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 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)
- UGS FileMaker Pro server access
- Data recovery
- UT Backup alerts
- UTBox issues

NOTE: All hardware issues for Ricoh printers are supported under separate contracts and are to be serviced by them.

General Info and Resources
DocuSign for UGS
UTBox
Mailing Lists
Printers
Microsoft Teams
Conference Rooms

IT FAQ's
How-Tos
Best Practices