

UConn HEALTH

ACADEMIC IT SERVICES

*Excellence in Educational Technology Service and Innovation
Supporting Undergraduate Dental and Medical Education and the Graduate School*

STUDENT TECHNICAL MANUAL

Academic IT Services
aits@uchc.edu



V June 2025

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FORWORD

We are pleased to present this Student Technical Manual as a resource to the students. The Manual describes each system and service, instructions on how to access, and contact information for support staff. Please refer carefully and keep handy for future reference.

ACADEMIC INFORMATION TECHNOLOGY SERVICES (AITS)

Academic Information Technology Services (AITS) supports the educational missions of the School of Medicine, School of Dental Medicine, and the Graduate School at UConn Health. Our mission is to enhance teaching and learning through the thoughtful integration of technology, instructional design, and learning theory. AITS serves as a central resource for both students and faculty to meet their educational technology needs.

The AITS team is made up of professionals with a broad range of expertise in educational technology, multimedia development, and classroom audio-visual design and support. We are committed to providing high-quality, responsive service that advances the learning experience at UConn Health.

For detailed information and the latest updates, please visit our website:
<http://health.uconn.edu/aits>

APPENDICES: TOOLS & SERVICES

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APPENDIX 1 - TECHNICAL SUPPORT

ITS provides comprehensive technical support for student laptops and manages all aspects of the repair process. This includes contacting the vendor, coordinating technician appointments, handling the shipping and receiving of parts, and ensuring that repairs are completed promptly and efficiently.

In the event that your laptop needs to be retained or shipped for repair, a loaner device will be provided to minimize any disruption to your academic activities.

To obtain technical support, please follow these steps:

1. Call the UConn Health IT Service Desk at **860-679-4400** to report your technical issue and create a service ticket.
2. Once your ticket is submitted, our staff will be alerted and will contact you to troubleshoot the issue over the phone.
3. If the issue cannot be resolved remotely, an appointment will be scheduled for you to drop off your device for further support.

APPENDIX 2 – STUDENT LAPTOPS

All medical and dental students are provided with a new laptop for use throughout their undergraduate medical or dental education. This device is yours to keep upon graduation.

You will have full administrative access to the laptop, allowing you to install and uninstall software and perform tasks that require administrative privileges.

The laptop is encrypted using BitLocker and protected against malware threats through CrowdStrike, both of which are centrally managed by Enterprise IT. Operating system updates and security patches are applied remotely via the Internet, with your consent.

Class of 2029 Laptop Technical Specifications

- Model: Dell Mobile Precision Workstation 3490
- Display: 14"
- OS: Windows 11 Pro
- Processor: Intel Core Ultra 7 165H vPro Enterprise (24 MB cache/16 cores/5 GHz)
- Hard Drive: 1TB SSD
- RAM: 32 GB
- Graphics Card: NVIDIA RTX 500 Ada 4GB
- Your laptop comes with a 5-year Accidental Damage Warranty, valid until March 18, 2030. This coverage includes repairs or replacements for hardware issues resulting from accidental damage, such as drops or spills. If your laptop or charger is damaged beyond repair, the manufacturer will replace it with a new unit.

- **Important Note on Charger Replacements**

While the warranty covers accidental damage, we recommend purchasing a



replacement charger independently if it becomes damaged. Opting for a replacement charger through the warranty will eliminate your ability to replace the laptop should it need replacement in the future.

- Battery Warranty: 3-year long lifecycle (expires March 19, 2028).

APPENDIX 3 – COMPUTER / NETWORKS ACCOUNTS

When you matriculate, you will receive two separate computer/network accounts, each with its own login credentials and email address:

(1) UConn Health AD (UCH-AD).

- Username/Password: Created by the UCH-AD system prior to your arrival.
- Email: {username}@uchc.edu
- Usage: This is your primary account. Use it to log into your laptop, UCH email, UCH Wi-Fi, Microsoft 365, and other UConn Health systems.

Note: Most systems accept your username and password, but some - like Microsoft 365 - require your full email address and password.

(2) UConn Storrs AD (Storrs-AD).

- NetID/Password: Created by the Storrs-AD system.
- Email: {firstname}.{lastname}@uconn.edu
- Usage: Use this account to access services hosted by the main UConn campus in Storrs, such as Blackboard (HuskyCT) and PeopleSoft.

Important Note About Your Email.

Please be aware that messages from HuskyCT and PeopleSoft (such as billing and payment notifications) are sent by default to your Storrs email address:

{firstname}.{lastname}@uconn.edu

If you did not previously attend UConn Storrs as an undergraduate or had a prior professional affiliation with the university, your @uconn.edu email will be automatically forwarded to your UConn Health email ({username}@uchc.edu).

If you attended UConn Storrs as a student or had a previous affiliation there, no automatic email forwarding will be set up. In this case, you have two options:

- 1. Request that AITS/ITS manually set up email forwarding for you, or*
- 2. Do nothing and maintain access to both mailboxes.*

If you choose not to set up forwarding, please remember to check both mailboxes regularly.



APPENDIX 4 – CURRICULAR & PRODUCTIVITY SOFTWARE

During your studies, you'll use a variety of academic and productivity software. Most of these are cloud-based and accessible through a web browser, while others may require desktop applications installed on your laptop or access through Citrix.

Some of the software is provided by UConn Health under institutional licenses. To comply with licensing agreements, you'll need to remove these programs from your laptop upon graduation. We will send you instructions on how to perform a factory reset at that time.

Please refer to the Exhibits in this document for details about these applications:

- 1) Microsoft Office 365 (M365) & OneDrive - EXHIBIT A
- 2) HuskyCT (Blackboard) Learning Management System - EXHIBIT B
- 3) Respondus Lockdown Browser (LDB) - EXHIBIT C
- 4) Oasis and the Grade Book - EXHIBIT D
- 5) ClearCanvas - EXHIBIT E
- 6) Digital Microscope - EXHIBIT F
- 7) Epic - EXHIBIT G
- 8) Axiom (for dental students) - EXHIBIT H

APPENDIX 5 – CLASSROOM TECHNOLOGY SUPPORT

AITs supports technology in 31 classrooms (A, B, and C), two computer labs (T2C2-1 and T2C2-2), three auditoriums (Massey, Friends, and Patterson), and three Medical/Dental labs (Human Anatomy, Virtual Anatomy, Grasso Dental Simulation). All of these spaces have been renovated and their technology updated. We follow a 5-year technology refresh cycle for these spaces and have established technology standards tailored to the specific needs and uses of each teaching area.

Please visit our website (<https://health.uconn.edu/ait/classrooms/>) for the list of teaching spaces managed by AITs and the technology available in each space.

APPENDIX 6 – STUDENT CURRICULAR PRINTING

Academic Information Technology Services (AITs) provides access to four high-speed black-and-white printers for curricular use by undergraduate medical and dental students. Your laptop is pre-configured with the necessary print queues—just select the nearest printer when you're ready to print.

Printer Locations:



1. **Printer 3** ([\\PRINTVM4\\AITS-Printer-B16](#)): Classrooms B16/B17
2. **Printer 4** ([\\PRINTVM4\\AITS-Printer-Rotunda](#)): Academic Rotunda Study Carrels
3. **Printer 1** ([\\PRINTVM5\\AITS-Printer-Shafer](#)) : Shafer Study Rooms. Accessible with student ID badge.
4. **Printer 2** ([\\PRINTVM5\\AITS-Printer-Lounge](#)): Student Lounge. Accessible with student ID badge.

These printers are available **24/7** for your convenience. While printing is free of charge, usage is monitored to prevent excessive printing and to ensure compliance with copyright laws.

Important Notice:

Printing copyrighted material is governed by U.S. Copyright Law (Title 17, U.S. Code). Students are individually responsible for ensuring that any material they print complies with these legal requirements.

APPENDIX 7 – MOBILE DEVICE SETUP

To access secure UConn Health resources—such as email, file servers, and databases—on your personal mobile device (iPhone, Android, iPad, etc.), you must comply with UConn Health’s Bring Your Own Device (BYOD) Mobile Computing Device Policy.

This requires registering your device with our mobile device management (MDM) system called Microsoft Intune. Intune is a cloud-based service that allows IT to securely manage and protect mobile devices and data. To install Intune and Outlook, please visit this webpage for more information and instructions: [Bring Your Own Device](#)

Staff from the IT department will be available to assist you during the AITS session on Launch Day and at the Open Tech Sessions in the following days.

APPENDIX 8 – DATA MANAGEMENT & SAFE COMPUTING

AITS staff are here to help you keep your devices running smoothly. By following proper data handling practices, you maintain control over the integrity and security of your information.

As a UConn Health student, you may work with sensitive data, including protected health information (PHI). Refer to Exhibit I for important tips to help you keep your laptop secure and protect your data.



EXHIBITS: SOFTWARE APPLICATIONS

EXHIBIT A – MICROSOFT Office 365 (M365) & OneDrive

Microsoft Office 365 (M365) is a comprehensive cloud-based suite of productivity tools designed to enhance collaboration, communication, and efficiency. It includes familiar applications such as Word, Excel, PowerPoint, and Outlook, along with collaboration tools like Teams and SharePoint. Additionally, with your school account, you have access to 1 TB of secure cloud storage through OneDrive.

You can use M365 in several convenient ways:

1. **Via Web Browser**

Go to <https://office.com> and sign in using your UConn Health email ({username}@uchc.edu) and UCH-AD password.

Be sure to select “**Sign in with a Work or School account.**”

2. **Using Desktop Apps**

For offline access and enhanced features, install the M365 desktop applications on your laptop.

3. **Through the OneDrive Mobile App**

Available for **iOS** and **Android**, the app lets you access your files on the go.

EXHIBIT B – HUSKYCT (BLACKBOARD) LEARNING MANAGEMENT SYSTEM

HuskyCT is the University of Connecticut’s version of Blackboard, our official Learning Management System (LMS). It serves as the primary platform where instructors post course materials, assignments, grades, announcements, and more.

It is essential that you check HuskyCT regularly—without reminders—as this is where critical course updates and communications will be posted.

When you log in to HuskyCT (<https://lms.uconn.edu>) using your NetID and password, you will land on the Home Page, where a menu on the left-hand side provides access to several key sections:

- **Home Page:** Displays university-wide announcements, technical support contact information, and helpful links.
- **Profile Page:** Contains your personal information such as your name, NetID, PeopleSoft ID, email address, and privacy settings.



- **Activity Page:** Shows real-time updates from your courses, such as new assignments, grades, or announcements (note: course-specific announcements can also be found directly on the Course Page).
- **Courses Page:** The most important section, listing all your enrolled courses. Each course has its own Course Site, which includes a homepage and menu with course announcements, schedules, grades, materials, and more.

Each MDelta course follows a common course layout in HuskyCT, making it easier to find course information and content. You will find the names of key course personnel, including the course directors and course faculty on the home page for each course. You will also find the name of the course coordinator and their contact information. The menu bar on the left side of the course is your primary navigation tool and gives you access to additional course information and resources.

You will find logistical and administrative information about MDelta courses in the **Course Overview** section of the course in HuskyCT. Where applicable, this section of the course includes such information as: the course prospectus, team assignments for TBL, grading information, and course-level learning objectives. In addition, you will also find the resource list of textbooks that you are expected to have access to.

- **Calendar Page:** Displays assignment due dates *if* the instructor has enabled this feature. Not all deadlines appear here, so it is your responsibility to independently track assignments and exams.
- **Technical Support:** HuskyCT technical support is available to students 24 hours a day, 7 days a week. Technical support can be reached by calling 1-855-308-5616. Online, chat-based support is also available. Furthermore, a variety of self-service help guides can also be accessed on the Student Help section of HuskyCT. HuskyCT technical support contact information is also available prior to log-in, on the main HuskyCT log-in screen.
- **Course Attendance.** While course attendance policies vary, where attendance is required to be reported, the reporting is done through HuskyCT. There is a link to the attendance section on the menu bar.
- **Course Schedule.** Information regarding the course schedule, including cases and general topics to be covered in each session, may be found on the Course Schedule section of the course page. From this section, you are able to view, download or print the schedule for the course.
- **Locating Assessments.** When course sessions have Readiness Assurance Tests (RATs) for TBL sessions, you will find access to the assessments at the Assessments link from the



course menu bar. This will bring you to a folder with entree to available assessments for that session.

- **Accessing ReALMs.** Remote Active Learning Modules (ReALMs) are the building block of the MDelta flipped classroom and team-based instructional model. ReALMs provide the content background necessary to participate in the in-class application exercises. ReALMs include content in the form of videos, presentations, book chapters, journal articles and more. Links to all ReALMs are found in HuskyCT at the Curricular Materials link from the menu bar. ReALMs are listed by module and then by session (where applicable). The syllabus for each module is first, followed by module or session resources.

Each module or session may have required and/or additional ReALMs. In the same location, you will find practice questions (if applicable) for the module or session.

EXHIBIT C – RESPONDUS LOCKDOWN BROWSER (LDB)

Many of our electronic exams (e-exams) are administered using the Respondus LockDown Browser (LDB). Respondus LDB is a customized browser used to facilitate secured administration of exams by preventing printing, copying, accessing the internet via a different browser, or opening other. Respondus LDB is installed on exam workstations.

Installing Respondus LDB

1. Login to HuskyCT
2. Go to <https://lms.uconn.edu/>
3. Login to HuskyCT with your NetID and Password
4. Go to the “Useful Links for Students” section and click on “Show All.” Scroll to the area marked LockDown Browser. In the yellow section, click the highlighted “Download from this location” link.
5. Scroll down on the right menu to “Download Respondus Lockdown Browser.”
6. On the Respondus page, click the “Install Now” button.
7. A Respondus window opens. Click on Install Now/Save File. Save the file LockDownBrowser-2-XXXXX.exe You will get a prompt to install. Click Yes.
8. Accept the License Terms. Click Next.
9. Click Finish. You should now have a Respondus LockDown Browser on your Desktop.

Updating Respondus LDB

1. To Click on the LockDown Browser on your Desktop
2. Go to the “i” on the top menu
3. There is a button to Check for a Newer Version



If there have been any updates to the LockDown Browser, the update process will now begin.

EXHIBIT D – OASIS AND THE GRADEBOOK

Oasis is the primary system used for class and clerkship scheduling, as well as faculty and peer evaluations. Key features include:

- Course schedule, calendar, and Gradebook. The course schedule lists all courses in which you are enrolled for the academic year. Your calendar shows the weekly schedule for course sessions and other academic events. The Gradebook displays your grades, including aggregate scores, exam results, and final course grades.
- Evaluations. Oasis supports various types of evaluations, including course evaluations, unit evaluations, peer evaluations, and faculty evaluations.

Note: In some cases, final course grades will not be released until all required evaluations are completed.

- Academic history and advising information. The academic history section helps track advising interactions, completion of required forms, training, and certifications. You can also find your academic coach's name and contact information here.
- Requirement Checklist. The Requirement Checklist is used primarily to track patient logs. Some courses may also use it for other specific tracking purposes.

You can log in at <https://uchc.oasisscheduling.com> using your UConn Health email and password. If you experience any problems using oasis, email OasisSupport@uchc.edu.

(1) View Your Course Schedule. Your Schedule is a list of all the courses in which you are enrolled during the academic year.



There are notices

Announcements

- Set your OASIS PIN.
- Set your default font size.
- Set your default OASIS year.
- View your GradeBook.
- View your Academic History.

Evaluations to Complete

View a report of the evaluations you need to complete

Schedule

Calendar

M1 Schedule for 2017-2018

Total weeks: 150

Total credits: 0

| Date | Course | Location | Weeks/Credits | Status | Grade |
|---|---|-------------------|---------------|--------|-------|
| 44 days are free at the beginning of this year. | | | | | |
| 08/09/2017 - 08/25/2017 | EXPL-8000: Stage 1: Explore Launch Added/Changed:07/10/2017 01:43:49 PM | SOM Uconn Details | 0 / 0 | | |
| 08/28/2017 - 06/01/2018 | GRAD-0100: Graduation Requirements General Requirements: Stage 1 ABC Added/Changed:08/07/2017 09:13:50 AM | Variable | 0 / 0 | | |
| 08/28/2017 - 06/01/2018 | PUBH-5202a: MPH Certificate Program Eliminating Social Inequality and Health Disparities ABC GradeBook: View Added/Changed:07/28/2017 03:11:52 PM | SOM Uconn Details | 0 / 0 | | |
| 08/28/2017 - 06/01/2018 | PUBH-5408/9a: MPH Certificate Program Epidemiology & Biostatistics I & II ABC GradeBook: View Added/Changed:07/28/2017 03:13:44 PM | SOM Uconn Details | 0 / 0 | | |
| 08/28/2017 - 06/01/2018 | PUBH-5201a: MPH Certificate Program Essentials of Social Inequality and Health Disparities ABC GradeBook: View Added/Changed:07/28/2017 03:04:02 PM | SOM Uconn Details | 0 / 0 | | |
| 08/28/2017 - 06/01/2018 | EXPL-8161: Stage 1: Explore SCHOLAR: Scholarship & Discovery ABC | SOM Uconn Details | 0 / 0 | | |

2) View Your Course Calendar. Your Calendar displays when your courses meet. By clicking on an event, you can see more event details.

Schedule Advising Course Catalog Degree Progress Account Reselect Year Log out

Home / Student / Schedule /

There are notices

Announcements

- Set your OASIS PIN.
- Set your default font size.
- Set your default OASIS year.
- View your GradeBook.
- View your Academic History.

Evaluations to Complete

View a report of the evaluations you need to complete

Schedule Calendar

Calendar for 2017-2018

Week View > << >> Today August 27, 2017 - September 2, 2017

| Sun 8/27 | Mon 8/28 | Tue 8/29 | Wed 8/30 | Thu 8/31 | Fri 9/1 | Sat 9/2 |
|----------|---|--|---|---|---|---------|
| 8AM | | FAB Lab A-FABLab 0112-18 A1-Session1-LCB- RAL: Pectoral Girdle Room: Anatomy Lab: Human Instructors: Brookes, Ballesteros, | | FAB Lab A-FABLab 0112-18 A1-Session2-LCB- P: Epithelium B 1-8 Room: Classroom B16 Laboratory Instructors: Ballesteros, Enrique, Brookes, | | |
| 9AM | | | | | | |
| 10AM | CORE A-CORE-A1- UL-S1 CORE A1-UI-S1-Ms Maria Rivera Room: Auditorium: Rotunda Team-Based Learning (TBL) Instructors: Brookes, Ballesteros, | | CORE A-CORE-A1- UL-S2 CORE A1-UI-S2-Ms Maria Rivera Room: Auditorium: Rotunda Team-Based Learning (TBL) Instructors: Brookes, Ballesteros, | | CORE A-CORE-A1- UL-S3 CORE A1-UI-S3-Ms Maria Rivera Room: Auditorium: Rotunda Team-Based Learning (TBL) Instructors: Brookes, Ballesteros, | |
| 11AM | | | | | | |
| 12PM | | | | | | |
| 1PM | VITALS A-VITALS- S1-LCB VITALS-A1-Mortality Room: Auditorium: Rotunda | DOCC A-DOCC A1-C Orientation Room: Classroom C7 | | | | |

If you are experiencing a problem please contact OasisSupport@uconn.edu



3) Complete Your Evaluations. You will complete various type of evaluations in Oasis, including Unit Evaluations, Peer Evaluations, and Faculty Evaluations.

Oasis will send email reminders when you have evaluations to complete. In some cases, you will not have access to final course grades until all evaluations have been submitted.

The screenshot shows the Oasis student interface. At the top, there is a navigation bar with links: Schedule, Advising, Course Catalog, Degree Progress, Account, Reselect Year, and Log out. Below this is a breadcrumb trail: Home / Student / Schedule. A 'There are notices' banner is present. On the left, under 'Announcements', there are links: Set your OASIS PIN, Set your default font size, Set your default OASIS year, View your Gradebook, and View your Academic History. In the center, the 'Evaluations to Complete' link is highlighted with a red circle. Below this, there is a 'Schedule' and 'Calendar' section. The calendar is for 2017-2018, showing the week of August 27, 2017, to September 2, 2017. The calendar grid shows various courses and events, including 'FAB Lab A-FAB Lab A17-18', 'COE A-COE A1-UI-S1', and 'VITALS A-VITALS A1-LCB'. A 'Page Filter' section on the left allows users to show or hide events by year (1, 2, 3, 4).

(4) Access Your Gradebook. Your Oasis Gradebook primarily contains final course grades. To track your performance on assessments throughout the block (e.g., lab notebooks, RATs, homework, etc.), look for grades in the HuskyCT gradebook for your courses.

This screenshot is similar to the one above, showing the Oasis student interface. The 'View your Gradebook' link in the 'Announcements' section is highlighted with a red arrow. The rest of the interface, including the navigation bar, breadcrumb trail, and calendar, is identical to the previous screenshot.



(5) **Reference Your Academic History.** The Academic History section is used for tracking advising, as well as your completion of forms, trainings, and certifications.

The screenshot shows the UCHC OASIS interface. At the top, there's a navigation bar with links: Schedule, Advising, Course Catalog, Degree Progress, Account, Reselect Year, and Log out. Below this, a breadcrumb trail reads: Home / Student / Schedule. A yellow banner says "There are notices". Under "Announcements", a list includes: Set your OASIS PIN, Set your default font size, Set your default OASIS year, View your GradeBook, and View your Academic History. A red arrow points to the last item. To the right, under "Evaluations to Complete", there's a link: View a report of the evaluations you need to complete. Below the announcements, there's a "Calendar" tab selected, showing a "Calendar for 2017-2018" for the week of August 27, 2017 - September 2, 2017. The calendar grid shows various events like "FAB Lab A-FABLab AY17-18", "Core A-Core A1-U1-S1", and "VITALS A-VITALS-A1: LCB".

If you are experiencing a problem please contact OasisSupport@uchc.edu

(6) **Complete Requirements Checklists.** Requirements Checklists are primarily used for tracking patient logs. Other courses may utilize requirements checklists for other purposes.

This screenshot shows the UCHC OASIS interface with the "Completed Evaluations" section highlighted. The navigation bar and breadcrumb trail are the same as in the previous screenshot. The "Announcements" section now includes: Update your OASIS PIN, Set your default font size, Set your default OASIS year, You have Requirement Checklist items to complete, View your GradeBook, and View your Academic History. The "Completed Evaluations" section has a link: View a report of the evaluations you have completed. The "Calendar" tab is still selected, showing the same calendar for 2017-2018, but the events are mostly empty, indicating that the requirements checklists have been completed.

EXHIBIT E – CLEARCANVAS



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In your radiology classes held in the Virtual Anatomy Laboratory (VAL), you'll engage in radiological studies using DICOM (Digital Imaging and Communications in Medicine) images through the ClearCanvas viewer. These anonymized clinical images—sourced from UConn Health's radiology systems—are securely stored for both in-class and remote access.

- In-Class Access: DICOM images are available on the VAL PCs during your sessions.
- Remote Access: You can access these images outside the classroom via the UConn Health SharePoint site (<https://uchc.sharepoint.com/sites/UCH-AITSSStudents-ITEnterpriseTechnology/SitePages/CollabHome.aspx>), using your UConn Health username and password to login

ClearCanvas is an open-source medical imaging platform that allows you to view, archive, and manage DICOM images. For more information, visit the ClearCanvas Open Source Project page: clearcanvas.github.io

EXHIBIT F – DIGITAL MICROSCOPE

In the Histopathology Laboratory (HP Lab), you'll engage with anonymized digital slides generated from clinical studies by your instructors. These slides are accessible via web links provided in your HP syllabus within HuskyCT.

To access your HP syllabus and digital slides:

1. Navigate to <https://lms.uconn.edu>.
2. Enter your UConn NetID and password.
3. Once logged in, select your HP Lab course from the list. Within the course, navigate to the syllabus section where you'll find the web links to the digital slides.

EXHIBIT G – EPIC ELECTRONIC MEDICAL RECORD SYSTEM

UConn Health uses the Epic Electronic Medical Record (EMR) system. Epic is a widely used, integrated EMR platform that supports a range of clinical functions, including patient records, charting and documentation, order entry, scheduling and appointments, laboratory and pharmacy services, and clinical decision support.

All incoming students are provisioned with the appropriate Epic access and will use the system as part of their coursework.



EXHIBIT H – EPIC ELECTRONIC MEDICAL RECORD SYSTEM

The UConn School of Dental Medicine uses ‘axiUm,’ a comprehensive clinic management system designed specifically for dental schools. Its features include appointment scheduling, patient billing, instrument tracking, student grading, and treatment charting. All incoming students are given the appropriate access and will use axiUm as part of their coursework.

EXHIBIT I – DATA MANAGEMENT & SOFT COMPUTING TIPS

A. Backup. Backup your data frequently on a storage medium separate from your hard drive. We recommend that you utilize your UConn Health OneDrive for this purpose (please refer to section on Microsoft 365/OneDrive in this Manual).

B. Anti-malware Software. Keep your laptop up to date to ensure your anti-malware is up to date. This will help to protect against an ever-evolving computer malware. Malware is short for malicious software. Malware is often used as an all-inclusive term to refer to viruses, spyware, adware, rootkits, trojan horses, etc. The intent of malware is to perform harmful actions on a computer system without permission. Examples include deleting files, changing settings, stealing personal information, displaying popup messages, and other malicious acts.

Take the following steps to prevent malware:

- a. Avoid opening emails from people you don’t know.
- b. Avoid using Peer-To-Peer (P2P) software for illegal purposes (often abused P2P software includes BitTorrent, LimeWire, and Shareaza).
- c. Avoid visiting websites that illegally broadcast TV shows, movies, etc. (does not include FOX, NBC, ABC, Hulu, and other reputable websites).
- d. Avoid visiting websites that illegally distribute copyrighted material such as software, music, movies, and TV shows.
- e. Be extremely careful on social networking sites (such as Facebook) and “gossip” websites as these sites are often targeted by malware creators.
- f. Avoid clicking on suspicious links sites and people you do not know.
- g. Keep your laptop up to date.

If you suspect your computer is infected, take these steps and precautions:

- a. Please contact The Help Desk (860-670-4400 or servicedesk@uchc.edu)
- b. Change any passwords you think might be impacted.



- c. Don't enter credit card information, passwords, email addresses, etc. into fake antivirus programs. If you have entered credit card information, passwords, email addresses, etc. into a fake antivirus program, alert your credit card company, bank, etc.) immediately.
- d. Don't make any online purchases until you clean up your computer
- e. Don't do any online banking until you clean up your computer
- f. If you can't clean up your laptop, AITS staff can re-image your laptop for you.

C. Confidential Information Disclosure. Never disclose confidential/sensitive information such as your social security number or credit card information before verifying the authenticity and legitimacy of the request. Remember that IT staff will never ask for your password or full social security number to provide technical support. When in doubt, do not disclose.

D. Mobile Device and Laptop Encryption. All University-provided laptops are encrypted using Microsoft [Bitlocker](#). Encryption involves encoding computer data so that only people with access to a private key or password can read it. This means that if your laptop is lost or stolen, no one can read the data stored on it. Encryption on laptops is managed centrally and encryption keys are kept securely and confidentially on Central IT servers. If your machine ever needs the BitLocker key to unlock your computer due to computer failure, blue screens, or other technical problems, please contact us immediately.

Encryption FAQs

(1) What are the benefits of encryption?

- 1) Your data is protected against theft or loss with military-grade encryption. If your laptop is lost or stolen no one can access it with a password or encryption key. Your data cannot be accessed even if the attacker removes your hard drive and boots it on a separate system.
- 2) Central IT manages emergency recovery mechanism in case you forget your password (still always back-up your data).
- 3) No need to physically destroy disk to shred sensitive data. All disk data is locked.
- 4) No performance degradation. Encryption/decryption is seamless to the user.
- 5) Your laptop will conform to **HIPAA rules**. Compliance does not consider a lost laptop a data breach if your hard drive is using full disk encryption; there are no reporting requirements
- 6) Encryption of information is used wherever medicine is practiced – early adoption of practices will develop good medical career habits.

(2) Does the encryption allow UConn Health to monitor what I am doing on my machine?

No. Encryption protects all laptop data from loss or theft. It does not allow additional access to that information.

(3) I do not have access to patient specific data. Why do I have to get my laptop encrypted?



After the first two years of medical/dental school, students will have access to PHI. To protect that data, it is necessary to encrypt current UConn Health student laptops. Starting with the class of 2013, all new laptops are encrypted for classes attending UConn Schools of Medicine and Dental Medicine. This will prepare students for their health care careers where encryption is a standard practice.

(4) Will I lose any data stored on my laptop?

Your laptop is already encrypted when you receive it, no worry of any data being removed. Encryption is done in the background and completely transparent.

(5) Will the encryption process slow down my computer?

No, computing performance will remain the same and does not increase startup times.

I have questions about my laptop encryption, who should I contact?

Students can contact The Help Desk (860-679-4400 or servicedesk@uchc.edu)

F. Education. Learn about Cyber Security at UConn Health ([UCH Cyber Security Awareness](#)).

