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TECHNOLOGY SUPPORT

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UTEP TECHNOLOGY SUPPORT

We can help with all of your technology needs.

Hours of Operation

Contact Information

UTEP LIBRARY ROOM 300

Summer 2025 Hours of Operation

Monday - Thursday:	7:00 am - 8:00 pm
Friday:	7:00 am - 6:00 pm
Saturday:	10:00 am - 2:00 pm
Sunday:	12:00 pm - 5:00 pm

Contact Us

 In Person:	Library Room 300
 Tech Support:	915-747-4357 (HELP)
 UTEP Directory:	915-747-5000
 Email:	helpdesk@utep.edu
 Service Request:	Submit a Request

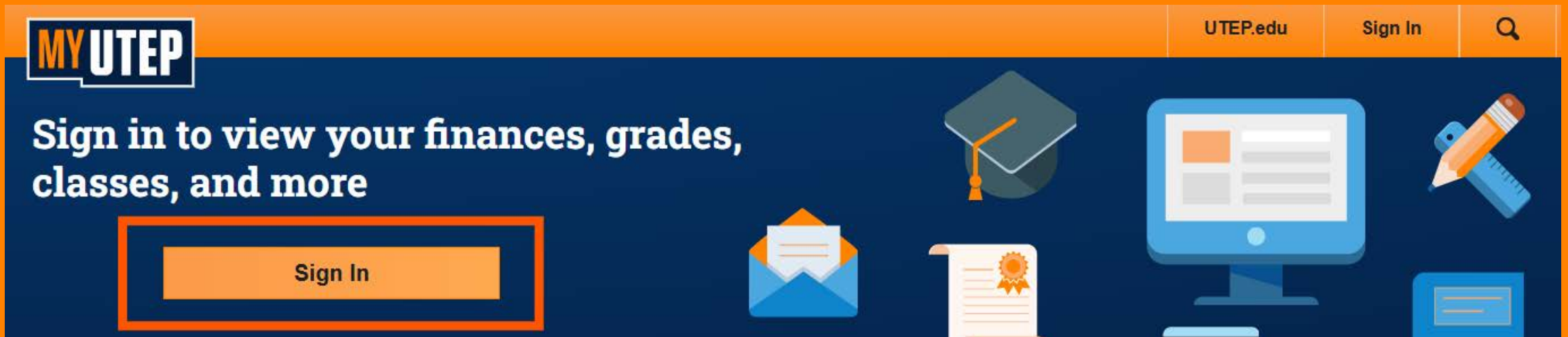
Set Your Password

- <https://adminapps.utep.edu/setPassword/>



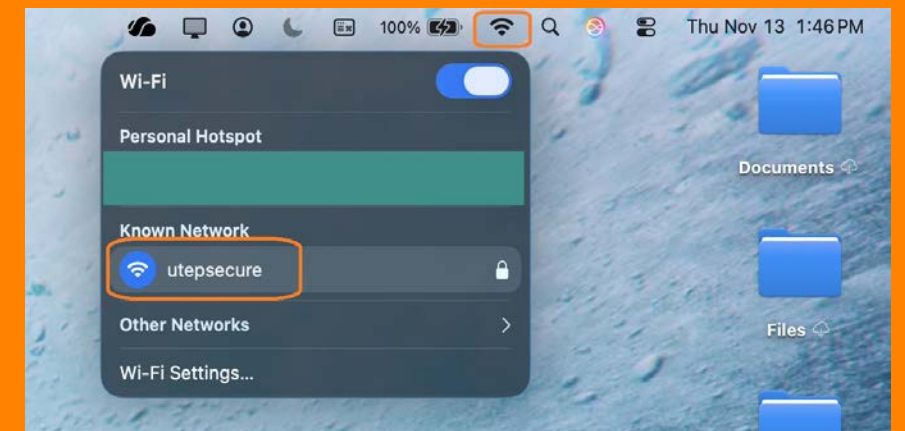
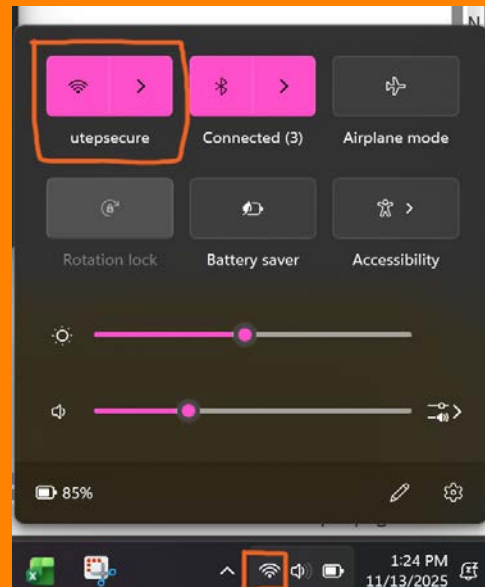
Enroll in Duo

- Go to MY.UTEP.EDU
- Sign in to begin the Duo self-enrollment process



UTEP Wi-Fi

UTEP Secure Wi-Fi is a secure wireless connection for students, faculty, and staff. UTEP Secure allows users with a current UTEP username and password to login once and stay connected.





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All Services A-Z

Technology Support Services Catalog

Visit
ts.utep.edu

BY CATEGORY

A - Z



ACCOUNT INFO

Account Management
Email for Faculty/Staff
Email for Students
My.utep.edu Info Page
OneDrive (Microsoft)



COMMUNICATION & COLLABORATION

Audio / Visual Services
Campus Announcements
Conference Calls
Directory / Operators
Phone Services
Teams (Microsoft)
UTEP Today TVs
Video Surveillance
Voicemail
Zoom



COMPUTING SERVICES

Computer Clinic
Computer Purchases
Computer Replacement (Office)
Equipment Checkout
Hardware Support



DATA / SERVER

Admin Data Center
Database Admin
Data Warehouse
Document Management
Listserv Management
OneDrive (Microsoft)
Reporting
Research & Academic Data Center
Server Purchase Consulting



INFORMATION SECURITY

Anti-Virus / Malware Protection
Anti-Virus / Spam Analysis
Computer Systems Auditing
Data / Digital Research Class.
Digital Signatures
Duo 2-Factor Authentication
Email Encryption
Laptop Encryption
Policy Writing
Risk Assessment for Servers
Security Incident Response
Security Policy Violation
Web App n Scanning Review
Windows Updates



INSTRUCTIONAL TECHNOLOGY

Blackboard for UTEP Faculty
Blackboard for UTEP Students
Blackboard Ally
Classroom AV
Course Copy in Blackboard
E-Exams
Gradescope
iClicker
LockDown Browser & Monitor
Respondus 4.0
Safe Assign for Plagiarism
Wireless Projection
YuJa
Zoom



NETWORK / WI-FI

Internet II
Network Ports
UTEP Wi-Fi
VPN - Global Protect



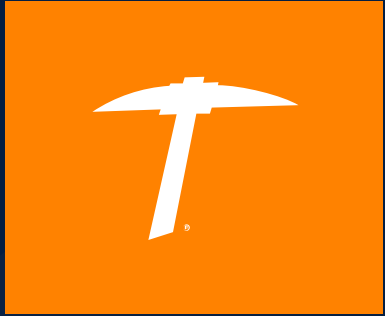
PRINTING

Computer Printing Labs / Mobile Print Release sites
Student Printing



SOFTWARE & APPLICATIONS

All Software
Azure For Education
Course Evaluations
Copilot Chat
Faculty Success
Goldmine
My.utep.edu Info Page
Peoplesoft
Question Pro Surveys



THE UNIVERSITY OF TEXAS AT EL PASO

Questions?

helpdesk@utep.edu
915-747-4357 (HELP)