Welcome!

This is the home page for UNC Charlotte's Department for Information Technology Services (ITS). You can search the FAQs to find information about IT best practices, how-to guides, and solutions to common IT issues. If you can't find what you're looking for, feel free to contact us or provide a suggestion for a new article just by clicking the buttons on the left!

Need more help? IT Service Desk: 704-687-5500  |  Submit a Ticket  |  Tell IT  |  Walk Up: Atkins Library 140C

Search for a Topic of Interest Below

Browse By Topic
<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>about-kronos</td>
<td>balance</td>
<td>calendar</td>
</tr>
<tr>
<td>academic</td>
<td>banner</td>
<td>cancel</td>
</tr>
<tr>
<td>academic_affairs_graduate</td>
<td>banner-9</td>
<td>canvas</td>
</tr>
<tr>
<td>academic-assistance</td>
<td>banner-finance</td>
<td>capturespace</td>
</tr>
<tr>
<td>academic-integrity</td>
<td>banner-finance-navigation</td>
<td>cash</td>
</tr>
<tr>
<td>academy</td>
<td>banner-finance-reporting-bucket</td>
<td>center-for-graduate-life</td>
</tr>
<tr>
<td>accessibility</td>
<td>banner-finance-reporting-endowment</td>
<td>cgl</td>
</tr>
<tr>
<td>accommodation</td>
<td>banner-finance-reporting-ga</td>
<td>change</td>
</tr>
<tr>
<td>accommodation_change</td>
<td>banner-inb</td>
<td>change-request</td>
</tr>
<tr>
<td>accommodation_letter</td>
<td>banner-ssb</td>
<td>chat</td>
</tr>
<tr>
<td>accommodation_request</td>
<td>bell</td>
<td>citrix</td>
</tr>
<tr>
<td>account-codes-expense</td>
<td>bitlocker</td>
<td>classnotes</td>
</tr>
<tr>
<td>acrobat</td>
<td></td>
<td>classnotes_accommodation</td>
</tr>
<tr>
<td>ada</td>
<td></td>
<td>classroom</td>
</tr>
<tr>
<td>adding</td>
<td></td>
<td>cmweb</td>
</tr>
<tr>
<td>adobe</td>
<td></td>
<td>commencement_graduate</td>
</tr>
<tr>
<td>aisle</td>
<td></td>
<td>computer</td>
</tr>
<tr>
<td>alertus</td>
<td></td>
<td>condition</td>
</tr>
<tr>
<td>alias</td>
<td></td>
<td>confluence</td>
</tr>
<tr>
<td>alumni</td>
<td></td>
<td>content-manager</td>
</tr>
<tr>
<td>alumni_email</td>
<td></td>
<td>contracts</td>
</tr>
<tr>
<td>amazon</td>
<td></td>
<td>convert</td>
</tr>
<tr>
<td>amp</td>
<td></td>
<td>copyright</td>
</tr>
<tr>
<td>android</td>
<td></td>
<td>correct</td>
</tr>
<tr>
<td>animal-care</td>
<td></td>
<td>correction</td>
</tr>
<tr>
<td>annual_allotment</td>
<td></td>
<td>course-eval</td>
</tr>
<tr>
<td>antivirus</td>
<td></td>
<td>cri</td>
</tr>
<tr>
<td>app</td>
<td></td>
<td>ctrl</td>
</tr>
<tr>
<td>appointment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>apporto</td>
<td></td>
<td></td>
</tr>
<tr>
<td>approval</td>
<td></td>
<td></td>
</tr>
<tr>
<td>approve_test_exams_at_dstestcenter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>appstream</td>
<td></td>
<td></td>
</tr>
<tr>
<td>autodesk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>aws</td>
<td></td>
<td></td>
</tr>
<tr>
<td>azure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>E</td>
<td>F</td>
</tr>
<tr>
<td>decimal</td>
<td>ecommerce</td>
<td>faculty_portal</td>
</tr>
<tr>
<td>degreeworks</td>
<td>ecommerce-eform</td>
<td>faq</td>
</tr>
<tr>
<td>delegate</td>
<td>ecommerce-general</td>
<td>filevault</td>
</tr>
<tr>
<td>digital-signage</td>
<td>eduroam</td>
<td>final_exam</td>
</tr>
<tr>
<td>disability_services</td>
<td>ega</td>
<td>final_exam_scheduling</td>
</tr>
<tr>
<td>disability_services</td>
<td>egps</td>
<td>financial-services</td>
</tr>
<tr>
<td>disbursements</td>
<td>eligibility_requirements</td>
<td>firefox</td>
</tr>
<tr>
<td>dkim</td>
<td>eligible_courses</td>
<td>fixed-assets</td>
</tr>
<tr>
<td>dlp</td>
<td>email</td>
<td>fixed-assets-efoms</td>
</tr>
<tr>
<td>dmarc</td>
<td>emct</td>
<td>fix-punch</td>
</tr>
<tr>
<td>docs</td>
<td>encryption</td>
<td>flipgrid</td>
</tr>
<tr>
<td>dreamspark</td>
<td>enterprise_connect</td>
<td>fob</td>
</tr>
<tr>
<td>drive</td>
<td>eprint</td>
<td>forms</td>
</tr>
<tr>
<td>drop_a_tuition_waiver</td>
<td>events</td>
<td>four-winds</td>
</tr>
<tr>
<td>dropbox</td>
<td>export-control</td>
<td>four-winds-interactive</td>
</tr>
<tr>
<td>dropbox-gen</td>
<td></td>
<td>fs-general</td>
</tr>
<tr>
<td>ds_test_center</td>
<td></td>
<td>ftr</td>
</tr>
<tr>
<td>dti</td>
<td></td>
<td>funding</td>
</tr>
<tr>
<td>duo</td>
<td></td>
<td>twi</td>
</tr>
<tr>
<td>dvd</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>gcal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>generic-account</td>
<td></td>
<td></td>
</tr>
<tr>
<td>gmail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>google</td>
<td></td>
<td></td>
</tr>
<tr>
<td>google-apps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>google_contacts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>google-gen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>google-group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>google-sites</td>
<td></td>
<td></td>
</tr>
<tr>
<td>gradebook</td>
<td></td>
<td></td>
</tr>
<tr>
<td>grad-student-affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>graduate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>graduate-academics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>graduate_admissions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>graduate_programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>graduate_school</td>
<td></td>
<td></td>
</tr>
<tr>
<td>graduate-school-faculty-staff-administration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>graduate-school-faculty-staff-resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>graduate-student-affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>graduation Graduate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>grants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>guest</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Hangouts
Hangouts
Hangout
Hangout
Help
Help
History
History
Holiday
Holiday
HPC
HPC
HPC
HPC
HPC Application
HPC Cluster
HPC-DTN
HPC General
Human Resources
IACUC
IACUC
Identity Finder
Identity Finder
Imaging
Imaging
Imap
Imap
Incorrect
Incorrect
Independent Contractor
Independent Contractor
IoS
iOS
Ipad
Ipad
IT Assessment
IT Assessment
IT's
IT's
IT's Employee Purchase
IT's Employee Purchase
IT's General
IT's General
IT's Guideline
IT's Guideline
IT's Student Purchase
IT's Student Purchase
Jabber
Jabber
Kaltura
Kaltura
Kronos
Kronos
Kronos About
Kronos About
Kronos Employees
Kronos Employees
Kronos Leave
Kronos Leave
Kronos Nonexempt
Kronos Nonexempt
Kronos Supervisors
Kronos Supervisors
Labs
Labs
Latex Equations
Latex Equations
Learn
Learn
Learning
Learning
Leave
Leave
Legacy Banner
Legacy Banner
Library Checkout
Library Checkout
Library Info
Library Info
Library Print Scan
Library Print Scan
Library Research
Library Research
Library Spaces
Library Spaces
Listserv
Listserv
Location
Location
Mac
Mac
Mahara
Mahara
Make-Up
Make-Up
Map
Map
Mathworks
Mathworks
Matlab
Matlab
MCD
MCD
MCD Form
MCD Form
MCD Personal
MCD Personal
MCD University
MCD University
Meet
Meet
Microsoft
Microsoft
Mileage Parking
Mileage Parking
Minutes
Minutes
Modification
Modification
Modify
Modify
 Moodle
Moodle
Mount
Mount
My Business
My Business
My UNCC
My UNCC
Network
Network
Network Drive
Network Drive
New Ui
New Ui
Niner Go
Niner Go
Ninernet
Ninernet
Ninernet Personal
Ninernet Personal
Niner-Will
Niner-Will
Notetaker
Notetaker
Note Taker
Note Taker
Office 2016
Office 2016
Office 365
Office 365
Office Hours
Office Hours
Onedrive
Onedrive
Online
Online
Online Learning
Online Learning
Operating
Operating
Opscan
Opscan
 Outlook
Outlook
Panopto
Panopto
Password
Password
Patching
Patching
Payables
Payables
Payments
Payments
Payroll
Payroll
Payroll Electronic W2
Payroll Electronic W2
Payroll General
Payroll General
Payroll Web Time Entry
Payroll Web Time Entry
P Card
P Card
P Card Form
P Card Form
PCI
PCI
Perceptive Content
Perceptive Content
Percipio
Percipio
Permalink
Permalink
Personal
Personal
Petition
Petition
Phishing
Phishing
Phone
Phone
Photos
Photos
Policy
Policy
Poll Everywhere
Poll Everywhere
POP
POP
Premium
Premium
Professional Development
Professional Development
Proposal Development
Proposal Development
Proxy
Proxy
Punch
Punch
Purchase
Purchase
Schedule A Final Exam
Schedule A Final Exam
Schedule A Mid Term
Schedule A Mid Term
Schedule A Quiz
Schedule A Quiz
Schedule A Test
Schedule A Test
Security Awareness Training
Security Awareness Training
See
See
Semester Check In
Semester Check In
Service Desk
Service Desk
Setup
Setup
Shibboleth
Shibboleth
Signage
Signage
Skillport
Skillport
Software
Software
Spaces
Spaces
SpeedGrader
SpeedGrader
Splunk
Splunk
SPSS
SPSS
SSO
SSO
Stata
Stata
Student Portal
Student Portal
Submit
Submit
Supervisor
Supervisor
Surface
Surface
Survey Share
Survey Share
System
System
Tableau
Tableau
Tax
Tax
Tax Reform
Tax Reform
Teacher
Teacher
Team Folder
Team Folder
Termination
Termination
Test Scheduling
Test Scheduling
Textbook Loan
Textbook Loan
Thunderbird
Thunderbird
Time Entry
Time Entry
Time Off
Time Off
Time Worked
Time Worked
Touch Panel
Touch Panel
Tpc
Tpc
Training
Training
Travel
Travel
Travel General
Travel General
Travel Light Rail
Travel Light Rail
Tuition Fee
Tuition Fee
Tuition Reimbursement
Tuition Reimbursement
Tuition Waiver
Tuition Waiver
University Computers
University Computers
URL
URL
Ventureprise
Ventureprise
Video
Video
Video Conference
Video Conference
View and Download Class Notes
View and Download Class Notes
VPN
VPN
Vulnerability
Vulnerability
Webex
Webex
Webform
Webform
WIFI
WIFI
Windows
Windows
Windows 10
Windows 10
Wireless
Wireless
Workshop
Workshop
Workspaces
Workspaces
Yamm
Yamm
Youtube
Youtube
25 Live
25 Live
49er Mart
49er Mart