IT Service Centers

Who should I contact? - Help deciding which IT Service Center you need to contact for your problem.

IT Help Desk - List of provided services, hours of availability, and contact information.

Identity Management Office (IDM) - An explanation of what the IDM office does, its hours of availability, and contact information.

Guides & FAQs

Email configuration - Find out more information about your email account, access and setting up email clients.

Directory and Calendar services - Information about UC Merced's central electronic directory and the services it helps drive.

Safe computing - Information about viruses, spam, firewalls, operating system updates, and other methods of insuring the safety of your computer's data.

Document management and file storage - Information on the two complementary facilities available for document management and file storage.

Wireless networking - Information on and help with the wireless networking services being deployed throughout UC Merced on an ongoing basis.

Remote access - Information about ISPs and the UC Merced VPN (Virtual Private Network) facility.

Using web services - Including myUCMerced, UCM Mail, UCM Calendar, and other UCM web services.

Interim CMS - An introduction to UC Merced's Interim Content Management System.

Using UCMCrops - Guides to using UCMCrops including the Blogger.

Faculty CMS - A guide to the Faculty Content Management System.

Illegal File Sharing Notice - No Illegal File Sharing.

Banner INB - A guide to Banner Student Information System.

Web Site and Application Design, Development, and Hosting - Information and help for faculty, staff and students.

Information About Mobile Devices - Information about cell phone acquisition, cell phone coverage, and calendar and email synchronization on PDAs.

Printing to Public Access and Departmental Printers - Information about setting up access to printers with CatCard readers and Departmental printers for staff and faculty.

Information About Microsoft Windows Vista - Information about updating to Vista and which version of Windows is recommended by UC Merced IT.

How to protect your Digital Information - Tips and guidelines for backing up data, recommended storage media, and resources to keep information safe.

Desktop Support for Faculty/Staff computers - Information regarding request resolution timelines and outline of what services are offered.

IT Site Links

About IT - Mission statement & strategies

IT Jobs - Find IT jobs at UC Merced

Policies - Service policies & legal notice

Updates - Periodic info on service updates

UC Merced Information Technology Help Desk

The UC Merced Information Technology (UCMIT) Help Desk provides UC Merced Faculty, Students and Staff with customer service and support for computer hardware and software. The IT Help Desk is the first step in obtaining support; whether it is for UCMNetID password requests, email configurations, computer hardware failures, classroom technology questions or any other IT related issues.

Location

Main IT Help Desk

Location:	Classroom and Office Building - Suite 132A
Phone:	209.228.HELP (4357)
Email:	helpdesk@ucmerced.edu
Hours:	Monday through Friday: 8:00 a.m. to 5:00 p.m. December 26th through 28th, the IT Help Desk will only accept email and phone requests. Holidays (help desk will be closed): December 24th, 25th, 31st and January 1st and 21st.

At the above locations, the IT Help Desk provides service for UC Merced Faculty, Staff and Students alike. To ensure optimal performance, support is provided to address system/data access, hardware/software for all computers, peripherals, wireless access, phones and any other UCMIT provided hardware/software. Service may be obtained by walking in, over the phone, via e-mail or by appointment.

Student technology consultants provide UC Merced related software assistance and training to UCM students that currently live at UC Merced. Residents are encouraged to setup appointments by calling the main IT Help Desk to utilize these services for their desktops and other immobile computer products. Service may be obtained by walking in or by appointment.