The Faculty Technology Center

The Faculty Technology Center (FTC) continues to be a place for all University of the Arts faculty to come for help with technology. Faculty is invited to stop in at any time to use the facilities on their own. Individual and group training sessions can be scheduled with the Faculty Technology Coordinator.

Resources available in the FTC include:

- 4 Intel iMac computers - 1 Dell Precision 340 computer
- 2 Nikon slide and film scanners - 1 Epson 8.5x11 flatbed scanner
- 1 Wacom Tablet - Equipment to import audio cassettes tapes
- Equipment to import VHS tapes - Application manuals
- Access to lynda.com

Location:
Room 800 in the Terra Building
211 South Broad Street

Hours:
Monday through Friday
9:00 am to 4:00 pm

Contact:
Mira Sophia Adornetto
Supervisor of the OTIS Helpdesk/Faculty Technology Coordinator
215-717-6690
madornetto@uarts.edu

The Student Laptop Service Center

The Laptop Service Center facilitates the service and repair of laptops for students participating in the Anytime Anywhere Creativity laptop initiative. In the event that a laptop requires service, staff will arrange the repair and offer AAC participants a loaner computer until the laptop is repaired.

Location:
Room B9 in the Anderson Building
333 South Broad Street

Hours:
Monday - Friday 9:00 am to 4:00 pm

Contact:
215-717-6254
aac-laptop-support@uarts.edu
OTIS Support Services at the University of the Arts

Because there have been some changes to the structure of the OTIS support services I would like to take a moment to update you!

The help desk 215-717-6677 (OOPS) is no longer out-sourced to Presidium. There are now two, on-campus dedicated IT supports specialists, to assist you.

The Office of Information and Technology Services help department is made up of three main parts.

The OTIS Help Desk - University wide phone support on all technical matters
The Faculty Technology Center - a lab and resource center specifically for faculty
The Laptop Service Center - hardware and software support for the AAC laptops

The OTIS Help Desk

There are three ways in which to access the OTIS Help Desk

✓ Phone support - for any type of technical support, assistance and / or emergencies please call the OTIS Help Desk at 215-717-6677 (OOPS)
✓ Walk up stations - there are now walk up help stations in the Terra 802 computer lab and through the Anderson 89 computer lab
✓ Email - you can also email the Help Desk at helpdesk@uarts.edu

Some examples of areas the Help Desk supports:

- Desktop Support - Software
- Email - Wireless Connectivity
- Password Resets - Remote Access & VPN
- MyUArts Portal - Sakai
- Printers & Copiers - Smart Classrooms

Hours:
Monday - Friday 8:00 am to 8:00 pm - with student coverage until 10:00 pm
Saturday & Sunday 9 am to 5 pm - with student coverage after hours you will be prompted to leave a voicemail which will be responded to the following business day.

Contact:
215-717-6677
helpdesk@uarts.edu

Full time Personnel:
Paula Brown
IT Support Specialist

Nanoo Tippavongse
IT Support Specialist

Mira Sophia Adornetto
Supervisor of the OTIS Help Desk / Faculty Technology Coordinator