

# KEYS 2020

Information Technology Support

# About Me

Faye Bandet

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- ISTA Major, Graphic Design Minor, Senior Year
- Grew up in Oregon and California, moved to AZ in 2017
- Likes: Art with Adobe Suite, building PCs → video games + design,
- Dislikes: surgery, blood draws, medical stuff
- Adopted my Son, Roscoe this year
- Favorite color: Orange



# NetID and Zoom

NetID uses 2 - Factor Authentication (2FA): Sign in with DuoPush or Text

- Download DuoPush (DuoMobile) from your phone's App store
- Tap-In Touch
- Please don't use the phone call method!

## Zoom Software

- <https://arizona.zoom.us/>
- [Training and How-To Tutorials - \(Office of Instruction & Assessment\)](#)

# Download Krisp.ai

AI software-based noise suppression technology is leveraging Deep Neural Networks.

It uses noise suppression, voice activity detection, de-reverberation, and noise level detection to improve audio on calls.

First, go to <https://krisp.ai/>

In the top right corner, there is a button that says “Download for Free”

That will direct you to a download for your system (Windows or iOS for Mac)

It will ask for an email address to make an account. That way, you can use Krisp on multiple devices.

Second, embed the software in Zoom once it is downloaded.

Open Zoom, click the settings gear in the top right corner, then click “Audio”

There is a drop-down menu next to “speaker” and “microphone”: change from the default microphone/speaker to Krisp microphone and speaker (image attached below)

Currently, the free license allows us 120 minutes per person per week use of software (it will remain downloaded but switch back to the original internal microphone after the 120m is used up, then reset the next week).

Here is a video made by the company in case you get stuck,

- <https://youtu.be/JgUomX5uZpA>

# Free Software

## **Sophos Anti-Virus** for Personal Computers

- For members of the University community who need antivirus/anti-malware for personal machines, Sophos has a **FREE** Home version. For more information and to download, visit [Sophos Home](#).

## **CiscoVPN - Cisco AnyConnect**

- Log in with NetID and 2FA (DuoPush or SMS text)
- [UA VPN Download & Installation Instructions - \(Windows\)](#)
- [UA VPN Download & Installation Instructions - \(Mac OS\)](#)

R / through CRAN and Rstudio

SSH - various providers

Student Software Licenses: <https://softwarelicense.arizona.edu/students>

# Microsoft Office Suite

Scroll to Accessing Office 365

- Download Word, Excel, PowerPoint, etc.
- <https://uabookstore.arizona.edu/technology/campuslicensing/default.asp>
- Download Windows 10 OS <https://arizona.onthehub.com>

More information

- <https://support.office.com/>
- <https://it.arizona.edu/service/microsoft-office-365>

# How to Submit a Ticket

Email us at [support@bio5.org](mailto:support@bio5.org)

Submit a ticket on our website:

- [https://keating.bio5.org/ticket\\_support/](https://keating.bio5.org/ticket_support/)
- Sign in with your NetID - blue button in top left corner
- \*Leave a detailed description of your issue\*
  - Error message received, screenshot etc.

We'll get back to you ASAP, or you can contact 24/7 IT Support after-hours

# Adobe Creative Cloud

Acrobat, Lightroom, Photoshop, Illustrator

Sign in with student email/ NetID credentials

- <https://adobe.arizona.edu/students>
- Click “Get Access”
- Follow Steps

More info at

- <https://adobe.arizona.edu/>



# TeamViewer

## Remote Desktop Support!

- <https://www.teamviewer.com/en-us/>
- Let us know if you require remote support while out of office!
- Install & Provide us your TeamViewer ID!
- If you prefer we can send you a link at the time you need support to install at that time

Remote into desk tops, download software, fix issues, admin permissions

# 24/7 IT Support

**Contact the 24/7 IT Support Center - (520) 626-8324**

- After BIO5 Business Hours! Otherwise email us or create a BIO5 IT Support Ticket.

## **Services available include:**

- Supporting applications such as CatMail, UAConnect, D2L, UAccess, and NetID
- Troubleshooting problems on student, faculty, or staff computers
- Installing operating systems and software. Software licenses must be provided by the customer.
- Removing spyware and viruses
- Removing unwanted software
- Installing wired or wireless networking cards
- Troubleshooting network problems
- Taking reports of problems with the UA wired or wireless network

# Library

<https://new.library.arizona.edu/>

[Academic Search Ultimate](#)

[Google Scholar](#)

<https://libguides.library.arizona.edu/az.php> (Data bases)

<https://new.library.arizona.edu/tech/borrow>

<https://new.library.arizona.edu/tech/software>

# LINKS

Ticket System: [https://keating.bio5.org/ticket\\_support/](https://keating.bio5.org/ticket_support/)

VPN: <https://it.arizona.edu/service/ua-virtual-private-network-vpn>

IT support: <https://it.arizona.edu/service/247-it-support>

Student Software Licenses: <https://softwarelicense.arizona.edu/students>

Team Viewer: <https://www.teamviewer.com/en-us/download/>

Adobe Creative Cloud: <https://adobe.arizona.edu/>

Manage NetId+: <https://netid-plus.arizona.edu/> (get Bypass and SMS codes)

<https://it.arizona.edu/service/netid-plus>

<https://it.arizona.edu/documentation/netid-plus-enrollment-using-smartphone>

<https://it.arizona.edu/documentation/netid-plus-lifelines>