Communication Solutions

Email is still the primary notification and communication method for faculty to reach students. The email functionality in each Blackboard course simplifies the process of communicating with students via email.

Interoffice communications

As the university has continued migrating to the Cisco phone system, many staff and faculty have been using Cisco Jabber for some time. Recently, we have begun to switch to Webex Teams to help move towards a Unified Communications Platform (Integrated Phone, Instant Messaging, and Video Conferencing). Not everyone has been migrated to the Cisco phone systems yet, but Webex Teams and Meetings are already available to all members of the university.

Communicating with Support Services

The Campus Support Portal is the primary resource for contacting the Campus Support Center to request support. You can also email us at campussupport@atu.edu or call locally 479-968-0646 or toll-free 1-866-400-8022.

The Office of Information Systems also publishes relevant communications about IT related items on the OIS website. You can receive notifications of our announcements via email or SMS by subscribing to our website. You'll also find information about who we are and how we serve the university there.

Remote Work Telephony

If you are on the Cisco phone system, you can make and receive calls using your desk extension remotely by downloading the Webex Teams app.
If you are still on an analog Windstream phone, you can forward your desk phone to another number by following these instructions for forwarding your Windstream phone.

Emergency Communications

The university utilizes the RAVE Alert system, ATU Alert, for communicating time-sensitive critical and emergency information. Please make sure you are enrolled in the ATU Alert system through OneTech. For more information on emergencies, please contact the ATU Office of Emergency Management.

VPN Access (Remote access to the University Network) :

Arkansas Tech University supports the connection of a Virtual Private Network, or "VPN," on multiple client devices using the **Palo Alto GlobalProtect VPN** client. A VPN allows a user at a remote location to securely connect to campus and access the same network resources and services they'd have access to generally while on campus. Reasons to connect to and use the VPN connectivity may include, but aren't limited to:

- Student access to RemoteApp or Computer Science resources
- Staff and faculty access to Remote Desktop connectivity to office computers

The **GlobalProtect VPN** client is freely available to faculty, staff, and students and can be obtained by following the instructions below.

If you have not yet installed the ATU GlobalProtect VPN client or need help in connecting, please view these KB articles for more information https://support.atu.edu/support/search?term=VPN.

Please contact Campus Support for assistance or additional information on these systems individually.
https://support.atu.edu or email: campussupport@atu.edu or Phone 479-968-0646