Smartphone and iPad Support

Smartphones and iPads are increasingly becoming tools for faculty, staff and administrators in their university work. Smartphones are personally owned and funded devices and are therefore problematic for the college to support. The lack of management tools for iPad or other tablets also restricts our support for these devices. The College Technology Team can provide guidance following the University’s ITS Help Desk instructions related to the restricted.utexas.edu wireless ethernet system and UT’s Exchange systems.

Instructions for various smartphones on restricted wireless can be found at the following link.

http://www.utexas.edu/its/help/wireless-and-wired-public

Help sheets on syncing some smartphones with ITS Exchange email and calendaring services can be found here.

http://www.utexas.edu/its/help/austin-exchange-messaging/360

ITS has a walk-in/drop-off Help Desk located in the lobby of the Flawn Academic Center which can provide direct assistance.

https://www.utexas.edu/its/helpdesk/index.php

ITS has a few wiki pages regarding security hardening of smartphones.

iPhone/iPad:  https://wikis.utexas.edu/display/ISO/Apple+iOS+Hardening+Checklist
Android:  https://wikis.utexas.edu/display/ISO/Google+Android+Hardening+Checklist
Blackberry:  https://wikis.utexas.edu/display/ISO/RIM+BlackBerry+Hardening+Checklist