## What credentials do I use for software applications and who do I contact for help?

| i userid@virpinla.edu & UVA password<br>updated vi aledury and Access Management (IAM) Portal<br>updated vi aledury and Access Management (IAM) Portal<br>(IAM) Portal Institution (IAM) Portal<br>(IAM) Po | ACADEMIC/UVA CREDENTIALS = HEALTH SYSTEM (HS)/COMPUTER* CREDENTIALS =  |   |
|--|--|---|
| -updated via dentity and Access Management (LAM) Portal is updated via ctri-alt-delete and Cisco VPK/Big P (look for instructional instruction   | userid@virginia.edu & UVA password   | userid@uvahealth.org & HS password  |
| have problems updating your academic password or help with<br>applications listed in this column.         "Computer log in uses userid only and HS password           Academic Managed Applications (other than AP)         Health System Managed Applications           Cisco Secure Client VPN and OPSWAT         Adobe Reader           Dub Imps/Invirghina add/Stepfing         BigP Edge Client VPN           Microsoft Teams (& limited apps in Teams, including SharePoint)         HS Box           Netbadge (We can use our HS password for Netbadge as well.)         Onlease           OneNote (Academic)         Onlease           Qualities         OneNote (Academic)         Onlease           Qualities         OneNote (Academic)         OneNote (Academic)           Qualities         OneNote (Academic)         OneNote (Academic)           Qualities         OneNote (Academic)         OneNote 2021 (Health System)           Qualities         OneNote 2021 (Health System)         OneNote 2021 (Health System)           Part of UVA, Netbadge & Duo         OneNote 2021 (Health System)         OneNote 2021 (Health System)           Advancement Performance (AP) - academic password (userid & academic password)         WEB (wideo conferencing, not Softphone app)           Your of to cort Temme Your password (userid & academic password)         Web Ex (wideo conferencing, not Softphone app)           Your of to cort Temme Your password (userid & academi  | -updated via Identity and Access Management (IAM) Portal<br>(https://in.virginia.edu/password)*  | -is updated via ctrl+alt+delete and Cisco VPN/Big IP (look for instructional email from Lori) or contact the HIT Helpdesk |
| Academic Managed Applications (other than AP)         Health System Managed Applications           Cisco Secure Client VPN and OPSWAT         Adobe Reader           DUD https://n.virginia.edu/2step5ag         Big-IP Edge Client VPN           Mil Calendar (ShareFoint)         DUO https://n.virginia.edu/2step5ag           Mil Calendar (ShareFoint)         DUO https://n.virginia.edu/2step5ag           Microsoft Edge, Excel, Outlook (including PST files), PowerPoint, Word         OnBase           Uses your computer log in – if it asks for credentials, your account has been closed – please contact Lori         OneNote (Academic)           UVA Box         OneNote 2021 (Health System)         OneNote 2021 (Health System)           Variation         OneNote 2021 (Health System)         WebEx (video conferencing, not Softphone app)           Uva Box         Duo Nurger (Marking Advancement Performance (AP) – academic apsword (userid & academic costsword)         WebEx (video conferencing, not Softphone app)           UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS         Advance Web (AV) has its own password (userid & academic password)           *// word periode with virginia.edu, usarid@lwippina.edu/Softward, & academic password)         WebEx (video conferencing, not Softphone app)           UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS         Advanceweb (AV) has its own password (userid & academic password)           *// word with wirginia.edu, usarid@lwippina.edu/ academic password, but it could be a different emai  | have problems updating your academic password or help with   | forget your HS password, lock yourself out, or need help with applications  |
| Cisco Secure Client VPN and OPSWAT         Adobe Reader           Digital certificate required, uses "pairl" or DUO code for access         Big: IP Edge Client VPN           Digital certificate required, uses "pairl" or DUO code for access         Big: IP Edge Client VPN           DUD thtts://invirgina.edu/320693         Big: IP Edge Client VPN           Microsoft Teams (& limited apps in Teams, including SharePoint)         HE Sox           Netbadge (We can use our HS password for Netbadge as well.)         Microsoft Edge, Excel, Outlook (including PST files), PowerPoint, Word           OneNote (Academic)         OnBase         Uses gour computer log in – if it asks for credentials, your account has been closed – please contact Lori           Qualtrics         OneNote 2021 (Health System)         WebEx (video conferencing, not Softphone app)           UV4 Box         Duo Litts://inviterima accompany domain or academic credentials         WebEx (video conferencing, not Softphone app)           UV4 Rox         UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS         Advance Web (AW) has its own password (servid & unique password)           EverTrue         -access via Advancement Hub and Netbadge         Gene to or of the ember your password, set how to update your academic password above.           Advance Web (Count or of the ember your password, set work our password above.         Advance we till using the old/long HS email address, you can submit a help ticket to have it updated to one of the others.)           Tableau   |  | *Computer log in uses userid only and HS password   |
| Digital certificate required, uses "push" or DUD code for access         Schemen (2001)           DUD https://invignia.edu/2stepEq         Big IP Edge Client VPN           Mic Calendar (SharePoint)         DUD ittps://invignia.edu/2stepEq           Netbadge (We can use our HS password for Netbadge as well.)         Microsoft Edge, Excel, Outlook (including PST files), PowerPoint, Word           OneNote (Academic)         OnBase         Uses your computer (og in – if it asks for credentials, your account has been closed – please contact Lori           Qualifies         Log in link is dependent on type of data being collected and stored, but is an academic app, uses Netbadge & Duo.         OneNote 2021 (Health System)           VVA Box         OneNote 2021 (Health System)         OneNote 2021 (Health System)           Variance         UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS           Advance Web (AW) has its own password (userid & academic password)         WebEx (video conferencing, not Softphone app)           EverTrue         -log in with userid@virginia.edu, userid@ unique password]           Fyrou effect on ave it updated to one of the others.)         Tableau           access via Advancement Hub and Netbadge         Ges Technology link on Advancement Hub):           Corn & Sterenther (Ster Manages (see Technology link on Advancement Hub):         Corn & Sterenther (Ster Virginia.edu, & academic password, userid@ virginia.edu and Netbadge (If you're still using the old/long HS email address, you can slomh ta help ticket to have i  | Academic Managed Applications (other than AP)  | Health System Managed Applications  |
| MIA Calendar (SharePoint)         DUO           Microsoft Teams (& limited apps in Teams, including SharePoint)         HS Box           Netbadge (We can use our HS password for Netbadge as well.)         Microsoft Edge, Excel, Outlook (including PST files), PowerPoint, Word           OneNote (Academic)         Uses your computer log in – if it asks for credentials, your account has been closed – please contact Lori           Outlook (including PST files), PowerPoint, Word         OneNote (academic)           UVA Box         Part of UVA, Netbadge & Duo           UVA Box         OneNote 2021 (Health System)           Part of UVA, Netbadge & Duo         OneNote 2021 (Health System)           UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS         Advancement Performance (AP) – academic password (userid & academic password)           VPUTue         UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS           Advance Web (AW) has its own password (userid & unique possword)         VebEx (video conferencing, not Softphone app)           Use stod option with virginia adv, userid@vuahalth org, or userid@hscmall.mcc.virginia.edv and Netbadge (If you're still using the old/long HS email address, you can submit a help ticket to have it updated to one of the others.)           Tableau         -access via Advancement Hub and Netbadge           Other apps table University Advancement manages (see Technology link on Advancement Hub):           Cwent & Eventbrife (HS has one Eventbrife account – see Katelyn or Lori)  |  | Adobe Reader  |
| Microsoft Teams (& limited apps in Teams, including SharePoint)       HS Box         Netbadge (We can use our HS password for Netbadge as well.)       Microsoft Edge, Excel, Outlook (Including PST files), PowerPoint, Word         OneNote (Academic)       Otabase         Qualtrics       OneNote (Academic)         Log in link is dependent on type of data being collected and stored, but is an academic app. uses Netbadge & Duo.       OneNote 2021 (Health System)         VNA Box       Part of UXA, Netbadge & Duo       OneNote 2021 (Health System)         Variant Signal as company domain or academic credentials       OneNote 2021 (Health System)         Vest SSO option with virginia as company domain or academic credentials       OneNote 2021 (Health System)         Vertrue       OneNote 2021 (Health System)         Vest SSO option with virginia as company domain or academic password)       VebEx (video conferencing, not Softphone app)         Vest SSO option with virginia as company domain or academic password)       Veper Yrue         -log in in with userid@virginia.edu, userid@virginia.edu, userid@virginia.edu, and Netbadge (If you're still using the old/long HS email address, you can submit a help ticket to have it updated to one of the others.)         Tableau       -access via Advancement Hub and Netbadge         Other apps that University Advancement manages (see Technology link on Advancement Hub):       Cvent & Eventhrite (Ifs has one Eventhrite account - see Katelyn or Lon)         Give Smart <td>DUO https://in.virginia.edu/2stepfaq</td> <td>Big-IP Edge Client VPN</td>  | DUO https://in.virginia.edu/2stepfaq   | Big-IP Edge Client VPN  |
| Netbadge (We can use our HS password for Netbadge as well.)         Microsoft Edge, Excel, Outlook (including PST files), PowerPoint, Word           OneNote (Academic)         Onesse         Use syour computer log in – if it asks for credentials, your account has been closed – please contact Lori           Qualtrics         OneDrive         OneDrive           UNV Box         OneNote 2021 (Health System)           VVA Box         OneNote 2021 (Health System)           VVA Box         OneNote 2021 (Health System)           Variation of the system of the system of the system of data being collected and stored, but is an academic app, uses Netbadge & Duo         OneNote 2021 (Health System)           VVA Box         OneNote 2021 (Health System)         WebEx (video conferencing, not Softphone app)           UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS         Advance Web (AW) has its own password (userid & codemic password)           *// you get locked out or can't remember your password (userid & codemic password)         *// you get locked out or can't remember your password)           EverTrue         -legin in with userid@virginia.edu userid@virginia.edu or the others.]           -access via Advance web (MV) has its own password (userid & codemic password)         OneNote 2021 (Health System)           -orgen huith userid@virginia.edu as actemic password, but it could be a different email address - if you have problems, submit a help ticket to userid@virginia.edu and Netbadge (if you're still using the oid/long HS email address, you can solutint  |  |   |
| OneNote (Academic)         OnBase<br>Uses your computer log in – if it asks for credentials, your account has been closed –<br>places contact Lori           Qualtrics<br>Log in link is dependent on type of data being collected and stored, but is an<br>academic app, uses Netbadge & Duo.         OneDrive           UVA Box<br>Part of UVA, Netbadge & Duo         OneNote 2021 (Health System)           UNE SSO option with virginia as company domain or academic credentials         OneNote 2021 (Health System)           UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS         Advancement Performance (AP) – academic password (userid & cocdemic password)           "If you get locked out or can't remember your password, userid& unique password,<br>userid@virginia.edu, userid@userid.horg, or userid@htscmail.mcc.virginia.edu and Netbadge (If you're still using the old/long HS email address, you can<br>submit a help ticket to have it updated to one of the others.)           Tableau<br>-access via Advancement Hub and Netbadge         Other apps that University Advancement manages (see Technology link on Advancement Hub):<br>Civect. The Log is mail address - if you have problems, submit a help ticket to UA<br>Softphone/WebEx (not video conferencing WebEx)           For all UA managed apps other than AP – if you get locked out or can't remember your password – submit a Freshworks ticket via the Advancement Hub.<br>1. Cick on Help Desk link (top right)           2. Cick on Help Desk link (top right)         2. Cick on Help Desk link (top right)         3. Fill out the request           3. Fill out the request         1. Gick on Help Desk link and you'l receive an email aldoris your password           4.   |  |   |
| Uses your computer log in – if it asks for credentials, your account has been closed – please contact Lori         Qualitics       OneDrive         Log in link is dependent on type of data being collected and stored, but is an academic app, uses Netbadge & Duo.       OneNote 2021 (Health System)         UVA Box       Part of UVA, Netbadge & Duo       OneNote 2021 (Health System)         Zoom       UVE SSO option with virginia as company domain or academic credentials       WebEx (video conferencing, not Softphone app)         Use SSO option with virginia as company domain or academic password?       WebEx (video conferencing, not Softphone app)         UVE Obtained (AP) – academic password? (userid & academic password)       "WebEx (video conferencing, not Softphone app)         "Jou get locked out or conf tremember your password; (userid & academic password)       "You get locked out or conf tremember your password; set not to update your academic password above.         Advance Web (AW) has its own password; (userid & unique password)       "You get locked out or conf tremember your password; set not to update your academic password above.         Advance Web (AW) has its own password; (userid & unique password)       "You get locked out or conf tremember your password; set not update your academic password above.         Advance Web (AW) has its own password; set not update your academic password; but to update your academic password; but  | Netbadge (We can use our HS password for Netbadge as well.)  | Microsoft Edge, Excel, Outlook (including PST files), PowerPoint, Word  |
| Log in lunk is dependent on type of data being collected and stored, but is an academic app, uses Netbadge & Duo.       OneNote 2021 (Health System)         VMX Box       OneNote 2021 (Health System)         Vest Sot Option with virginia as company domain or academic credentials       WebEx (video conferencing, not Softphone app)         UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS       Advancement Performance (AP) – academic password (userid & academic password)         If you get locked out or can't remember your password, see how to update your academic password above.       Advance Web (AW) has its own password (userid & academic password)         EverTrue       EverTrue       EverTrue         -access via Advancement Hub and Netbadge       OneNote status         Other apps that University Advancement manages (see Technology link on Advancement Hub):       Cvent & Eventhrite (HS has one Eventhrite account – see Katelyn or Lori)         Give Smart       ImageNow       Marketing Cloud         Office RnD/Hybrid Work – userid@wirginia.edu & academic password, but it could be a different email address - if you have problems, submit a help ticket to UA Softphone/WebEx (not video conferencing WebEx)         For all UA managed apps other than AP – if you get locked out or can't remember your password – submit a Freshworks ticket via the Advancement Hub.         1.       Click on Password help         3.       Sign in using your userid@virginia.edu email address and Freshworks ticket via the Advancement Hub.         2.       C  | OneNote (Academic)   | Uses your computer log in – if it asks for credentials, your account has been closed –                                    |
| UVA Box         OneNote 2021 (Health System)           Part of UVA, Netbadge & Duo         WebEx (video conferencing, not Softphone app)           Use SSO option with virginia as company domain or academic credentials         WebEx (video conferencing, not Softphone app)           UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS         Advancement Performance (AP) – academic password, userid & academic password)           "If you get locked out or can't remember your password, see how to update your academic password above.         Advance Web (AW) has its own password (userid & unique password)           EverTrue         -login in with userid@virginia.edu, userid@vuahealth.org, or userid@hscmail.mcc.virginia.edu and Netbadge (If you're still using the old/long H5 email address, you can submit a help ticket to have it updated to one of the others.)           Tableau         -access via Advancement Hub and Netbadge           Other apps that University Advancement manages (see Technology link on Advancement Hub):         Cvert & Eventbrite (H5 has one Eventbrite account – see Katelym or Lori)           Give ampus         Give angus         Give angus         Give angus           Give Campus         Give Compus         Softphone/WebEx (not video conferencing WebEx)           For all UA managed apps other than AP – if you get locked out or can't remember your password – submit a Freshworks ticket via the Advancement Hub.         .           .         Click on Help Desk link (top right)         .         Click on Password help <td< td=""><td>Log in link is dependent on type of data being collected and stored, but is an</td><td>OneDrive</td></td<>   | Log in link is dependent on type of data being collected and stored, but is an   | OneDrive  |
| Zoom         WebEx (video conferencing, not Softphone app)           Use SSO option with virginia as company domain or academic credentials         UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS           Advancement Performance (AP) – academic password (userid & academic password)         *           'y ou get locked out or can't remember your password, see how to update your academic password above.         Advance Web (AW) has its own password (userid & unique password)           EverTrue         - <td< td=""><td>UVA Box</td><td>OneNote 2021 (Health System)</td></td<>  | UVA Box  | OneNote 2021 (Health System)  |
| Advancement Performance (AP) – academic password (userid & academic password)         "If you get locked out or can't remember your password, see how to update your academic password above.         Advance Web (AW) has its own password (userid & unique password)         EverTrue         -login in with userid@virginia.edu, userid@uvahealth.org, or userid@hscmail.mcc.virginia.edu and Netbadge (If you're still using the old/long HS email address, you can submit a help ticket to have it updated to one of the others.)         Tableau         -access via Advancement Hub and Netbadge         Other apps that University Advancement manages (see Technology link on Advancement Hub):         Cvent & Eventbrite (HS has one Eventbrite account – see Katelyn or Lori)         GiveCampus         GiveCampus         GiveCampus         Office RnD/Hybrid Work – userid@virginia.edu & academic password, but it could be a different email address - if you have problems, submit a help ticket to UA Softphone/WebEk (not video conferencing WebEx)         For all UA managed apps other than AP – if you get locked out or can't remember your password – submit a Freshworks ticket via the Advancement Hub.         .       Click on Page Desk link (top right)         .       Si  | Zoom   | WebEx (video conferencing, not Softphone app)   |
| *If you get locked out or can't remember your password, see how to update your academic password above. Advance Web (AW) has its own password (userid & unique password) EverTrue -login in with <u>userid@virginia.edu</u> , <u>userid@uvahealth.org</u> , or <u>userid@hscmail.mcc.virginia.edu</u> and Netbadge (If you're still using the old/long HS email address, you can submit a help ticket to have it updated to one of the others.) Tableau -access via Advancement Hub and Netbadge Other apps that University Advancement manages (see Technology link on Advancement Hub): Cvent & Eventbrite (HS has one Eventbrite account – see Katelyn or Lori) GiveCampus Give Smart ImageNow Marketing Cloud Office RnD/Hybrid Work – <u>userid@virginia.edu</u> & academic password, but it could be a different email address - if you have problems, submit a help ticket to UA Softphone/WebEx (not video conferencing WebEx) For all UA managed apps other than AP – if you get locked out or can't remember your password – submit a Freshworks ticket via the Advancement Hub. 1. Click on Plep Desk link (tor jnght) 2. Click on Password help 3. Sign in using your userid@virginia.edu email address and Freshworks password 4. If you don't remember your password 5. Fill out the request If you need help using all UA managed apps, submit a Freshworks ticket as noted above, except choose Application Support in Step 2.   | UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS   |   |
| EverTrue         -login in with userid@virginia.edu, userid@uvahealth.org, or userid@hscmail.mcc.virginia.edu and Netbadge (If you're still using the old/long HS email address, you can submit a help ticket to have it updated to one of the others.)         Tableau         -access via Advancement Hub and Netbadge         Other apps that University Advancement manages (see Technology link on Advancement Hub):         Cvent & Eventbrite (HS has one Eventbrite account – see Katelyn or Lori)         GiveCampus         GiveCampus         Marketing Cloud         Office RnD/Hybrid Work – userid@virginia.edu & academic password, but it could be a different email address - if you have problems, submit a help ticket to UA         Softphone/WebEx (not video conferencing WebEx)         For all UA managed apps other than AP – if you get locked out or can't remember your password – submit a Freshworks ticket via the Advancement Hub.         1.       Click on Plep Desk link (top right)         2.       Click on Plep Desk link (top right)         3.       Sign in using your userid@virginia.edu email address and Freshworks password         4.       If you don't remember your Freshworks ticket as noted above, except choose Application Support in Step 2.  |  |   |
| <ul> <li>-login in with <u>userid@virginia.edu</u>, <u>userid@uvahealth.org</u>, or <u>userid@hscmail.mcc.virginia.edu</u> and Netbadge (If you're still using the old/long HS email address, you can submit a help ticket to have it updated to one of the others.)</li> <li><b>Tableau</b> <ul> <li>-access via Advancement Hub and Netbadge</li> </ul> </li> <li><b>Other apps that University Advancement manages (see Technology link on Advancement Hub):</b> <ul> <li>Cvent &amp; Eventbrite (HS has one Eventbrite account – see Katelyn or Lori)</li> <li>GiveCampus</li> <li>GiveCampus</li> <li>Give Smart</li> <li>ImageNow</li> <li>Marketing Cloud</li> </ul> </li> <li>Office RnD/Hybrid Work – <u>userid@virginia.edu</u> &amp; academic password, but it could be a different email address - if you have problems, submit a help ticket to UA Softphone/WebEx (not video conferencing WebEx)</li> </ul> <li><i>For all UA managed apps other than AP – if you get locked out or can't remember your password</i> – submit a <i>Freshworks</i> ticket via the Advancement Hub. <ul> <li>Click on Help Desk link (top right)</li> <li>Click on Password help</li> <li>Sign in using your userid@virginia.edu email address and <i>Freshworks</i> password</li> <li>If you don't remember your <i>Freshworks</i> password or have never used it before, simply enter your email (userid@virginia.edu) and click on the Forgot Password link and you'll receive an email allowing you to update your password</li> <li>Fill out the request</li> </ul> </li> <li><i>If you need help using all UA managed apps</i>, submit a <i>Freshworks</i> ticket as noted above, except choose Application Support in Step 2.</li>  | Advance Web (AW) has its own password (userid & unique password)   |   |
| -access via Advancement Hub and Netbadge Other apps that University Advancement manages (see Technology link on Advancement Hub): Cvent & Eventbrite (HS has one Eventbrite account – see Katelyn or Lori) GiveCampus Give Smart ImageNow Marketing Cloud Office RnD/Hybrid Work – userid@virginia.edu & academic password, but it could be a different email address - if you have problems, submit a help ticket to UA Softphone/WebEx (not video conferencing WebEx) For all UA managed apps other than AP – if you get locked out or can't remember your password – submit a Freshworks ticket via the Advancement Hub. Click on Help Desk link (top right) Click on Password help Sign in using your userid@virginia.edu email address and Freshworks password Forgot Password link and you'll receive an email allowing you to update your password Forgot Password link and you'll receive an email allowing you to update your password Fill out the request If you need help using all UA managed apps, submit a Freshworks ticket as noted above, except choose Application Support in Step 2.   | -login in with userid@virginia.edu, userid@uvahealth.org, or userid@hscmail.mcc.virginia.edu and Netbadge (If you're still using the old/long HS email address, you can  |   |
| Cvent & Eventbrite (HS has one Eventbrite account – see Katelyn or Lori)<br>GiveCampus<br>Give Smart<br>ImageNow<br>Marketing Cloud<br>Office RnD/Hybrid Work – <u>userid@virginia.edu</u> & academic password, but it could be a different email address - if you have problems, submit a help ticket to UA<br>Softphone/WebEx (not video conferencing WebEx)<br>For all UA managed apps other than AP – if you get locked out or can't remember your password – submit a Freshworks ticket via the Advancement Hub.<br>1. Click on Help Desk link (top right)<br>2. Click on Password help<br>3. Sign in using your userid@virginia.edu email address and Freshworks password<br>4. If you don't remember your Freshworks password or have never used it before, simply enter your email (userid@virginia.edu) and click on the<br>Forgot Password link and you'll receive an email allowing you to update your password<br>5. Fill out the request<br>If you need help using all UA managed apps, submit a Freshworks ticket as noted above, except choose Application Support in Step 2.   |  |   |
| <ul> <li>Softphone/WebEx (not video conferencing WebEx)</li> <li>For all UA managed apps other than AP – if you get locked out or can't remember your password – submit a Freshworks ticket via the Advancement Hub. <ol> <li>Click on Help Desk link (top right)</li> <li>Click on Password help</li> <li>Sign in using your userid@virginia.edu email address and Freshworks password</li> <li>If you don't remember your Freshworks password or have never used it before, simply enter your email (userid@virginia.edu) and click on the Forgot Password link and you'll receive an email allowing you to update your password</li> <li>Fill out the request</li> </ol> </li> <li>If you need help using all UA managed apps, submit a Freshworks ticket as noted above, except choose Application Support in Step 2.</li> </ul>   | Cvent & Eventbrite (HS has one Eventbrite account – see Katelyn or Lori)<br>GiveCampus<br>Give Smart<br>ImageNow<br>Marketing Cloud  |   |
| <ol> <li>Click on Help Desk link (top right)</li> <li>Click on Password help</li> <li>Sign in using your userid@virginia.edu email address and <i>Freshworks</i> password</li> <li>If you don't remember your <i>Freshworks</i> password or have never used it before, simply enter your email (userid@virginia.edu) and click on the Forgot Password link and you'll receive an email allowing you to update your password</li> <li>Fill out the request</li> </ol> If you need help using all UA managed apps, submit a <i>Freshworks</i> ticket as noted above, except choose Application Support in Step 2.  | Softphone/WebEx (not video conferencing WebEx)   |   |
|  | <ol> <li>Click on Help Desk link (top right)</li> <li>Click on Password help</li> <li>Sign in using your userid@virginia.edu email address and <i>Freshworks</i> password</li> <li>If you don't remember your <i>Freshworks</i> password or have never used it before, simply enter your email (userid@virginia.edu) and click on the<br/>Forgot Password link and you'll receive an email allowing you to update your password</li> </ol> |   |
|  | If you need help using all UA managed apps, submit a Freshworks ticket as r  | noted above, except choose Application Support in Step 2.   |
| HSDO IT MANAGED APPLICATIONS   | HSDO IT MAI  | NAGED APPLICATIONS  |

## Lori may be able to answer questions about/help with academic, Health System, and University Advancement managed apps.

Adobe Acrobat & Creative Cloud (see UVA Box, https://virginia.box.com/s/bsj32hf4lr4aeo9sx6yiq6zdjq0rpgf0, for account email to use in order to reset password)

MIA Calendar (SharePoint) – use academic credentials

**Microsoft Visio** 

For apps not listed above, including GPP/HPP, Tableau for GPP/HPP, other in-house databases, etc., or requests for new apps – please contact Lori or Joby.