Information Technology

IT Support Requests

The School of Undergraduate Studies (UGS) provides support internally through the IT Coordinator and covers support for all of our UT-owned UGS-assigned IT equipment including desktop computers, laptops, iPads, and phones. They also help support a wide range of ITS Services such as Austin Disk (UGS server), UT Backup, UT Box, and Office365.

To request support, send an email to: ugs.it@austin.utexas.edu

Typical Desktop Support Requests:

- Computer won’t start up or crashes spontaneously
- Inability to login to computer
- Virus warnings or system compromise
- Applications freeze or crash spontaneously
- Outlook crashes or won’t sync to Exchange server
- Shared Exchange calendar issues
- Poor performance (running slow, freezing up)
- Printing problems**
- Software installations and/or updates
- Operating system updates
- Relocation of computers and phones
- Network issues (no data or phone connectivity)
- Creating new folders and granting access for UGS server
- UGS FileMaker Pro server access
- Data recovery
- UT Backup alerts
- UTBox issues

**NOTE: Our multifunction Ricoh and Konica-Minolta printers are supported under separate contracts with their vendors.

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