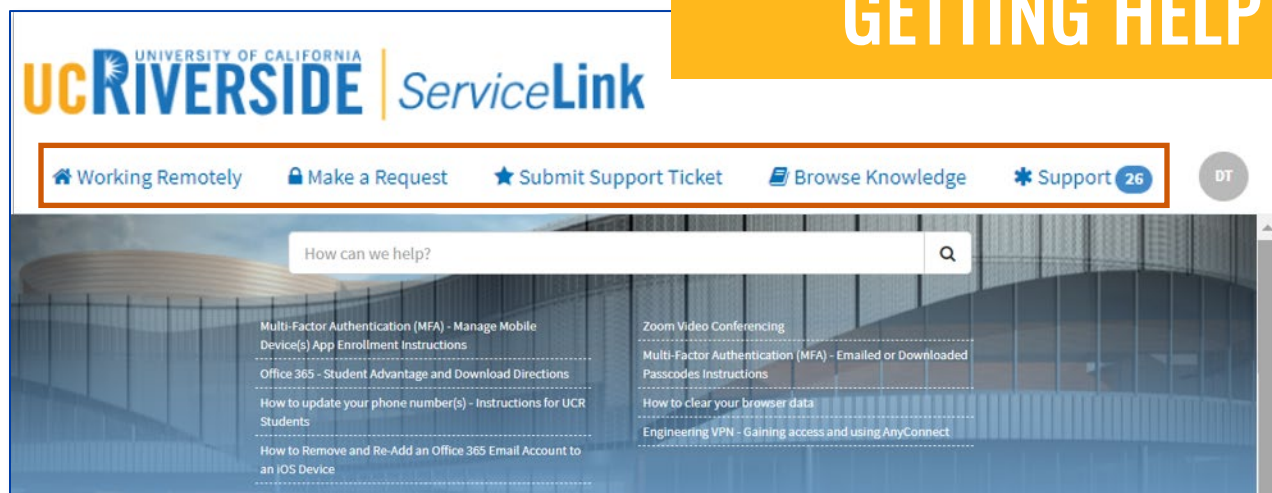


INFORMATION TECHNOLOGY SOLUTIONS (ITS) RESOURCES



GETTING HELP



Access the ServiceLink support system: <https://ithelp.ucr.edu>

Working Remotely: Submit a ticket for any issues specifically related to working from home

Make a Request: Used when asking for new items or services. For example, requesting software, requesting a website, requesting an equipment setup

Submit Support Ticket: Used to report an issue. For example, reporting broken hardware or a system outage

Knowledge: Access the Knowledge Base to search for self-help articles (see below)

Support: Access and track your active support tickets. **Note:** The support menu is only visible when logged in

More information:

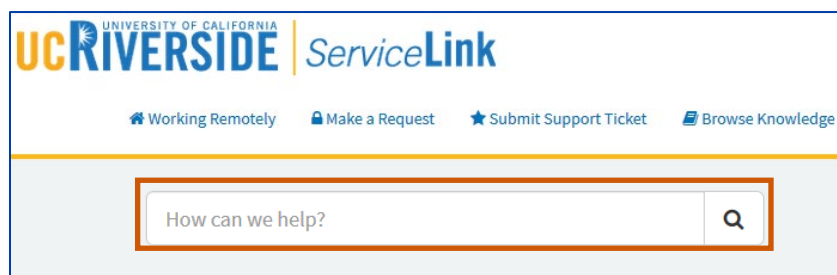
- [Submitting Tickets for Remote Workers](#)
- [Submitting and Tracking Tickets](#)

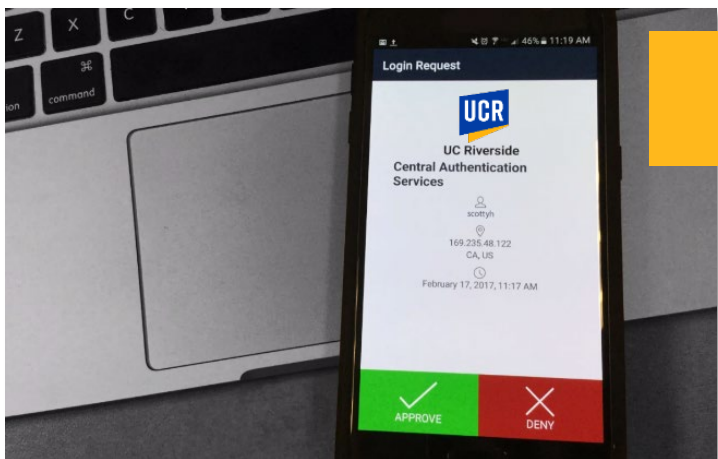
USING THE KNOWLEDGE BASE (KB)

Access the KB: <https://kb.ucr.edu>

Search: Use the search box to search for self-help topics.

Examples: VPN, MFA, Office 365, WIFI, managed desktops, DocuSign, Power BI, working from home, Google Drive and many more.....





SECURITY TOOLS

Multifactor Authentication (MFA):

Multifactor authentication (MFA), or two step authentication provides a means of additional authentication after you enter your password. This additional security prevents others from accessing your account even if your password has become compromised.

- The most secure way to setup MFA is on your phone or mobile device. If you ever forget your device, you can download passcodes as a backup.
- Enrolling in MFA is easy and can be accomplished from the MyAccount page: <https://myaccount.ucr.edu>
- Full setup instructions for MFA are provided in the Knowledge Base: [MyAccount and Multifactor Authentication \(MFA\) Setup Information](#)

MyAccount:

MyAccount also acts as a central tool for identity management:

- Change / Update your password
- Manage your security questions
- Recover your NetID if you have forgotten it / don't know it
- Full details can be found in the Knowledge Base: [MyAccount and Multifactor Authentication \(MFA\) Setup Information](#)



Virtual Private Networking (VPN):

- A VPN is a secure tunnel that is established between your computer and the network you are connecting to. It protects your data as it is transmitted through the public internet. When working remotely, either while traveling or while at home, you can use a VPN connection to access secure campus resources as if you were on campus.
- Installing VPN is easy, full instructions are provided in the Knowledge Base: [VPN Installation Instructions](#)



Reporting suspicious emails:

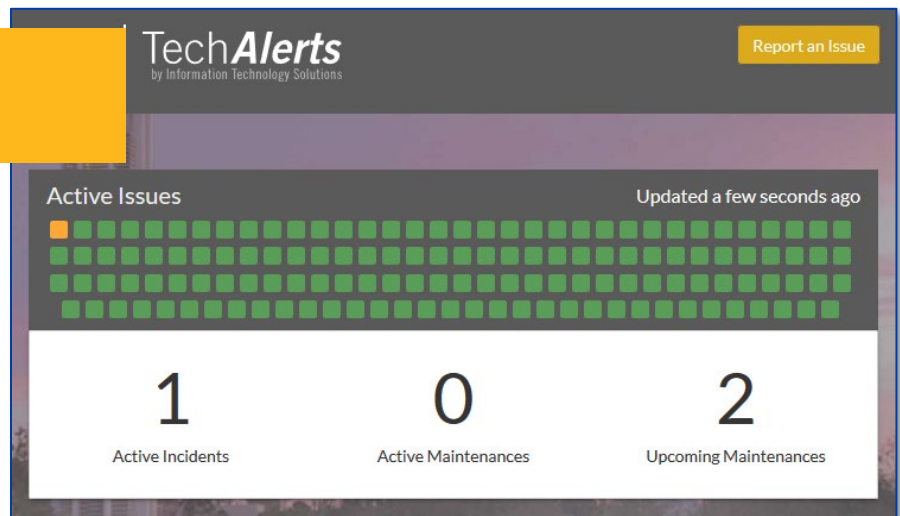
ITS continuously monitors cyber threats to campus to keep all campus users protected. New threats emerge all the time and we are here to help.

If you receive a suspicious email, please let us know:

- Send the email as an attachment to abuse@ucr.edu
- Step by step instructions are available in the Knowledge Base: [Email Phishing: How to notify the UCR Information Security Office](#)

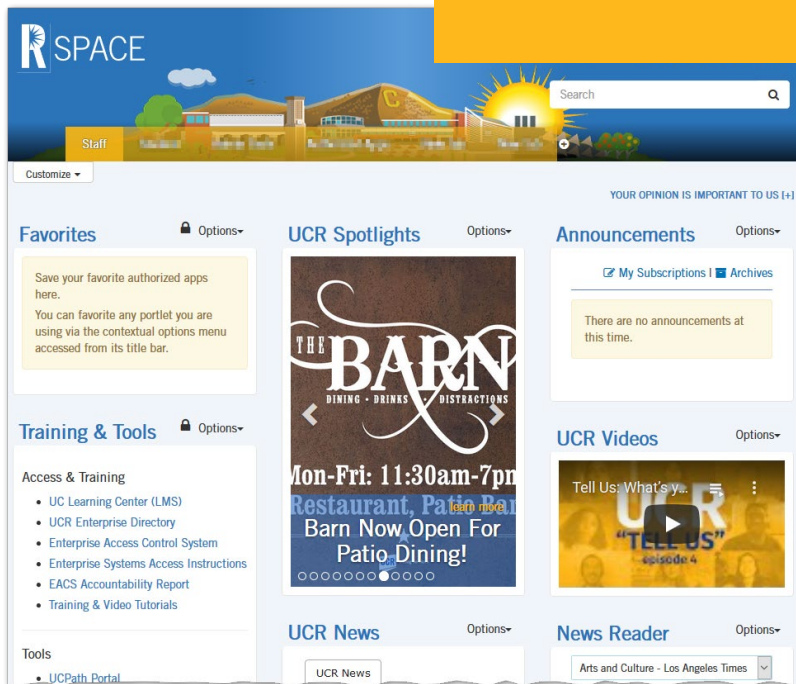
TECH ALERTS

The TechAlerts site allows for the monitoring of any active issues with UCR systems. When there is an active issue, you can get status updates by clicking the 'Active Incidents' number on the TechAlerts page. You can also view an active or upcoming maintenance.



- **Access TechAlerts:** <https://techalerts.ucr.edu>
- **Don't see your issue?** You can report any issue that is not listed on the TechAlerts page by submitting a support ticket as outlined above

R'SPACE



The R'Space portal is a convenient place to access enterprise applications and HR resources, as well as viewing UCR announcements and news. To log in, visit <https://portal.ucr.edu/>.

R'Space Landing Page:

Favorite Apps: You can save apps here for quick access

Training & Tools: Access the UCPATH Portal, LMS Training, and various productivity tools

UCR Spotlights: Get updates on important topics and upcoming UCR events

UCR News and Announcements: Keep up to date on all the latest UCR news

Accessing Authorized Apps:

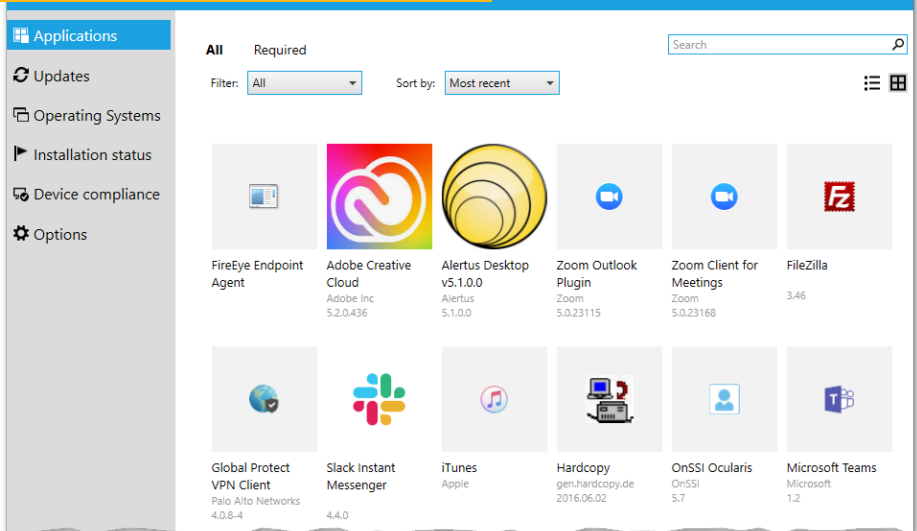
The Authorized Apps tab located at the top of the page provides you useful apps used by most staff. Examples include, Time and Attendance Reporting, Parking and Transportation, LinkedIn Learning, ServiceLink, UC Learning Center (LMS)

SOFTWARE CENTER

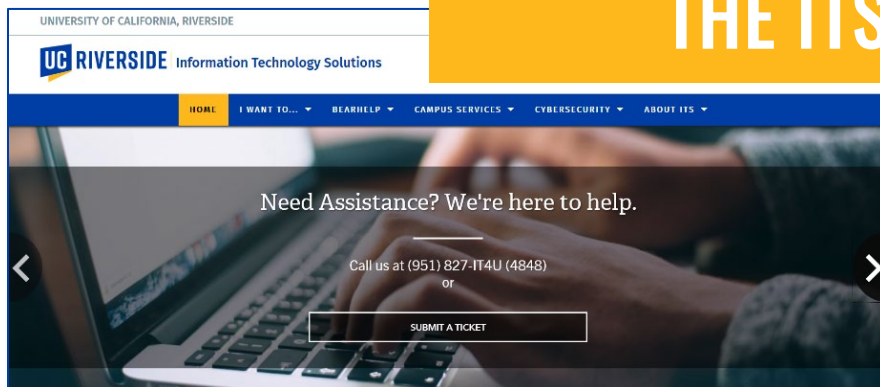
Software Center is included on managed desktop devices. It can be used to install pre-approved software applications without administrative rights.

Some of the available applications are: Zoom, Global Protect VPN Client, Slack, MS Teams, MS Power BI, Google Drive, Greenshot and more.....

The Software Center is accessed from the start menu on your Windows device



THE ITS WEBPAGE



Visit our Website:
<https://its.ucr.edu>

The 'I want to...' menu provides quick access to many of the services we provide such as getting support help, the creation of websites, downloading software, accessing training resources, requesting graphics for research or education and more...

The 'Campus Services' menu provides additional information on our services, including our service catalog, device standards, rates and information on the services funded by the student technology fee

CONNECTING WITH ITS

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UCR is #inIttogether