

Information Technology Services

Campus Technologies

The Office of Information Technology (<http://oit.uah.edu>) (OIT) offers technological expertise and service to UAH faculty, students, and staff. OIT maintains many online resources such as Banner, UAH's enterprise resource program. Banner components, such as those used by the Bursar's and the Registrar's office, are integral to the success of UAH. Other online resources maintained by OIT include:

- A portal to access most UAH online resources - myUAH (<http://my.uah.edu>)
- G Suite for Education (<http://google.uah.edu/>) - Google Mail, Calendar, Drive, and more
- A self-service password reset site, <http://reset.uah.edu>
- The OIT User Services portal (<http://oitportal.uah.edu>) where you can change your known password, import your course schedule onto your Google calendar, and more

Enhanced Learning

The Enhanced Teaching and Learning Group (ETL) includes Online Learning (<https://www.uah.edu/online-learning/>), Academic Technologies, and the Collaborative Learning Center. The Online Learning team offers instructional design, online course development training, and more. The Academic Technologies team supports the following and more:

- Canvas (<http://canvas.uah.edu>), UAH's online learning management system
- Panopto, UAH's Lecture Capture solution
- TurningPoint/Clickers (from Turning Technologies), an engagement and assessment solution for real-time student participation during classes
- Classroom Technology, including audio-visual equipment
- Video Conferencing Services
- Qualtrics, UAH's online survey solution
- Respondus LockDown Browser and Respondus Monitor

Technical Support

The OIT Help Desk is available for remote support 24/7/365 at 256-824-3333. Between 9 and 5 on weekdays that the university is open, the Help Desk is available via email at helpdesk@uah.edu or at the Salmon Library.

Classroom Technology Support is available 7:30 am - 7:30 pm Monday through Friday at (256) 692-0588. Support for Canvas and related technologies is available 24/7 by calling 1-844-219-5802 (students) or 1-833-519-8478 (faculty). Support via chat is available from within Canvas (click "Help" > "Chat with Canvas Support").

With so many online resources, it is important for each student to know his or her Charger ID and password (<https://www.uah.edu/oit/services/charger-id-and-password/>). OIT offers account management support.

Networks and Telecommunications

Wireless network access is available for all students via the eduroam wireless network. Campus residents may take advantage of wired network access and telecommunications access from OIT.

Desktop Software

OIT makes a number of software programs available at no cost for faculty, staff, and students via Chargerware at <http://chargerware.uah.edu> (<http://chargerware.uah.edu/>).

Students have access to state-of-the-art computer labs in each college as well as open labs in the Salmon Library. The computers in these labs offer software products not distributed to students via Chargerware.

Campus Printing

Students, as well as visitors and guests, have access to the printing kiosks located around campus. [Click here](#) for more information.