Tech info for TAs

Technology Service Desk Contact Information

- Email: comm-help@austin.utexas.edu
- Help Line Phone: 512-471-1199, phone menu option 1; Equipment Checkout phone: option 2
- Locations: CMA 3.104 (office behind TV screens in the lobby), BMC 5.104 (office to the right off of the elevators)
- Office hours: M-F 7:45am to 5pm, Classroom support: M-F 7am to 8pm

Computer Lab Systems

When you sit down at a Moody College of Communication lab computer, it should be fairly identical in its look-and-feel regardless of the department. Most computers will have the same basic set of software and many will be dual-boot Macintosh and Windows systems. Some specialized software only exists in particular labs due to licensing restraints. All additional software that is added to the software build must be requested by faculty and purchased by the department.

<table>
<thead>
<tr>
<th></th>
<th>Macintosh HD or Local Disk (C:)</th>
<th>Windows Local Disk (C:)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Macintosh</td>
<td>contains User folders and all of the Applications. Each user that logs in gets a User folder with the name of their EID and it contains everything you put on your desktop, the documents folder, plus any bookmarks or downloads. Be sure you know where you are saving files or importing items and make sure those files get saved to your own media or a network share. Good data organization is key to making sure all of your files and design elements follow your project. Working locally from a file or folder on the desktop or on tempstorage, then saving all to a network share or personal removable storage is a best practice for insuring against data loss.</td>
<td>10.6 GB free of:</td>
</tr>
<tr>
<td></td>
<td>tempstorage contains all your Final Cut Pro user data, plus it acts as a storage spot for large files that is available to anyone that uses that computer. This is a locally partitioned space on the hard drive, meaning that all files put here are only on the one machine. tempstorage’s contents are deleted at the first every month so DO NOT rely on saving your data to lab computers.</td>
<td></td>
</tr>
</tbody>
</table>

Network Shares

Network Shares policy: [https://wikis.utexas.edu/display/comm/College+File+Server+and+Shares](https://wikis.utexas.edu/display/comm/College+File+Server+and+Shares)

Network Shares are storage spaces located remotely on the college's servers. These can be accessed by everyone in the class, and in some cases everyone in the college. To access a share, click on the Shares icon on your desktop (Mac) or the Computer shortcut in the Start Menu (Windows) and select the one you want. Then type in your UT EID and password. An icon of the share folder will appear on your desktop. It is best practice to work locally and then drag and drop the finished files back into the network share folder.

Working off of a network share can cause significant lags and possible file corruption so don’t do it.

<table>
<thead>
<tr>
<th></th>
<th>Macintosh class_folders</th>
<th>Windows class_folders (L:)</th>
</tr>
</thead>
<tbody>
<tr>
<td>class-folders</td>
<td>These contain individual course spaces. Faculty and TAs can request class folders on the network shares by providing their name, department and course number and unique, day and time of the particular unique, and a roster of EIDs for access. Be sure to include the faculty and TA EIDs in the roster. class-folders are deleted at the end of the semester.</td>
<td>4.12 TB free of 5.9</td>
</tr>
<tr>
<td>research_projects</td>
<td>contain materials related to various faculty and departmental projects.</td>
<td>research_projects (P:) 4.12 TB free of 9.25 TB</td>
</tr>
</tbody>
</table>
temp_transfer is a catch-all area on the network where everyone can store files and it doesn't require EID authentication. It is available for quick transfer of files from one computer or lab to another.

temp_transfer's contents are deleted every Monday morning at 3am.

Helpful College Tech Links

College Facilities: http://communication.utexas.edu/about/facilities
College of Communication Technology Team: http://communication.utexas.edu/technology/
College Technology wikis: https://wikis.utexas.edu/display/comm/Technology+Services
Equipment Checkout: https://wikis.utexas.edu/display/comm/General+Information
Equipment Checkout Reservations: https://web-apps.communication.utexas.edu/usher/
Digital Media Labs: http://moody.utexas.edu/technology/dml

Helpful University Tech Links

EDU Tech: http://edutech.cfl.utexas.edu/ Links for Blackboard, Canvas, Box and others.
UT Box: http://utexas.box.com
Qualtrics Survey Tool: http://www.utexas.edu/its/survey/
University Blog Service: http://sites.utexas.edu
UT EID Self-Service Tools: https://idmanager.its.utexas.edu/eid_self_help/

Commonly Referenced Wikis

Equipment breakdown and manuals: https://wikis.utexas.edu/display/comm/Tech+Services+Equipment+Checkout
Communication Classroom AV: https://wikis.utexas.edu/display/comm/Classroom+AV
Technology How To's: https://wikis.utexas.edu/display/comm/How-to%27s+and+FAQs

UT Broadcast Journalism Tech Links

UT Journalism Vimeo channel: http://vimeo.com/texasjournalism
Broadcast Journalism and Photo Studio: https://wikis.utexas.edu/display/comm/CMB+4.132+Studio+4F
BMC 3.208 Reporter workflow: https://wikis.utexas.edu/display/comm/BMC+3.208+Reporter+workflow
AJA Kona settings: https://wikis.utexas.edu/display/comm/AJA+Kona+settings+for+Broadcast+Journalism
Final Cut Pro settings: https://wikis.utexas.edu/display/comm/Broadcast+Journalism+student+Final+Cut+Pro+settings
Compix examples: https://wikis.utexas.edu/pages/viewpage.action?pageId=20168425
EZNews user setup: https://wikis.utexas.edu/display/comm/EZNews+Setup+and+User+Configuration
FCP settings for play to air: https://wikis.utexas.edu/display/comm/Final+Cut+Pro+settings+for+Playback+machines+in+CMB+4.132