

TECHNOLOGY SERVICES

OTS Support Desk: 312.567.3375
supportdesk@iit.edu
iit.edu/ots

OTS supports the Illinois Tech community by providing and maintaining the university's technology services, including applications (administrative and academic), identity and access management, networks, PC labs and kiosks, printing, security, and more, all with the goal of enhancing the student experience.

In addition to the above-mentioned services, OTS offers annual, mandatory, cybersecurity training for all community members to protect the university from bad actors and establish a culture of cybersecurity at Illinois Tech.

OTS manages Access Illinois Tech (access.iit.edu), which provides two-factor authentication access to the Google Workspace environment, including Gmail and other Google Apps, a majority of the Microsoft 365 applications, the MyIIT portal (for online course registration, financial aid, students accounts, and more), Blackboard, Apporto (i.e., the Virtual Computer Lab (VCL)), Banner, Handshake (jobs), Zoom, and other content.

Given Google's 5GB storage limitation, OTS encourages you to use M365's OneDrive for your personal tasks and schoolwork until you graduate and transition to being an alumnus/a.

Course materials are currently available through Blackboard. Illinois Tech will be transitioning to Canvas at its new learning management system (LMS), in which instructors post notes and other course information. Video lectures can be viewed on Panopto and accessed through Blackboard.

While the physical computer labs are available across campus with lab software refreshed each semester with instructor-directed offerings, OTS highly encourages you to use the Virtual Computing Lab (VCL), which has the vast majority of the physical labs' applications and is accessible 24/7 from anywhere. Free computer software downloads, such as Mathematica, Autodesk, and ANSYS Multiphysics, are also available.

Color, black-and-white, and plotter printers are available throughout campus, including in some residence halls. Every degree-seeking student receives \$5.00 in free printing credits, or the equivalent of 100 black-and-white, letter-size (8.5" x 11") prints, for each semester they are enrolled in classes. Law students receive \$28.00/semester or the equivalent of 400 black-and-white prints. To access the university-wide printing system, please visit <https://print.iit.edu>. Members of the Illinois Tech community can send a print job from their personal device (PC, Mac, tablet, or smartphone) to any printer.

The OTS Support Desk is the central point of contact for technology support at Illinois Tech. Support Desk staff provide technical problem-solving and administrative support for our community. Services include troubleshooting, account management, and configuration assistance; personal hardware support is not offered. A request for technical support may be submitted by opening a ticket via email to supportdesk@iit.edu, calling 312-567-3375 (on-campus 7-DESK), or stopping by the upper level of the Galvin Library on the Mies Campus or Room 540 at the Conviser Law Center to speak with a Support Desk staff member in person. OTS Support is also available through a knowledge database on the OTS website (support.iit.edu) that contains how-to information for common technical issues and questions.

Ubiquitous wireless service is available university-wide, and Mies Campus residents can now benefit from the IIT-IoT wireless services for gaming, streaming devices, and more. Please see these instructions for connecting to the Internet through the Illinois Tech network, including how to configure your devices. A virtual private network (VPN) is also available to students through the Cisco AnyConnect client.

Please visit the OTS website for the most up-to-date information about the university's technology.