INFORMATION TECHNOLOGY SERVICES

General Purpose Open Computer Labs (https://umdearborn.edu/information-technology-services/computer-labs/): 1st and 2nd floors of Mardigian Library, 1180 HPEC, & 190 FCS These labs are open to all students at the University of Michigan-Dearborn, without regard to school or program. Public collaboration areas are located on the first and second floors of the Mardigian Library.

Lab Hours

Service Desk (https://umdearborn.teamdynamix.com/TDClient/2019/Portal/Home/): 313-593-HELP (4357) | umd-servicedesk@umich.edu | website (https://umdearborn.edu/information-technology-services/) Walk-in locations: ML 1215 and FCS 186a

Information Technology Services (https://umdearborn.edu/information-technology-services/) (ITS) supports the computing needs of faculty, staff and students. The department has responsibility for: campus network, including Internet access; computer labs and printing across campus; classroom audiovisual equipment; account access for email, computer access, and other student services; Service Desk support; the Banner student information system.

Facilities

Computer labs (https://umdearborn.edu/information-technology-services/computer-labs/) across campus are supported and maintained by ITS. General purpose open labs are located in the Mardigian Library (ML), other departmental computer labs specialize in department specific software programs to support classwork needs. Together there are over 300 open seats available for students to use for school work.

Software

ITS offers a wide variety of software in the labs it supports including Visual Studio, SPSS, ArcGIS, Minitab, Matlab, and Mathematica. Individual labs may also provide instructional software required for classes. In addition to the standard software products, all lab and classroom computers also have Jaws, ZoomText, and Read & Write Gold available to assist with accessibility needs.

The University of Michigan has established a licensing agreement that allows campus members to download Office 365, Matlab and Adobe Creative Cloud for free as well as free access to Linked In Learning. Additional software and hardware can be purchased at significant discounts by faculty, staff, and students by contacting the Tech Shop (https://techshop.umich.edu/). This includes Microsoft Windows, SPSS, Mathematica, Apple & HP hardware, and many other offerings.

Accounts

The ITS Service Desk (https://umdearborn.teamdynamix.com/TDClient/2019/Portal/Home/) is able to reset password in person and over the phone after verifying your identity.   Your University uniqname and UMICH password is used to access email, wireless, VPN, classroom and lab computers, Canvas,and your home directory.

UPrint Student Printing

UPrint is a networked printing service for students in all UM-Dearborn Schools and colleges. Registered students are given a $25 quota free each term (Winter, Fall, Spring/Summer). The $25 is credited on the U-Print system and each time you print from a lab or library computer, your account will be debited $.05 for black/white or $.30 for color pages. Additional funds can be added quickly online (https://uprint.umd.umich.edu/) with a credit card or you use cash to add funds at the Library circulation desk More information about UPrint Student printing system and how it works can be found here (https://umdearborn.edu/information-technology-services/printing/)

Assistance and Services

The ITS Service Desk is the primary point of contact for support. Please call 313-593-HELP (4357) or email umd-servicedesk@umich.edu for assistance, documentation and information regarding the campus network, software, printing, hardware and other services. Many questions can be answered immediately on the phone. An automated ticket system is also used to keep track of each request that is received and the service that is provided. Equipment problems and malfunctions in the labs should be immediately reported to the Service Desk so that the amount of downtime experienced is minimized.

Hours

The Service Desk (https://umdearborn.teamdynamix.com/TDClient/2019/Portal/Home/) is available M-Th 8am-8pm, 8am-5pm Friday during regular class schedules, during class breaks hours are M-F 8am-5pm.The Service Desk and computer labs will be closed for holidays or due to inclement weather.