

Technology: Troubleshooting & Tips

E-mail Support

Both the UA Statewide (username@alaska.edu) and UAF (username@uaf.edu) e-mail systems are supported by OIT. For specific questions or assistance with your account, please contact the OIT Support Center at 450-8300 or e-mail helpdesk@alaska.edu.

Webmail

If you have a uaf.edu e-mail address you can access webmail at <http://webmail.uaf.edu>

If you have an alaska.edu address you can access webmail at <http://webmail.alaska.edu>

New and Lost Passwords

If you need to reset or change your e-mail password you can do so by following the instructions on the webmail login page.

My UAOnline pin doesn't work...help!

Your PIN is initially set to your Date of Birth (6 digits: MMDDYY). If you already changed it and forgot it, select "Forgot PIN?" to answer your security question. If you still can't gain access, it can be reset through any of the following options:

- Contact the UAF Help Desk (800-478-8226), the UAF Registrar's Office (877-474-6046), or your local Campus to request a PIN reset. You will be asked a series of security questions before we are able to reset your PIN.
- Fax a legible copy of your picture ID, phone number, e-mail address, signature and request to reset PIN to 474-7097, 474-6280, or your local campus. You will be contacted by e-mail once reset.
- Bring a picture ID to you local campus to request a PIN reset.

NOTE: A directory or confidentiality hold on your records will require you to present a picture ID at a local campus to have your PIN reset.

Get your UAF grades online

Access your grades, unofficial transcript, account summary and holds at <http://uaonline.alaska.edu>.

- Enter your student ID.
- Enter your personal identification number (PIN). This is the same number you have used to register on the web. Your PIN is initially set to your date of birth in the MMDDYY format. For example, June 1, 1977 is 060177; Oct. 19, 1980 is 101980. (If you have already signed in to UAOnline, you have changed your PIN.)

Audioconference

Students in the same area are expected to meet together for audioconference classes. Meet at the local campus, school or home that is most accessible to students in your local area.

Be ready to dial in about 5 minutes before the designated start time. It is strongly suggested that you use a speaker phone with a mute button. Keep the phone on mute except when you are speaking.

State your name and location when asking or answering a question or making a comment. You don't need to wait until being called on to speak, but wait until you are sure the person speaking has completely finished.

Blackboard

If you are taking a Blackboard course, go to <http://classes.uaf.edu> to log in.

If you don't know your username, or need to reset your password, go to <https://elmo.alaska.edu>.

Some web browsers work better with Blackboard than others. If you experience problems, consider using the Firefox 3 browser; it works well with Blackboard on all computer operating systems. You can download Firefox here: <http://getfirefox.com>

If you have problems logging into Blackboard or you have problems with Blackboard, contact the Office of Information Technology Help Desk at 450-8300 or 1-800-478-8226 or helpdesk@alaska.edu.

Elluminate Live

Check two or three days BEFORE THE FIRST CLASS to verify that your computer is ready to participate.

The first time you use Elluminate, you will need to download the Java Web Start program. Go to www.illuminate.com/support/index.jsp. It takes about 5 minutes to download the program on a fast connection; if you have a slower connection, allow more time. You can also test your audio here by selecting the 'Configuration Room' link under Step 2 - Complete your setup.

A headset with microphone is recommended. If your course materials do not include a headset, ask the CRCD Bookstore about purchasing one.