

Resources for professors and researchers

Information Technology

August 2024

Agenda

1. About Information Technology
2. Overview of services
3. Teaching resources
4. Research resources
5. Security
6. Help and support
7. Questions



OVERVIEW OF INFORMATION TECHNOLOGY

Lead information technology efforts at the University of Ottawa

Work with faculties and services to address uOttawa's institutional requirements and objectives

Support the activities of students, faculty, researchers and staff with IT resources and expertise

Facilitate the best teaching and learning experience

Need Help ?

www.uottawa.ca/about-us/information-technology/contact



Website

Self-Service Centre

<https://topdesk.uottawa.ca/tas/public/ssp/>



Live Chat

Available through our website

Monday to Friday, 8:30 a.m. to 3:30 p.m.



In Person

Morisset Library (1st floor)

Monday to Friday, 8:15 a.m. to 8:00 p.m.

Saturday and Sunday 11:00 a.m. to 4:00 p.m.



By Phone

613-562-5800, ext. 6555

For urgent requests :

Mon-Fri, 8:15 a.m. to 8:00 p.m.

Sat & Sun: 11:00 a.m. to 4:00 p.m .

Classroom support

613-562-5800, ext. 5900

Mon-Fri, 7:30 a.m. to 10:00 p.m.

Faculty IT Representatives

Science : André Dault

adault@uottawa.ca

Education : Dominique Noisette

d.noisette@uottawa.ca

Civil Law : Nathan Dauray

nathan.dauray@uottawa.ca

Health Sciences : Florette Rushike

frushike@uottawa.ca

Commun Law : Eric Proulx

eric.proulx@uottawa.ca

Engineering : Lucien Levreault

llevreault@uottawa.ca

Arts : Patrick Provencher

patrick.provencher@uottawa.ca

Social Sciences : Sylvain Léonard

sleonard@uottawa.ca

Telfer : Jeffrey Lanthier

jeffrey.lanthier@uottawa.ca

Medicine : Lyne Charlebois

lyne.charlebois@uottawa.ca

WEB RESOURCES

01

Technical Support

www.uottawa.ca/about-us/leadership-governance/vice-presidents/vp-academics/technical-support-professors

02

Professor Zone

www.uottawa.ca/about-us/information-technology/it-for-you/professors

03

VirtuO portal for employees *Teaching and Research tabs*

<https://virtuo.uottawa.ca/>

04

Overview of Information Technology services

www.uottawa.ca/about-us/information-technology/services

05

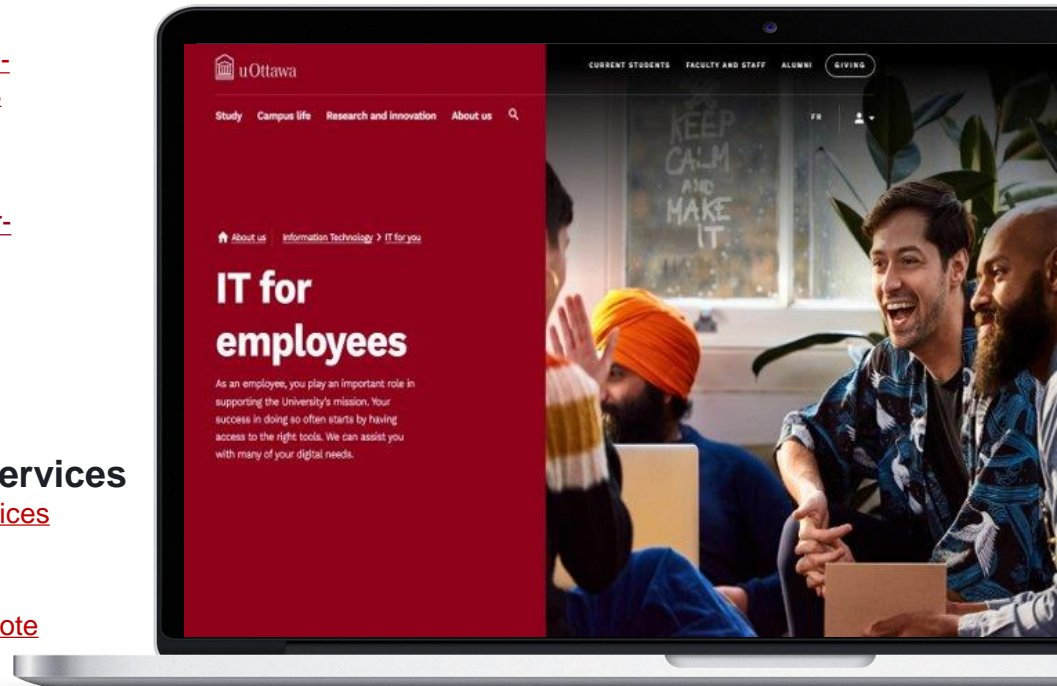
Working remotely

www.uottawa.ca/about-us/information-technology/remote

06

New employees

www.uottawa.ca/about-us/information-technology/it-for-you/employees



IT SERVICES

uoAccess

Your access to uOttawa systems and applications

Your username is the same for most uOttawa systems

Username = uOttawa email address (e.g., jdoe123@uottawa.ca)

- Email & calendar (Microsoft 365, Outlook)
- Wi-Fi network (eduroam)
- BrightSpace, Zoom
- VirtuO portal
- Virtual Campus (Brightspace)
- Grant & ethics management system (eReviews)
- Electronic CV (UNIWeb)
- Evaluation of teaching and courses (Blue)

IT SECURITY

Multi-Factor Authentication

NEW DEVICE OR NEW TO THE UNIVERSITY?



**You need to
set up MFA for your device**

(instructions are in the middle of page)

- Added layer of security for your accounts
- Requires identity confirmation using a secondary device
- Mandatory requirement for everyone to access systems
- Decreases the likelihood of others from accessing your accounts, data and resources
- **Everything you need know:** www.uottawa.ca/about-us/information-technology/services/security/mfa

STUCK?



**You can reset your
MFA here**



IT SERVICES

Microsoft Email and Calendaring

@uOttawa.ca email account

- Microsoft Office 365/Outlook
- Access via MS Outlook, Outlook on the web, Outlook mobile
- Contact your IT representative for configuration support or chat with Information Technology's Service Desk
- Device configuration information available at <https://www.uottawa.ca/about-us/information-technology/services/software/m365>
- Updates or changes to your current email software to maintain secure access at www.uottawa.ca/about-us/information-technology/services/account/email/modern-authentication



INFORMATION TECHNOLOGY

- Information governance at uOttawa is multi-tiered and has cross-campus representation
- Ensures the interests and needs of all are captured and considered
- The University Information Governance Council (UIGC) leads these governance efforts and is supported by three sub-committees
- Other consultative, advisory and functional groups exist such as the Professor Advisory Committee for IT initiatives.

IT SERVICES

Telephone and voicemail

- The University has implemented Unified Communications. This allows making, receiving and managing calls via Microsoft Teams.
- More information: www.uottawa.ca/about-us/information-technology/services/telephone-services



IT SERVICES

Storage Solutions

1. Microsoft OneDrive & Microsoft Teams

- OneDrive:
 - Store and edit your files
 - Access your files even when offline
 - Share your work via links
 - Increases security by setting an expiration date for the shared links
- Teams:
 - Add students to your Microsoft Teams to start sharing and collaborating
 - Works on PCs and Macs, iOS and Android mobile devices.

2. Local Storage for Researchers

- Research groups at the uOttawa can get 5 TB of storage for free
- Additional storage is available for a one-time fee
- Only available on the campus network.

3. Other non-standard requirements

- Other solutions may be available (e.g.: Box.com) for specific requirements (based on volume, access, performance, etc.)
- For more details, please consult the [Storage Solutions](#) page
- Contact your IT representative for information



IT SERVICES

Computer purchases

OFFICE USE

- Agreement with **Dell Canada**
- University supports **Dell** and **Apple** computers
- Common software image for Dell equipment (Windows 11 and Office 365)
- Free service when standard equipment is purchased
- Standard equipment under warranty
- Speak to your faculty IT representative about your requirements.

PERSONAL USE

- **Dell:** Member Purchase Program www.dell.ca/mpp
- **Apple:** Educational pricing www.apple.com/ca/education/

IT SERVICES

Printing

- Each faculty and department has printers available for your use (in some cases, fees may apply)
- Self-service printers located across campus for a fee.

Contact your IT representative for information.

Science: André Dault adault@uottawa.ca	Common Law: Eric Proulx eric.proulx@uottawa.ca	Telfer: Jeffrey Lanthier jeffrey.lanthier@uottawa.ca
Education: Dominique Noisette d.noisette@uottawa.ca	Engineering: Lucien Levreault llevreault@uottawa.ca	Medicine: Lyne Charlebois lyne.charlebois@uottawa.ca
Civil Law: Nathan Dauray nathan.dauray@uottawa.ca	Arts: Patrick Provencher patrick.provencher@uottawa.ca	
Health Sciences: Florette Rushike frushike@uottawa.ca	Social Sciences: Sylvain Léonard sleonard@uottawa.ca	



IT SERVICES

Campus licensed software

www.uottawa.ca/about-us/information-technology/services/software

- Our list of academic and administrative software (free or discounted)
- Install Microsoft Office 365 apps on up to 5 PCs/Mac, 5 tablets and 5 smartphones for free. To check eligibility: <https://www.uottawa.ca/about-us/information-technology/services/software/m365/eligibility>
- Other Office 365 Services enabled for professors: Microsoft Teams, OneDrive, Loop, Defender, Forms, Planner, Power BI, PowerApps, Bookings, Copilot Web (copilot.microsoft.com)

TEACHING RESOURCES

uoCampus

DocUcentre

SurveyMonkey

TEACHING RESOURCES

Classroom Support

Dial 5900 from the classroom podium phone to get support.

Available 7:30 a.m. to 10:00 p.m.
Monday to Friday

Close to 300 classrooms are supported, many completely renovated to include new, simplified touchscreen podiums, cameras, microphones, and other technology to help seamlessly deliver your class in person and online.

[Learn more about classrooms](#)

Get specifics about how to use the new touchscreen podiums in all registrar classrooms, with instructions on how to share your content, audio or video from multiple sources and how to get help.

[Get to know the classroom podiums](#)

From specialized active learning classrooms to the telepresence room and immersive learning spaces, discover the cutting-edge spaces to breathe new life into your pedagogy.

[Discover specialized classrooms and learning spaces](#)

TEACHING RESOURCES

UoCampus/ VirtuO



Faculty Center

- Class and exam schedules
- Class and grade rosters
- Send email messages to your students

Service Request Console

- Supervise graduate students

Assessment Work List

- Evaluate graduate theses

Feature guides for users

- In VirtuO, under uoCampus (on the home page)

www.uottawa.ca/about-us/faculty-staff

TEACHING RESOURCES

DocUcentre

<https://www.uottawa.ca/about-us/information-technology/docucentre/professor>

Service centre (printing and photocopies)

- University Centre, room 0024

Course packs

- Production and copyrights

Exam scanning

- Scantron scanning service





TEACHING RESOURCES

SurveyMonkey

Online survey management tool

- Free
- Simple and intuitive
- 57 supported languages
- Also available free of charge for students

<https://www.uottawa.ca/about-us/information-technology/services/software/surveymonkey>



TEACHING RESOURCES

Ventus

Class list

Class List

Semester

Spring/Summer 2024




→ Go

There are no courses for this semester...

Professor Portal

- View student accommodations in all courses
- View, verify Confirmation of Academic Accommodation letters
- Submit, modify notices of examinations and proctor instruction sheets
- View and download uploaded exam files

<https://sassit.uottawa.ca/ventus/instructor/classes.php>



RESEARCH RESOURCES

RESEARCH RESOURCES

Electronic CV System (UNIWeb)

- Centralized, bilingual tool
- Simplifies grants/funding requests
- Bi-directional integration with the Canadian Common CV (CCV)
- Consolidation of shared research interests
- Possibility to host your own website

<https://uniweb.uOttawa.ca>

RESEARCH RESOURCES

Scientific Computing

For all your research computing needs:

- large scale computation
- large memory machines
- accelerated systems (GPUs)
- scientific gateways, portals, etc.
- cloud services
- high-throughput storage and compute systems
- long-term storage.

Seminars on High Performance Computing

www.uottawa.ca/about-us/information-technology/services/computing

Contact the Service Desk for information:

www.uottawa.ca/about-us/information-technology/contact

RESEARCH RESOURCES

Clusters at Compute Canada

Free access for professors to the following clusters:

24

Clusters of servers:

- **Cedar:** 94,528 cores and 1352 GPU devices
- **Graham:** 41,548 cores and 520 GPU devices
- **Niagara:** 80,640 cores (no GPUs)
- **Beluga :** 39,120 cores and 696 GPU devices
- **Narval :** 80,720 cores and 636 GPU devices
- **Arbutus :** Virtual machine infrastructure

The Digital Research Alliance of Canada (DRAC) -- formerly known as Compute Canada: <https://alliancecan.ca/en>

- www.uottawa.ca/about-us/information-technology/services/computing

Contact Service Desk for information:

www.uottawa.ca/about-us/information-technology/contact



RESEARCH RESOURCES

Other Resources

eAwards

Grants and awards management software

<https://uottawa.evision.ca/>

eReviews

Ethics management system

<https://uottawa.evision.ca/uottawa>

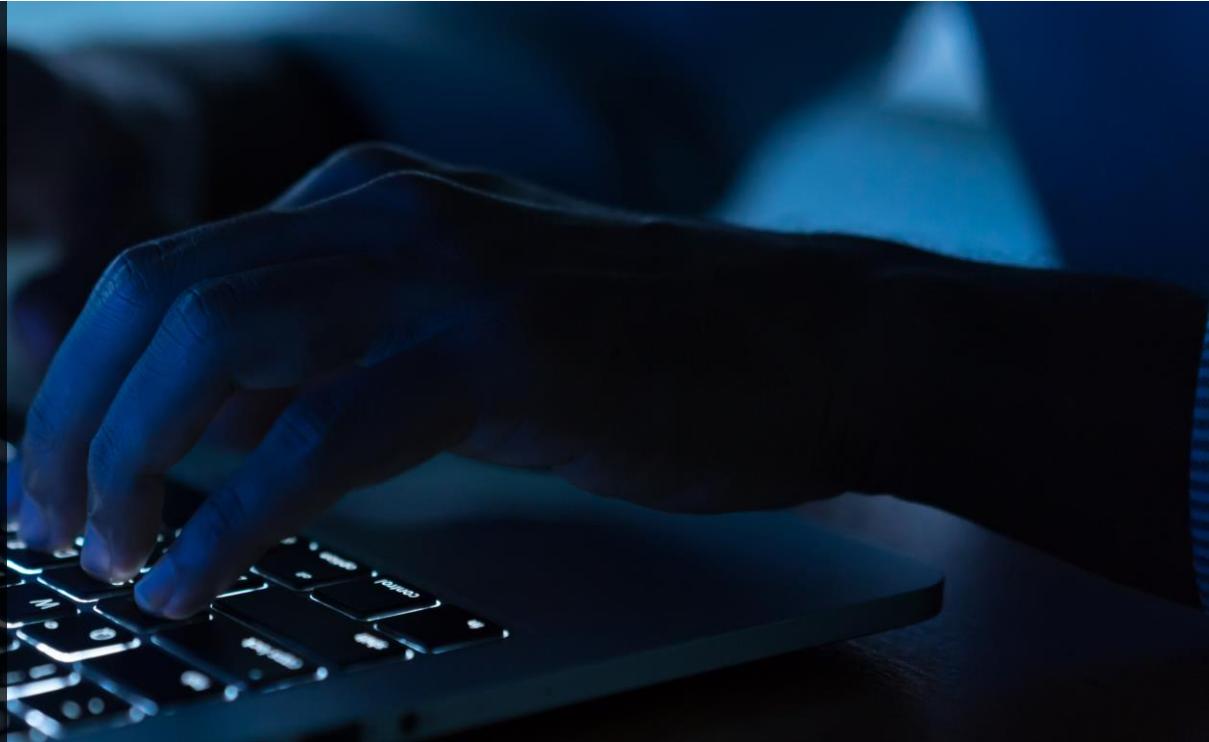
Topaz

Animal care management system

<https://topaz.uottawa.ca/TOPAZElements>

IT SECURITY

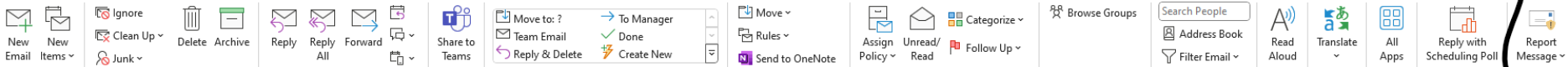
*Security is everyone's
responsibility!*



IT SECURITY

Best Practices

- Use strong passwords:
14 characters minimum, uppercase/lowercase, numbers/symbols
- Antispam and antivirus software
Microsoft Exchange Online Protection and Microsoft Defender
- Verify with your IT leader that all your computers and mobile devices are configured for encryption (e.g., Bitlocker for Windows machine)
- Social engineering attacks
Phishing, spam, ransomware (increasingly common)
- Safe Links & Safe Attachments
www.uottawa.ca/about-us/information-technology/services/security/safe-links-safe-attachments
- Beware of certain download sites
- IT security information and tools
www.uottawa.ca/about-us/information-technology/services/security
- Security policies
www.uottawa.ca/about-us/information-technology/about-it/policies





IT SECURITY

Digital Self-Defence

- Ensure you have the necessary knowledge to protect your data and University systems against cyber-attacks
- Online training
- **Mandatory for all**

www.uottawa.ca/about-us/information-technology/services/security/digital-self-defence-training

IT COMMITTEE

Professors Advisory committee

You are invited to participate to the uOttawa Professors Advisory committee for Information Technology initiatives. **This committee meets 2-3 times per semester** and is an open discussion with uOttawa's Information Technology team.

The mandate of the committee is to:

- Create an open forum to discuss with professors about upcoming and ongoing IT initiatives that have an impact on uOttawa professors
- Identify concerns and potential barriers to succeed in projects and initiatives
- Discuss potential solutions and contribute to change management strategies
- Identify support and tools requirements
- Discuss lessons learned and results of implementation
- Discuss potential partnerships between professors and Information Technology
- Discuss potential IT projects for students.



If you are interested or have questions, please send an email to:
gouvgiti@uottawa.ca.

QUESTIONS?

