Computing Services and Systems Development
2017-2018 PittStart
• We provide the technology tools and services that make your life at Pitt easier!

Visit us at technology.pitt.edu

View this presentation at pi.tt/pittstart
CSSD @ PITT

Facebook.com/pittcssd

Twitter.com/pittcssd

Text techconnect yourusername to 41411
YOUR COMPUTING ACCOUNT @ PITT
YOUR COMPUTING ACCOUNT @ PITT

- **my.pitt.edu**: the hub to all technology resources.
  - Simply log in with your Pitt username & password.
- Pitt Passport
- Passwords must be changed every 180 days
MULTIFACTOR AUTHENTICATION @ PITT

- Your account stays safe with an extra layer of security via the Duo Mobile app.
- Requires two “factors” to log in to a Pitt Passport service:
  - Something only you know (password)
  - Something only you have (mobile phone)

- Learn more at pi.tt/multifactor
YOUR EMAIL @ PITT

- Username is the beginning of your email address (xyz1@pitt.edu).

- All official University correspondence is sent to this email address:
  - Financial aid information
  - Tuition bills
  - Default email given to professors

- Access your email from any device!
YOUR EMAIL @ PITT

• You can personalize your My Pitt Email address with an alias.
  • Ex: john.doe@pitt.edu

• After you graduate, you will be able to keep your My Pitt Email address for as long as you like.
YOUR COMPUTER @ Pitt
YOUR COMPUTER @ PITT

• All brands of computers are supported by CSSD
  • Computers are available for purchase at The University Store on Fifth
  • Online discounts are available through the University
    • www.pitt.edu/computer

• Operating System
  • Consider academic program
  • Consider computing preferences

• Recommended Configurations
  • technology.pitt.edu/computerspecs
YOUR SOFTWARE @ PITT

• More than 170 titles available to you as a Pitt Student!

- Windows 10
- Office 365
- Symantec
- Absolute
- LO/JACK
- Malwarebytes
- Adobe
- SPSS
- Parallels
- Visual Studio
HOW TO GET SOFTWARE @ PITT

software.pitt.edu

University Store on Fifth

TECHNICAL SUPPORT DESK
by CSSD
MOBILE APPS @ PITT

- appstore.pitt.edu
- One-stop shop for all University-related apps
  - Pitt Mobile
  - Courseweb
  - Box
  - PeopleSoft Mobile
  - Lynda
  - Microsoft Office Apps
  - And more!
TECHNOLOGY SUPPORT @ PITT

• The Technology Help Desk is open 24x7! Take advantage now!
  • Call: 412-624-HELP (4357)
  • Click: technology.pitt.edu
  • Chat: technology.pitt.edu
  • Email: helpdesk@pitt.edu
TECHNOLOGY SUPPORT @ PITT

• Walk-in Support in two locations:
  • The University Store on Fifth
  • Towers Lobby
• Get help with:
  • Connecting to wireless network
  • General computer troubleshooting
  • Spyware and virus removal
  • Software installation
CSSD SERVICES @ PITT
NETWORKING @ PITT

• Wired PittNet
  • Each residence hall room is equipped with one network port per student.

• Wireless PittNet
  • In all residence halls and academic buildings

• Pitt Gaming Network
  • Use to connect your gaming console, Apple TV and most brands of Smart TVs
CONNECTING @ PITT

• Wired PittNet
  • Fastest option
  • Cannot connect a wireless access point, router, or any device that attempts to assign a network address.

• Wireless PittNet
  • **Computer:** connect to SETUP-PITT-WIFI
  • **Mobile Device:** connect to WIRELESS-PITTNET

• Pitt Gaming
  • Instructions: [pi.tt/gaming](http://pi.tt/gaming)
LABS & KIOSKS @ PITT

- CSSD Computing Labs
  - Eight labs with more than 400 computers
  - 24-hour availability in some labs
  - More than 100 software titles
  - Collaborative Team Rooms
  - Scanners, USB DVD Drives, headphones, & charging stations
  - Printing (Color and black & white)

- Computer Kiosks
  - Quick on-the-go
  - Print & Web Access
Technology.pitt.edu

COMPUTING SERVICES AND SYSTEMS DEVELOPMENT
PRINTING @ PITT

• Students receive $63 print quota each term
  • Check quota and job history @ print.pitt.edu
  • B&W printing: $63 = 900 sheets
  • Color Printing: $63 = 127 sheets

• 70+ Printers across campus
MOBILE PRINT @ PITT

• Print from any device and release to any printer.
• Install Pitt Print Client on your computer via software.pitt.edu.
• Mobile print from any device
  • Email documents to mobileprint@pitt.edu or colorprint@pitt.edu
  • Upload on print.pitt.edu
CLOUD STORAGE @ PITT

• Enjoy UNLIMITED cloud storage with BOX.
  • pitt.box.com

• Easily collaborate with classmates & assign tasks.

• Accessible ANYWHERE from ANY device.
Office 365 @ Pitt

Create collaborative websites

Store, sync, and work together on documents

Use Office on any device (Word, Excel, PowerPoint, etc.)

Schedule online meetings and utilize desktop sharing for presentations

Learn more: pi.tt/office365
ONLINE TRAINING @ PITT

• **Lynda**: an online training service that provides over 5,000 courses in business, technology and creative skills.

• On-Demand learning at your own pace.

• Visit [lynda.pitt.edu](http://lynda.pitt.edu)
ADDITIONAL TECHNOLOGY INFO @ PITT
EMERGENCY NOTIFICATIONS @ PITT

- Receive notifications via voice, text, and email as deemed appropriate in the event of an emergency.

- You must subscribe (My Pitt)
  - Prompted to subscribe when you activate your account.
  - Keep preferences up to date on My Pitt.
TEXT MESSAGE UPDATES @ PITT

• Receive news and updates from departments and clubs!
  • CSSD
  • Student Affairs
  • Pitt Olympic Sports
  • And more!

Sign up through your Profile page at my.pitt.edu
COMPUTER SECURITY @ PITT

- Pitt will **never** ask for your password in email, chat, phone or in person.
- Beware of phishing schemes.
- Install security software
  - Symantec EndPoint Protection (anti-virus)
  - Malwarebytes
  - Lojack (laptop recovery)
- Set up multifactor authentication
ILLEGAL FILE SHARING @ PITT

• Using file-sharing programs to share copyrighted music, movies, games, and other materials is illegal.

• The consequences of sharing copyrighted files on the University’s network include penalties enforced by the University Student Judicial System. The copyright owner may also take legal action, which can result in criminal penalties and fines.
STUDENT EMPLOYMENT @ PITT

• Work up to 20 hours per week
• Paid a competitive hourly wage

• Student Technical Consultants
  • Provide technical support to the student body
• Computing Lab Monitors
  • Help maintain and provide student assistance in the computing labs.
• View all openings at pi.tt/cssdjobs2017
CSSD EVENTS @ PITT

Cyber Security Scarehouse
• Oct. 31st

Mobile App Challenge
• Spring Semester
FINAL THOUGHTS @ PITT

• Get your computer set up at TSD TODAY!
  • Call Help Desk @ 412-624-HELP (4357)
• Online resources for ALL computing needs:
  • my.pitt.edu
  • technology.pitt.edu
• Multifactor authentication (Duo Mobile)
• Register MAC Address for access to gaming network.
THANK YOU AND WELCOME TO THE UNIVERSITY OF PITTSBURGH!

COMPUTING SERVICES AND SYSTEMS DEVELOPMENT

PittStart