

Welcome to SAIT Support

Student Affairs Information Technology (SAIT) provides technical support for all departments in the Division of Student Affairs. This site will explain how your computer and account is set up, what services come with your desktop computer, as well as other services we provide.

Table of Contents

1. [Quick Facts About IT Support from Student Affairs IT](#)
 - a. Restricted User Environment
 - b. Software/Hardware Installations
 - c. Inventory/Hardware Moves
 - d. Technology Purchases
 - e. Department Authorizers
 - f. Printing
2. [Accounts](#)
 - a. Email Account
 - b. Computing Account
3. [File Storage](#)
 - a. My Documents and Backups
 - b. File Drives
4. [Contact Us](#)

Quick Facts About IT Support from Student Affairs IT

Restricted User Environment

Your account is a “restricted user” in our computer environment. This means we handle all software installations and most of the permissions to drives and folders. This enables us to ensure you have a secure and reliable computer that is regularly backed up and receives timely updates.

Software/Hardware Installations

Each of our computers comes with a standard set of software installed, so you should find most anything you might need as a staff computer user. If you need additional software or hardware, contact us — we assess all software to ensure that it is compatible and will work in our environment. We might already have a solution that meets your need, so please ask!

Inventory/Hardware Moves

We inventory and track most equipment so please contact us if you’d like to have computers or equipment moved. You will see that most equipment will have a bar code with Student Affairs on it that we call an SA Tag. You may be asked for this number when you call our helpdesk to help us identify the equipment you need help with.

Technology Purchases

The Office of the Vice President of Student Affairs requires technology purchases (hardware, software, accessories, contracts for IT services for third party enterprise applications, etc.) go through SAIT for all departments in the Division of Student Affairs. This allows for SAIT and the Vice President’s office to track IT purchases and identify trends to allow for appropriate budgeting and project planning in addition to ensuring support for these products.

For hardware or accessories this includes but may not be limited to any equipment that has the ability to connect to a computer, includes data storage and/or the network (wired and wireless). We have a standard list of products that we purchase which allows for us to give reliable and consistent support to our users. Departments should contact SAIT prior to investigating software/hardware purchases so that we can help identify a solution that can be supported.

Department Authorizers

Your department has a designated authorizer that works as a liaison with SAIT for any requests that require permission. Permission requests might include access to systems, folders or software installations, purchases, for example. Your department authorizer is a good resource if you have a technology question or are not sure how to proceed with a request.

Printing

Printers will automatically be setup when you log in based on where the computer is located.

Accounts

Email Account

Your email account is provided by the university and uses the University NetID account. The username is your NetID and the password is the university wide NetID account password that you will set. It will be used for any university wide application such as email, HuskyCT, PeopleSoft, etc.

Computing Account

Your computer account is provided by SAIT. The username is your NetID but the account is NOT connected to your University NetID account so the password will be different. When you first set it up you can set the password to be the same but you will be required to change this password more often.

File Storage

“My Documents” Drives and Backups

Your account and files can be accessed by logging into any Division of Student Affairs computer. Several locations or “drives” exist for you to save files in order to do work or collaborate with others. These drives are backed up on a regular basis and securely managed by SAIT.

When you log into a Student Affairs computer, the following files will be available no matter what machine you are on:

- Email files (These are saved on the email server by the University)
- “My Documents” folder (which points to the Q: drive)
- Your Desktop shortcuts and files
- Your Internet Explorer favorites

File Drives

The following drives will be available on all computers that you log into in Student Affairs. Here’s what they do:

L: - The Installed Packages L:\ drive is available for software to work correctly for departmental applications. It is not for employee use.

N: - The “Other Department” N:\ drive letter is used to give employees access to multiple department R:\ or S:\ drives. The most common use of this is when Graduate Assistants work in one department and do a practicum in another department. If a GA works in Residential Life and is doing a practicum in the Dean of Students; their R:\ drive would be for Residential Life and they would use the N:\ drive to access Dean of Students folders.

O: - The “Interdepartment” O:\ drive is used to share files for long-standing projects where employees from different departments need to share files with each other on a regular basis. An example includes the Judicial program between Residential Life and the Dean of Students. These folders are created as requested. This drive is only available if the user has access to at least one folder on the drive.

P: - The “Division of Student Affairs” P:\ drive allows you to share files with other people in the Division of Student Affairs. Each department in the division has directory on the P:\ drive that department workers can write to. Everyone in the Division is allowed to read and make copies of any file in any directory on the P:\ Drive but not make changes.

Q: - The “Documents” Q:\ drive points to the My Documents folder and is the employee’s personal home folder. It is not shared, and others cannot view the contents.

R: - This is your departments drive. Only members of the department can access any files located on the R:\ drive. The contents and structure of this drive will vary from department to department and will reflect your department’s business practices.

- Every R:\ drive includes at least the following 3 folders: Staff, Students and Public. All are full readable and changeable by anyone in the department. Any other folder in the R:\ is created and permissioned on request.
 - The Staff and Students folders will include NetID folders for each person working in the department. This is where that person can share files to everyone else in the department but still know who originally worked on or owns the files by keeping it in their public folder.
 - The Public folder is a location for anyone in the department to make any public folders or files as needed.
- S:** - This drive is used for large departments when they need to subdivide the department into different units. The S:\ Drive would provide access to the entire department and the R:\ for each user would provide access to the unit of the department they work for.

Contact Us

Help Desk: 860-486-8992

Main Office: 860-486-4559

Email: sait@uconn.edu

Tickets: <http://rt.sa.uconn.edu>

Website: <http://www.sait.uconn.edu>