

# ITS Help Desk Software Support Standards for Students

## Overview

The following services are supported by the ITS Help Desk for students, faculty, and staff. For support hours, please see the [ITS Help Desk Hours of Operation](#).

### Account Support

- ArgoNet and MyUWF Accounts
  - [Account Activation](#)
  - [Username and Password Recovery](#)
- [Florida Shines Logins](#)
- [Google Workspace](#) apps (such as Gmail, Calendar, Drive, Groups, and Meet)
  - [Training materials and support documentation for Google Workspace apps](#)

### eLearning Support

- [eLearning](#)
  - [Accessing eLearning](#)
- [Respondus Lockdown Browser](#)
- [TurnItIn](#)
- [TurningPoint Clickers](#)

### Other Supported Services

- [ArgoApps](#)
- [ArgoAir - Wireless](#)
- [Campus Computer Access](#)
  - [On-campus Computer Labs](#)
- [Citrix Receiver](#)
- [Common Web Browsers](#) (for issues relating to UWF services)
  - [Google Chrome \(RECOMMENDED\)](#)
  - [Firefox \(RECOMMENDED\)](#)
  - [Apple Safari](#)
  - [Microsoft Edge](#)
- [Confluence](#)
  - Students should not click **Log In** at the top right in Confluence
- [DocuSign](#)
- [Dynamic Forms](#)
- [File Storage \(H Drives\)](#)
- [Jira](#)
- [Microsoft Office 365 Installation and Setup](#)
- [MyUWF](#)
- [Qualtrics](#)
- [Spam/Phishing Response](#)
- [Technology Alerts](#)
- [UWF.edu](#)
- [UWF Mobile Apps](#)
- [Zoom](#)

### Unsupported Software

Software titles not listed above are considered unsupported. Unsupported software includes recommended and supported software that is older than the two most recent versions.

### Additional Services Provided for Faculty and Staff

For additional software and services provided for faculty and staff, please see [ITS Help Desk Software Support Standards for Faculty and Staff](#).

### FAQs

The ITS Help Desk may offer best effort troubleshooting for some services not listed above if it supports UWF business or the academic mission. Questions related to the use of software and services for schoolwork should be addressed by the course instructor.

### ITS Help Desk

(850) 474-2075  
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