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 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.
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?

The ITS Service Desk 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

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.