critical user data *(storage limits apply)*, shared data folders, CEDHP websites, software updates and deployments, and network printers.
• Authentication: Provide unified NID access to CEDHP workstations and servers.
  o NID accounts will still need to be registered and given access to CEDHP non-public facing workstations. Please contact edhelpdesk@ucf.edu or call 407-823-6047 for more info.

Purchasing
• Recommend the purchase of specific technology and software.
  o Grant personnel should request assistance via their Technical Coordinator.
  o *All technology items and software require approval prior to purchasing.*

Classroom Support (EXTENDED HOURS)  
Mon-Thurs 8:00am-8:00pm, Fri 8:00am-5:00pm
• Classroom support is provided during the academic term.
• Provide technical support when issues arise for College equipment located in all CEDHP multimedia rooms.
• Laptop and iPad carts are available for use during class times. Please contact edhelpdesk@ucf.edu to make a request.