



Mosaic and You

The Mosaic Support Group maintains computing facilities in the labs, offices, and classrooms of the Lee College of Engineering. Mosaic Support provides all members of the College of Engineering a computer user account to use both remotely, and in the local labs. We also provide a variety of other services, including:

- Web servers
- Distance learning classrooms and applications
- Remote access services via MosaicAnywhere
- Printing
- Hardware support services
- Administrative database support

PCS and You

PCS is here to assist College of Engineering faculty, students, and staff with their non-Mosaic computer needs. PCS can address a variety of software issues and diagnose hardware problems. For faculty and staff with campus-owned Dell or Apple machines under warranty, the PCS group can help coordinate repairs via technicians within Information and Technology Services.

Other Campus Resources

Internet access is provided throughout campus in ITS-managed labs, via wireless access locations, and in all residential housing. Additionally, ITS provides services for faculty, students, and staff, including:

- Secure online services
- Support for campus-wide systems
- Provides and supports your UNC Charlotte email account
- Provides and supports your Novell account

Contact Information For IT Services

Mosaic Support	PCS	ITS
Smith 249C	Smith 202A	
704-687-3150	704-687-3335	704-687-3100
http://ww.coe.uncc.edu/mosaic	http://ww.coe.uncc.edu/pcs	http://ww.its.uncc.edu





Specific Services

MosaicAnywhere

MosaicAnywhere is a way to remotely connect to the Mosaic computing network from anywhere a good internet connection can be found. Visit <http://www.coe.uncc.edu/mosaic> and click on MosaicAnywhere for more details and available remote workstations.

Helpdesk Online

For online help, see the Live Help link on the Mosaic website. Also, you can submit a request for help via our public ticket submission forms for both PCS and Mosaic Support: http://coe.uncc.edu/pcs/general/email_us.php or http://www.coe.uncc.edu/mosaic/support/email_us.php

Mosaic and University Policies

The University policies are available at <http://www.labs.uncc.edu/basics/guiltfree.html#univpoli> and the Mosaic policies are available at <http://www.coe.uncc.edu/mosaic/policies/rules.php>

Computing Practices

Workshops will be available during the first few weeks of class to teach good computing practices. Additionally, this information is available on the PCS website in the Student Support section.



Wireless

Wireless access is available in all engineering buildings and in most other areas on campus. Please see both the ITS site <http://www.labs.uncc.edu/oncampus/wireless.html> and the PCS site <http://www.coe.uncc.edu/pcs/general/wireless.php>

Lab Locations and Hours

Cameron 109:	M-Th: 8:00AM—9:00PM, Fri: 8:00AM—5:00PM
Cameron 113:	M-Th: 8:00AM—9:00PM, Fri: 8:00AM—5:00PM
Smith 249:	24/7
Smith 229:	M-Th: 8:00AM—9:00PM, Fri: 8:00AM—5:00PM
Smith 225:	M-Th: 8:00AM—9:00PM, Fri: 8:00AM—5:00PM
Smith 260:	M-Th: 8:00AM—9:00PM, Fri: 8:00AM—5:00PM
Smith 226:	24/7
Duke 242:	M-Th: 8:00AM—9:00PM, Fri: 8:00AM—5:00PM
Duke 323:	24/7
Woodward 243:	M-Th: 8:00AM—9:00PM, Fri: 8:00AM—5:00PM
Woodward 238:	M-Th: 8:00AM—9:00PM, Fri: 8:00AM—5:00PM
Woodward 237:	M-Th: 8:00AM—9:00PM, Fri: 8:00AM—5:00PM