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

ACADEMIC/UVA CREDENTIALS = *userid@virginia.edu & UVA password*	HEALTH SYSTEM (HS)/COMPUTER* CREDENTIALS = *userid@uvahealth.org & HS password*
-updated annually -updated via Identity and Access Management (IAM) Portal (https://in.virginia.edu/password)* **Contact ITS Helpdesk at 434.924.HELP or 4help@virginia.edu if you have problems updating your academic password or help with applications listed in this column.**	-updated every 60 days -is updated via ctrl+alt+delete and Cisco VPN/Big IP (look for instructional email from Lori) or contact the HIT Helpdesk **Contact HIT Helpdesk at 434.924.5334 or helpdesk@uvahealth.org if you forget your HS password, lock yourself out, or need help with 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 Digital certificate required, uses "push" or DUO code for access	**Adobe Reader**
DUO https://in.virginia.edu/2stepfaq	**Big-IP Edge Client VPN**
MIA Calendar (SharePoint)	**DUO** https://in.virginia.edu/2stepfaq
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)	**OnBase** Uses your computer log in – if it asks for credentials, your account has been closed – please contact Lori
Qualtrics Log in link is dependent on type of data being collected and stored, but is an academic app, uses Netbadge & Duo.	**OneDrive**
UVA Box Part of UVA, Netbadge & Duo	**OneNote 2021 (Health System)**
Zoom 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@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
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.
1. Click on **Help Desk** link (top right)
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 *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
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.

HSDO IT MANAGED 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.