Introduction:

Fortunately, there are pretty much only 3 websites and one phone number to remember for information and accessing technology resources at the University as well as request assistance with those resources.

1) [http://uncc.edu](http://uncc.edu) – the main UNC Charlotte webpage
2) [http://itservices.uncc.edu](http://itservices.uncc.edu) – click on Student Services
3) Submitting Help Requests, go to the website: [http://helpdesk.uncc.edu](http://helpdesk.uncc.edu) (HelpDesk Online - HDO)
4) IT Service Desk: 704-687-5500, option 2 (for Students)

ITS and the IT Service Desk:

“ITS is responsible for ensuring that students have access to the computing and technology resources needed to support [your] general academic efforts at UNC Charlotte.”

IT Service Desk can assist with answering questions and offer technical assistance thru HDO/Walkup/Phone.

1) Two Locations – Barnard 109 & Student Union, 1st flr.
2) Contact Phone number – 704-687-5500, option 2.
3) Accepts personal computers for the NinerTech store in need of repair. Fee based hardware/software repair.
4) Walkup assistance - email setup on mobile devices.
5) See the IT Services Website For Operating Hours.
NinerNET Account – Username & Password:

Your NinerNET username and password are your login credentials to access University resources such as:
1) 49er Express
2) NinerMail
3) Library and other Research Resources & Databases
4) Campus Wireless
5) Your H: Drive Network Space
6) Moodle – Online Learning Management System
7) Login on Computer Labs – access campus software
8) The Software Downloads website – for home use
9) SkillPort – Online Training

NinerNET Account Activation:
To Activate your NinerNET account you will need your UNC Charlotte ID number, also called your 800#. If you don’t know your 800# you can go to http://uncc.edu and click in the Keyword / Search box in the upper right corner and type, “Get My ID and Pin” and press Enter.
1) Go to PW Manager website located at: http://pwmanager.uncc.edu.
2) Click on the “Activate my NinerNET Account” button.
3) Agree to abide by the listed University policies.
4) Complete the form requesting basic information about the new account owner.
5) Answer at least 6 of the 10, if not all 10 of the security questions presented.
6) Create a new password then log out of PW Manager.
NOTE: The University *NEVER* asks for your password – don’t give it.
49er Express – “One Stop Shoppoing” Student Portal:
Go to http://uncc.edu and click on link in upper right. Log in using your NinerNET credentials [username and password] for single sign-in access to other resources:
1) NinerMail – Your University email account
2) Banner Self Service for:
   Course Info, Registration, Grades & Transcripts
3) The Library and Research Databases
4) Moodle
6) Announcements
7) Campus Events & News & Directory
8) Clubs & Organizations
9) Access to Other Accounts

Banner Self Service:

Your Banner Self Service account gives you access to:
1) Registration & Course Information
2) Your Student Records – including Grades & Transcripts
3) Financial Aid Award Information
4) Student Account Information – for Bill Payment
5) Ordering of Textbooks Online for your Classes
6) Paycheck Stubs - If Employed at the University
**NinerMail:**
Your NinerMail account is your University provided email account. NinerMail is hosted by Microsoft.
1) It is an Official University Method of Electronic Communication with Students. If you set up a forward to another email account the University is NOT Responsible for undelivered email to that account.
2) Two ways to access NinerMail:
   A) Log into 49er Express – click on NinerMail icon
   B) Go to [http://outlook.com](http://outlook.com) – use FULL email Addr
3) NinerMail can be set up on Mobile Devices [phones & iPads]. For more go to [http://itservcies.uncc.edu](http://itservcies.uncc.edu)
4) Phishing Scams – Do NOT give out your password!!!!

**Computer Labs:**
The ITS provided on campus computer labs are located on the first floor of Barnard and offer 24/7 access as well as wheelchair accessible furniture. There are both Windows and Mac computers & all have CD/DVD burners. Some of the many software applications avail:
1) Microsoft Office – 2010 for PC & 2010 for Mac
2) Adobe Creative Suite - includes Photoshop & Acrobat
3) Statistical: SPSS, SAS, JMP
4) Math: Mathematica, Maple & MatLab
5) ARC Suite – including ARC GIS
6) EndNote; FTP capability; iLife applications for Mac
7) Assistive: JAWS, MAGic, Read & Write Gold, etc.
Software Downloads for Home Use:

There are a number of campus software applications available for home use for Windows, Mac, and Linux. Go to [http://software.uncc.edu](http://software.uncc.edu) and log in with your NinerNET credentials. Some available applications are:
1) Antivirus software – Trend Micro
2) Bibliography software – EndNote
3) Math software – Mathematica, Maple, MatLab
4) Statistical – JMP; SAS - check out from Service Desk
5) Other software such as Microsoft Office is available for purchase via the Bookstore website.
6) Students in certain colleges have access to MSDNAA

H Drive Space & Access:

The University provides each student with 200MB of secure network storage space called and H: Drive.

Your H: Drive is accessible via the internet by going to the secure MyFiles website [https://MyFiles.uncc.edu](https://MyFiles.uncc.edu) and logging in with your NinerNET credentials.

The first time you log into the MyFiles website you may be prompted to download Microsoft Silverlight on your computer to enable this resource to function properly.
Campus Wireless:

The campus wireless is available in most buildings on campus. The wireless network is not hidden and has SSID “uncc49er”.

For a complete list of access locations and set up instructions go to the IT Services website and click on the Student Services tab in the upper right, then click on “Wireless” on the left hand menu.

E-Learning:

1) Moodle - is our LMS that delivers secure online access to course content such as web pages, quizzes, assignments, forums and more.
2) Clickers – allow faculty to involve and interact with an entire class.
3) Centra – is a web conferencing program that allows students and instructors to interact "live" in a virtual online meeting environment – and access archived sessions.
4) Goodle Apps – a suite of collaboration tools
5) SkillPort – over 2,600 web-based courses and tutorials as well as “Books 24/7” reference books.
Dorm/Campus Housing Internet Service:

Road Runner by Time Warner is the Internet Service Provider (ISP) for all residential facilities at UNC Charlotte.

For more information please look on the Housing and Residence Life website or contact: 704-687-3778.

Computer Requirements:

There are two colleges at UNC Charlotte that have specific computer requirements:
1) College of Engineering – COE
2) College of Arts + Architecture – COAA

For more information instructions go to the IT Services website and click on the Student Services tab in the upper right, then click on “Wireless” on the left hand menu or contact the respective college.
Account Retention:

Access to your NinerNET account remains in effect for as long as you are enrolled in classes at the University. If you do not register for/attend classes during two consecutive semesters (not including the summer terms), your NinerNET account is removed along with access to 49er Express, NinerMail and the rest of the technology resources mentioned today with the exception of Banner Self Service.

You will always have access to Banner Self Service through the direct login website: https://selfservice.uncc.edu.

The Library and Printing, Copying, and Scanning:
1) Students do pay for printing at the print stations available in the Barnard Computers, in the Library and other places on campus. Funds can be added to your 49er ID card to use for printing.
2) REPROS located in the Prospector offers printing, copying, scanning, and other document services.
2) The Library has laptops available for borrowing at the Circulation Desk. Loan period is 24 hours with 4 hour wait before next check out request per patron.
3) The Library also has a Digital Media Studio available in Atkins 140C. Please contact Library personnel for assistance with the equipment in this location.
NinerNET Account – Username & Password:

Your NinerNET username and password are your login credentials to University resources such as:
1) 49er Express – “One Stop” Student Portal
2) NinerMail – email account
3) Computer Labs – To access software
4) Campus Software Downloads
5) H: Drive – Personal Network Storage
6) Moodle – Online LMS
7) SkillPort – Online Training
8) Library and other Research Resources
9) Campus Wireless