# Information Services

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Information Services provides a variety of campus-wide technology services:

- Duck ID accounts (https://service.uoregon.edu/TDClient/2030/Portal/KB/?CategoryID=6187) and two-step login (https://service.uoregon.edu/TDClient/2030/Portal/KB/?CategoryID=8615)
- Canvas (https://service.uoregon.edu/TDClient/2030/Portal/KB/ArticleDet/?ID=86662), the UO's learning management system
- Email and calendaring (https://service.uoregon.edu/TDClient/2030/Portal/KB/?CategoryID=6111)
- Communications services such as Zoom (https://service.uoregon.edu/TDClient/2030/Portal/KB/?CategoryID=17480) and Microsoft Teams (https://service.uoregon.edu/TDClient/2030/Portal/KB/?CategoryID=12737)
- Collaboration and storage services such as Microsoft Office 365 (https://service.uoregon.edu/TDClient/2030/Portal/KB/?CategoryID=6956), OneDrive (https://service.uoregon.edu/TDClient/2030/Portal/KB/ArticleDet/?ID=33095), and Dropbox (https://service.uoregon.edu/TDClient/2030/Portal/KB/?CategoryID=17687)
- Wi-Fi, Ethernet, and VPN (https://service.uoregon.edu/TDClient/2030/Portal/KB/?CategoryID=6173)
- Computer labs (https://service.uoregon.edu/TDClient/2030/Portal/KB/?CategoryID=6188)
- DuckWeb (https://service.uoregon.edu/TDClient/2030/Portal/Requests/ServiceDet/?ID=19366), the UO's information system for academic and employment records
- Technology Service Desk (https://service.uoregon.edu/TDClient/2030/Portal/KB/ArticleDet/?ID=31704), a help desk for everyone affiliated with the University of Oregon
- UO Service Portal (https://service.uoregon.edu/), a website for students, faculty, and staff to request tech support and find self-help resources

## Technology Service Desk

541-346-4357
42 Erb Memorial Union
https://livehelp.uoregon.edu

The Information Services Technology Service Desk (https://service.uoregon.edu/TDClient/2030/Portal/KB/ArticleDet/?ID=31704) ("Tech Desk") helps university-affiliated students, faculty, and staff with their technology needs. Tech Desk services include the following:

- Software troubleshooting
- Duck ID account and password support for all current and retired UO-affiliated persons
- Virus and spyware removal
- Backups and data transfers
- First-level Ethernet and wireless network support
- Guidance about personal computing best practices

The Tech Desk provides remote support 6:00 a.m.–midnight Pacific Time, seven days a week, during the fall, winter, and spring terms, except UO breaks and holidays. Up-to-date information about hours and how to get in-person support is available online (https://service.uoregon.edu/TDClient/2030/Portal/KB/ArticleDet/?ID=31704).

## UO Service Portal

https://service.uoregon.edu

The UO Service Portal includes the following:

- Help for Students (https://service.uoregon.edu/TDClient/2030/Portal/Home/?ID=bf51cccd-fd92-4083-b8a3-b47d8a0edb6c) page
- Service catalog (https://service.uoregon.edu/TDClient/2030/Portal/Requests/ServiceCatalog/) containing UO technology service listings, where you can submit help tickets
- Knowledge base (https://service.uoregon.edu/TDClient/2030/Portal/KB/) containing how-to guides, troubleshooting information, and answers to common questions