

# INFORMATION TECHNOLOGY SERVICES

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ITS provides the university community with information technologies and support to complement its teaching, learning, research, telecommunications, and outreach activities, as well as serve administrative operations. The ITS main office is located in the Administration Building, Room 140, phone 208-885-2127.

Some services provided by ITS include the following:

- **The Student Technology Center**, which provides technical assistance for students through telephone, e-mail, and walk-in support. It can be visited at The Teaching and Learning Center (TLC) room 128 or reached at 208-885-HELP (208-885-4357) or [support@uidaho.edu](mailto:support@uidaho.edu).
- **Student Computer Labs** with access to many computing labs and printers, including computer access for individuals with disabilities, located throughout the state. All labs are open during building hours. The labs offer a variety of standard and specialized software to meet the academic needs of all. These software applications are available to all students, faculty, and staff at the University of Idaho. A NetID user account is required to login to a student computing lab workstation. Kiosk stations are located throughout the Moscow campus and can be accessed using the NetID username and password. These machines provide email, internet access, and printing services. For more information and access to VLab, see [www.uidaho.edu/its/services/classroom](http://www.uidaho.edu/its/services/classroom). (<https://www.uidaho.edu/its/services/classroom/>)
- **The Campus Wireless Network**, available at locations statewide, including UI residences. Faculty, staff, and students are encouraged to use "AirVandalGold" or "eduroam." Guests are invited to use "AirVandalGuest."
- **Technology Enhanced Classrooms**, available for all uses, with most classrooms enabled for hybrid teaching over Zoom.
- **Information Security**, which offers tools and expertise for protecting university infrastructure and data.
- **Telephone Services** that provide complete telephone communication service and infrastructure support.
- **Enterprise Applications**, which provide database administration and development services for the University's ERP application and website content management systems, as well as custom development for web-based administrative applications.
- **Network and Systems** with services including Internet access, high-speed campus data network, wide-area network connecting university sites across Idaho, server-based personal and shared file space, Virtual Private Network (VPN), and print queues.
- **Document Imaging** that provides infrastructure for the scanning, retention, and management of documents related to university operations.
- **Vandal Card Pick-Up**, with the Vandal Card functioning as the official UI identification card for uses including personal on-campus transactions at enabled locations and access to university meal plans, the Student Recreation Center, and some UI facilities.
- **Records Management**, which provides physical storage along with guidance, training, and policy regarding the management and disposal of university records.
- **E-Commerce (Marketplace)** that supplies managed e-commerce services to the university community, including providing payment

capabilities for UI developed web applications and third-party payment integration. E-Commerce also provides Banner-integrated online stores (UI Marketplace) for use by university colleges and departments for web-based commerce.

The ITS web page can be found online at [www.uidaho.edu/its](http://www.uidaho.edu/its) (<https://www.uidaho.edu/its/>). The website has links to a complete service catalog that provides detailed descriptions and contact information for all the services offered by ITS.