COLLABORATION TOOLS

SKYPE FOR BUSINESS (LYNC FOR MAC)
Skype for Business is the campus phone system, which has several very useful features for collaboration and communication including teleconferencing, videoconferencing, and online meetings. To learn more, visit the Lync information page at techservices.illinois.edu/services/lync/details.

MICROSOFT EXCHANGE EMAIL
All faculty, staff, and graduate students with an assistantship have an exchange account, which provides email, calendar, and contact services. Technology Services at FAA will configure your work computer to use this account. For information on accessing your Exchange account from other devices, visit the information page at techservices.illinois.edu/services/email.

BOX
We recommend using Box for storing personal files, backing up your data, or sharing files. The university has a contract with Box to provide all faculty, staff, and students with 50GB of free online storage. The Box Sync application allows Box to function much like a local hard drive. Box is also available via a web browser, which is accessible from any computer. To learn more, visit web.uillinois.edu/box.

MICROSOFT 365
Microsoft 365 is available for personal/home use. For more information, visit the information page here: webstore.illinois.edu.

WELCOME TO THE COLLEGE OF FINE AND APPLIED ARTS
The university has a variety of resources for most, if not all, of your computing needs. This guide outlines resources for Information Technology (IT) assistance, provided by FAA, the Urbana campus, and the university. If you have any questions, please reach out using the contact information below.

TECHNOLOGY SERVICES AT FAA
We are your local IT support for all things IT, including teaching and learning, creative and research works, as well as service and public engagement. In conjunction with our university partners, we provide a wide range of services, most at no cost to you. Our website is updated with new services, announcements, and upcoming service changes: it.faa.illinois.edu.

Below are some of the many services we offer. To request services, or basic help, contact us, and we will walk you through the process.

SERVICES AVAILABLE TO YOU:
• Create and manage server-based solutions for services such as file storage, databases, websites, security, and access to files and folders.
• Provide recommendations for your computers, peripherals, software, and work with your business office to make purchases. For more information, see the hardware recommendations page on our website.
• Set up computers, software, printers, and network connections using industry best practices and campus guidelines.
• Provide an overview and orientation of IT services at the university.
• Respond to hardware and troubleshooting needs.
SOFTWARE PURCHASES

CAMPUS WEBSTORE
The Campus Webstore offers a wide range of software at a discount. You may purchase software for your personal/home computer. Your unit will purchase software for your university-owned work computer. Free software is also available at webstore.illinois.edu/home.html.

LYNDA.COM
The university has a site license for the video tutorial website Lynda.com. Lynda.com offers training on leading software topics including Adobe products, Apple products, Microsoft products, Drupal, video editing, audio editing, operating systems, and much more. You can access the site at go.illinois.edu/lynda.

ILLINI UNION TECH ZONE
Located in the Illini Union, the Tech Zone computer store offers discounts on computers, peripherals, and supplies. It also offers repair services on some items. For more information, visit the website: union.illinois.edu/shop/techzone.

ILLINI-ALERT
In the event of a campus emergency, the Illini-Alert service sends email and text messages, posts to Facebook and Twitter, and triggers the Emergency Web Alert System for university websites. You can read more and sign up for the alerts at techservices.illinois.edu/services/illini-alert.

PUBLISH.ILLINOIS.EDU (PIE)
The publish.illinois.edu site offers faculty, staff, and students a convenient and easy way to create websites via WordPress.

OUR PARTNERS

FAA EDUCATIONAL SERVICES
The college offers a range of services to help you add technology to your classes. From online and blended to flipped and e-learning enhanced, the FAA Educational Services team is here to help. Services include consulting on course design, integrating technology into the classroom, marketing of courses and programs, assistance with enrollment management, creation of course modules, copyright help, and small-scale media production.

TECHNOLOGY SERVICES AT ILLINOIS
Technology Services is the campus-level IT unit providing centralized services such as Exchange (email), Lync, wireless networks, and VPN. Service information is located on the Technology Services website at techservices.illinois.edu.

CENTER FOR INNOVATION IN TEACHING AND LEARNING (CITL)
CITL uses leading pedagogical approaches, research-based methodologies, innovative instructional technologies, and comprehensive assessment practices to strengthen teaching efforts and improve student-learning outcomes. CITL also supports online degree programs and certificate options, conferences, and placement and proficiency testing assistance to students. In collaboration with campus units and other institutions, they spark new ideas, strategies, and knowledge to shape the future of teaching and learning.

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES (AITS)
AITS, part of University Administration, is the university-wide IT unit providing services such as Banner used for business applications, enrollment management, grade management, and campus human resources. More information can be found on the AITS website at aits.uillinois.edu.

COLLEGE OF FINE + APPLIED ARTS
TECHNOLOGY SERVICES AT FAA

TECHNOLOGY SERVICES AT FAA // HELP REQUEST: https://helpdesk.faa.illinois.edu // 217.333.1986