



Welcome to ORE

<https://research.uncg.edu/oretech/>



This document contains the basics of getting started in the UNCG Computing environment. Please save this for later reference as it contains a lot of information.

Computing Accounts:

To activate your computing accounts, you must first visit HR and be given a University ID number.

Once you have an ID number an email will be generated about a week before your start date guiding you through the account creation process

You will be required to reset your password once per year. Reset your password at reset.uncg.edu.

To log into your account, you will be required to use Multi Factor Authentication (MFA). For instructions on how to set that up, see [this article](#). For more information about MFA and why it is important, see [this FAQ](#).

Data Storage

OneDrive

[OneDrive](#) handles file storage and sharing. Each user has access to 3TB of personal storage. (This does not include Team files.)

N and O Drives

On-campus-only dedicated network drive. Can only be shared with UNCG accounts. Not Available off campus without a VPN connection. Approved for Medium Risk Data storage. More info on the N drive is available here: [N and O Drive info](#)

Local/Desktop Storage

Data stored on your local desktop is at risk of data loss due to corruption and computer crashes. We recommend only using your desktop as a TEMPORARY storage location for documents you are working on. If you want to back up your local desktop you can do so using [Google Backup and Sync](#).

Microsoft SharePoint

Departments use Microsoft [SharePoint](#) as a secure place to collaboratively store, organize, share, and access information from any device. All you need is a web browser, such as Microsoft Edge, Internet Explorer, Chrome, or Firefox.

S Drive

MyFiles User Space is for faculty, researchers, staff, and students to use as personal space when UNCG's preferred cloud-storage services are not suitable. This space is used to store files and folders that are not shared with anyone else. [S Drive Info](#)

Data Security

You must choose the appropriate service for the data files you wish to store. Business, academic, and research data are subject to the university's [Data Classification Policy](#) which defines four classes of data concerning risk: High, Moderate, Low, and Minimal.

If you work with High, Moderate, or Low-Risk data, you must use an approved storage solution for that class of data. Approved storage solutions, by classification level, can be found in the tables of [University Data Storage Requirements](#). (Security measures including classifications are set by ITS working in cooperation with the Data Stewards.)

On the other hand, if the data files you are storing fall into the Minimal Risk class (e.g., general business docs), then you can choose any of the available storage options.

Wi-Fi

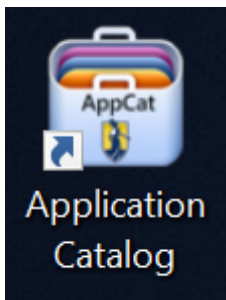
Your computer will automatically connect to the “GCN” Wi-Fi while on campus. The other Wi-Fi networks you see (Eduroam and UNCG-Wireless) are for guests.

Telephone Services

Telephones are run through Microsoft Teams. You can learn more about Teams at UNCG [here](#). For information on requesting a phone number and making calls, see [here](#).

Software

Your computer comes preinstalled with some basic software such as Google Chrome, MS Office and Adobe Reader. UNCG offers additional software you can install by clicking on the “Application Catalog” shortcut on your desktop.



You also have access to these Web Applications:

- [MICROSOFT 365 @ UNCG \(Outlook, Calendar, OneDrive, Teams, Office\)](#)
- [Qualtrics](#)
- [RedCap](#)
- [Venngage](#)
- [Draw.io](#)
- [Canvas](#)

If you need access to software that is not in the Application catalog or on this list please reach out to our helpdesk at oretech@uncg.edu. Software purchases must be reviewed by UNCG legal and UNCG ITS prior to purchase.

Remote Access

You can access most of UNCG's resources from home or any device connected to the internet by visiting Mycloud.uncg.edu. Mycloud is a virtual application delivery service that will allow you to connect to campus resources while away from UNCG. More information on Mycloud is available here: [MyCloud at UNCG](#)

Desktops and Laptops

Computing hardware is standardized at UNCG. New Employees are typically issued a New computer upon arrival. New laptops come with a 3 year accidental warranty that

covers any damage done to the device. You are allowed 1 accident per contract year. If you have any issues with your workstation please reach out to our helpdesk at oretech@uncg.edu

It is ORE Policy that employees must not use their personal devices as their primary work device. Saving work data on your home computer is prohibited.

Office of Research Leave Requests

ORE uses a standardized leave request process for all employees that can be accessed here: [ORE Leave Request form](#)

This form will generate an email to your supervisor asking for approval. Please use this form when requesting Vacation, Sick or other leave.

ORETECH

ORE Helpdesk – The Office of Research has its own computer helpdesk with internal staff that specialize in helping your department. We can be reached by emailing ORETECH@UNCG.EDU . This email address can be used for ANY technology issue you may run into.

ORETECH offers the following services:

Desktop and printer support

Website support

IT projects and consultation

Conference rooms & A/V support

Recording & livestreaming events

Server & network architecture support

Digital Displays

Data Analytics

Software Purchasing

Data security issues