

# READ Me

UITS Services @ UAEU

**UAEU** University Information  
Technology Services (UITS)

 جامعة الإمارات العربية المتحدة  
United Arab Emirates University



## Welcome **new employee!**

On behalf of myself and UITS, I would like to welcome you to United Arab Emirates University and wish you every success here. The University Information Technology Services (UITS) division is committed to create a vibrant and contemporary technology environment for the student, faculty and staff of UAE University. We in UITS are dedicated to ensure the effective delivery of Technology based solutions in supporting UAE University community.

This handbook is developed to help you get familiar with the distinguished IT services available for you as a part of UAEU. Familiarizing yourself with the content of the UITS handbook will answer many questions about how to use the university IT Services.

I hope that you will make good use of UAEU IT services and will bookmark them for future reference. It will be our pleasure to serve you. Again, welcome!

Sincerely,

**Afraa Ali Al Shamsi**

Chief Technology Officer

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University Information Technology Services (UITS) serves as a centralized administration of Information Technology. UITS is dedicated to providing effective delivery of Technology-based solutions in support of the University community.

UITS is managed by the CTO and consists of three main sections:

These sections in brief are:

IT Support Services  
**(ITSS)**

Enterprise Applications and  
Integration **(EAI)**

Infrastructure and Core  
Technologies **(ICT)**

### IT Support Services [ITSS]

ITSS is responsible for providing all End-user IT support services for colleges, students affairs and administration units. Departments is administering all end user problems and development with a centralized point of contact.

### Enterprise Applications and Integration [EAI]

EAI is responsible for providing application systems, integration, and development services to support University academic and administrative Functions.

### Infrastructure and Core Technologies [ICT]

ICT is responsible for the development and evolution of the University's servers and network infrastructure.

To learn more about the UITS structure and departments, visit:

**<http://www.uaeu.ac.ae/uits/about>**

## News and Events

To be updated with the latest UITS news visit the UITS main webpage using the link: <http://www.uaeu.ac.ae/uits>

## Software Library

UITS provides a list of licensed systems and software to staff and faculty members which can be installed on their PCs/Laptops. To view the list:

- Visit the UITS main page on: <http://www.uaeu.ac.ae/uits>
- Under **Hardware and Software** section click on **Software Library**

## Publications

To view and download UITS publications:

- Visit the UITS main page on: <http://www.uaeu.ac.ae/uits>
- Click on **UITS Newsletter**.

## Contact Us

UITS is located at the Crescent Building, D3, First Floor, Room 1036. You can contact the UAEU Helpdesk during the working hours [7:30 A.M-7:00 P.M] via:

- **Email** : Helpdesk@uaeu.ac.ae
- **Voice** : +971 3 713 6111 Ex: 6111
- **Fax** : +971 3 713 6999
- **Live Chat** : Visit the link <http://www.uaeu.ac.ae/uits>

## What is *UAEU Information Card*?

Once you receive the UAEU Information Card you will be able to access different UAEU online services using the login information provided inside. This card entitles you access to:

- University's PCs
- Data Storage
- UAEU Portal

### Login to UAEU's PC

Active Directory [AD] is a Microsoft directory service used primarily in Windows-based computers. Its main purpose is to allow central authentication. All faculty members and staff can use their AD account to login to any PC linked to the UAEU domain also known as **[ACADEMICS]**.

To login to a PC:

- Turn on the PC / Laptop linked to the domain
- Press **Ctrl + Alt + Delete**
- Type your username and password
- Select **ACADEMICS** from the drop down list provided next to **log on to**

### Data Storage

1 GB storage space on the AD File Servers is dedicated for each user. This network storage can be accessed anywhere within the campus and it is automatically mapped to the Z drive on any workstation linked to the domain.

### UAEU Portal

UAEU Portal– is the UAEU gateway and starting point for each staff and faculty. By logging to UAEU Portal different online resources can be accessed [<http://my.uaeu.ac.ae>].

# UAEU Information Card

**For your own security, please change the password as soon as possible**



**Name** : \_\_\_\_\_

**Banner ID** : \_\_\_\_\_

**Job Title** : \_\_\_\_\_

**College/Unit** : \_\_\_\_\_

**Department** : \_\_\_\_\_

**Username** : \_\_\_\_\_

**Password** : \_\_\_\_\_

## Password Security Guidelines

A password is an important aspect of computer security, together with your unique Identification or Username (ID), they will give you access to many services offered at UAEU. All students, faculty and staff are responsible for taking the appropriate steps to select and secure their passwords, to ensure password confidentiality.

Please make sure to change your password As Soon As Possible.

To change your password, visit: **<https://accounts.uaeu.ac.ae/chgpwd>**





**UITS Services For You**

## My.UAEU Portal

my.UAEU portal is the main entrance to most University online services. Inside, you will find University **news**, **announcements**, **Helpdesk Maintenance Window**, **Library Search**, as well as your **UAEU Mail** and **eServices**!

### Login:

To login to My.UAEU, browse the link: <http://my.uaeu.ac.ae>, and type your username and password in the fields shown.

## Access Your Emails

You can access your email by simply clicking the e-mail icon shown on My.UAEU homepage.



UAEU email system is implemented using Microsoft Exchange. This system is user friendly and allows better and faster communication as well as offers many useful features, such as:

- Access to your e-mail, calendars and contacts using a variety of clients (MS Outlook for windows, MS Entourage for Mac, Web interface) and mobile devices (Workstations, Laptops, Mobile Devices) anywhere and anytime with no requirement for extra software or service. To learn more please visit: [http://www.uaeu.ac.ae/uits/services/technical\\_support/howto\\_configure\\_blackberry\\_for\\_email.shtml](http://www.uaeu.ac.ae/uits/services/technical_support/howto_configure_blackberry_for_email.shtml)
- Ability to share your Calendar with anyone.
- The size of the mail boxes for Staff is 2 GB.

It is recommended to change your new password as soon as possible, you will be able to change it by following the next steps:

- Login to your webmail account
- Choose **Options** from the right corner
- Choose **Change Password** from the left corner

Please be noted that UITS provides you a single sign on for different online applications using the email password, which is also the same password for your AD login.

If you forget or lose your username or password, please call the UAEU Helpdesk on **03-7136111** or alternatively send an email to: [helpdesk@uaeu.ac.ae](mailto:helpdesk@uaeu.ac.ae) or contact your **Faculty IT Support**.

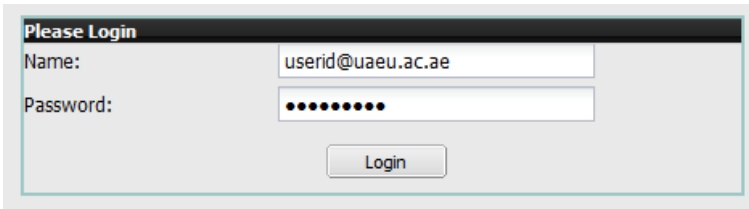
### Note

Another way to access your emails: <https://webmail.uaeu.ac.ae>

## Spam [Quarantine]

Due to the large amount of incoming spam e-mails, UITS has enforced an anti-spam policy to reduce the amount of spam received in your Inbox. There may be occasions when a legitimate email is tagged as spam however, you will be able to access these messages. These emails will have no danger to the system if they are released from the Spam Quarantine Folder to your email inbox. They have all been scanned for viruses.

When an email is tagged as spam, you will receive an email message in your inbox to inform you about that. To take an action you can login by clicking the link provided down in the email and enter your username and password.



Please Login

Name:

Password:

You Can:

- Release** e-mail to your University e-mail inbox.
- Delete** Message from your spam quarantine folder.
- Blacklist** a message so that all future emails from the sender **ARE** **NOT** delivered.
- Whitelist** a message so that all future emails from this sender **ARE** delivered directly to your University email inbox.

## Note

Another way to access your quarantine emails:

**<https://fmc.antispam.uaeu.ac.ae>**

## Access E-Services

E-Services provides a group of online services for Staff which they will be able to manage.

To access E-Services, simply click the eservices icon shown on MyUAEU homepage.



### Employee services include:

- Education allowance
- Travel reimbursement
- Leave
- Air tickets allowance requests

To manage these services view the channel under the **Employee** tab.

## Unified Communication System

UAE University developed the unified communication system (UC) and is offering services related to IP Phone, IP Fax, Voicemail and Presence. UC enables you to receive your communications on one device, for example; Your PC.

### Services Available:

#### IP Phone [Desk Phone]

You will have a physical (Desk Phone) connected with your PC. It allows you to answer/place calls from the desk phone itself and from a PC using softphone. Voicemail is configured and integrated with Outlook; so you can listen to your voicemails from Outlook or even by just dialing the voicemail number from any phone.

#### iPhone Application

You can use your Mobile to connect through to your desk phone. UITs has started this service to iPhone users, who can now use their extensions through their iPhone as long as they are connected to the University network (wireless or VPN). To learn more visit UITs home page using the link: <http://www.uaeu.ac.ae/uits>. Under Hardware and Software click on Technical support and check the tutorial section for more information.

#### Cisco Personal Communicator

Allows you to do Instant messaging and make video calls using the Cisco Personal Communicator from your PC. It also provides Presence information about you; whether you are "on phone" or in a meeting (integrates with Calendar). To enable this service you should contact UITs Helpdesk.

## Remote Access Virtual Private Network [VPN]

UITS provides 'off-campus' users with secure access to the UAE University's internal network resources. You can access your desktops, servers or different UAEU applications from any location outside University campuses through SSL VPN. You can use a web browser to establish a remote access connection.

To get SSLVPN account, you will be requested to fill the SSL VPN application form available at MyUAEU Portal, under Helpdesk Channel.

## Remote Dialup Access

Remote Dial-up service allows you to access local network services (Intranet) over the telephone network. This service is provided mainly for those who do not have high speed Internet access at home [ADSL].

To access the service:

- Establish a dialup connection
- Enter your UAEU AD/PC Username and Password
- Dial the number **7556333**



# I'm a Faculty

**These services are available to Faculty members only**



## My.UAEU Portal

my.UAEU portal is the main entrance to most University online services. Inside, you will find University **news, announcements, Helpdesk maintenance window, Library search**, as well as access to your **UAEU mail** and **eServices!**

### Login:

To login to My.UAEU, go to <http://my.uaeu.ac.ae>, and type your username and password in the fields shown.

## Access E-Services

Access E-Services by simply clicking the eservices icon shown on MyUAUEU homepage.



E-Services provides a group of online services for faculty members. These services provide the faculty the ability to manage two kind of services:

**Academic Services:** class attendance, view class roasters, and grade students online.



**Employee Services:** education allowance, travel reimbursement, Leave, and Air tickets allowance requests.



## Access E-Learning

Access BlackBoard E-Learning system by simply clicking the blackboard icon showing on MyUAUEU homepage icons bar.



Blackboard is used to manage courses and courses content online. It enables you to communicate and collaborate with the students through real-time chat, threaded discussions, class e-mail and online file exchanges. Blackboard can also be used to conduct exams online.

## Personal Home Page

You can request to have your own Homepage with a web space allocation of 100 MB. The content publishing will be either by MS FrontPage or FTP access.

To request a homepage:

- Login to MyUAEU
- On **Helpdesk** Channel, you will find a section for **Faculty Members** Links, click on **[Request a Personal Homepage]**.

It will take 2-4 days to create the homepage and prepare it for your use.

### Faculty Members Links

- Faculty Homepage Registration form

### Forms Links

- VPN Request Form (PDF)
- Network Outlet Request (PDF)
- Departmental Email Account Request Form (PDF)

## Faculty IT Support Contact List

Faculty IT Support will assist you in different Hardware/Software IT issues. Detailed contacts are available on UITS website:

- Visit the UITS main page on: **<http://www.uaeu.ac.ae/uits>**
- under **Hardware and Software** click on **Software Library**
- Scroll down the page, you'll find a link for **Faculty IT Support**



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