

ITS Training Toolkit

<https://its.ucr.edu/training>

ITS General Information

New to UCR? Not sure what ITS does? The resources below will help you to understand the services ITS provides and how to get help with any issues you might experience.

[Introduction to ITS Video](#)

This short video provides information on what ITS is, the service ITS provides to campus, the resources we provide to help you, how to contact us and how you can learn more.



[Introduction to ITS Job Aid](#)

This downloadable / printable resource provides an overview of the ITS services and how to access our self-help and support tools.



[ITS Staff Resources](#)

This downloadable / printable resource provides details on several resources that are useful to staff at UCR. The document includes details on how to submit support tickets, accessing and using the ITS Knowledge Base, accessing and setting up security tools such as VPN and MFA, how to monitor system maintenance and outages.



[ITS Student Resources](#)

This downloadable / printable resource provides details on several resources that are useful to students at UCR. The document includes details on how to submit support tickets, accessing and using the ITS Knowledge Base, accessing and setting up security tools such as VPN and MFA, how to monitor system maintenance and outages.

Office 365



[Introduction Microsoft Office 365 Video](#)

New to MS Office 365? Watch our short introductory video to understand how to access Office 365 and the applications available to you.

Please see the Knowledge Base articles below to get detailed information on the available applications and how to install Office 365 depending on your standing at the University.

Interactive Tutorials



[UCR Microsoft Teams Guide](#)

This guide provides an overview of Microsoft Teams functionality including using chat and teams, creating teams and managing meetings using teams.



[UCR OneDrive Guide](#)

This guide provides an overview of OneDrive functionality including creating and sharing folders, uploading to OneDrive and how to synch OneDrive files with your computer or device.



[UCR SharePoint Guide](#)

This guide provides an overview of SharePoint, including using SharePoint pages, SharePoint Document Libraries, and editing and creating SharePoint pages.

Reference Materials

[Microsoft Teams Introduction](#)

[When should I use OneDrive vs. SharePoint?](#)

[Security Guidelines for Storing and Sharing Cloud Data](#)

Knowledge Base Articles

[Office 365 - Student Advantage and Download Directions](#)

[Office 365 - Download and Install Office](#)

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Additional Resources

[Additional Teams Information from Microsoft](#)

[Additional OneDrive Information from Microsoft](#)

[Additional SharePoint Information from Microsoft](#)

Service Link



Classroom Materials

[ServiceLink Projects for Campus Partners](#)

This module demonstrates the access campus partners have to Projects and Project Tasks in ServiceNow.

Reference Materials

[Submitting and Tracking Tickets in ServiceLink](#)

This job aid provides an overview of the ServiceLink Homepage and how to submit and track support tickets.

Training Videos

[Submitting Tickets for Remote Workers](#)

This video demonstrates how to submit tickets when working remotely.

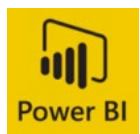
Knowledge Base Articles

[Using the ServiceLink Portal](#)

[Knowledge base \(ITS\) - Introduction and Purpose Statement](#)

General Systems Training

Interactive Tutorials



[Introduction to Power BI](#)

This course provides an overview of the Power BI Service and Desktop. It introduces you to the various elements of Power BI, as well as how to connect and work with data. The course will also provide you with the basics of building and publishing reports.



[Introduction to Drupal](#)

This course provides a basic overview on how to use Drupal to edit existing web pages as well as creating new pages / content.



[UCR DocuSign Guide](#)

This guide provides an overview of DocuSign functionality including the signing and sending of documents, setting up documents for completion and signature and completing and signing received documents.

Training Videos



[Introduction to Multi-Factor Authentication](#)

This video provides an overview of Multi-Factor authentication at UCR.

Knowledge Base Articles

[Activate and Log In to a DocuSign Account](#)

[When to Send Documents in DocuSign](#)

[Multi-Factor Authentication \(MFA\) - FAQ](#)

[Multi-Factor Authentication \(MFA\) - SMS Only Phone Instructions](#)

[Multi-Factor Authentication \(MFA\) - Emailed or Downloaded Passcodes Instructions](#)

[MyAccount - General Information](#)

Additional Resources

[Power BI Learning from Microsoft](#)

[DocuSign Support](#)

[websites.ucr.edu](https://its.ucr.edu) - Provides a wealth of Drupal information including information on workshops, a how to guide and requesting and launching sites.

Support Catalog Items

[Launch a Drupal Website](#)

This form is to request the date for launching a CMS (Acquia Drupal) website. For example, something.ucr.acsitefactory.com to display as something.ucr.edu.

[Request a Campus Website](#)

This form allows eligible staff and faculty members to request either a Drupal CMS site or hosting space.

<https://its.ucr.edu/training#info>

<https://its.ucr.edu/training#office365>

<https://its.ucr.edu/training#servicelink>

<https://its.ucr.edu/training#general>