

M-G CAFE IT Service Desk

Email: mgcafeit@uky.edu

Local: 859-257-3335 x1

Long Distance: 1-800-900-4447

Hours: M-F, 8-4:30PM EST

First level support for IT issues in M-G CAFE and Cooperative Extension

UK Website Links

MyUK: <https://myuk.uky.edu>

UK Tech Help Center: <https://uky.service-now.com/techhelp>

UK Account Manager: <https://ukam.uky.edu>

UK Qualtrics login: <https://uky.qualtrics.com/>

UK Web Policy: <https://web.uky.edu/university-web-policy>

UK Yuja video hosting/sharing: <https://uky.yuja.com>

Sign up for updates from UK ITS: <https://its.uky.edu/subscribe>

Software downloads: <https://download.uky.edu>

Extension internal site: <http://extension.ca.uky.edu/internal-site>

Employee discount information: <https://hr.uky.edu/employee-discount-program>

UK signature generator: <https://www.uky.edu/prmarketing/branding-tools/email-signaturegenerator>

Extension IT support links

REITC website: <https://reitc.ca.uky.edu>

[Keith O'Hair](#) - C2, E5, E6, E7, E8

[Amy Holbrook](#) - E2, E3, E4, E5

[Chris McKenzie](#) - C5, C6, C7, C8

[Rick Hayes](#) - C1, C2, C3, C4

[Chuck Marz](#) - W5, W6, C5, E1, E2

[Mark Machek](#) - W4, W5, W7, W8

[Nathan Wynn](#) - W1, W2, W3, W4

Bomgar remote support: <https://remote.ca.uky.edu>

Extension IT Training Information

Extension IT Trainer: [Chad Jennings](#)

Training for Extension employees: <https://learningservices.ca.uky.edu/>

Adobe Creative Cloud

All UK staff can have access to Adobe software via Creative Cloud. A license request form must be filled out every 364 days [here](#). Log in with your Linkblue information, click “license request form” and the “Creative Cloud.” Make sure that you are logged into Creative Cloud with your Linkblue credentials. You can have Creative Cloud active on up to 2 machines at a time.



Artificial Intelligence Information

UK Advance AI information: <https://advance.uky.edu>

The only fully approved AI chatbot for UK/CES work is Microsoft Copilot. You can still use other chatbots such as ChatGPT, Claude, Gemini, but make sure you don't input sensitive/confidential information when using those tools.

Bomgar/Beyond Trust Remote Support



The service desk and REITCs are able to remotely connect to your computer to help diagnose and resolve issues. If you are asked to connect to them, please go to <https://remote.ca.uky.edu> then click on the person's name, run the file, and accept the license agreement in order to give them remote access to your machine.

County Websites

Each Extension office has their own website. These websites can be accessed at [countyname.ca.uky.edu](#) (e.g. [adair.ca.uky.edu](#)). It is up to each county to decide which staff should make updates to the website. One can find the login page for each site at [countyname.ca.uky.edu/portal](#) (e.g. [adair.ca.uky.edu/portal](#)).

If you need to be granted permissions to update your county's website, please check with your AED and have them contact web services at cafe-web-support-l@lsv.uky.edu.

For more information on how to make updates to the websites, please see [Chad's guide](#).

Duo Mobile App

It is recommended that everyone uses the Duo mobile app instead of SMS for their 2-factor authentication (2FA).

[How to switch from SMS to the Duo Mobile app](#)

How to setup Duo Instant Restore on [Android](#) and [iOS](#) devices. Duo Instant Restore makes it simpler to get Duo working on a new phone when you replace it. If you are unable to log into your account due to a lost phone or a new phone, please contact the MG CAFE IT service desk (1-800-900-4447) so that they can get you a Duo bypass code.



Kentucky Extension Reporting System (KERS)

KERS: <https://kers.ca.uky.edu/core>

For assistance with KERS issues, please email KERS-HELP@LSV.UKY.EDU

Your KERS registration controls what listservs you are enrolled in. Updating your KERS registration is usually the best option if you want to be added to a listserv. If you need assistance with getting added to or removed from a listserv, please contact the Service Desk.

Linkblue accounts

When you start at UK, you are assigned a “Linkblue” username and are asked to create a password. You will also be asked to setup a University Email Address (UEA) which can be given out to others as an email address. When logging into various websites you may be asked to login with your linkblue information. Please make sure to use the Linkblue account that you are assigned when logging in and NOT the UEA (first.last@uky.edu) or else it may not work properly.

Your linkblue password expires every 365 days. You will need to update your password before it expires [here](#). An email notification will be sent to users 10 days before their password expires to give them time to make the change.

Listservs and Distribution Lists

Listserv registration is handled through your [KERS](#) registration. If you need to be added to a specific program area, please update your KERS profile accordingly.

If you need to have someone added or removed from your county distribution list (countyname.ext@uky.edu) please contact your [REITC](#) and they can add or remove people from the list.

MyUK

[MyUK](#) is used for many different things including time entry and approval, updating benefits, and accessing Concur for trip reimbursements.

If you will be out of the office and are responsible for approving time for other, you will want to setup [delegation](#) while you will be out.

OneDrive

OneDrive is secure storage in “the cloud”. How do you store files in OneDrive and access them?

- **From the Office 365 website.** At <https://office.com> you can log in with your linkblue credentials (make sure to use yourlinkblue@uky.edu). Once logged in, click on “apps” and then “OneDrive”.
- **Directly from Microsoft Office.** If you are logged into your linkblue account in Office and connected to the Internet, you can save files to or open files directly from OneDrive.
- **Using the OneDrive app.** You can sync your OneDrive account to your computer so that files saved in OneDrive show up on the computer and vice versa. Files can be set to download to the computer automatically so that they are accessible when you don’t have Internet access, or to show the files but only download them when they are accessed.



You can learn more about OneDrive at: <https://learningservices.ca.uky.edu/onedrive>

PATIM

Pesticide Applicator Training Information Management

<https://patim-app.ca.uky.edu/>

Each county extension office uses PATIM to maintain its database of private applicators trained in the county. To request access to login to the PATIM website, email Ric.Bessin@uky.edu.

Personally Identifiable Information (PII) and other sensitive data

If you have PII such as social security number or youth health information, please make sure it is stored in a secure manner. Storing it in OneDrive\SharePoint is usually the best way to handle this as our BAA with Microsoft allows for this. If you need to store this sort of data on a file server or external drive, it should be encrypted.

Phishing

If you receive a phishing email that is pretending to be someone else, the best solution is to select the email from Outlook and use the “report phishing” option from the menu at the top. [How do I report Spam and Phishing Emails](#)

Soildata

Soil testing results are handled through [KERS](#).



UK Zoom website: <https://uky.zoom.us>

When signing into Zoom, make sure to use SSO, company domain = UKY and use your linkblue credentials

To request use of the M-G CAFE 500-seat Zoom webinar license:

https://uky.az1.qualtrics.com/jfe/form/SV_d5zh99dKXJSJfYG

Virtual Private Network (VPN)

Request VPN access: <https://ukam.uky.edu>

Install VPN software and VPN portal: <https://ra.uky.edu>

It is recommended that anytime you must access your work resources (or anything requiring a password) on a public wireless network that you connect to the UK VPN before accessing them.

UK Software

Software provided by the University can be downloaded from <https://download.uky.edu>. You may also use this portal to request licenses for specific software such as Adobe Products.

Windows Shortcuts

Copy: Ctrl-C

Cut: Ctrl-X

Paste: Ctrl-V

Undo: Ctrl-Z

Lock screen: Windows-L