

Information Technology Services

Abdulrauf Gehani, Manager IT Client Services

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UTORid ACCOUNT

- Key to access IT Services including
 - email and calendar
 - Office 365 applications and tools
 - Quercus
 - Wireless Internet
 - Lab and Classroom computers
 - ESS
- IITS will help you with
 - UTORid activation
 - Password reset
 - Set up self-help options
 - General UTORid account management



CLASSROOM TECHNOLOGY



Teaching Station



Teaching Station Junior

We train instructors on using Teaching Stations and provide instant support over-the-phone and in-person



Remote Guest Speakers

Do you need to host a remote Guest Speaker for your class? We can set up WebEx or Skype session in the classroom.





COMPUTER LABS

- Over 700 Windows and Mac workstations in 19 [labs](#)
- Tutorials, lectures and study space
- Educational [software](#)
- Printing service
- Onsite support





END-POINT COMPUTING

- Computer, mobile device and printer purchases
- Price quotes from approved vendors
- Set-up and support
- Software and OS updates





Office 365

- <http://mail.utoronto.ca>
- Email, OneDrive file storage, calendar, desktop conferencing, instant messaging and more.
- 50GB mailbox, 150MB attachment size and virtually unlimited file storage
- Free Office 365 ProPlus on up to 5 personal devices (20% or more appointment)





DATA BACKUP

- Backup software installed on all IITS-configured University-owned desktops and laptops
- Deleted files retained for 2 weeks





PHONE (VOIP) SERVICE

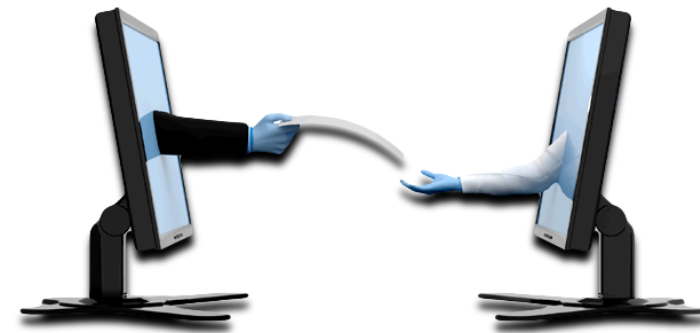
- Connection via UTSC campus network
- Self-Care Portal: telecom.utsc.utoronto.ca
 - Call forwarding
 - Speed dial
 - Many more features
 - User Guides





FILE TRANSFER SERVICE

- Send file attachment up to 2GB in size
- Encrypted attachments
- Send to email addresses, internal and external
- <http://filetransfer.utsc.utoronto.ca>





Data Storage Services

- Secure storage for research data
- Access on and off campus
- First 500GB free, \$100 per additional 1TB per year



IITS CONTACT



Faculty and Staff

416.287.HELP (4357)



helpdesk@utsc.utoronto.ca

AC204



AV & Classroom Support

416.287.HELP (4357)



av@utsc.utoronto.ca

AC200



VIDEO CONFERENCING

- Several rooms are equipped with video conferencing capabilities
- With advance notice, IITS will set up and support video conferencing sessions





AV SERVICES FOR EVENTS

- IITS offers AV equipment delivery, setup and technical support services for conferences, on-campus meetings and special events
- Many UTSC spaces have permanent AV systems that IITS maintains and supports
- Where there is no AV, IITS will set up portable speakers and microphones and large-screen TV Carts with integrated PC





FILMING AND STREAMING SERVICES



Our team of professional videographers is prepared to help you with any filming needs, ranging from simple recordings to full production video or audio recording projects. We can also provide live streaming of events to broadcast to a wider audience. Finally, we are also happy to consult with you regarding any departmental plans for video capture or equipment purchase.



WEB APPLICATION DEVELOPMENT



Our team of business analysts and developers will work with you to identify or develop the appropriate web/mobile application, from departmental sites to individual faculty or project sites.



SERVER HOSTING

- State of the art Data Centre
- Virtual Server (VM) Infrastructure
- Linux and Windows server VM's
- Annual fees depending on server configuration level
- Server Level Agreement

