

UCR INFORMATION TECHNOLOGY SOLUTIONS

We Are Your IT

Supporting CHASS department chairs, faculty, lecturers, and TAs

New Department Chair Orientation

Rebecca Hutchins · Chief Experience Officer, ITS



We are your IT

One organization behind everything from the classroom podium to the research cluster.



Devices & Desktop

Managed laptops and desktops, setup, repair, software installs, and remote help.



Classroom Technology

Podium AV, lecture capture, Canvas and instructional tools, start-of-quarter checks.



Instructional Labs

Teaching lab computers, specialized software, imaging, and instructional equipment.



Research Labs

Research lab computers, specialized lab software, imaging, and lab equipment.



Research Computing

HPCC access, research storage, data management plans, and grant consultations.



Applications & Data

Departmental systems, reporting, integrations, and process automation.



Accounts & Security

NetID and MFA, phishing response, device compliance, sensitive data guidance.



Network & Wi-Fi

Wired and wireless coverage, eduroam, VPN, and building network needs.

Outreach & Engagement

Questions, training requests, or consultations.

How you reach us

Five doors, one team. Use whichever is closest — we route it from there.



Grove — the BearHelp Agent

grove.ucr.edu — AI assistant in Google Chat. Fastest first stop, day or night.



ITS Service Portal

ithelp.ucr.edu — Submit and track requests online; see status without calling.



ITS Support Center by phone (951) 827-4848

Talk to a person when it's urgent or hard to describe.



The icon on your device

One-click help button for those that have the security toolset installed



On site technician for walk up support

HMNS building room 3611, Monday–Friday, 8:00 a.m.–5:00 p.m.

No wrong door. You do not need to know which ITS team owns the problem — that's our job.

Classroom support



Mid-class, something breaks?

Press the Help button on the podium, call or email the multimedia team

(951)827-3045

Help button

email multimedia@ucr.edu



One-on-one training

Book a walkthrough in your own assigned room — get comfortable with the classroom technology — before week one.

Email multimedia@ucr.edu



Group sessions this fall

Scheduled classroom technology trainings for departments and lecture-hall instructors.

[Link to website](#)

Resources your faculty, lecturers, and TAs can use

Three things chairs get asked about most often.



Lecturer loaner laptops

Short-term loaner equipment for lecturers and temporary instructors who aren't issued a department machine.

To request: Fill out the Hardware Request form at ithelp.ucr.edu (select "get help, something new, I need hardware")

Recommend requesting ahead of the quarter



Microsoft 365 — no cost

Every UCR student, including your TAs, gets a free Microsoft 365 Online Apps license with their NetID. So do faculty and staff. (Desktop apps have an associated cost.)

Nothing to purchase, nothing to recharge.



Adobe Creative Cloud — purchased

Adobe is a paid product for students and departments (~\$120/yr); it is not covered by the campus agreement.

To request: Submit a Software Request at ithelp.ucr.edu (requires department recharge).

Budget and submit recharge request if required for courses.

You will see us in the hallways

We're here to help! Submit a ticket so we can track your request, or feel free to connect with any of us directly.



Rebecca Robles

Customer Success Analyst

Day-to-day service issues, ticket status, and anything that needs a faster path.

Rebeca.Robles@ucr.edu



Lily Barger

Director, Campus Support Services

Office hours, trainings, and department-wide requests.

Lily.Barger@ucr.edu



John Mothershed

Senior Desktop Support Technician

Primary point of contact for desktop support, lab computers, and system transitions in HMNSS 3609. Alternating monthly with Ricardo.

John.Mothershed@ucr.edu



Ricardo Maldonado

Desktop Support Technician

Primary point of contact for desktop support, lab computers, and system transitions in HMNSS 3609. Alternating monthly with John.

Ricardo.Maldonado@ucr.edu

Escalating isn't a complaint — it's data. It tells us where the service is failing, and that's how it gets fixed.

Want to learn more? We'll come to you.

For the questions that aren't a ticket — "is there a better way to do this?"



Monthly office hours

Standing time to bring anything — a frustration, an idea, a workflow that wastes your staff's time. Sign up, or email Lily Barger to claim a slot.



Micro-trainings

Short, focused sessions on the tools you already have — including small-group AI sessions for faculty and staff who want to start somewhere real.



Lunch and learns

Bring your department a topic; we'll bring the session. Good for whole-unit changes, new systems, and onboarding a group at once.

To schedule any of these: email Lily Barger · lily.barger@ucr.edu



Thank You

Questions

- Adobe License Agreement
 - UCR participates in the UCOP contract for adobe products. This contract is renewed on a 3 year terms. The current contracts is up for renewal July 2027. This means if you purchase a license today, you can cancel on or before July 2027 and only pay for one year. The next contract will be be August 2027 -July 2030. If you purchase a license after August 2027, you will be committed to the 3 year term
- What's available at UCR for AI
 - I recommend you go to <https://its.ucr.edu/ai> and/or reach out to Lily.Barger@ucr.edu for training
- Are there ticketing solutions available
 - Yes, there are a few options on campus to consider. Today we currently researching ticketing solutions and hope to find a enterprise agreement that we can make them available broadly. Please reach out to Lily to have a follow up conversations