UNC
INFORMATION
TECHNOLOGY SERVICES

(919) 962-HELP   f unchelpdesk   unchelpdesk

BACK TO SCHOOL 2014
ITS.UNC.EDU

PROTECT YOUR DEVICES

Personal computer
- Keep up-to-date with browser and security updates
- Install free anti-virus software
- Encrypt data or store sensitive data elsewhere

Buy with CCI
CCI.UNC.EDU
- Affordable, dependable, insured laptops
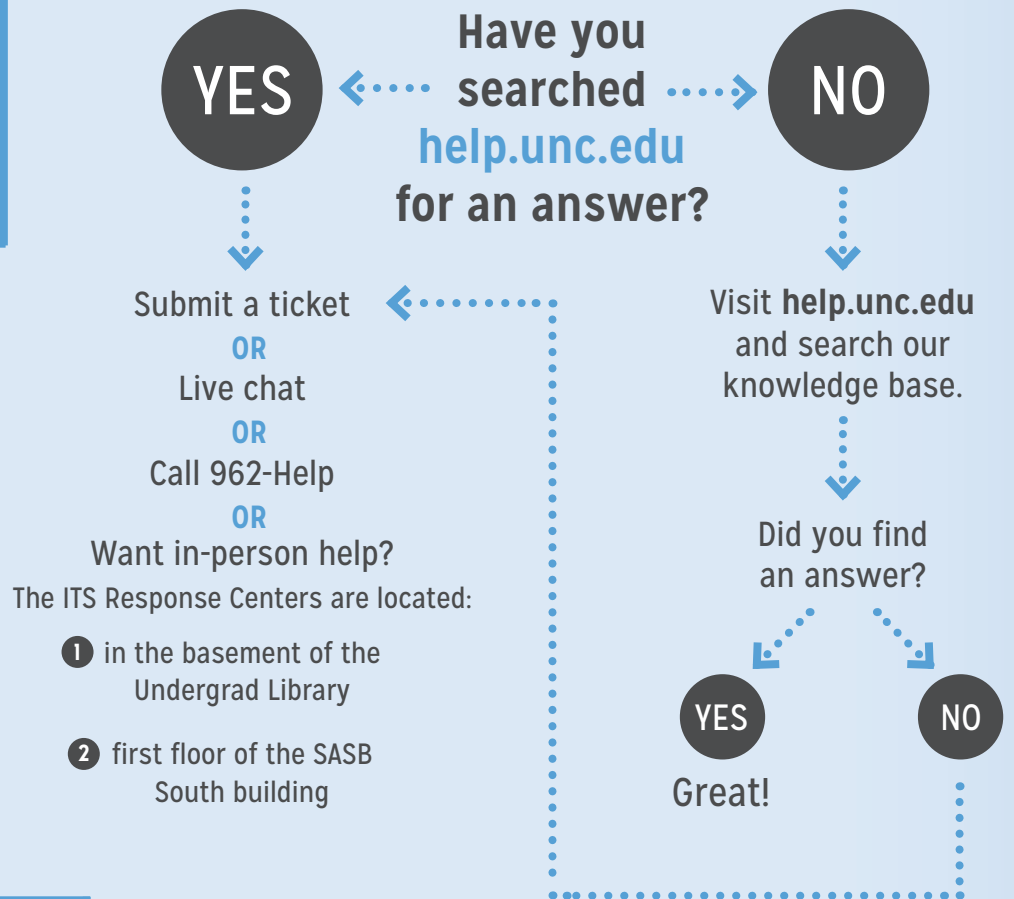- 40,000 laptops purchased through CCI since 2000

Be smart with email
3 TOP TIPS
- Report SPAM: forward the message to spam@unc.edu
- Don't click on links unless you know the sender
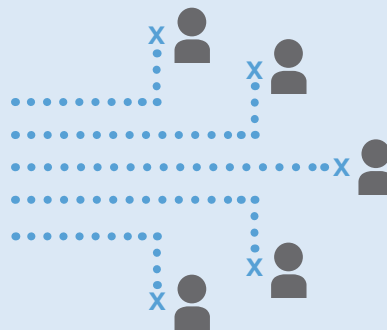- Never provide private info like your Onyen or password — ITS won't ask for it via email.

IMPORTANT THINGS TO KNOW ABOUT IT@ UNC

NEED HELP?

YES ← Have you searched **help.unc.edu** for an answer? → **NO**

YES:
Submit a ticket
OR
Live chat
OR
Call 962-Help
OR
Want in-person help?
The ITS Response Centers are located:

1 in the basement of the Undergrad Library

2 first floor of the SASB South building

NO:
Visit **help.unc.edu** and search our knowledge base.

Did you find an answer?

YES
Great!

NO

SHARE WITH CARE

The information and files that you share have the potential to impact the entire campus community.

COPYRIGHT CONCERNS

Copyright protection is serious business at Carolina. Violators can lose access to the network and face hefty fines and criminal charges.

Google these three terms to educate yourself and prevent problems:
- **Copyright**
- **Copyright Infringement**
- **Fair Use**

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m.unc.edu
Created for the Carolina community by students, UNC-Chapel Hill's official mobile site puts info into the palm of your hands.

help.unc.edu
Get help and support for IT-related issues. You can call, email or live chat with an IT professional.

sakai.unc.edu
Used by thousands of courses each semester, Sakai is UNC's online course management system.

besafe.unc.edu
Your resource for safety issues on campus. Get the information you need to feel and stay safe at UNC.

web.unc.edu
Our web publishing service allows anyone with an Onyen to create their own website at no cost.