Accounts

Forestry IT *does not create logon or email accounts*, they're driven by appointments by UBC HR

Fac/staff: all accounts are appointment driven, see your Dept. Admin
Students: all student accounts are created by Central IT when registration has completed

Web, Email, Collaboration and Teaching Resources

UBC Teams: [Microsoft Teams | UBC Information Technology](#)
UBC OneDrive: [Microsoft OneDrive | UBC Information Technology](#)
UBC Zoom account and licensing: av.helpdesk@ubc.ca
UBC Systems Status: https://status.it.ubc.ca/
Email issues: https://ubc.service-now.com/selfservice
Teaching Tech: Canvas/Zoom/other web: forestry.tls@ubc.ca or LT Hub: lt.hub@ubc.ca
AV classroom and other AV support: forestry.tls@ubc.ca
General web support and Faculty reporting Tool: forestry.web@ubc.ca
Enhanced CWL: https://privacymatters.ubc.ca/learn-about-enhancedcwl

Trimble Software & Equipment

Trimble software licensing: Email forestry.licensing@ubc.ca
Trimble equipment request: field.equip@ubc.ca

- Requests for Teaching Equipment to be send by **Faculty members (instructors)** only
- A **minimum of a 1-week notice** is required for every Teaching or Trimble equipment request: major requests, e.g. Spring and Fall camps, should provide a minimum of 2-weeks' notice
- All gear must be returned at the agreed date, without delay or reminder
- Avoid booking equipment for the entire term or long periods of time

Other Software and Software Training

UBC site licenses: https://it.ubc.ca/services/desktop-print-services/software-licensing
Office for home use: https://www.microsoft.com/en-ca/home-use-program?rtc=1
AutoDesk, VR and AR software licensing: Email forestry.licensing@ubc.ca
GIS centric software licensing: gis.forestry@ubc.ca, info at [UBC Geospatial Technology and Resources | UBC GIS](#)
GIS technical support: ht.li@ubc.ca
Other currently available software for Forestry owned devices: Forestry.ithelp@ubc.ca
IT Training resources: http://lynda.ubc.ca/
UBC VPN: https://ubc.onthehub.com Cisco AnyConnect Secure Mobility Client with Umbrella, also available from the Microsoft Store or Apple Store
UBC Anti-virus: https://ubc.onthehub.com Cisco Secure Endpoint

🔒 Copyright/Privacy & IT Standards

Copyright guidelines: https://copyright.ubc.ca/guidelines-and-resources/copyright-guidelines/
Privacy guidelines: https://universitycounsel.ubc.ca/access-and-privacy/
Computing Procedures and guidelines: https://cio.ubc.ca/information-security-standards-resources

🖥 IT Equipment Quotes & Purchasing

Quotes: fill out the form then email to forestry.ithelp@ubc.ca
Purchasing: forestry.finance@ubc.ca and attach the above form from your IT person
Office bare minimum desktop standard: CPU = i7 gen 12, RAM = 16 GB, disk = 1 TB SSD
Research bare minimum desktop standard: CPU = i7 gen 12, RAM = 32 GB, GPU = Quadro P2000 or better with 4 GB or better VRam, disk = 1 TB SSD plus addition 8 TB data disk(s)
Warranty: three (3 years) onsite bare minimum

📱 Cellular

Information: Cellular Devices and Services | UBC Finance

Forestry IT support for smartphones is limited

🗄 Research Storage and Computing

Small needs, start the conversation with Forestry IT: forestry.ithelp@ubc.ca
Larger needs, start the conversation with UBC ARC: https://arc.ubc.ca/

📝 Faculty Shared Drive

Faculty shared drive usage: administrative & business, teaching and research files (research is a cost recovery service).
Info, access permissions or connectivity information: forestry.ithelp@ubc.ca
Mapping the Shared Drive: https://it.ubc.ca/services/web-servers-storage/teamshare-storage-service/setup-documents

- Windows: \\files.ubc.ca\team\FRST
- Mac: **smb://files.ubc.ca/team/FRST**
- Both work off campus under UBC's VPN