Information Technology

The Office of Information Technology (OIT) located at 300 Lem Morrison Drive, offers computing and communication services to the university community and reports to the Chief Information Officer. OIT provides Auburn University with a reliable, secure information technology infrastructure and technical support that enables and encourages the effective use of information technology. Contact OIT via the IT Service Desk at (334) 844-4944, via email at itservicedesk@auburn.edu, online at https://auburn.service-now.com/it (https://auburn.service-now.com/it/) and follow us on Twitter (@AuburnOIT (https://twitter.com/auburnoit/?lang=en)), Instagram (@auburnoit (https://www.instagram.com/auburnoit/?hl=en)) and Facebook (Auburn University OIT (https://www.facebook.com/auburnoit/)).

Connectivity

Auburn University's campus network is the Ethernet backbone linking computers and networks in all buildings to each other and Auburn University to the Internet. Auburn University is also a participant in the Internet2 initiative. A secure wireless network, AU WiFi, is available to Auburn students and employees in most public spaces on campus, in classrooms, and in the campus residence halls.

Computing Access

Each currently enrolled student has a username and password, which provides access to AU Access, an Auburn.edu email, network storage, OIT computing stations, Tiger Print, restricted online class materials, and other computing resources. Students have web access to the student information system via the My Academics tab in AU Access, where they can register for courses, view grades, and access additional student services. eBill provides online payment of University fees as well as account summaries. Students log into AU Access for registration, billing, and academic records. Many online resources are also accessible through mobile devices via the official Auburn University mobile app (https://www.auburn.edu/app (https://www.auburn.edu/app/)).

Computing stations and labs across campus are available for use by students and employees. OIT maintains several computing labs, most of which are available 24 hours a day. OIT computing labs have general-purpose software for database, spreadsheet, word processing, web browsing, email, and course-specific software.

Identity Management

Identity Management issues ID cards for all Auburn University affiliates and employees, assists in resolving username and password issues, and manages faculty access to appropriate resources. To request access for an ID for an affiliate, please use the Access Request Form (https://www.auburn.edu/administration/human_resources/employeeid/). For more information contact IDM at idm@auburn.edu or call (334) 844-4386.

Online Resources

Auburn University is committed to providing convenient and secure web applications to the University community. Student admissions, registration and records, campus directory services, administrative systems, email, and instructional and research tools are available to the Auburn University students and employees.

University colleges, schools, and departments maintain websites specific to their areas. The Auburn website includes online directory services, news, calendars, a campus map, and a search engine. AU Access, the campus portal, SharePoint and restricted webspace are provided for sensitive information. The Office of Information Technology website is located at https://auburn.service-now.com/it/ (https://auburn.service-now.com/it/?id=index). It serves as a central dissemination point for information about and assistance with computing, information technology, multimedia, and telecommunications at Auburn University.

Instructional Technology

Auburn University is dedicated to providing all faculty and students with effective technology to enhance teaching and improve learning. Canvas provides ways for faculty to manage course activities and content, and ways for students to interface with their course material, teachers, and each other. For more information on Canvas and other instructional technology support see: https://biggio.auburn.edu/programs/instructional-technology-programs (https://biggio.auburn.edu/programs/instructional-technology-programs/).

Web-based technologies are available for hybrid and online education programs and to enhance the online learning experience for all students. Several technology-enhanced classrooms are available on-campus, as are several special course-specific computer classrooms and general computer labs.

Telecommunications

OIT provides telephone, data network (wired and wireless), and Cable TV services for all academic and administrative campus buildings, and wireless network to dormitories. Additional information on Telecommunications services available to AU students including cellular service discounts.

Infrastructure Planning

OIT participates in all building committees for new buildings and major renovation projects. Through this process, OIT ensures that telecommunications, audio/visual, and networking needs are addressed and that these systems are properly designed. OIT meets regularly with the Facilities Division to coordinate necessary infrastructure improvements. In support of Auburn University's mission, OIT is continually planning and upgrading its backbone copper, fiberoptic cabling infrastructure, and core network equipment to meet Auburn University's growing data and telecommunications needs.

Support

Training, documentation, and consulting are provided for Auburn University students and employees via orientations, seminars, workshops, publications, and the IT Service Desk. The IT Service Desk is available on University business days and Sundays to answer questions and offer assistance on IT-related issues. Contact the IT Service Desk at (334) 844-4944, via email at itservicedesk@auburn.edu, or drop by the third floor of the RBD Library. Hours of operation can be found at https://auburn.service-now.com/it (https://auburn.service-now.com/it/).

The Office of Information Technology does not administer an academic program. Inquiries concerning computer curricula should be directed to the Samuel Ginn College of Engineering or the Raymond J. Harbert College of Business.

Policies

Auburn University's Information Technology policies are on the web at www.auburn.edu/oit/policies (https://auburn.service-now.com/it/?id=sc_cat_item&sys_id=b64d6ea9db155810fbade02b13961978). Email (username@auburn.edu) is an official means of communication at Auburn University. As such, students are responsible for checking their Auburn University issued email account in a timely fashion and on a regular basis.