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

| ACADEMIC/UVA CREDENTIALS = | UVA HEALTH/HEALTH SYSTEM (HIT/HS) & COMPUTER* CREDENTIALS = |
|---|---|
| **userid@virginia.edu & UVA password** | **userid@uvahealth.org & HS password** |
| -updated annually<br>-updated via Identity and Access Management (IAM) Portal (https://in.virginia.edu/password)*<br><br>**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<br>-is updated via ctrl+alt+delete and Cisco VPN/Big IP (look for instructional email from Lori) or contact the HIT Helpdesk<br><br>**Contact HIT Helpdesk at 434.924.5334 or submit help ticket via ServiceNow Health if you forget your HS password, lock yourself out, or need help with applications listed in this column.**<br><br>**\*Computer log in uses userid only and HS password** |
| **ACADEMIC (ITS) Managed Applications other than AP** | **UVA HEALTH IT (HIT) Managed Applications** |
| **-Cisco Secure Client VPN and OPSWAT** Digital certificate required, uses "push" or DUO code for access<br><br>**-DUO** https://in.virginia.edu/2stepfaq<br><br>**-Microsoft Teams** (& limited apps in Teams, including **SharePoint**)<br><br>**-Netbadge** (We can use our HS password for Netbadge as well.)<br><br>**-Qualtrics**<br>Log in link is dependent on type of data being collected and stored, but is an academic app, uses Netbadge & Duo.<br><br>**-OneNote (Academic)**<br><br>**-UVA Box**<br>Part of UVA, Netbadge & Duo | **-Big-IP Edge Client VPN**<br><br>**-DUO** https://in.virginia.edu/2stepfaq<br><br>**-HS Box**<br><br>**-Microsoft Edge, Excel, Outlook (including PST files), PowerPoint, Word**<br><br>**-OnBase**<br>Uses your computer log in – if it asks for credentials, your account has been closed – please contact Lori<br><br>**-OneNote 2021 and OneDrive**<br><br>**-Zoom Workplace**<br>Use SSO option with **uvahealth-org** as company domain or Health System credentials |

## UNIVERSITY ADVANCEMENT (UA) MANAGED APPLICATIONS

*For all UA managed apps except AP – if you get locked out or can't remember your password* – submit a *Freshworks* ticket via 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.

**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** - generally set up with userid@virginia.edu and Netbadge

**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** – generally set up with userid@virginia.edu & academic password

## UVAHD IT MANAGED APPLICATIONS

**Lori may be able to answer questions about/help with academic, HIT/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 Access databases, etc., or requests for new apps – please contact Lori.**