

(850) 474-2075

ITS Help Desk - Available 24/7

helpdesk@uwf.edu

## Are you in the Know? Technology help at your fingertips

One of the tools used by the ITS Help Desk to answer technology questions is also available to you. The IT KnowledgeBase (*Argus - IT Help tab*) contains over 500 articles in 43 categories ranging from Exchange Calendar, to Banner, to Centralized File Storage (H: and I: drives) and ArgoAir Wireless.

Just like Google, you can search the IT KnowledgeBase for a specific article, or you can browse the contents of a category.

The IT KnowledgeBase also contains the complete IT Service List. The "IT Service List" tab in the IT KnowledgeBase is an al-

phabetical list of IT services with links to service-specific webpages containing more information. Each webpage contains a service description, information on how to access the service, related links, and a list of any available training. These pages are a good way to learn about services that are new to you, and for new employees to become familiar with the IT services available at UWF.

The IT KnowledgeBase is available from the *Argus - IT Help tab*.

Click Here



Learn More

### IT KnowledgeBase - Advanced Search tab

## IT Training

Oct/Nov Calendar

### Banner Training

- Banner Basics
- PCard Cardholder
- PCard Manager (Approver)
- Purchase Requisition
- Purchase Requisition Approver

### Exchange Calendar mini-Series

- Meetings and Appointments
- Using Drag & Drop (AutoCreate)
- Using Color to Organize and Track Outlook Items
- Creating Alternate Calendars

### Personal Argus Resources

### Viruses, Spyware, & Pop-Ups

Sign Up Here

From the Training Reservation Desk in Argus  
All classes and times are subject to change

## ITS HELP DESK

Available 24/7

(850) 474-2075  
helpdesk@uwf.edu

FULLY STAFFED  
Monday - Friday  
8:00 am to 5:00 pm

AFTER HOURS  
Phone and email support  
is available 24 hours  
a day, 7 days a week



## Free McAfee VirusScan Software

Free download available through Argus

The same McAfee VirusScan software that is used on UWF computers is also available free of charge to UWF faculty, staff, and students for use on home computers.

New computers often come with antivirus software already installed; however, this is typically a trial version and will stop updating after several months. Because new viruses come out everyday,

old antivirus software cannot keep your computer protected. In contrast, the UWF version will continue to update so that it can detect and remove new viruses.

Good antivirus software is essential to protect your PC. Download McAfee from the *Argus - IT Help tab*. Click *Free Software Downloads*.

[Click Here](#)



[Learn More](#)

## Recovering Lost/Deleted Files

The importance of using your H: and I: drives

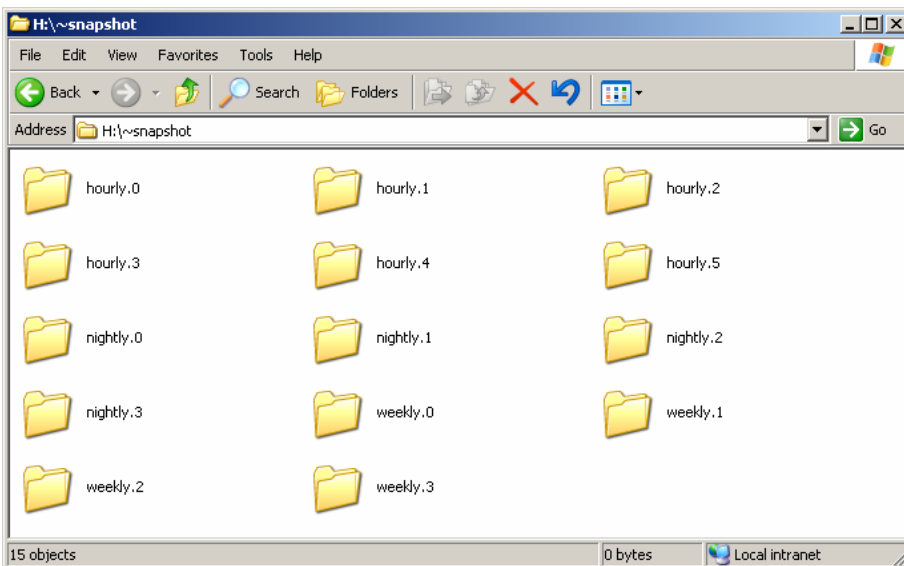
Saving to your UWF Home and Web folders (H: and I: drives) allows you to recover an old version of a file if the original is accidentally lost or deleted. On a regular basis, snapshots (or copies) of the folders and files in your H: and I: drives are created and stored on the UWF server along with your "active folders" (the folders you typically work with). By opening these "snapshots", you can recover your own files, in almost all

situations, by copying an older version of a file from a snapshot folder into your "active" folder. You can access snapshots taken on the hour (up to five hours back), each night (up to three nights back), or each week (up to three weeks back). Click the link below to learn how to open your snapshot folders.

[Click Here](#)



[Learn More](#)



## Banner Basics Training Now Online

Banner Basics, the required course for employees using Banner forms, will become an online eLearning course on October 11th. New employees will no longer need to wait for a scheduled course to get started using Banner forms!

Employees can enroll in the course from the "Training Reservation Desk", the "Banner ERP System" channel, or the "Services" tab in Argus. After enrolling, employees must wait one day before opening the eLearning course (eLearning channel or elearning.uwf.edu). After successfully completing the course, employees can request Banner access (if required for their job), or attend additional Banner training sessions.

## Anniversary Issue Annual survey

The IT Insider has reached its first anniversary. We hope the newsletter has made you more aware of the IT services available to you at UWF. Please take a moment to complete a short survey and let us know what you like and what could be improved.

[Take Survey](#)

