Welcome to CLAS Computing

The College of Liberal Arts & Sciences IT Department (aka CLASnet) would like to welcome you to our college. Please take a few moments to review this document containing some basic "need to know" information about CLAS computing.

If you would like to talk to us in person, CLAS IT is located in 301 Bryant Space Science Center. We can also be reached by phone or by submitting a service request.

CLAS managed PCs will have a shortcut "CLAS IT Service Request", which is a direct link to the service request, on the Desktop and under Programs on the Windows Start Menu.

CLAS IT Homepage: http://it.clas.ufl.edu/
CLAS IT Phone: 352-846-1990
CLAS IT Service Request:
http://it.clas.ufl.edu/forms/
CLAS IT Hours of Operation
Monday-Friday: 8:00am-5:00pm

CLAS IT Webpage

The CLAS IT Webpage includes links to important policies, procedures and how-to pages which include information such as accessing your network storage drives remotely and setting up a GatorLink VPN session.

We will post information on any significant outages or upcoming projects on the CLAS IT Homepage.

CLAS IT Homepage: http://it.clas.ufl.edu
CLAS IT How-To: http://it.clas.ufl.edu/howto/
CLAS IT Service Request:
http://www.clasnet.ufl.edu/service/
CLAS IT Policies: http://it.clas.ufl.edu/policies/
CLAS IT Phone: 352-846-1990

GatorLink Accounts/Passwords

A GatorLink account (ID) is an individual's computer identity at the University of Florida. Every applicant, student, faculty and staff member is expected to have a GatorLink ID. Most UF/CLAS services will require a GatorLink account to sign on (i.e. myUFL, E-Learning, ISIS, Libraries, Email, VPN, UF Wireless, client computers, computer labs, etc.).

UF personnel will never ask you for your password, so do not provide it or share it with anyone.

GatorLink accounts are created and managed at the UF level by the UF Help Desk. To determine how often you must change your GatorLink password, its length, and other requirements, sign on to **myUFL**, select **My Account** from **Main Menu**, then click on **Change My Password**.

Gatorlink password requirements are based on your security level and must meet the following minimum guidelines:

- Be at least 8 characters long.

- Contain three of the following four elements: uppercase letters, lowercase letters, numbers, and punctuation/special characters.
- Not contain dictionary words.
- Must not equal the GatorLink user name.

myUFL: http://my.ufl.edu
UF Help Desk: http://helpdesk.ufl.edu
UF Help Desk Phone: 352-392-HELP (4357)

Email

The two main UF Email systems in use within our college are UF Exchange and GatorLink Email (GatorMail). Faculty and staff in CLAS are expected to use UF Exchange.

There are 3 supported methods to connect to UF Exchange:
- **Microsoft Outlook** - Included in the Microsoft Office suite.
- **Outlook Web Access (OWA)** - A web-based connection accessible through any browser.
- **Active Sync** connections via mobile devices, such as smart phones, tablets, etc.

Other email clients can be configured for UF Exchange but are not fully supported.

Instructions for configuring email clients and mobile devices are listed on the UF Exchange website.

Email - Continued

UF Exchange Retention Policy:
Action is required to manage and retain your mail:

- Email in the **Inbox** (including any subfolders of the Inbox) and **Sent Items** (including any subfolders) older than 365 days ago will be moved to the **Deleted Items** folder.
- Email in the **Deleted Items** folder is permanently deleted after 30 days.
- Email in the **Junk E-mail** folder is permanently deleted after 14 days.
- Email in user created folders under **Mailbox** (*NOT Inbox*) will be retained indefinitely.

Information regarding the retention policy can be found on the UF Exchange website.

UF Exchange Homepage:
http://www.mail.ufl.edu/
Outlook Web Access (OWA):
https://mail.ufl.edu/Exchange
UF Exchange Client Configurations:
http://www.mail.ufl.edu/connecting.shtml
UF Exchange Mobile Device Settings:
http://www.mail.ufl.edu/mobile.shtml
UF Exchange Email Retention:
http://www.mail.ufl.edu/managemail.shtml

CLAS Network Drives

CLAS IT has several available network storage options. Network storage is accessible from work and home, and is backed up on a regular basis.

Network storage options available in CLAS are:
- **Shares (S: Drive)** are shared network storage folders that are available to specified groups of users, such as departments and committees. On CLAS managed machines, any shares available to you will be listed under the share (S:) drive.

- **Home (H: Drive)** is your personal network storage and will only be available to you. Nobody else can view the files placed in your Home (H:) drive.
- **Web (I: Drive)** is available for users needing to post items publicly on the internet. Although this drive is assigned to you, anything placed in it is accessible by everyone with an Internet connection, so please pay special care to what is placed in your Web (I:) drive.

Requests for network storage should be made through your local department Office Manager or IT Contact.

CLAS Applications

CLAS Applications (CLAS Apps), available from the shortcut on the Desktop or under Programs on the Windows Start Menu, is a collection of commonly used or requested applications that can be installed without assistance of the CLAS IT Staff.

If you would like to use an application not available in CLAS Apps please don't hesitate to ask.

CLAS IT Service Request:
http://www.clasnet.ufl.edu/service/

CLAS Purchasing

CLAS IT provides a standard computer image for all new computers, creating a consistent environment for all CLAS IT supported machines. This reduces the time required to install a new computer, allowing CLAS IT to answer more support requests in less time.

Information about CLAS Purchasing Policies and links to supported models and options can be found on the CLAS IT webpage.

CLAS Computer & Printer Purchasing Policy:
http://it.clas.ufl.edu/policies/

UF Help Desk

The UF Help Desk service provides assistance with issues at the UF level, such as UF VPN and Gatormail. They may also be able to assist you with issues at home or when something occurs outside of normal business hours, when CLAS IT isn't available.

UF Help Desk hours of operation and contact information:

UF Help Desk Hours of Operation
Monday-Thursday: 7:30am-10:00pm
Friday: 7:30am-5:00pm
Weekends: 12:00pm-6:00pm

UF Help Desk Phone: 352-392-HELP (4357)
UF Help Desk: http://helpdesk.ufl.edu/
UF Help Desk Ask A Question:
http://ask.helpdesk.ufl.edu/
UF Help Desk Laptop/Handheld Consulting:
http://helpdesk.ufl.edu/laptop.html
UF Help Desk Software Services:
http://helpdesk.ufl.edu/software.html