

Student Technology Resources

Division of Information Technology

DoIT Help Desk
helpdesk@uncp.edu
910-521-6260
www.uncp.edu/doit

Getting Help with Technology

DoIT Help Desk

Phone: 910.521.6260

Email: helpdesk@uncp.edu

Walk-in, Phone, & Email Support

•Monday - Friday, 8 am - 5 pm

Phone & Email Support Only

•Monday - Thursday, 5 pm - 10 pm

•Saturday - Sunday, 2 pm - 9 pm

More information (including current hours and exceptions) is posted at www.uncp.edu/doit/helpdesk.

Canvas Support available 24/7/365

Student Hotline, 1.833.665.7260

Email, support@instructure.com

[Start a Live Chat](#)

Log in at <https://canvas.uncp.edu>

Student Technology Information www.uncp.edu/doit/students

BraveWeb/Network Account

A student network account (sometimes called a BraveWeb account) gives access to BraveWeb, BraveMail, Canvas, BraveWifi, Eduroam, G Suite for Education, UNCP lab computers, Webex, Zoom, etc.

For additional information, go to the Student Technology Information page, www.uncp.edu/doit/students

Passwords

Passwords expire every 90 days. Change or reset your password with the methods listed.

- [Change Password](#)
- [Self-Service Password Reset](#)

If you are unsuccessful in changing your password, call or go by the DoIT Help Desk

- 910-521-6260
- Assistance with account credentials can NOT be provided via email.

Password Security

Don't give your passwords to anyone.

Do NOT respond to any email asking you to click a link and log in with your BraveWeb credentials.

(Please note however, that an email notification from DoIT Help Desk will be sent prior to your password expiring. [See a sample of the password expiration message.](#))

If you suspect that someone may know your password, change it immediately.

BraveWeb

Access to

- Banner Self Service
 - Class Registration, Financial Aid, Grades, Etc.
- Online Account Center
- Parking Account Management
- Student Insurance Waiver
- Many other resources

Access via

- URL <https://braveweb.uncp.edu>
- Or use Quick Links at www.uncp.edu
- Log in with email address and password

Canvas

- UNCP's Learning Management System (LMS)
- Log in at <https://canvas.uncp.edu>
- Support (available 24/7/365)
 - Student Hotline 1.844.864.5302
 - Email support@instructure.com
 - Chat available in Canvas Help
- Guides
 - guides.canvaslms.com
 - Or Log into Canvas
 - Select Help, then Search the Canvas Guides

Email, Calendar and Apps

- BraveMail is Office 365
 - BraveMail Access [webpage](#)
 - Student email address, *username@bravemail.uncp.edu*
 - Log in at [outlook.office.com](#)
 - [Multi-Factor Authentication](#) requirement
- Email [Setup Guide](#) for mobile devices
- Microsoft Office applications
 - [Free install on up to 5 devices from within O365](#)
- G Suite for Education [webpage](#)
 - [Google Suite](#)

Lab & Classroom Computers

- Save files to BraveMail (Office 365) OneDrive, Google Drive, and/or a flash drive.
- Don't save your data on the desktop or anywhere on the computer. Campus lab and classroom computers get reset which deletes files that are saved to them. Files opened from email, Internet, etc. sometimes get saved to the computer.
- Sign out of the computer when finished so others don't get access to your email, files, etc.
- More info, www.uncp.edu/resources/division-information-technology/labs-classrooms

Networks - WiFi

- **BraveWifi & Eduroam** – [WiFi](#) access available throughout campus including inside University Housing residence halls.
 - Eduroam provides universal network access across educational institutions that subscribe to the service.
- **UNCP-Guest** – Wireless Internet access available to visitors of the University. It should not be used by students.

Student Printing – Braves Print

Braves Print - [Wepa](#)

- Each student is provided an allowance of \$10 per semester; Fall, Spring and Summer
- Printing Cost
 - \$0.08 per black & white page
 - \$0.15 per duplex black & white page
 - \$0.25 per color page
 - \$0.40 per duplex color page
- 12 Locations across campus, plus residence halls

Residential Internet

Students living in University Housing residence halls, which includes University Courtyard Apartments, can access Internet via BraveWifi or Eduroam with computers and mobile devices.

Please note that routers and Chromecasts can not be used on the UNCP network. Printers must have the Wi-Fi feature turned off.

More information is available at www.uncp.edu/doit/resnet.

Video Conferencing Tools

UNCP provides Webex and Zoom accounts to students, faculty, and staff for a great video, audio, and screen sharing experience.

Webex

- Go to <https://uncp.webex.com> and click the "Sign In" link at the top of the page.
- [Getting Started in Webex at UNCP \(video\)](#)
- [Using Webex at UNCP](#)

Zoom

- Go to <https://uncp.zoom.us> and click the "Sign in" link. You'll be directed to a UNCP login page to enter your username and password.
- [Getting Started with Zoom at UNCP \(video\)](#)
- [Using Zoom at UNCP](#)

Information Security

The Division of Information Technology works diligently to provide secure network and technology services and to ensure the confidentiality, availability and integrity of University data. It is also important for the entire campus community to do their part to ensure the integrity and security of our data and technology resources.

Get more information at www.uncp.edu/resources/division-information-technology/information-security.

UNCP Acceptable Use Policy

Network Resources Cannot be Used for the Following Purposes (among others)

- Making, using or sharing illegal copies of copyrighted software or other media, storing them on UNCP systems, or transmitting them over university networks. (DMCA violations/P2P software)
- Using email or network resources to solicit the UNCP community for political or personal gain, including without limitation solicitation for the purpose of selling items.

View the complete Acceptable Use Policy:

- www.uncp.edu/pr/pol-080005-acceptable-use-policy