

# Computing Resources

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Access to and use of campus information technology resources is governed by university [policies](#) and state and federal law. All students, faculty members, staff members, and other users are responsible for knowing and abiding by these regulations on computer use.

While Information Technology Services is the largest on-campus provider of IT resources, individual schools, colleges, and departments also offer technology services for their students, faculty, staff, and guests. UT Austin's IT services portal, [IT@UT](#), lists services provided by any campus unit, including links to departmental IT resources.

## Information Technology Services (ITS)

ITS supports the university's mission of education, research, and public service by providing centralized IT services in a strategic, connected, and transformative way. ITS enables UT Austin to adapt, compete, innovate, and thrive well into the future and focus on mission-enabling endeavors.

Information Technology Services (ITS) provides the core networking, telecommunications, systems, and application services infrastructure at the university. ITS is committed to providing a diverse set of secure, high-quality products and services that support and enhance the academic mission of the institution.

## ITS Services Available to All UT Students MyUT

[MyUT](#) is a customized, responsive web portal into university resources students need, including information about registration, classes, tuition bills, financial aid, events, and other official university business. Information is personalized based on student classification and major and is accessed with their EID.

## Accounts and Access

### Multi-Factor Authentication (MFA)

The university has implemented a [multi-factor authentication system](#) to provide an additional level of security when using sensitive online services. Currently, the university is using a tool called Duo. Duo provides a user-friendly and secure multi-factor authentication solution. With multi-factor authentication, the regular UT EID sign on process is enhanced with an additional authentication step.

### University of Texas Electronic ID (UT EID)

Each member of the university community is provided with an electronic identifier, or EID, that is used to access secure online campus services and information. A UT EID is required for all secure electronic transactions at the university, including registering for classes, claiming a university email address, and accessing the university Library's online resources. [Self-service tools](#) allow users to manage their UT EIDs online.

### ID Center

The [ID Center](#), located on the first floor of the [Flawn Academic Center](#) (FAC), is responsible for upgrading your electronic identifier (EID) to allow full access to secure online services and creating identification cards. For example, a service that requires an upgraded EID is claiming financial aid.

Students must present a driver's license, passport, or other forms of government-issued identification to receive an upgraded EID and a University ID card.

To upgrade an EID online, visit [utexas.edu/idcenter](https://utexas.edu/idcenter) and scroll to the "Online EID Upgrade" request.

To obtain an identification card, visit [utexas.edu/idcenter](https://utexas.edu/idcenter) and scroll down to the "UT ID Card Online Photo Submission" request.

If you cannot complete the transactions online, please see us in person at the [FAC](#).

## Acceptable Use Policy

The university's Acceptable Use Policy (AUP) provides students, faculty, staff, and university affiliates with guidelines on appropriate and legal uses of computers and information technology at the university. The policy outlines each person's responsibility when accessing and using these resources; it includes the university's position on downloading copyrighted materials.

Violating the AUP can lead to serious consequences, including disciplinary action and criminal prosecution. All members of the university community are urged to become familiar with the AUP.

The student AUP can be found [here](#).

The faculty and staff AUP can be found [here](#).

## Email and Collaboration

Email is recognized as an official means of communication from the university to students. Policy and expectations are provided in [Appendix M: Use of Email for Official Correspondence to Students](#).

## Available Email Accounts

Two email environments are available to current students, faculty, and staff. Microsoft (Office) 365 and UTMail powered by Google. Refer to the knowledge article ['What Email Accounts are Available to Me?'](#) to decide which best fits your requirements or choose both.

### Microsoft 365

When you become an official UT Austin student, you will automatically receive a free Microsoft 365 account. This includes access to communication and productivity applications such as the Microsoft Office suite (Word, PowerPoint, Excel and Outlook) in addition to Microsoft Teams, Sharepoint, Planner and more. To learn more and to login please visit the [Microsoft 365 student page](#). For additional help, refer to the student [Microsoft knowledge article](#).

### UTmail

[UTmail](#), UT's Google Workspace tenant, provides UT Austin students, alumni, faculty, and staff with a University affiliated e-mail address in the [@utexas.edu](#) domain. Those who opt in to the service can choose their email address and will receive 5GB of storage. In addition, when you leave the university, you will have the option to keep your email address indefinitely.

## Mailing lists

[Mailing lists](#) are forums for teaching, collaboration, discussion, entertainment, announcements, and more. Messages are sent directly to subscribers via email.

## UTBox

[UTBox](#) cloud storage is a campus-wide file sharing service for business and academic purposes. It offers unlimited storage for students, faculty, and staff, a secure way for sharing files across campus, and easy synching between a desktop, laptop, smartphone, and tablet

device. Group accounts are also available for research groups and teams with unlimited storage quotas.

## University Blog Service

The [University Blog Service](#), which uses the WordPress platform, is available for use by all students, faculty, and staff. Blogs can be created by, and are available for, individuals, groups, projects, or departments.

## Learning and Instructional Tools

### Canvas

[Canvas](#), a cloud-hosted learning management system (LMS), is the university's online instructional hub. It enables students to connect and communicate with their instructors and classmates online, as well as access class materials, engage in discussion threads, receive assignments, and learn in a media rich environment. Canvas also integrates with [Zoom](#) to support hybrid and fully remote learning activities.

### Zoom

Zoom is a centrally supported video conferencing solution available to university faculty, staff and students that enables you to meet, teach, and learn from anywhere. It is integrated with Canvas, and you can host and join meetings from your mobile device, desktop client or the web. With your Zoom Pro account, you can host up to 300 users in a meeting.

Visit <https://utexas.zoom.us> to access your account. Other [video conferencing and collaboration tools](#) are available on campus.

### Qualtrics Survey Tool

[Qualtrics](#), a generalized survey service, permits the creation of survey instruments, distribution of the surveys, data storage, and analysis. Qualtrics is user-friendly and able to handle complex designs. Students using Qualtrics are limited to 1000 responses per survey.

### UTprint

[UTprint](#) is a convenient way for students to print documents. Students simply log in with their UT EID and print to one of the university printers available in select labs and buildings across campus. Items can be printed in black and white or color and are purchased using [Bevo Pay](#).

## Wi-Fi, Internet, and Telecommunications

### Public Internet Access

ITS provides the campus community with [wireless access](#) to the university's network, *utexas*. Wireless connectivity is available throughout campus.

Current students, faculty, staff, and official visitors can access *utexas* by logging in using their UT EID and password. Visitors can gain [wireless access](#) using the university's *utguest* network. *Utguest* should not be used by students, faculty or staff. Official university affiliates should use the *utexas* network. For more information on the campus network, visit the [university wireless networks page](#).

## Support Services

### Service Desk

The [Service Desk](#) provides the university community with a centralized point of contact for help with a variety of topics, including questions concerning information technology, business processes, services and applications. Whether the problem is related to email, EID,

Wi-Fi access, or some other inquiry, the Service Desk provides support and troubleshooting by telephone, email, or on a walk-in basis at the [FAC](#).

## Campus Computer Store

Conveniently located in the Flawn Academic Center ([FAC](#)), the [Campus Computer Store](#) is the official technology store of The university of Texas at Austin. The store is an Apple Authorized Campus Store and a Dell Authorized Reseller. We provide service for Apple, Dell and most computer brands. The store carries computer hardware for all major brands including Microsoft Surface, Apple, Dell, HP, Lenovo, MSI and many others! We offer students, alumni, retirees, faculty, and staff exclusive discounts on computers and other select products. The Campus Computer Store is conveniently located on campus in the Flawn Academic Center.

## Flawn Academic Center

The Flawn Academic Center ([FAC](#)), which has convenient hours, offers flexible study spaces, relaxed collaboration, and printing solutions.. Students and others in the campus community are invited to conduct research, write papers, and use the internet. In addition, the [ID Center](#), [Service Desk](#), and the [Campus Computer Store](#) are located at the FAC.

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## Texas Advanced Computing Center

The Texas Advanced Computing Center ([TACC](#)) is one of the nation's leading supercomputing centers. TACC enables discoveries that advance science and society through the application of advanced computing technologies, including high-performance computing, scientific visualization, and massive data storage/archival systems and software. TACC's technologies enhance the capabilities of university faculty members, staff members, and students, and TACC's computational experts help researchers and students use these technologies most effectively. Through regional and national partnerships, including the university of Texas Research Cyberinfrastructure (UTRC) initiative and the National Science Foundation's Extreme Science and Engineering Discovery Environment (XSEDE), TACC resources and services are made available to the national open science research community, but UT Austin researchers have unique access to TACC systems and staff. TACC staff also conduct research and development to produce new advanced computing technologies and techniques that increase the performance, usability, and reliability of advanced computing systems.