Welcome to the CNS OIT Public Wiki

The purpose of this wiki: To provide self-help information to the CNS community to quickly resolve technical issues without CNS OIT intervention, and document processes to request information and assistance from CNS OIT.

Public Knowledge Base for the College of Natural Sciences Office of Information Technology.

Frequently asked questions

- How to Submit a Ticket?
- Policies, policies, policies!
- More Coming Soon!

Need more help?

- CNS Help Desk
- CNS OIT
- CNS OIT blog
- Request an article

Other resources

- Coming Soon!

Browse by topic

<table>
<thead>
<tr>
<th>A-N</th>
<th>O-U</th>
<th>V-Z</th>
</tr>
</thead>
<tbody>
<tr>
<td>eloqua</td>
<td>o365</td>
<td>verified</td>
</tr>
<tr>
<td>firewall</td>
<td>osx</td>
<td>vnc</td>
</tr>
<tr>
<td>helpdesk</td>
<td>rdp</td>
<td>windows10</td>
</tr>
<tr>
<td>how-to</td>
<td>software</td>
<td>unverified</td>
</tr>
<tr>
<td>howto</td>
<td>thunderbird</td>
<td>updates</td>
</tr>
<tr>
<td>instruction</td>
<td>internal</td>
<td></td>
</tr>
<tr>
<td>laptop</td>
<td>lynda</td>
<td></td>
</tr>
</tbody>
</table>

Recently updated articles

- **How to create a firewall rule for RDP, VNC, and SSH on Windows**
  Nov 24, 2018 • updated by Matthew Davidson • view change

- **ChemDraw**
  Oct 12, 2018 • updated by Matthew Davidson • view change

- **How to Configure Office365 Webmail**
  Sep 26, 2018 • updated by Bryan Welch • view change

- **Two Factor Authentication**
  Sep 05, 2018 • updated by Matthew Davidson • view change

- **Stats App Server - Wincompute.cns.utexas.edu**
  Aug 02, 2018 • updated by Melissa Medina-Razzaque • view change

- **CrashPlan UT Backup**
  Jun 19, 2018 • updated by Bryan Welch • view change

- **Campus AUP and IRUS and other relevant policies**
  Jun 12, 2018 • updated by Melissa Medina-Razzaque • view change

- **How to Submit ioTron Detail**
  May 10, 2018 • updated by Matthew Davidson • view change

- **How to Configure Office 365 on Thunderbird OSX**