Welcome!

Welcome aboard! Information Technology Services is your digital on-ramp at the state's flagship university.

At the University of Arkansas, information is created through research, disseminated through teaching, and applied in service to Arkansas and the world. The mission of IT Services is to help faculty, staff and students manage information in the context of today’s anywhere/anytime environment for working and learning.

The digital environment can help preserve our natural resources, nurture collaboration, and promote understanding. It can also distract our students, flood our inboxes, and expose our community to malicious online attacks. This guide is an introduction to the many tools and services available through IT Services to help you manage information in ways that are efficient, safe and secure.

We are continually seeking opportunities to enhance and improve our offerings. Your comments and suggestions are always welcome.

With warm wishes for a successful career,
Dennis Brewer
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At the University of Arkansas, you can expect a high level of IT support. When you need support for your desktop equipment or your network connection, the first step is to contact your department’s tech partner. For all other support, contact the Help Desk or submit a request online using AskIT.

**Department Tech Partners**
Each department has a technology partner who works closely with IT Services. To find your department tech partner’s contact information, see [its.uark.edu/partners](http://its.uark.edu/partners).

**Help Desk**
When you need support regarding your UARK account, IT Services supported software and services, or you experience an outage, contact the Help Desk at 479-575-2905. Phone support is available Monday through Thursday from 7 a.m. to 6 p.m. and Friday from 7 a.m. to 5 p.m. You can also stop by the Help Desk in the Arkansas Union just outside the General Access Computing Lab or in ADSB at 155 Razorback Road. For in-person hours, go to [its.uark.edu/help_desk](http://its.uark.edu/help_desk).

**AskIT**
You can also receive support by submitting an online help request at [askit.uark.edu](http://askit.uark.edu). An IT Services representative will contact you within two business days.

**Outages After Hours**
To report an after-hours outage of the network, systems or services such as Blackboard Learn, Exchange, UARK Gmail, etc., call 479-575-2904.
Your University of Arkansas Online Accounts

Activate your UARK account and receive your username and password at www.uark.edu/newuser. You will need your University ID number, which you can request from your department’s leave administrator or by calling Human Resources with your Social Security number.

IT Services provides all students, faculty and staff with an array of online services that are accessed using a UARK account. The following services use your UARK username and password and are assigned automatically when you activate your UARK account:

- Wireless connections (page 10)
- Exchange mailbox and calendar (page 11)
- webBASIS for Employees (page 8, 28)
- Lync instant messaging (page 13)
- Blackboard Learn (page 14)
- DropboxIT file transfer (page 21)
- General Access Computing Labs (page 20)
- MyDocs file storage (page 21)
- Comp research server and personal websites (page 22, 25)
- Site license requests (page 29)
- Windows SharePoint Services (page 23) and WordPress (page 22) are available on request and use your UARK username and password.

The following university accounts are activated separately and use unique usernames and/or passwords:

- ISIS for faculty and staff (page 8)
- Administrative BASIS and administrative webBASIS (page 28)
- Cavern Web server (page 22)
- Data Warehouse (page 28)
- emPower document management and workflow (page 28)

Password Manager at password.uark.edu is where you activate your UARK account, reset or change your password, or retrieve your password if you have forgotten it.

When creating, changing or resetting a UARK password, your password:

- **Must** be 8 to 32 characters in length
- **Must** contain three out of four character types: lowercase (a-z), uppercase (A-Z), numbers (0-9), and special characters, i.e., ~!#$%^&*()-_=+\|}{;:'",.<>/?
- **Cannot** contain spaces, tabs or control characters
- **Cannot** be reused within the last six changes
- **Cannot** be any derivative of your username

University regulations require that all UARK passwords be changed every 120 days. If your password reaches 120 days unchanged, it will expire, and you will no longer have access to services associated with your UARK account. You will receive reminder notices via email when it is time to change your password. Such notices will **never** include a link asking for your username or password. Current and expired passwords can be changed at password.uark.edu.

If you have forgotten your password and have not set up a security question, you must renew your account by going to the IT Services Help Desk, the Arkansas Union Help Desk, or the General Access Computing Lab in the Arkansas Union or Mullins Library during business hours with a picture ID.
ISIS for Faculty and Staff

ISIS (Integrated Student Information System) manages undergraduate and graduate student admissions, student records and student financial accounts. ISIS supports faculty in managing their schedules, reporting grades, advising students, approving student schedules, and using class, photo and grade rosters. Staff can use ISIS for entering, retrieving, analyzing and reporting information. Specific features within ISIS, such as student and faculty schedules, are accessible using the browser on a mobile device.

Log into ISIS at isis.uark.edu. Students log in using their UARK username and password. Faculty and staff log in with their UARK username, but are required to use separate ISIS password. New faculty receive an email containing a temporary ISIS password. ISIS passwords must contain a minimum of eight and a maximum of 32 characters with at least one number and one uppercase character. The ISIS password cannot be the same as the username and cannot be reused within the last five changes. Information on ISIS training is available at www.uark.edu/admin/isisdir.

UARK Central Login

UARK Central Login simplifies logging into multiple university applications by requiring users to enter their username and password only once, allowing access to any supported application without a second login. To log out of UARK Central Login, users must quit their browsers or risk the possibility of remaining logged into applications that use it. UARK Central Login helps prevent phishing attacks, protects UARK account information, and is compliant with legislative standards.

UARK Central Login is currently being used on campus for student access to UARK Gmail as well as applications such as DropboxIT, Tech Articles and RazorGrant. UARK Central Login is the authentication gateway to InCommon federated services, which also allows UARK users to log into resources on other campuses and use services such as research.gov and EDUCAUSE. InCommon, operated by Internet2, supports a common framework for managing secure, shared, online authentication with other member institutions. Find out more at its.uark.edu/uark_central_login.

webBASIS for Employees

webBASIS (Business Administrative Strategic Information System) for Employees provides Web access to view or update personal information, review payroll documents, browse monthly leave accrual, view benefits and leave, complete benefits enrollment, manage requisitions, etc. Open enrollment for benefits is also managed through webBASIS. Access webBASIS for Employees at webbasis.uark.edu using your UARK username and password.

Virus Protection

Free virus protection software is available to University of Arkansas faculty, staff and students. IT Services maintains a campuswide site license to install Symantec AntiVirus software on all university computers as well as personal computers owned by a registered student or currently employed faculty or staff member. To learn more or install Symantec AntiVirus software on a personal use computer, go to its.uark.edu/antivirus.
Wireless Access

Nearly 1,100 wireless access points on campus provide wireless in most university buildings. When you join a wireless network, you will be asked to log in using your UARK username and password. A map of buildings with wireless access can be found at its.uark.edu/wireless_map.

IT Services manages three wireless networks: UA Secure, UA Wireless and eduroam. UA Secure is the recommended network for UARK users, offering unrestricted and secure access to all Web locations and services. For instructions on setting up UA Secure, go to its.uark.edu/wireless_wired.

UA Wireless does not require setup and is an unsecure guest network that allows access to the Web, but blocks other services such as printing. To access UA Wireless, choose it from the list of available networks, open your Web browser, and enter any valid email address (i.e., jsmith@example.com).

The eduroam wireless network provides wireless access for visitors from participating institutions as well as for UARK users traveling to participating institutions. Visitors to the University of Arkansas from a participating institution can connect to the eduroam network using their institutional email address and password (for example, user@university.edu). Learn more at techarticles.uark.edu/298.

Email

The University of Arkansas provides email service for all faculty, staff and students. Your email address is yourUARKusername@uark.edu. Faculty and staff are also encouraged to maintain personal off-campus email accounts in addition to their UARK accounts.

The student email service is UARK Gmail. Students also have access to Google Calendar, Drive and Talk. To learn more about using Google Apps in the classroom and find a related link to set up a faculty account, go to techarticles.uark.edu/302.

Microsoft Exchange

Microsoft Exchange is the official email service for all faculty and staff. Features in the integrated email and calendaring service include email calendar invites, scheduling views for multiple calendars, shared calendars and a 1 GB quota. For more information, go to exchangeinfo.uark.edu.

IT Services supports Microsoft Outlook for Windows and Mac, available to faculty and staff working in units that participate in the Microsoft Campus Agreement (see techarticles.uark.edu/65). All faculty and staff with or without a license can access Exchange through any browser using Outlook Web Access (OWA) at exchange.uark.edu.

When using Exchange on campus, Outlook will autodiscover required email settings. Off campus, you may be required to configure manually by going to exchangeinfo.uark.edu and following the links for instructions.
**Security**

Phishing scams have become much more sophisticated at imitating university communications, and IT Services encourages users to take care in evaluating email messages that purport to be from the university.

For your security, IT Services will never request passwords or other personal information in an email. A valid email from IT Services will provide you with a phone number to verify its legitimacy. IT Services recommends that you always verify the legitimacy of any unexpected email that contains a link requesting your UARK username or password.

Phishing scams, spam and other abusive email should be reported to abuse@uark.edu with full header information. Learn more about how to report abuse with full header information at techarticles.uark.edu/34.

Here are some easy ways to keep abreast of security issues and outages that can affect you:

- Like IT Services at facebook.com/uarkits.
- Follow IT Services at twitter.com/uaits.
- Check the Alert Calendar at its.uark.edu/alert_calendar and add it to your Exchange calendar.
- Keep up to date with security news and find articles on passwords, phishing and spam at security.uark.edu.
- Join the ITSNews Listserv at its.uark.edu/news_subscribe.
- Visit its.uark.edu for the latest IT Services news.
- Watch for announcements from IT Services via Newswire regarding updates and virus warnings.

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**Listserv Mailing Lists**

Listserv is the official mailing list distribution system used by the university.

Faculty and staff can create and manage Listservs. Listserv mailing lists can be used to facilitate discussion or communicate in classes or student groups. Staff members can use mailing lists to share ideas, solicit discussion, or disseminate information about office procedures or protocols. Learn more or request a new Listserv at listserv.uark.edu.

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**Instant Messaging**

Instant messaging services are available for faculty, staff and students. IT Services recommends that faculty and staff use Microsoft Lync for instant messaging, voice and video calling, and file transfer, as well as integration with Exchange. All faculty, staff and students can access UARK Jabber chat rooms and use UARK Jabber instant messaging. Students also have access to Google Talk.

Learn more at its.uark.edu/instant_messaging.
Blackboard Learn

Blackboard Learn, at learn.uark.edu, is the University of Arkansas learning management system. Log into Blackboard Learn using your UARK username and password.

The Faculty Technology Center supports Blackboard Learn, offers assistance through the Blackboard Learn Help Desk at 479-575-6804, and provides support to digitize, update or create course content in formats suitable for integration into Blackboard Learn. The following applications are also supported for use alongside or within Blackboard Learn:

- **Blackboard Collaborate** is a Web conferencing tool that facilitates online interaction with students using voice, webcams, live chat and a common whiteboard (page 16).
- **Echo360** is a lecture capture tool for recording class sessions and providing students with access to class material on demand. Recordings can automatically be published to Blackboard Learn.
- **Kaltura** provides video streaming that allows faculty to record videos with a webcam or using screen capture, offer streaming video to students, or assign students to create or upload videos within Blackboard Learn (page 17).
- **LifeSize and ClearSea videoconferencing** is available in permanent LifeSize room setups or from a desktop or mobile device using ClearSea (page 17).
- **Respondus** allows faculty to create and manage exams that can be printed to paper or published directly to Blackboard Learn.
- **Respondus LockDown Browser** provides a browser interface that locks down the testing environment in Blackboard Learn until the user submits the exam for grading.
- **SafeAssign** is a Blackboard Learn service designed to support student citation skill development and prevent plagiarism by detecting unoriginal content in student papers.

Faculty who request a Blackboard Learn course automatically receive email updates from the Blackboard Learn Listserv (UABB9@listserv.uark.edu). Seven days notice is provided prior to scheduled Blackboard Learn maintenance, including through the Listserv; when necessary, scheduled maintenance occurs on Fridays from 1 to 5 a.m. Support documentation for using Blackboard Learn can be found under the Support tab at learn.uark.edu and at techarticles.uark.edu/blackboard.

Smart Classrooms

Smart Classrooms across campus vary from college to college. They can include a complete suite that enables annotation and classroom capture or simply include a projector with an Internet connection. Faculty should contact their department tech partner (its.uark.edu/partners) for training and more information.

Student Response Clickers

Student response clickers are remote control devices students use to respond to questions in the classroom. A receiver connected to a computer controlled by the faculty member registers responses. Turning Technologies is the clicker standard at the University of Arkansas.

Faculty can include clickers with required books and supplies when registering courses with the bookstore. To opt in to using clickers, contact clickers@uark.edu or learn more at clickers.uark.edu.
Web Conferencing with Blackboard Collaborate

With Blackboard Collaborate, users can create virtual collaborative spaces, such as an online course session, office hours or a committee meeting. Users can see others via webcams, hear and ask questions via voice or instant messaging, and share presentations and ideas using a common whiteboard or by sharing desktops. Sessions can be recorded.

Blackboard Collaborate can be used within a Blackboard Learn course to offer a virtual class session that automatically gives all enrolled students access. Faculty also have the option to post recorded Collaborate sessions with other course materials in their Blackboard Learn courses.

Virtual meetings or office hours using Blackboard Collaborate allow participants to collaborate by sharing documents and presentations, discussing in real time, and/or by using a common whiteboard.

Blackboard Collaborate requires no software installation and is Web browser and operating system independent. A small Java application is downloaded and installed when a user connects, taking less than two minutes on an average computer.

Blackboard Collaborate is available to all faculty and staff and is supported by the Faculty Technology Center. For support or information, contact John Chapman at jchapman@uark.edu or 479-575-7401.

Videoconferencing

Faculty, staff and students can initiate, conduct or participate in standard or high-definition videoconferences at no cost, including one-to-one or one-to-many conferences. Videoconferences can be scheduled in permanent room setups, elsewhere on campus using a portable endpoint, from a desktop or using the ClearSea mobile app for iPad, iPhone or Android users with 3G, 4G or WiFi access. Automated scheduling for recurring sessions and the ability to archive and stream content are also available.

Although IT Services supports all videoconferencing on campus, most equipment is owned and operated by colleges, schools or departments. Endpoints by LifeSize, Tandberg and Polycom are supported, but LifeSize is the campus standard. Learn more and find videoconferencing locations at its.uark.edu/videoconferencing.html.

Access Grid videoconferencing is also available at the University of Arkansas, all major higher education institutions in Arkansas and at most research universities across the country. To reserve the Access Grid or learn more, contact John Chapman at jchapman@uark.edu or 479-575-2901.

Streaming Video

Video streaming with Kaltura allows faculty to record videos with a webcam or using screen capture, offer streaming video to students, or assign students to create or upload videos within Blackboard Learn. Learn more at its.uark.edu/streaming_video.html.
Student Technology Center

The Student Technology Center, located on the third floor of the Arkansas Union, is a place for students to focus on the synergies that emerge from play and work, ideation and project development, and individual work and group collaboration.

Students, faculty and staff can receive technical support, get one-on-one tutoring, and access a variety of specialized workstations and spaces, including:

- Digital Media Lab
- Team collaboration and presentation areas
- Recording rooms
- Tech lounge
- Gaming Studio

The Student Technology Center assists students in effectively using technology by:

- providing opportunities for self-paced and individualized learning
- facilitating learning and exploration of new technologies outside of the classroom
- offering opportunities for collaboration and on-campus social interaction

Cameras, microphones, laptops and other equipment are available for checkout. For more information, go to its.uark.edu/stc or call 479-575-8602.

Faculty Technology Center

Whether you are interested in launching a project using technology, providing students with online course materials, or looking for ways to engage students using technology, the Faculty Technology Center staff can help. The Faculty Technology Center assists faculty in effectively using technology to enhance classroom learning and faculty scholarship.

Faculty can make an appointment and receive support to:

- digitize, update and create stand-alone course materials and presentations
- introduce audio or video content to a course
- transfer course content into Blackboard Learn
- capture lectures and post them online or in Blackboard Learn
- offer virtual office hours using Web conferencing
- offer a virtual class session using Web conferencing
- incorporate instant messaging, polling, blogging, wikis or discussion groups into a course
- initiate, conduct or participate in videoconferences
- receive one-on-one training

The Faculty Technology Center supports Blackboard Learn, Blackboard Collaborate Web conferencing, Echo360 lecture capture, Respondus and Respondus Lockdown Browser online testing, SafeAssign plagiarism detection, Kaltura video streaming, and ClearSea and LifeSize videoconferencing.

The Center is open Monday through Friday from 8 a.m. to 5 p.m. All services are free of charge and available to faculty and staff. For more information, go to its.uark.edu/faculty_tech_center or call 479-575-7401.
**General Access Computing Labs**

The General Access Computing Labs (GACLs—pronounced gackles) offer networked Windows and Mac computers for faculty, staff and students.

GACLs are located in the Arkansas Union (ARKU), Mullins Library (MULN), J.B. Hunt building (JBHT), Northwest Quad (NWQB) and the Administrative Services Building (ADSB). A map of GACL locations is available at [its.uark.edu/gacl_map](http://its.uark.edu/gacl_map). GACL hours vary by location. Current hours and contact information are posted at [its.uark.edu/computer_labs](http://its.uark.edu/computer_labs).

Computers in the GACLs host a wide range of software, including Microsoft Office, Adobe Creative Suite, Acrobat Pro, math and statistical software, AutoCAD Architecture, iWork and open-source alternatives to Microsoft Office and multimedia products. Web browsers include Chrome, Firefox, Internet Explorer and Safari. Student access to most GACL software is also available virtually using vLab (see page 21).

Laser printing is offered in all labs for all supported software. Color printing can be accessed in the Arkansas Union and Mullins Library labs. All students are subject to a PrintSmart quota when printing in public labs on campus. Details are available at [print.uark.edu](http://print.uark.edu).

Windows and Mac laptops are available for short and long-term checkout by faculty, staff and students who present a University ID at the Mullins Library GACL or the Student Technology Center.

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**vLab**

Using vLab, students can access most General Access Computing Lab software remotely from computers on or off campus. After downloading an installer and logging in with a UARK username and password, students can work from a Windows 7 desktop and access Microsoft Office Premium, Microsoft Visio Professional 2010, Adobe Creative Suite Master Collection and AutoCAD. Access a complete list of software at [vlab.uark.edu](http://vlab.uark.edu).

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**DropboxIT**

DropboxIT at [dropboxit.uark.edu](http://dropboxit.uark.edu) provides file transfer for files too large to send as email attachments. There is a limit of 1 GB per transfer, and all files must conform to the Code of Computing Practices, [its.uark.edu/code](http://its.uark.edu/code), with regard to copyright infringement. All University of Arkansas faculty, staff and students have access to DropboxIT using their UARK username and password.

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**MyDocs File Storage**

MyDocs is an individualized file storage account with a 300 MB quota available to all students, faculty and staff. Any document saved when logged into Windows in a General Access Computing Lab will automatically be uploaded to MyDocs. Windows and Mac users can map a drive to access MyDocs from any computer. Learn more at [its.uark.edu/mydocs](http://its.uark.edu/mydocs).
Web Publishing

Faculty, staff and students can host personal websites, including password protected sites, on Comp, the research and personal website server, or using WordPress. Find information on creating a personal site at its.uark.edu/personal_websites.

The Faculty Technology Center (page 18) provides Web support for faculty and staff, including media hosting services such as streaming video, podcasts, etc. The Student Technology Center (page 19) provides Web development tutoring and support for faculty, staff and students. WordPress (below) and Microsoft SharePoint (page 23) can also be used for Web development.

For information about your college or organization’s official website on Cavern, contact your department’s web developer (reddotinfo.uark.edu/15633.php) or University Relations at 479-575-5555.

UARK WordPress

WordPress is a free, open-source blogging and Web publishing platform that is easy to use. IT Services hosts a WordPress multisite installation, making UARK WordPress available to all faculty, staff and students. Personal websites with a URL of wordpress.uark.edu/username are created on login. Additional storage space and custom domain names are available on request. Learn more at its.uark.edu/wordpress.

Microsoft SharePoint

SharePoint 2010 is a web-based application that supports collaboration by allowing users to share and work with content online. Users can create Web pages, manage projects, communicate through online forums, create forms and surveys, host group discussions, and share and access documents from anywhere. SharePoint integrates seamlessly with Exchange, InfoPath, OneNote, Word, Access and Excel.

IT services provides SharePoint sites to departments and registered student organizations at no charge. The SharePoint server is backed up by a centralized recovery system, allowing for reliable and consistent service.

Some examples of uses for SharePoint include:

- Project and reflection sites for travel abroad, service learning, internships or independent study experiences
- Repository and archiving sites for paperless management of proposals, presentations or documents
- Research and collaboration sites for local, national or international projects
- Interactive graphical sites for displaying data and multimedia at conferences or as course presentations
- Organizational sites for committee collaborations or management of complex projects

Find out more at sharepoint.uark.edu.
Research Networks

IT Services supports a 20 gigabit per second (Gb/s) core and data center network that connects about half of university users at speeds of 100 Mb/s and half at speeds of 1 Gb/s. Most buildings connect to the network at 1 Gb/s with some connecting at speeds of up to 10 Gb/s. The network supports 2 Gb/s connectivity to the Internet with ARE-ON and Internet2 connections sharing a 10 Gb/s pipe. Three wireless networks, including two 802.11n secure networks and a guest network, provide coverage for most campus buildings.

Internet2
The University of Arkansas is a participant in the national initiative to create high-bandwidth networks for the research community. The university is a member of the Internet2 project and the Great Plains Network, which provide the university with access to national, high-speed research networks.

ARE-ON
The Arkansas Research and Education Optical Network (ARE-ON) provides the optical network infrastructure for Arkansas. ARE-ON supports the Arkansas research and higher education community and actively solicits faculty input in the utilization of this state-of-the-art infrastructure. ARE-ON gives researchers, educators and others access to national and international research networks such as the National LambdaRail (NLR) and Internet2.

For more information, go to areon.net.

Comp Research and Web Server

Comp is a Unix server available to all UARK users for academic and research computing as well as personal website development. Software on Comp includes statistical software, Lynx and text editors including Pico, VI Editor, uni-XEDIT and compilers. Programming languages on Comp include C, C++, FORTRAN, Java, PHP, Python and Perl.

Contact the Help Desk at 479-575-2905 for Comp information or support. Learn more at techarticles.uark.edu/78.

Open-Source LAMP Stack and SQL

Researchers have access to Linux VMs running Apache and can request a MySQL database. Our systems provide access to PHP, Perl and Python. Researchers can also request a database on the Microsoft SQL server. Request access at askit.uark.edu

High Performance Computing

The Arkansas High Performance Computing Center reports to the vice provost for research and economic development. In early 2011, the center activated Razor, a new supercomputer acquired through funding from the National Science Foundation.
**Research Data Services**

Research Data Services (RDS) offers statistical software support, research database support, and consultation and assistance with research methods and analysis.

RDS support includes:

- assistance with selection and implementation of primary and secondary data collection methods
- assistance with submission of survey instruments to the Institutional Review Board (IRB) for approval
- assistance with access to public domain and site licensed research databases
- assistance with data management and preparation of data for analysis
- consultation and recommendations for selecting statistical methods to meet project objectives
- recommendations for selection of software to meet reporting objectives

The University of Arkansas is also a member of the ICPSR, offering all faculty, staff and students access to the ICPSR data resources. Go to [www.icpsr.umich.edu/ICPSR](http://www.icpsr.umich.edu/ICPSR) for more information.

Learn more at [its.uark.edu/research_data_services](http://its.uark.edu/research_data_services), or access RDS by contacting Ling Ting at ting@uark.edu.

**Survey Support**

Qualtrics is a professional quality, web-based platform for designing, distributing and evaluating surveys. Qualtrics offers an intuitive user interface as well as flexibility and functionality across disciplines.

Qualtrics is available to University of Arkansas faculty, staff and students. Surveys must be approved by the Institutional Review Board (IRB) with a “Statement of Clearance” submitted to IT Services before surveys are published.

To request an account, go to [itsforms.uark.edu](http://itsforms.uark.edu) and click Survey Request, or email uasurvey@uark.edu for more information.

**EDUCAUSE**

IT Services provides campus membership in EDUCAUSE and ELI, the EDUCAUSE Learning Initiative. EDUCAUSE is a nonprofit association with a mission to advance higher education through the use of information technology. ELI is designed to support the teaching and learning community by addressing key issues in higher education.

University of Arkansas users can access secure EDUCAUSE and ELI content using their UARK username and password through UARK Central Login. Visit [www.educause.edu](http://www.educause.edu).
Administrative Accounts

These administrative accounts are used by faculty and staff for conducting university business. These accounts are activated separately and require a separate password.

- **BASIS** is a suite of applications used to manage the day-to-day business transactions of the university, including interdepartmental billing and transfers, payroll and position management, online travel authorization, invoice logging, leave accounting, departmental accounting, accounts payable, budgeting, requisitions, and more. Activate an administrative account at [www.uark.edu/basis/BasisNewUserHelp.html](http://www.uark.edu/basis/BasisNewUserHelp.html).
- **Secure Reporting Environment (SRE)** provides secure and direct access to data sources for personnel with a demonstrated need, while restricting the storage of sensitive data from residing on individual desktops. Authorized personnel are able to remotely access ad hoc queries, database investigations and reports through the use of the SRE. Contact your supervisor for more information.
- **Data Warehouse** is a repository where staff and faculty can run queries against university data, usually for reporting purposes. It is made up of financial (purchasing, payroll, general ledger, etc.), academic (ISIS) and historical data. An analysis tool for running queries is available. Distinct from the ISIS and BASIS databases, the Data Warehouse data is copied from the live production systems at regular intervals. Learn more at [its.uark.edu/data_warehouse](http://its.uark.edu/data_warehouse).
- **emPower** is a document management system, securely stores and retrieves electronic documents, as well as provides simple or complex workflows to route documents through a business process. Learn more at [techarticles.uark.edu/empower](http://techarticles.uark.edu/empower).

Site License Software

A variety of software packages are available through IT Services site licenses, including AMOS, BrioQuery, CrashPlan PROe, ESRI products, SAS, SigmaPlot, JMP, JMP Genomics, Symantec NetBackup, SYSTAT and SPSS. Faculty and staff can order online by clicking on the Shop tab at [sitelicense.uark.edu](http://sitelicense.uark.edu). Students can order online by logging in at [studentsitlicense.uark.edu](http://studentsitlicense.uark.edu).

Other software products are also available for purchase through licensing agreements, including Adobe Creative Suite, AutoCAD, Microsoft Products and Stata. Information and a comprehensive list of software supported by IT Services are available at [software.uark.edu](http://software.uark.edu).

Identity Finder

Identity Finder allows faculty and staff to run comprehensive searches on university computer workstations to locate personally identifiable information and safely remove it when it’s no longer necessary. To be in compliance with university policy, IT Services recommends that users run Identity Finder searches periodically to ensure that computers are not saving such information unnecessarily. Learn more at [techarticles.uark.edu/security/identity_finder](http://techarticles.uark.edu/security/identity_finder).
By accepting use privileges, you agree to:

- Use authorized resources only, for authorized purposes only
- Use an approved means of identifying your work
- Use legally licensed software in compliance with agreements
- Use shared resources judiciously

Furthermore, you agree not to:

- Attempt unauthorized access to systems
- Interfere with others’ use of resources
- Use resources or accounts for personal financial gain
- Undermine restrictions, such as quotas and access
- Attempt to circumvent security in any way
- Provide access to unauthorized persons
- Disclose confidential data
- Create or otherwise knowingly run or distribute a computer virus or other destructive program
- Overload or waste resources, thereby affecting normal operations
- Violate copyright, trademark or patent laws or licensing agreements by use or distribution
- Harass, threaten or offend another person with offensive language or any actions using computing resources
- Engage in spamming or sending chain email
- Forge communications to appear as if they came from another (spoofing)
- Publish Web pages that are in violation of the Code
- Engage in any other activity that is in violation of the full Code of Computing Practices

Enforcement/Sanctions

Any violation of the Code is misconduct for purposes of the student code of conduct, the law student code of conduct and university personnel policies and may be punished accordingly, including, but not limited to, the immediate suspension or revocation of your account.
Copyright

It is a violation of the Code of Computing Practices for any user to commit copyright infringement using university resources. Copyright infringement can also result in civil and criminal penalties with fines ranging from $750 to $30,000 per work infringed.

The Higher Education Opportunity Act (HEOA) describes the responsibilities of institutions of higher education to curb illegal downloading and distribution of copyrighted materials through institutional networks. Institutions are required to provide annual disclosure, create plans to combat unauthorized distribution of copyrighted materials by users of the institution’s network, offer alternatives to illegal downloading, and periodically review their plans for effectiveness. Colleges and universities that don’t do enough to combat illegal downloading over their computer networks are at risk of losing federal funding due to a provision of the Higher Education Opportunity Act of 2008.

Alternatives
There are legal and inexpensive alternatives to using programs such as BitTorrent. Some companies that offer affordable options, allowing anyone to legally buy and stream or download music, TV shows and movies, include: iTunes.com, Amazon.com, Walmart.com, Netflix.com, Hulu.com and others.

More information on copyright infringement and the university’s compliance with HEOA is online at its.uark.edu/copyright.

Privacy and E-Communications

The privacy of electronic communications is respected at the University of Arkansas. The policies of the university regarding the confidentiality of such communications, as defined by Ark. Code Ann. § 6-61-126 (Act 1799 of 2003), are contained in the university’s Code of Computing Practices at its.uark.edu/code.

Despite the best intentions of users, the university, and system administrators, it is difficult, if not impossible, to completely ensure the privacy of email. Email is not recommended for sensitive information that a user might not want disclosed.

Email can be disclosed to persons other than the intended recipient in numerous ways, including, but not limited to:

• Recipient’s address is mistyped, sending the message to someone else other than the intended recipient.
• Recipient forwards an email to someone else without permission of the original author.
• Intruders/hackers break into the email system and read/disclose messages.
• Deleted email continues to exist on computer hard drive or a copy is archived on system backup.
• Email is observed as it travels over public networks and the Internet.

More information on copyright infringement and the university’s compliance with HEOA is online at its.uark.edu/copyright.
Contacts

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Department Tech Partners
Each department has a technology partner who works closely with IT Services. Learn more and find contact information for your tech partner at its.uark.edu/partners.

Help Desk
When you need support regarding your UARK account or IT Services software and services, contact the Help Desk at 479-575-2905. You can also stop by the Help Desk in the Arkansas Union just outside the GACL, Monday through Thursday from 8 a.m. to 6 p.m., and Friday from 8 a.m. to 3 p.m., or at 155 Razorback Road, Monday through Friday from 7 a.m. to 5 p.m.

AskIT
Open an online help request at askit.uark.edu. An IT Services representative will contact you within two business days.