



# PittInformationTechnology

*Student Computing Essentials*

PittStart 2018-2019

**[Pi.tt/pittstart](http://Pi.tt/pittstart)**

# CONNECT WITH US



@UPittIT



Text **techconnect**  
*yourusername* to  
**72345**

# WHAT WE DO

8

Campus  
Computing Labs

170+

Software Titles  
for FREE

900

Sheets of  
Printing/Semester

2

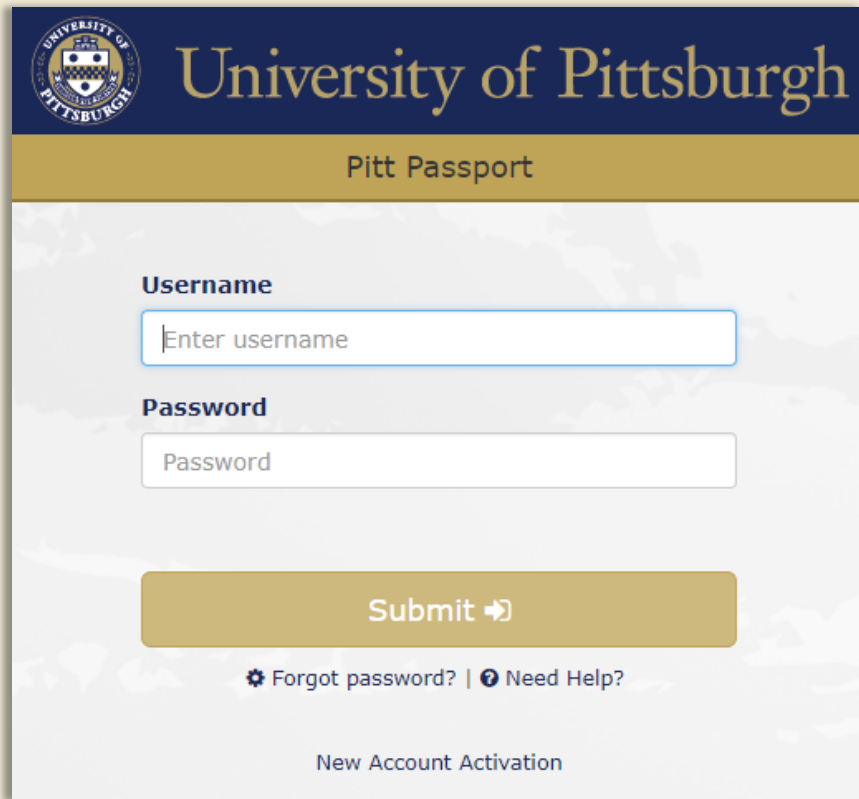
Major Campus  
Events

5

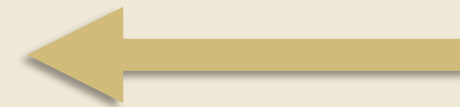
Convenient options  
for Tech Support

# YOUR COMPUTING ACCOUNT

# PITT PASSPORT



The screenshot shows the Pitt Passport login interface. At the top left is the University of Pittsburgh logo. The header features the text "University of Pittsburgh" in a serif font and "Pitt Passport" in a sans-serif font below it. The main form area contains a "Username" label above a text input field with the placeholder "Enter username". Below this is a "Password" label above a text input field with the placeholder "Password". A large, gold-colored "Submit" button with a right-pointing arrow is positioned below the password field. At the bottom of the form, there are two links: "Forgot password?" with a gear icon and "Need Help?" with a person icon. A link for "New Account Activation" is located at the very bottom of the page.



Sign in using Pitt Username &  
Password

# MULTIFACTOR AUTHENTICATION



Something only  
you KNOW



Something only  
you HAVE

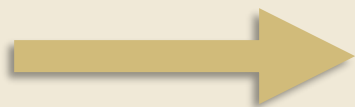


Successfully  
login

Learn more at [pi.tt/multifactor](https://pi.tt/multifactor)

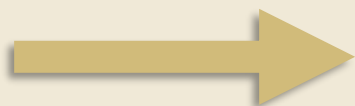
# YOUR PITT EMAIL

- Your Pitt Username is the beginning of your email address
  - Ex: [xyz1@pitt.edu](mailto:xyz1@pitt.edu)



*Try personalizing with an alias!*


- Access your email from anywhere & keep it after graduation.



*All official University info goes to your Pitt email.*

My Pitt Home x Guest

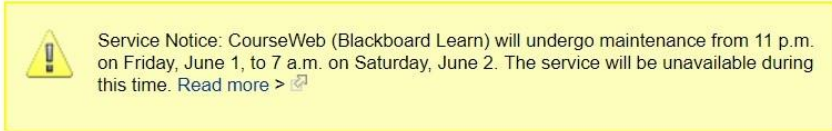
Secure | [https://my.pitt.edu/portal/server.pt/community/my\\_pitt\\_home/805](https://my.pitt.edu/portal/server.pt/community/my_pitt_home/805)

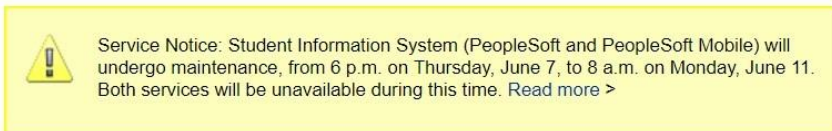

Welcome, Pitt-Aut[redacted] | Profile | Log out
Box
My Pitt Email


[University Services & Information](#)
[Academic Resources](#)
[Getting Around](#)
[Life on Campus](#)
[My Resources](#)
[Help Me](#)
[Wellness](#)

Need help finding something? Ask Cathy!

**TAKE ACTION**  
[Emergency Contact Information](#)











**Student – Announcements**  
[Summer Course: PS 1328: Authoritarian Politics](#)  
[Voicing Disability Conference: June 1](#)  
[C4C Workshops: Making Connections Between Art and Mind](#)  
[New Asian American Literature Course](#)  
[PARK it! Transform Pitt Parking Spaces With Creativity](#)


View More...















What would you like to Ask Cathy?



Browse Categories

All Roles

Jonathan

**Ask Cathy Feedback**  
Have a question or feedback for Ask Cathy? Send us a message.

*Your feedback is important to us – please tell us what you think.*

**Your Contact Information**

University Computing Account Username:

Name:

Phone:



First Name:  Last Name:

Department:











Email:

Building:

My Recently Used

 <b>PRISM</b> PRISM	 <b>My Pitt Email</b> Exchange Online	 <b>CourseWeb</b> Blackboard
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Most Popular

 <b>CourseWeb</b> Blackboard	 <b>Access the Student Information System</b> PeopleSoft	 <b>PRISM</b> PRISM	 <b>The PantherExpress System</b> Jaggaer/SciQuest
 <b>PeopleSoft Mobile</b> PS Mobile	 <b>My Pitt Email</b> Exchange Online	 <b>Qualtrics</b>	 <b>View My Grades</b> PS Mobile
 <b>Housing Application Process</b> Panther Central	 <b>PittSource - HR Suite</b> HR Suite		

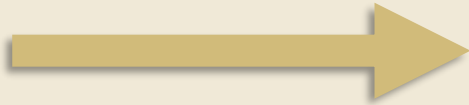
See More

Category Of The Day

 Dean Internship Related to	 Internship	 PittSource - HR Suite	 Explore an Internship Using
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# TECHNOLOGY.PITT.EDU/STUDENTS

- Hub for all of your technology resources.



The screenshot shows the top navigation bar of the University of Pittsburgh Information Technology website. The header includes the University of Pittsburgh logo, the text "Information Technology" and "Computing Services and Systems Development", and a search bar with the placeholder text "How can we help you?". Below the header is a dark blue navigation menu with links for "HELP DESK", "ABOUT US", "INITIATIVES", "SECURITY", "SERVICES", and "SOFTWARE". Social media icons for Facebook, Instagram, Twitter, and YouTube are also present.

The main content area features a large image of two students looking at a device. Overlaid on this image is the text "Innovative IT" and a sub-headline: "CSSD provides innovative information technology services that support learning, teaching, technology, research, and business at Pitt." Below this is a blue button labeled "OUR INITIATIVES".

Below the main image is a section titled "Features & News" with a progress indicator of four dots. The first item is "Discover Pitt's Best App Ideas", which includes the text "Check out the winning entries in the 2018 Pitt Mobile App Challenge." and a blue button labeled "SEE THE WINNERS". To the right of this text is a small image of three students looking at a phone, with a logo for the "PITT MOBILE APP CHALLENGE".

# YOUR COMPUTER

# HOW DO I CHOOSE?

1

Check department's recommended configurations

2

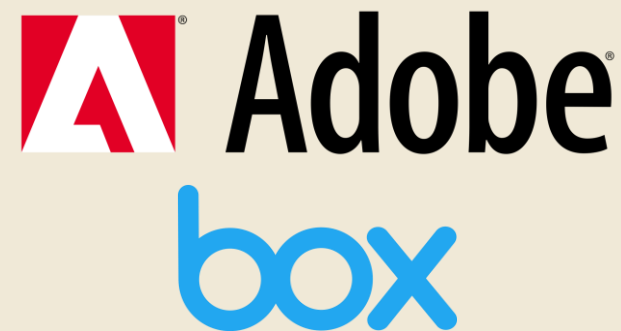
View Pitt IT's recommended configurations

*[technology.pitt.edu/computerspecs](http://technology.pitt.edu/computerspecs)*

3

Review your purchasing options

# AVAILABLE SOFTWARE



*\*\*Class-specific software*

# ONLINE TECHNOLOGY TRAINING



LYNDA offers over 5,000 courses in business, technology & creative skills



On demand learning at your own pace



# TECH SUPPORT

## Help Desk

24/7 Support

**Call:** 412-624-HELP

**Click:** [technology.pitt.edu](https://technology.pitt.edu)

**Chat:** [technology.pitt.edu](https://technology.pitt.edu)

**Email:** [helpdesk@pitt.edu](mailto:helpdesk@pitt.edu)

## Walk-In Support

University Store & Towers  
Lobby Locations

Network connections

Installing software

General troubleshooting

Malware/virus removal

Operating system rebuild

## Hardware Repair/Services

Offered through the  
University Store on Fifth

Services **Apple** and *out of warranty Dell* computers

Hard drive/RAM upgrades

Data transfer/back up

Diagnostics



INFORMATION TECHNOLOGY

PittStart





INFORMATION TECHNOLOGY  
DEPARTMENT

PittStart

# PRINTING



\$63 print quota per semester



900 sheets B&W

127 sheets COLOR

*(only in Student Computing Labs)*



Install Pitt Print Software

*[pi.tt/installpittprint](http://pi.tt/installpittprint)*



Visit [print.pitt.edu](http://print.pitt.edu)

# LABS & KIOSKS

- 8 computing labs - 24 hour availability in some labs
- 100+ software titles – including those you'll need for class.
- Print (COLOR)
- Borrow peripherals like scanners, USB DVD drives and chargers.
- Quick access kiosks



# We're freshening up our lab.

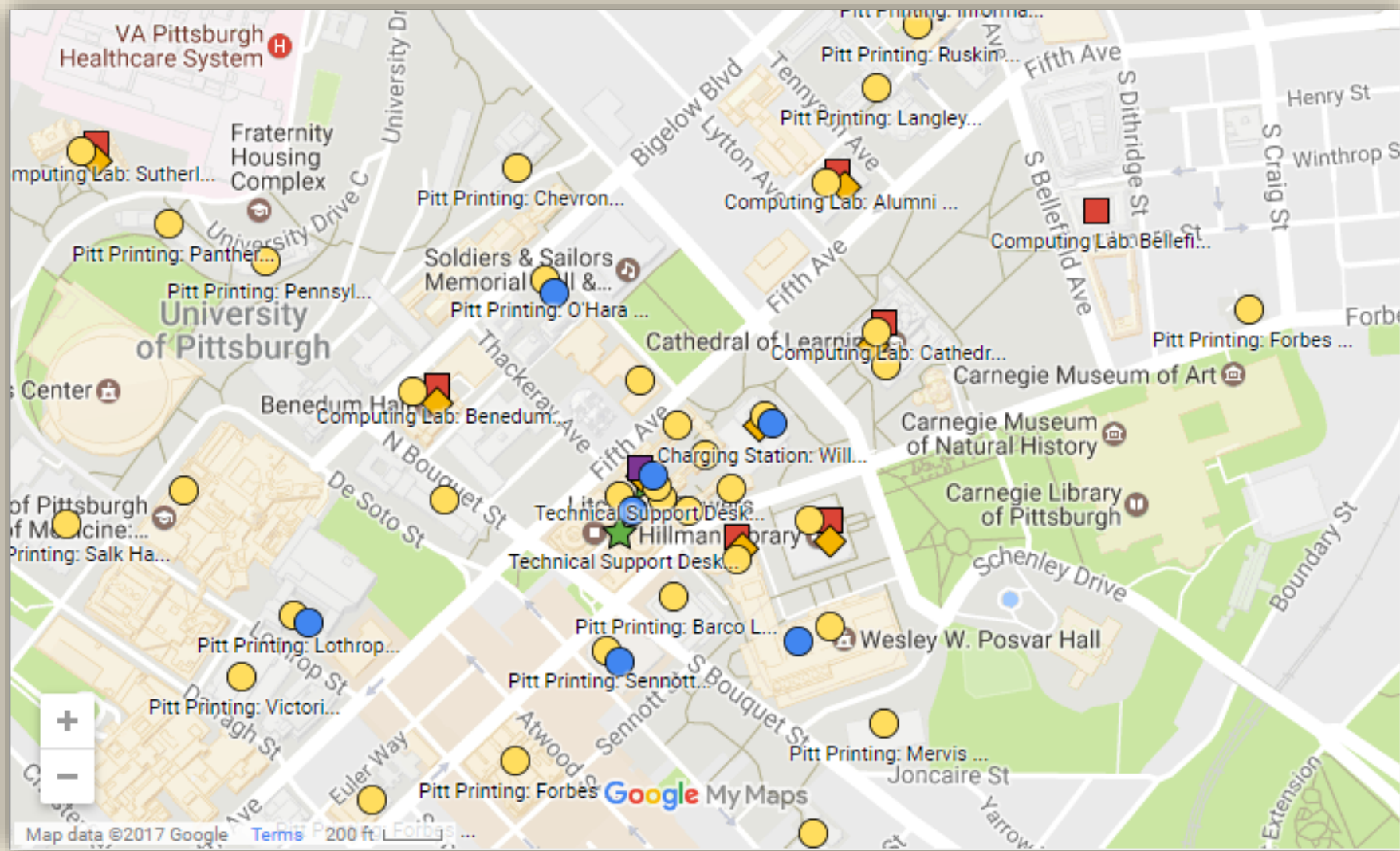
We're renovating the Cathedral computing lab!  
**[pi.tt/freshlab](http://pi.tt/freshlab)**



Pitt Information Technology

INFORMATION TECHNOLOGY  
DEPARTMENT

# PittStart



# NETWORKING

## PittNet Wifi

Located in all Res Halls & Academic Buildings

Computer: connect to  
**SETUP-PITT-WIFI**

Mobile: connect to  
**WIRELESS-PITTNET** or  
**WIRELESS-PITTNET FAST**

## PittNet Wired

Located in all Res Halls – one network port per student

Fastest and #1 recommended option for streaming

No routers, switches or APs

## PittNet Gaming

Located in all Res Halls

Connect your gaming console or Smart TV

Simply fill out a form:  
**Pi.tt/gaming**

# COMPUTER SECURITY

## DO's

Install Symantec Endpoint Protection & MalwareBytes

Set up the push notifications on the Duo Mobile app for multifactor authentication

Call the Help Desk or visit Walk-In Support if you're unsure about something

## DON'Ts

Share your password with ANYONE

Click on a suspicious link

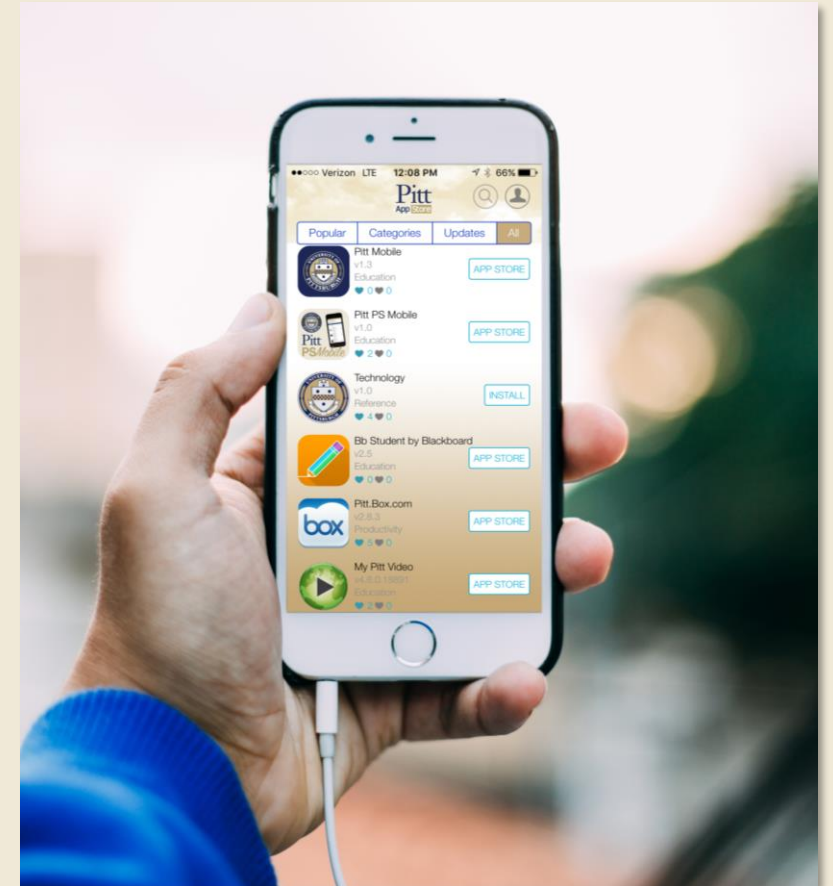
Use file sharing programs to download movies, video games or shows illegally

# ADDITIONAL TECHNOLOGY INFO



# PITT APP STORE

- A one stop shop for all University-related apps
  - Pitt Mobile, BlackBoard, PeopleSoft, etc.
- Download to add classes, view grades, check schedules & more!
- For more info visit [appstore.pitt.edu](http://appstore.pitt.edu)



# TEXT MESSAGE UPDATES

- Receive news & updates from the departments/clubs of your choice
  - Pitt Information Technology (News & Alerts)
  - Student Affairs
  - Crime Alerts
  - MORE!
- Sign up through your profile page @ *my.pitt.edu*

# EMERGENCY NOTIFICATION SERVICE

- Receive notifications via **VOICE, TEXT, or EMAIL** in the event of an emergency on/near campus.
- Subscribe & keep preferences up to date by going to *[pi.tt/rave](https://pi.tt/rave)*

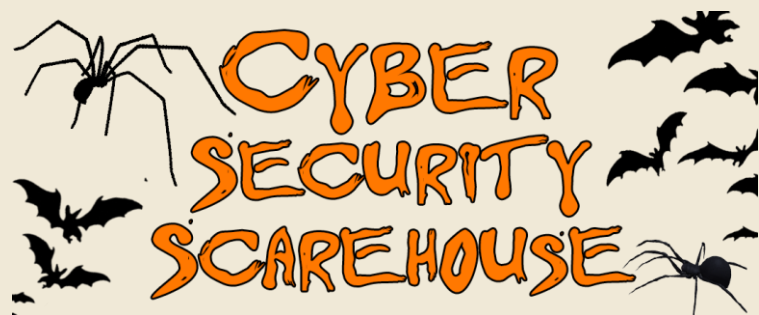
# STUDENT EMPLOYMENT

- **Student Technical Consultants**
  - Provide in-person technical support to the student body
- **Computing Lab Monitors**
  - Help maintain and provide student assistance in the computing labs.
- **Student Technology Help Desk Analysts**
  - Provide phone support to the student body



*View all openings at [pittsource.com](https://pittsource.com)*

# PITT IT EVENTS



Learn about cyber security from Pitt IT's Security team

Free t-shirts, prizes and FOOD

Scary Haunted House



Submit in two categories:

**Show It:** mock up your idea for an app

**Code It:** create a functioning app

Grand prize last year: \$4,000 Amazon gift card

# DO IT NOW CHECKLIST



Connect to PittNet Wi-Fi

*[pi.tt/connect](https://pi.tt/connect)* for instructions



Download the Duo Mobile App for your smartphone

*[pi.tt/mfa](https://pi.tt/mfa)* for instructions



Download the Pitt PS Mobile app to schedule, add/drop classes, view grades and more.

# DO IT AT HOME CHECKLIST



Get your game on: register MAC address for console or Smart TV

*[pi.tt/gaming](http://pi.tt/gaming) for instructions*



Get free software – Microsoft Office and more!

*[software.pitt.edu](http://software.pitt.edu) to download & install*



Protect your computer – install antivirus software

*[software.pitt.edu](http://software.pitt.edu) to download & install*



Be ready to print as soon as you arrive – install Pitt Print client

*[software.pitt.edu](http://software.pitt.edu) to download & install*



Check out discounted computers before you buy

*[pi.tt/computers](http://pi.tt/computers) to learn more*