UFIT HELP DESK

STUDENT SERVICES

- GatorMail, GatorLink Help
- Troubleshooting Support for Technical Issues
- Wi-Fi Support
- VPN
- Canvas e-Learning Questions Answered
- Accessing UF Systems
- GatorCloud Services
- Discounted Software

ONLINE RESOURCES

UFIT Help Desk homepage:
it.ufl.edu/helpdesk

UF's e-Learning homepage:
elearning.ufl.edu

Stay up-to-date on campus IT service updates:
@GoGatorsUFIT

HUB WALK-IN HOURS

Monday – Friday · · · · · 8:00 a.m. to 10:00 p.m.

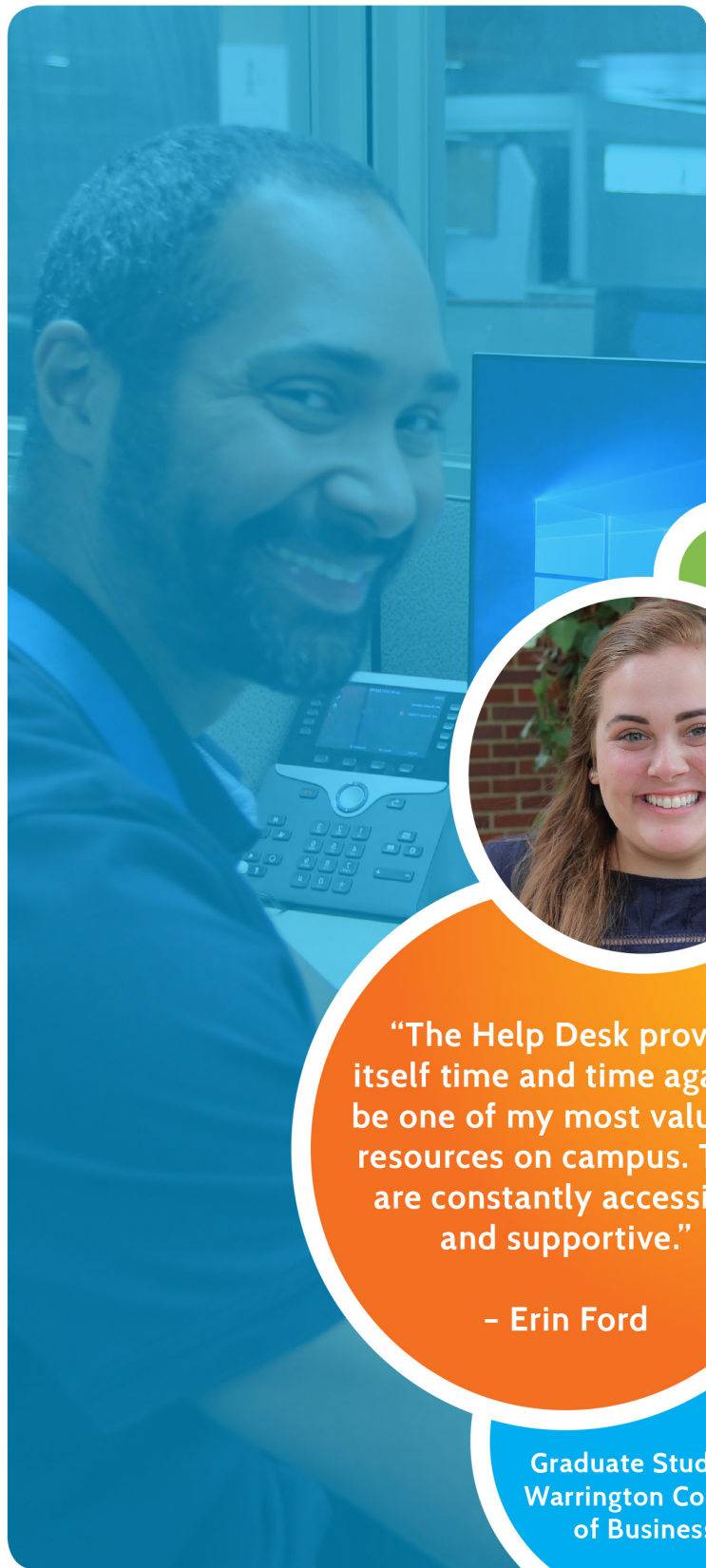Saturday – Sunday · · · · · 8:00 a.m. to 5:00 p.m.

Phone and Email Available 24/7

Closed on home football Saturdays and holidays.

ONE.UF

ONE.UF is your one-stop-shop for self-service student tasks:

- View Final Grades, Unofficial Transcript
- Check Holds
- Verify Registration/Course Schedule
- Conduct Degree Audits
- Look up Financial Aid/Services
- Do "What If" Degree Shopping

UF | Information Technology
UNIVERSITY *of* FLORIDA

SOFTWARE

Deeply discounted software is available at the UFIT Help Desk. Students can save as much as 80% on licenses for Adobe Creative Cloud, Microsoft, and Statistical packages:

helpdesk.ufl.edu/software-services

GATORCLOUD & FREE OFFICE 365

Need help using your GatorCloud email? The Help Desk staff can show you how to maximize OneDrive use and your 5TB of storage.

Through GatorCloud, students can also download FREE copies of Microsoft Office 365 for use on all devices. The Office Web Apps include the full Office suite:

cloud.it.ufl.edu

UFAPPS

UFApps lets you use 200 applications for FREE. Use 24/7 on any device, at anytime, anywhere you have an internet connection. Includes software like MatLab, Excel, SAS, and ArcGIS:

info.apps.ufl.edu

LABS AND LEARNING SPACES

Visit any of UFIT's labs to access printing, plotters, and free software programs. There's a lab or a learning space convenient to you:

labs.at.ufl.edu

FREE LINKEDIN LEARNING ACCESS

UFIT provides LinkedIn Learning free to all students, faculty, and staff with valid GatorLink credentials. LinkedIn Learning has more than 20,000 video training classes and online skill-building education options. In addition to getting personalized course recommendations, choose which completed course badges and certificates you've earned to appear on your LinkedIn professional profile!

training.it.ufl.edu/linkedin

"The Help Desk proves itself time and time again to be one of my most valuable resources on campus. They are constantly accessible and supportive."

– Erin Ford

Graduate Student, Warrington College of Business

CONTACT INFORMATION

Phone · · · · · · · · · · · **352-392-HELP/4357**

Email · · · · · · · · · · · · · · · · · **helpdesk@ufl.edu**

Submit a Ticket · · · · · · · · · · · · · · **my.it.ufl.edu**

Walk-In · **HUB 132**