**GENERAL SERVICES**

**Information Center**
The Information Center, located on the first floor of the Eppeley Administration Building, provides general information and referrals to appropriate offices. Hours are Monday through Friday 8:00 a.m. - 5:00 p.m.

Courtesy telephones are located in each major building on campus for contacting Campus Security, placing on-campus calls, as well as local Omaha calls.

Free notary services are available for faculty, staff and students during normal business hours.

The general information number is 402-554-2800. Persons outside the local Omaha calling area can reach the University of Nebraska at Omaha Information Operator during normal business hours by calling 1-800-858-8648.

**The Dr. C.C. and Mabel L. Criss Library**
The University of Nebraska Omaha (UNO) libraries include the Dr. C.C. and Mabel L. Criss Library (Criss Library) and the KANEKO-UNO Library.

The KANEKO-UNO library, located within KANEKO at 11th and Jones Streets in Omaha’s Old Market is a distinctive space for study, research, collaboration, and investigation. The space and the collection of over 1,000 items address the theme of creativity, and they combine to inspire visitors to expand their horizons across many disciplines.

Criss Library is centrally located on UNO’s Dodge campus, and offers services and facilities for study, teaching, creativity, collaboration and research. Criss Library is open 98 hours per week during the fall and spring semesters, with adjusted hours observed during the summer and intercessions.

Collaborative spaces include: high-tech group study rooms equipped with wide-screen monitors and whiteboards; three four classroom labs; a new flexible iClassroom lab featuring 40 dual-boot MacBook Pro laptops, Apple TV, theater seating to accommodate over 40 participants, HD projection on a 120” screen and surround sound; and individual study rooms.

Additional amenities features include: a beautiful outdoor garden patio; café; theater room equipped with a Blu-ray disc player, surround sound, HD projector; 110 inch projection screen, cable television, iPod docking station, and PC; the H. Don and Connie Osborne Family Art Gallery; new Creative Production Lab complete with 3D printers laser cutter, top-of-the-line video and audio editing software, poster-size scanner and color printer, graphic design software, HD camcorders with wireless microphones, green screen, whisper booth, and numerous software choices for multi-media production.

The library’s collection supports the teaching, learning, research, and creative needs of students, faculty, and staff through a variety of formats including, print and e-books, physical and streaming media, digital image collections, journals, newspapers, electronic databases, and government documents. Material not available in the Criss Library collection can be borrowed from other libraries via Interlibrary Loan.

The library’s collection is located on open shelves and arranged according to the Library of Congress classification system. The library’s newly improved Archives & Special Collections has been updated to include more space and adjustable seating arrangements for individual or large group visits. The department’s diverse collections include the University Archives, U.S. Senator Chuck Hagel Archives, as well as other special collections including regional history material, rare books, and the Arthur Paul Afghanistan Collection.

The Library’s holdings are accessible through the library’s website, library.unomaha.edu. UNO students, faculty and staff may check out materials with their UNO ID card at any of the four University of Nebraska campuses, as well as 41 other Nebraska college and university libraries. Additional media items available for checkout are: video cameras, tripods, audio recorders, laptops, Kindles and iPads.

Research and Instruction librarians are available via text, chat, phone, email, and in person to answer questions, help students and faculty use library resources, and assist with research when and where it’s needed. Librarians also offer instruction sessions tailored toward a particular course or assignment. These sessions focus on key concepts for conducting research, including how to identify, navigate, and evaluate information resources.

For additional information, visit library.unomaha.edu (http://library.unomaha.edu).

**Information Services (IS)**

**Technical Support**
Eppeley Administration Building Room 104
Hours: 8:00 am - 5:00 pm Monday through Friday
Phone: 402-554-4357
866-866-2721
Email: unohelpdesk@unomaha.edu
Internet: http://is.unomaha.edu
Knowledge base: http://requestcenter.unomaha.edu

**Administrative Offices**
Eppeley Administration Building Room 110
Hours: University business hours
Phone: 402-554-4357
FAX: 402-554-3475

**Services Available at IS Technical Support**
IS Technical Support can help with account issues and technical services such as Blackboard and Email. Other services include:

- Laptop Check Out Program
- Computer Lab with Scanners

IS Technical support does not fix personal computers, but they can make recommendations and have negotiated UNO discounts with local computer repair facilities.

For help:

- Walk-in
  - Eppeley Administration Building, Room 104
  - Open: Monday - Friday 8:00 am to 5:00 pm
- Phone
  - 402-554-4357
  - Toll Free: 1-866-866-2721
- Online
  - Email: unohelpdesk@unomaha.edu

If you have a problem you need to report or need an account changed, you can do it online. Submit a ticket at http://requestcenter.unomaha.edu for common requests such as: Account Status Change Requests, Voicemail Password Resets, and Group & Org Email Requests

**UNO NetID**
The UNO NetID is your username and password for online services that are specific to UNO. Every student, faculty and staff member has a UNO NetID. Your NetID and all associated accounts are automatically generated
upon enrollment of class, registration for orientation, or as part of the hiring process. It typically takes 2 to 3 days for accounts to be completely generated and accessible.

**How can I get my NetID Username and Password?**
You will need your NUID and password to look up your username and set your password.

- To look up your NetID username visit https://idm.unomaha.edu/idm/user/netidlookup.jsp
- To set your NetID password visit: https://idm.unomaha.edu/idm/user/forgotpassword.jsp

**What Services use the NetID?**
- Email - gMAV for students and Office 365 for faculty and staff
- Blackboard
- Box

For a list of others services please visit my.unomaha.edu (http://my.unomaha.edu).

**NUID**
The NUID (Nebraska University Identification Number) is a unique 8-digit number assigned to all students, faculty and staff members during the admissions or hiring process. This number remains the same across the University of Nebraska and Nebraska State College system. If you’ve taken classes or worked at another University of Nebraska or state college campus, you may already have an NUID.

**How can I get my NUID Number and a Password?**
TrueYou Self-Service is the quickest and easiest way to look up your NUID and set your password. You can access TrueYou at https://trueyou.nebraska.edu/idm/user/selfservice.jsp.

**Other Ways to get your NUID**
- If you are in the Omaha metro area, you can obtain you NUID in person by showing your photo ID at the Records and Registration Office, Eppley Administration Building (EAB) 105.
- If you are outside the Omaha metro area, you can send a SIGNED letter to UNO Records, and Registration, 6001 Dodge St, EAB 105, Omaha, NE 68182-0286 or a SIGNED FAX to 402-554-3472 requesting your NUID be mailed to you (home address for students, department address for faculty/staff). We DO NOT accept e-mailed requests. Please include your name and date of birth for identification purposes.

**What Systems do I use my NUID for?**
- MavLINK - The Student Information System for UNO. This is where you register for classes, check your balance, and get your grades
- Firefly - The Human Resources system for the University of Nebraska system. This is where you find pay stubs and handle benefits.
- TrueYou - The password reset system for MavLINK and Firefly. This is where you can look up your NUID and reset your password.

**Things to Remember about your NUID Number and Password**
- Together your NUID and password authorize you to access information that is not considered public information by the Family Educational Rights and Privacy Act. Treat the password in the same manner you would a banking pin number.
- Always have the same NUID number. Students who later become faculty or staff will continue to use the same number.
- NUID information WILL NOT be released via telephone or FAX.
- NUID information WILL NOT be given to anyone but the student, faculty or staff member.
- Retain your NUID even if you are not enrolled in courses. Along with your NUID password, your NUID allows you to access MavLINK and make transcript requests.

**Computer Labs**
Information Services maintains several computer labs across campus in partnerships with several colleges on campus to provide expanded access.

**On Campus Labs**
- Criss Library
- Durham Science Center (DSC), Room 104
- Health, Physical Ed and Recreation (HPER), Room 211
- Mammel Hall (MH), Room 213
- Peter Kiewit Institute, Rooms 145, 149, 151, 158, 249, 352

Visit the IS website is.unomaha.edu (http://is.unomaha.edu) for the latest lab schedules.

**Computer Checkout**
Information Services has computer equipment for students to rent, free of charge, for up to one week at a time.

**Eligibility**
- must be a current UNO student enrolled in classes during the duration of the loan period
- must not have access to a working computer or laptop at home
- must possess a current and valid UNO MavCard or Driver’s License
- must be at least 18 years of age or older; if not, then must have parent’s consent

**Where can I check them out?**
Information Services Technical Support in Eppley Administration Building room 104 during normal business hours (8:00 AM – 5:00 PM) Monday through Friday.

Visit the IS website is.unomaha.edu (http://is.unomaha.edu) for a list of computers available for checkout.

**University Communications**
The Office of University Communications (UComm) provides integrated, client-focused marketing, communications, and media relations support services that further the goals and priorities of the university and its academic units.

As a central resource for the university, UComm connects and supports a network of communicators across campus. Services include marketing and advertising; digital communications; internal communications; media relations; event coordination; and photography/videography. UComm also partners with Information Services to maintain UNO’s web presence at unomaha.edu (http://unomaha.edu).

For more information about the Office of University Communications, visit online at ucomm.unomaha.edu (http://ucomm.unomaha.edu), call 402.554.2358, or email ucomm@unomaha.edu. UComm is located in Eppley Administration Building 102.

**Environmental Health and Safety**
It is the goal of the University to provide a safe, healthful environment in which to work and study. In order to achieve this, Environmental Health and Safety (EHS) provides a number of training programs and consultation services for students, faculty and staff. Programs directed by EHS include: employee safety and passenger van training, hazardous waste management, emergency preparedness, fire protection and accident investigations.
Safety Data Sheets and other information related to the safe handling and disposal of chemicals can be obtained from the EHS website. Students can help maintain a safe environment at UNO by reporting unsafe conditions on campus. For more information about EHS, visit online at www.unomaha.edu/ehs (http://www.unomaha.edu/ehs); call 402.554.3596 or visit EHS in the Eppley Administration Building, Room 211.

**Ombudsman**

The Ombudspersons’ role is to assist you informally when you have a conflict, problem or complaint with individuals or offices at the University. Help with identifying your options to solve a problem, referrals to persons or offices that have expertise you may need, and impartial assistance with resolving a conflict are just some of the services of this office. Communication with this office is confidential and “off the record,” except when there is an imminent risk of serious harm or where laws do not provide for the information to be considered privileged. If you wish to make a record, or to make UNO formally aware of a particular problem, the Ombudspersons can provide information on how to do so.

To contact an Ombudsperson, find the web page on UNO’s website or call the University operator at 402-554-2800. The service is free to all UNO students and employees.