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# SERVICE DESK AND DESKTOP SUPPORT/ COMPUTATIONAL RESEARCH SERVICES

## FALL 2025 GRAD ORIENTATION

COLLEGE OF LETTERS AND SCIENCE  
INFORMATION TECHNOLOGY SERVICES UNIT

JANINE CARLSON - SERVICE DESK AND DESKTOP SUPPORT MANAGER  
OMAR MOJADDEDI - SENIOR DESKTOP SUPPORT ANALYST  
JOHN DANIELS - STATISTICAL PROGRAMMING CONSULTANT

**UC DAVIS**

## Who we are

27 Career Staff  
15-20 Student Assistants

<https://lsit.ucdavis.edu>

530-752-8800

[lshelp@ucdavis.edu](mailto:lshelp@ucdavis.edu)

10 Drop-in locations:

**2235 SSH (8 am – 5 pm)**

137 Blue Ridge Office

267 Cousteau, #137 (CMB)

135 Cruess Hall

2203 Earth & Phy Sci

483 Kerr Hall

112A Music

536 Physics

108 Sproul Hall

109 Voorhies



### College of Letters and Science Information Technology

[Purchasing](#) [Services](#) [Policies](#) [People](#) [Learning](#)

#### LS IT Service Notices

- **PLANNED MAINTENANCE:** equipment offline during server room electrical and cleanup work, Tue 9/10 8:00AM  
During this window, the servers listed below will be offline and unavailable. We anticipate that the actual outage duration will be shorter than the full wind...

#### Need Help?

Call: (530)-752-8800

Email: [lshelp@ucdavis.edu](mailto:lshelp@ucdavis.edu)

[Book an Appointment](#)

[Open a Ticket](#)

#### Service Hours:

7:30AM - 6:00PM, Monday-Friday, excluding holidays

8:00AM - 5:00PM Service Desk staffed

[2235 Social Sciences & Humanities \(map\)](#)

#### Desktop Support Locations:

- [118 Young Hall \(map\)](#)
- [483 Kerr Hall \(map\)](#)
- [267 Cousteau, Room 137 \(map\)](#)
- [135 Cruess Hall \(map\)](#)
- [112A Music Building \(map\)](#)
- [108 Sproul Hall \(map\)](#)
- [2203 Earth and Physical Sciences Building \(map\)](#)
- [109 Voorhies Hall \(map\)](#)

Desktop location staffing is variable. Click on a location to book an appointment.

I want to ...



Purchase a computer, software, printer, or other



Borrow a laptop, desktop, printer, projector, adapter, etc.



Print a poster



Request access for a guest or visitor



Onboard a new employee



Request a computer on the LS IT Computer Replacement Program

## LS IT Website

### College of Letters and Science Information Technology

[Purchasing](#) [Services](#) [Policies](#) [People](#) [Learning](#)

4  [Quick Links](#)

#### LS IT Service Notices

1

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#### Tuesday Tips

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- [New Printing System](#) ; [Web Accessibility Training](#) ; [Quick Updates](#) 
- [Welcome, New Readers!](#); [College Information Security Policy](#); [Quick Updates](#)
- [Tech Tips for Summer Travels](#)
- [Shared Email Accounts](#); [Copilot for Microsoft 365](#); [AI Survey Results](#)
- [AI: What matters to you?](#); [BioRender for Science Illustration](#); [Quick Updates](#)

[load more](#)

#### UC Davis Service Notices

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- [Network Maintenance: Davis Border Router](#)
- [Planned Maintenance: OASIS](#)
- [CENIC Network Maintenance: AWS Direct Connect and CalREN High Performance Research paths](#)
- [Planned Maintenance: Online Directory, Listings, WarnMe](#)
- [Network Maintenance: Davis Campus Network](#)

[load more](#)

## LS IT Services

- Computer hardware/software purchases
  - All UCD-funded purchases must go through LS IT
  - VRA (Vendor Risk Assessment) is required by campus policy
- OpenVPN - Access to department printers and library resources (DUO MFA required)
  - <https://kb.ucdavis.edu/?id=07417>
- Print Services – Departmental grad lab printers (not campus printers)
  - PrinterLogic
  - <https://kb.ucdavis.edu/?id=10979>
- Poster Printing – UCD funds only, \$33/poster

# Computers

- Personal computer support
  - Campus policy does not allow us to work on personal computers (not purchased with UCD funds)
- Equipment purchased on research fellowship funds
  - Remains UCD property and must be returned to UCD when you leave
  - <https://lsit.ucdavis.edu/equipment-purchased-fellowship-research-funds>
- Privacy and safety
  - Be careful with your equipment, valuables and documents
  - Lock your office when you leave
  - Lock your laptop in a secure cabinet or take it with you overnight
  - Encrypt drives in personal desktops and laptops
  - Keep your devices updated with latest OS and patches

## Department Website Profile

- In most departments a staff member is responsible for updating information
- Access may be granted as requested
- Check with your department's Grad Coordinator
- Directions can be found here:
  - <https://lsit.ucdavis.edu/learning/edit-sitefarm-department-website>

## Computational Research Service

- <https://www.crs.ucdavis.edu>
- John Daniels – Everson 108A
- Consultation
  - Data
  - Programming
  - Other
- Remote servers
  - UNIX
  - Windows Remote Desktop
- Cold room in Blue Ridge Office Building
- Workshops
- <https://datalab.ucdavis.edu>



## Campus IT

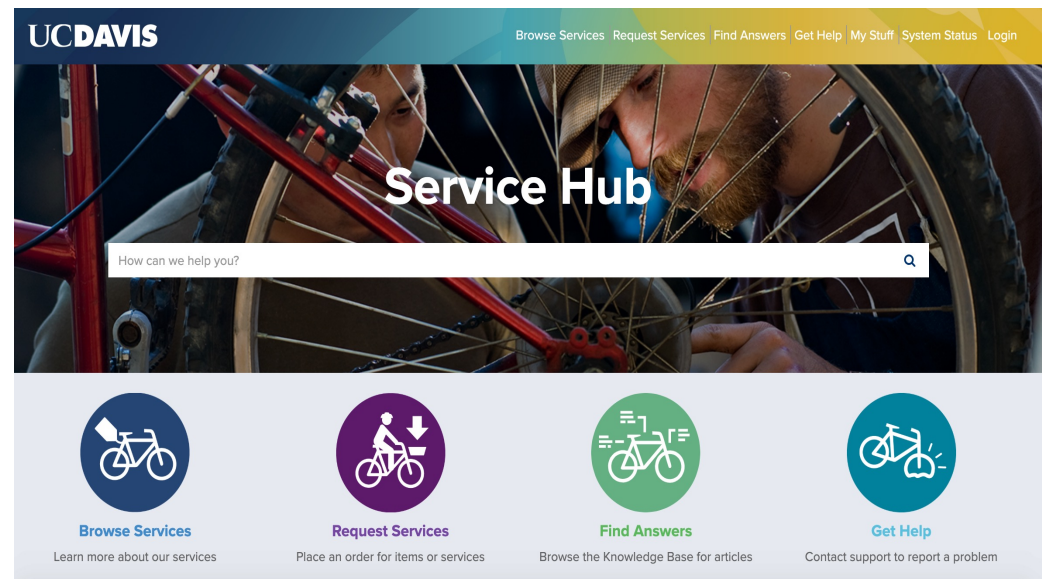
Information and  
Educational Technology

<https://iet.ucdavis.edu>

530-754-4357 (HELP)

[ithelp@ucdavis.edu](mailto:ithelp@ucdavis.edu)

<https://kb.ucdavis.edu>



## Technology Guide for New Students

<https://kb.ucdavis.edu/?id=0196>

## Campus IT Services

- Wireless
  - <https://kb.ucdavis.edu/?id=2025>
  - CampusID@ucdavis.edu (not your email!)
  - Access to wireless on other Eduroam campuses
- Microsoft Products
  - Office 365
    - <https://officedownload.ucdavis.edu>
    - Office Pro Plus for personal use on 10 devices
- Zoom licenses – No cost
  - <https://ucdavis.zoom.us>
  - <https://kb.ucdavis.edu/?id=6298> – logging into UCD Account

## Campus IT Services

Cloud storage services – <https://cloud.ucdavis.edu>

- Box – unlimited but quotas may be enforced in the future
- GoogleDrive – 20 GB including DavisMail, Google Drive, Photos
- OneDrive (Office 365) – 1 TB storage
- More info: <https://kb.ucdavis.edu/?id=0325>

Qualtrics Research Suite for online surveys

- <https://ucdavis.qualtrics.com>

Adobe Creative Cloud – \$49.99/year starting 10/1/2025

- <https://ucstudentsoftware.com>

Check out <https://software.ucdavis.edu>

## Campus IT Services

- AI Offerings - <https://iet.ucdavis.edu/aggie-ai>

For university business, the campus community should use the UC Davis versions of AI platforms or a UC Davis-developed tool when available.

- Ensures rigorous security and privacy protections via UC contracts which mitigates risks associated with AI technologies.
- Do not enter sensitive or confidential data
- Google Gemini and NotebookLM - UC Davis Google Workspace
  - <https://gemini.google.com>
  - <https://notebooklm.google.com>
- Microsoft 365 Copilot
  - <https://m365.cloud.Microsoft>
- Rocky – coming soon!
  - <https://chat.ucdavis.edu>
- Zoom AI Companion
  - <https://iet.ucdavis.edu/aggie-ai/ai-tools/zoom-ai-companion>
  - Meeting minutes, summaries, highlights, in-meeting Q&A

Questions?