

Technology Resources

Resources for Personal Laptop and Mobile Device. For more info visit: <http://uclahs.fyi/itfaq>

Personal Laptop Requirements Checklist:

| Description | Windows | Mac |
|---|--|---|
| <input type="checkbox"/> Check for Encryption - see if your device is already encrypted. | Check BitLocker https://uclahs.fyi/check-bitlocker | Check FileVault https://uclahs.fyi/check-filevault |
| <input type="checkbox"/> Encrypt your laptop - BitLocker and FileVault are recommended for personal computers and are built-in for most Windows and Mac operating systems. * | Set-up BitLocker https://uclahs.fyi/set-up-bitlocker Note: Bitlocker is not available for Windows 10 Home Editions. See supported versions: https://it.uclahealth.org/computing-requirements | Set-up FileVault https://uclahs.fyi/set-up-filevault |
| <input type="checkbox"/> ClearPass OnGuard – ensures your device is properly encrypted and allows you to access the UCLAHealthSecure wireless network. * | Install OnGuard https://uclahs.fyi/install-onguard-windows | Install OnGuard https://uclahs.fyi/install-onguard-mac |
| <input type="checkbox"/> Trellix (FireEye) – malware protection software. * | Install Trellix (FireEye) Agent https://uclahs.fyi/fireeye-win | Install Trellix (FireEye) Agent (Mac 10.xx) https://uclahs.fyi/fireeye-mac Install Trellix (FireEye) Agent (Mac 11.xx Big Sur & 12.xx Monterey) https://uclahs.fyi/fireeye-mac11 |
| <input type="checkbox"/> UCLA Health Virtual Private Network (VPN) – allows you to securely access UCLA Health Sciences resources from remote locations. | Install UCLA Health VPN https://uclahs.fyi/gpvpn-windows | Install UCLA Health VPN https://uclahs.fyi/gpvpn-macos |
| <input type="checkbox"/> Zoom – secure, web-based video conferencing system. | Install Zoom (Health Sciences instance) https://uclahs.fyi/zoom-install | Install Zoom (Health Sciences instance) https://uclahs.fyi/zoom-install |
| <input type="checkbox"/> Safe Exam Browser (SEB) – a lockdown browser that regulates activities during online midterms and final exams. (Only for DGSOM Students) | Install SEB https://uclahs.fyi/seb-install | Install SEB https://uclahs.fyi/seb-install |

* These items are required in order to connect to UCLAHealthSecure wifi

Mobile Device Requirements Checklist:

| Description | iOS | Android |
|---|---|---|
| <input type="checkbox"/> AirWatch Intelligent Hub – mobile device encryption. * For more info: https://uclahs.fyi/airwatch | Install AirWatch  https://uclahs.fyi/airwatch-ios | Install AirWatch  https://uclahs.fyi/airwatch-android |
| <input type="checkbox"/> Duo – multi factor authentication. To activate Duo for Health Sciences: https://uclahs.fyi/uclahealth-mfa | Install Duo  https://uclahs.fyi/duo-ios | Install Duo  https://uclahs.fyi/duo-android |
| <input type="checkbox"/> Poll Everywhere – live interactive audience participation. For more info: https://uclahs.fyi/pollev-guide | Install Poll Everywhere  https://uclahs.fyi/pollev-ios | Install Poll Everywhere  https://uclahs.fyi/pollev-android |
| <input type="checkbox"/> Zoom - secure, web-based video conferencing system. | Install Zoom  https://uclahs.fyi/zoom-ios | Install Zoom  https://uclahs.fyi/zoom-android |

* These items are required in order to connect to UCLAHealthSecure wifi

Questions

Please contact Customer Care at 310-267-CARE (2273). Specialists are available 24/7 to provide support. To receive in-person assistance, please visit [IT Connect](#) located by the west entrance of Café Med in the Center for Health Sciences (CHS) building, near the vending machines. Hours are Monday-Friday, 8am-1pm.