

# TECHNOLOGY SUPPORT FOR REMOTE LEARNING

During this unprecedented shift to remote learning to help reduce the spread of COVID-19 (coronavirus), our goal, shared across campus, is to support you so that you can continue your coursework, earn your credit hours, and stay on track for earning your degree. This document includes available resources for students without personal computers or with other technology access concerns that impede remote learning.

## IF YOU NEED A COMPUTER:

1. Complete the [Student Emergency Fund](#) application.
2. Be sure to check Technology on the list of “items with which you need assistance.”
3. Indicate that you need a computer (i.e. because you do not have a personal computer, there is not a computer at home available for your studies, etc.) and why you cannot cover the cost.
4. Student Emergency Services in the Office of the Dean of Students will work with the Office of Scholarships and Financial Aid to verify your financial hardship, and work with you directly about any additional, new impact.
5. Student Emergency Services has a limited number of laptop computers available for students without computer access. Additional support programs are under review for alternate arrangements. At this time, Student Emergency Services will verify your current address and then ship the laptop to that address.

## IF YOU NEED OTHER TECHNOLOGY RESOURCES:

1. Complete the [Student Emergency Fund](#) application.
2. Be sure to check Technology on the list of “items with which you need assistance.”
3. Indicate the specific items (WIFI hotspot, webcam, etc.) you need and why you cannot cover the cost.
4. Student Emergency Services in the Office of the Dean of Students will work with the Office of Scholarships and Financial Aid to verify your financial hardship, and work with you directly about any additional, new impact.
5. Student Emergency Services will verify you have [direct deposit](#) for non-payroll purposes.
6. You will be issued funding to cover WIFI, hotspots, or other equipment needs, not including a computer.
7. Money will be processed to your student account.
8. You will need to email receipts to [studentemergency@austin.utexas.edu](mailto:studentemergency@austin.utexas.edu) with a statement saying the funds were used for your technology needs.
9. You may also need to provide Student Emergency Services a bill for WIFI or hotspot usage for one month.

**All computers and other equipment purchased or received through this program will be the property of the student receiving the equipment.**



Office of the Executive Vice President and Provost  
Vice President for Student Affairs  
Office of Scholarships and Financial Aid  
Texas One Stop  
Information Technology Services  
Student Emergency Services in the Office of the Dean of Students

# SOFTWARE & TECHNOLOGY

After you receive your laptop and/or other technology support, use the resources below to access UT software and online programs. For help setting up your computer, contact your college IT department.

## SUPPORT AND RESOURCES FOR STUDENTS:

### Microsoft Office 365

- Tools you will use on a daily basis, including Microsoft Word, PowerPoint, Excel, OneDrive, Teams, and Outlook
- [Getting started with Office 365](#)

### UTMail

- Your UT Austin branded Google G Suite email account and unlimited Google Drive Storage
- [Getting started with UTMail](#)

### UT Box

- File sharing that allows quick collaboration on documents
- [Getting Started with UT Box](#)

### Qualtrics

- Create, distribute, and analyze surveys
- [Getting Started with Qualtrics](#)

### University Blog Services

- Create a Wordpress blog using university themes and templates
- [Getting Started with University Blog Services](#)

### Multi-Factor Authentication

- Provides an additional level of security when using university online services
- [Getting started with DUO](#)

### UT WIFI Network

- Wifi running slow? Did you know the utexas wifi network is 20X faster than the utguest network?
- [Getting started with wifi](#)

### Canvas Training Center

- [Getting started with Canvas](#)

### Zoom

- Video conferencing for meeting, teaching, and learning remotely
- [Getting Started with Zoom](#)

### Campus Computer Store

- Visit the Campus Computer Store online for hardware, software, accessories and repairs
- [Campus Computer Store Information](#)

## HOW CAN I GET HELP?

ITS Customer Support is available online, over the phone, and through email.

### Online:

Check FAQs and submit a service ticket when you

[Visit the Service Desk Online](#)

### Phone: 512-475-9400

Available

Monday-Friday 6am-10pm

Weekends 10am-5pm

### Email:

[Help@utexas.edu](mailto:Help@utexas.edu)

## NOT THE RIGHT KIND OF HELP?

[Email](#) or call Student Emergency Services, 512-471-5017, Monday-Friday 8am-5pm

Please connect with Student Emergency Services in the Office of the Dean of Students to receive resources, emergency funds, food support, and other support needed for your academic success.