**Office 365**

UNCW offers comprehensive email and calendaring services through Office 365. Faculty and staff have five licenses to download Microsoft Office on their personal devices for as long as they work at UNCW – for free!

**Faculty & Staff Features:**
- 50 GB Email
- 100 GB Online Email Archive
- 1TB OneDrive for Business (cloud storage)

For more information about the benefits of Office 365, please visit [uncw.edu/office365](http://uncw.edu/office365).

**UNCW Email Access:**
You may access your email by visiting mail.uncw.edu or using the mySeaport Portal at myseaport.uncw.edu.

**More Info:** [UNCW.EDU / EMAIL](http://uncw.edu/)

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**Office 365**

**ITS Resources**

**Tech Nest**
Tech Nest, our interactive technology space, is located in the Fisher University Union, room 1002. We offer emerging, hands-on technology and training classes in this venue.

**More Info:** [UNCW.EDU / TECHNEST](http://uncw.edu/)

**TAC Repairs**
TAC Repairs is a repair center for personally owned devices, which is located on the first floor of Randall Library beside the TAC.

**More Info:** [UNCW.EDU / TACREPAIRS](http://uncw.edu/)

**Skillport**
Skillport is computer based training (CBT) that offers free online books, courses and instructional videos.

**More Info:** [UNCW.EDU / SKILLPORT](http://uncw.edu/)

**Personal Computer Discounts**
Purchasing through the University’s Apple and Dell stores will provide you with educational discounts.

**More Info:** [UNCW.EDU / COMPUTERS](http://uncw.edu/)

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**Office 365**

**Tech Talk Newsletter**
Tech Talk keeps you up to date on the latest IT initiatives and happenings. Please subscribe to the newsletter on the Tech Talk home page.

**More Info:** [UNCW.EDU / TECHTALK](http://uncw.edu/)

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**Office 365**

**mySeaport Portal**
mySeaport is UNCW’s campus portal used to access numerous applications and services.

**To Access:** [MYSEAPORT.UNCW.EDU](http://myseaport.uncw.edu)  
(login with your UNCW username and password)

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**Office 365**

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*All photos in the brochure are property of UNC Wilmington and were captured by Jeff Janowski.*
**Office Phones**

To make an off-campus call, dial 9 and the phone number. For assistance with programming, features and purchasing please submit a request through the ITS Request System ([uncw.edu/tac](uncw.edu/tac)) or contact the TAC at 910.962.HELP (4357).

**WiFi Network**

ITS provides two wireless Networks, hawkwifi and seahawkguest, for faculty, staff, students and guests at UNCW. Faculty, staff and students should use hawkwifi to connect to the Internet for secure wireless access.

**ITS Request System**

The ITS Request System is a Web-based tool, accessible through [uncw.edu/tac](uncw.edu/tac), that provides an easy way for you to request IT support and services, to find answers to your IT questions and to help resolve your computing problems as quickly as possible. Submitting tickets online ensures expedited routing to the appropriate areas.

The ITS Request System is comprised of the ITS Service Catalog and the ITS Knowledge Base which are accessible through the Technology Assistance Center’s (TAC) homepage at [uncw.edu/tac](uncw.edu/tac).

**ITS Service Catalog**

The Service Catalog is a menu of all the campus technology which ITS helps to support. To submit a ticket, browse the services to find the one that relates to your question, then select the “Submit a Ticket” button.

**ITS Knowledge Base**

The knowledge base provides “self-help” solutions without generating a ticket. Browse through the collection of articles to troubleshoot your technology issue.

**IT Security Tips**

UNCW is committed to providing a safe and secure computing environment. For more details, please visit [uncw.edu/besafe](uncw.edu/besafe).

**UNCW Account & Email**

Your account is your university identity. Don’t use your UNCW email to sign up for solicitations or for personal use. Don’t open links or attachments from anyone you do not know or from any email that seems suspicious.

**Passwords**

Use strong and unique passwords for every account. Change them often, and do not share them with anyone!

**Responsible Use Policy**

Please visit [uncw.edu/responsibleuse](uncw.edu/responsibleuse) for UNCW’s standards of responsible use.

**Antivirus**

Antivirus and other security related software is already installed on UNCW-owned computers. For more information, visit [uncw.edu/virus](uncw.edu/virus).

**Devices**

Never leave a computer or device logged in when unattended. Keep your devices up to date and secured with a password or PIN.

**Personal Information**

Social security numbers, birth dates and other information that could identify you should not be shared, except in rare circumstances.

**Public (unsecure) WiFi**

Limit usage of public Wi-Fi when possible, and never access personal or private information when on an unsecure Network.

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