The IT Help Desk offers an abundance of IT resources to help you excel in a way that only a Ragin' Cajun can.

- UCS Account Questions
- Password Retrievals
- Campus Connectivity Issues
- Moodle Questions
- Software Downloads

Lagniappe

⇒ Managing your UCS Account Password
Passwords can be created/changed online using the ONLINE PASSWORD RESET/CREATE UTILITY or in-person at the Help Desk with a picture ID.
https://helpdesk.louisiana.edu/password

⇒ Connecting to the Wireless Internet on Campus
Our wireless network is UL-WiFi. Select the UL-WiFi network, open a web browser and enter in your CLID & password.
https://helpdesk.louisiana.edu/wifi

⇒ Creating an Email Alias
By default email addresses are in the format: CLID@louisiana.edu. You can elect to create a unique address that is more secure and easier to use.
https://helpdesk.louisiana.edu/alias

⇒ Requesting ISIS/TSO Access
The ISIS database incorporates most of the administrative information in the University. Your department will let you know if you will need access to this database. The ISIS/TSO access is requested online.
https://helpdesk.louisiana.edu/isistso

⇒ Requesting UConnect VPN access
UConnect allows access campus resources while you’re away from the campus. Remote Access will need to be approved by your supervisor/department head.
https://helpdesk.louisiana.edu/uconnectrequest

⇒ Accessing WebAID
WebAID is a web-based administrative info database, accessed through the ULink portal, which is used by employees to record payroll time data.
https://helpdesk.louisiana.edu/webaid

For more information on these topics and many more, please visit the Help Desk website.
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