TECHNOLOGY

For a comprehensive guide to student technology, please visit the Office of Information Technology’s Are You New? website at oit.utk.edu/areyounew.

WHAT YOU SHOULD HAVE ALREADY COMPLETED

- Learn your NetID
  Your UT username. Manage your password online at directory.utk.edu/passwords.

- Check your Volmail account
  Your UT e-mail address is the official means of communication between the university and students.
  1. Login to your Volmail account at volmail.utk.edu.
  2. Set up Volmail on your mobile device at tiny.utk.edu/volmail-setup.

WHAT YOU NEED TO DO WHEN YOU GET HOME FROM ORIENTATION

- Install software on your computer
  1. Put OIT HelpDesk in your phone contacts: 865-974-9900.
  2. Keep informed about OIT. Follow us on Twitter @UT_OIT or like us on Facebook “UT OIT” for upcoming technology workshops, real-time status updates, and more.
  3. Login to your Volmail account to download Word, Excel, PowerPoint, and other Microsoft Office 365 software at no additional charge.
  4. Don’t forget antivirus software. OIT recommendations are online at antivirus.utk.edu.

WHAT YOU NEED TO KNOW ONCE YOU ARRIVE IN AUGUST

- Campus residents
  1. Each residence hall room is equipped with both wired and wireless Internet access. Need an Ethernet cable? Stop by the OIT HelpDesk in the Hodges Library Commons.
  2. You can connect your digital TV directly into the cable outlet in your room. Don’t have a digital TV? You’ll need a digital-to-analog converter box to access the cable channels.

- Register for Internet access on your devices
  1. Connect to the “ut-open” wireless network or to a network port.
  2. Does your device have a web browser? Go to support.utk.edu to register.
  3. Gaming systems can be registered at netreg.utk.edu/gaming.
  4. For any other devices or if you need assistance, call the OIT HelpDesk or visit Student Computer Support in the Hodges Library Commons.

WHAT YOU WILL WANT TO KNOW WHEN CLASSES START

- Take a technology workshop. Topics include Adobe, Microsoft Office, and more. Sign up at oit.utk.edu/training.
- Setup VolPrint for your laptop at volprint.utk.edu.
- Login to Online@UT to get ready for class online.utk.edu.
- Find the OIT computer labs at oit.utk.edu/labs.

WHERE TO GET HELP

HelpDesk
help.utk.edu
865-974-9900

Walk-In HelpDesk
Commons North
Second Floor, Hodges Library

Student Computer Service Center
Commons North
Second Floor, Hodges Library

HelpDesk Knowledgebase
oit.utk.edu/helpdesk/kb

OIT Website
oit.utk.edu

MyUTK
my.utk.edu

MyUTK is an online portal accessed with your NetID and password. All students use MyUTK to register for classes. MyUTK also offers other resources such as financial aid links and information, VolCard balances, individual course and week-at-a-glance schedules, as well as student registration and academic links. More information, tutorials, and frequently asked questions can be found at registrar.utk.edu.