Where to Go for Computing Consulting

CNS operates mainly on a self-service basis; however, assistance is available from the consultants listed here. Please check first with your university computing support organization consultants. These consultants will be most familiar with the kind of work you are doing and are best positioned to help you quickly.

UF Information Technology

UFIT

2046 NE Waldo Rd, Suite 2100
Gainesville Florida 32609-8942
(352) 392.2061
<editor@cns.ufl.edu>
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UF Computing Help Desk

UF Computing Help Desk
(352) 392-HELP
(4357) 132 HUB, UF
<helpdesk@ufl.edu>
8:00 a.m.--5:00 p.m., Monday--Friday
Phone only: 6:00 p.m.--10:00 p.m., Sunday--Thursday

At the University of Florida, the UF Computing Help Desk is a central contact to help all faculty, staff, and students with computing questions. It is open for free short-answer, phone-in, or walk-in consulting. Many questions can be answered on the spot. If your question is more appropriately answered by college, departmental, or other campus computing support consultants, the Help Desk will refer you to them.

The consultants do not help students with class assignments. Students should take their questions and problems to their instructors or to the consultants provided by their departments. For more information, please see http://helpdesk.ufl.edu/ [http://helpdesk.ufl.edu/].

CNS Support Desk

CNS Support Desk
(352) 392-2061
103 SSRB, UF
<consult@lists.ufl.edu>
8:00 a.m.--5:00 p.m., Monday--Friday

If your CNS-related or networking question or problem cannot be handled by your university computing support organization or by other consultants, call the CNS Support Desk. You may also direct your questions by e-mail to <consult@lists.ufl.edu>. For more information, please see http://www.cns.ufl.edu/support [http://www.cns.ufl.edu/support/].

Center for Instructional Technology and Training (CITT)

Center for Instructional Technology and Training (CITT)
(352) 392-7249
2215 Turlington Hall, UF
<citt@ufl.edu>
8:30 a.m.--5:00 p.m., Monday--Friday

UF faculty, A&P personnel, and post-doctoral associates can receive consulting and tutorial
help on CNS e-mail and other computing topics from the Center for Instructional Technology and Training. The Center for Instructional Technology and Training:

• provides one-on-one training, classroom instruction and individual consultation to increase users’ knowledge base and to promote the use of technology in instruction;

• houses experts in the development of curricula, in the coordination of project development, in the pedagogy of instructional design and learning, and in the use of various technologies to enhance traditional, Web-based, and CD-ROM-based courses; and

• creates dynamic learner-centered approaches to curriculum development and course delivery to fully engage the learner using sound, texture, and images through computer-generated interfaces and multimedia development.

For more information, please see http://www.citt.ufl.edu/training/.

University of North Florida Support Center

University of North Florida Information Technology Services [http://www.unf.edu/dept/its/support/] (904) 620-HELP (4357),
Mathews Bldg. Room 2106 <ITS-support@unf.edu>
Monday-Thursday: 8 a.m.--10 p.m.
Friday-Saturday: 8 a.m.--8 p.m.
Sunday: noon-8 p.m.

The ITS Support Center is a support service provided by UNF’s Information Technology Services and takes phone calls, e-mails, and walk-ins from students, staff, and faculty.

ITS Support Center staff assist users with the following problems:

• network connections
• local and network printing
• support of software applications and operating systems
• account access and password resets
• dial-in and wireless access
• audio visual equipment and technology-equipped classrooms
• telecom services

ITS Support Center Mission:
The mission of the Support Center is to provide the University's students, faculty, and staff with a centralized point of contact for all supported products and services. The Support Center is committed to quality service through teamwork and a proactive approach to problem identification and solution.

For more information, please see http://www.unf.edu/dept/its/support/.

**UF Health Science Center IT Center**

UF Health Science Center IT Center  
(352) 392-3900  
C3-09 (Communicore Bldg.), UF  
<itcsupport@health.ufl.edu>  
7:30 a.m.-6:00 p.m., Monday-Friday

Health Science Center employees can get their GatorLink passwords and PINs reset here, establish a CNS account, as well as get their CNS account password reset. The Customer Support team provides a single point of contact for all services including desktop support. The Information Management team develops and maintains data-rich systems in support of enterprise applications; and the Systems Administration team provides essential central services such as network operating systems support including e-mail, file sharing, security systems and data backup.

For more information, please see http://www.health.ufl.edu/itcenter.

**IFAS Help Desk**

IFAS Help Desk  
(352) 392-4636  
Building 162, UF  
<ifashelp@mail.ifas.ufl.edu>  
8:00 a.m.--5:00 p.m., Monday--Friday

All IFAS personnel, staff and faculty can obtain computer support related to IFAS functions. For more information, please see http://help.ifas.ufl.edu/.

**The World Wide Web (WWW)**

The UF campus central home page maintains links to many campus computing organizations’ Web pages. CNS’s home page is a convenient way to access CNS information and services. In addition, you can create your own home page on NERSP. See D0122, *Putting Your World Wide Web Home Page on CNS* [http://docweb.cns.ufl.edu/docs/d0122/d0122.html], for more information. For UNF users, the UNF home page is an excellent starting point to find helpful information regarding policies and procedures at that institution.

UF home page: http://www.ufl.edu

CNS home page: http://www.cns.ufl.edu

UNF home page: http://www.unf.edu
Your Comments are Welcome

We welcome your comments and suggestions on this and all UFIT documentation. Please send your comments to:

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