Computing Services and Systems Development
2016 – 2017 PittStart
CSSD @ Pitt

- We provide the technology tools and services that make your life at Pitt easier!

Visit us at technology.pitt.edu

Presentation available at technology.pitt.edu/pittstart
CSSD @ Pitt

facebook.com/pittcssd

@pittcssd

TechConnect

Text techconnect yourusername to 41411
Presentation Overview

- Your Computing Account @ Pitt
- Your Computer @ Pitt
- CSSD Services @ Pitt
- Additional Technology Info @ Pitt
YOUR COMPUTING ACCOUNT @ PITT
my.pitt.edu @ Pitt

- Hub to all University technology resources
  - CourseWeb
  - Email
  - PeopleSoft/Student Center
  - Software Download Service
  - PittPay
  - And much, much more…

- Account activation

- Passwords must be changed every 180 days
Your Email @ Pitt

• Username is your email address (xyz1@pitt.edu)
• Cloud based - access anywhere!
• All official University correspondence is sent to this email address
  – Financial aid information
  – Tuition bills
  – Default email given to professors
Your Email @ Pitt

• Personalize with an alias
  – (for example, john.doe@pitt.edu)
  – Update other accounts to use your alias email
  – For details, visit technology.pitt.edu/alias

• Keep your My Pitt Email address after graduation
YOUR COMPUTER @ PITT
Your Computer @ Pitt

• No specific brand of computer is needed
  – Computers available for purchase at The University Store on Fifth
  – Online Discounts through University
    • www.pitt.edu/computer
  – Recommended Configurations
    • technology.pitt.edu/computerspecs

• Operating System
  – Consider Academic Program
  – Consider Computing Preferences
Your Software @ Pitt

- Windows 10
- Office 365
- Absolute LOJACK
- Parallels
- Symantec
- STATA
- MATLAB
- IBM
- SPSS
- Adobe
- Corel
- SAS
- Wolfram Mathematica
- Malwarebytes
Software Distribution Locations @ Pitt

• Software Download Service via My Pitt
• The Technical Support Desk at the University Store on Fifth
Mobile Apps @ Pitt

• One-stop shop for University related apps
• appstore.pitt.edu
• Apps include:
  – Pitt Mobile
  – PeopleSoft
  – CourseWeb (BlackBoard)
  – Box
  – Lynda
  – Microsoft Word, Excel, PowerPoint, Outlook
  – And more!
Technology Support @ Pitt

- The Technology Help Desk is available 24 x 7, everyday!
  - Call: 412-624-HELP [4357]
  - Click: technology.pitt.edu
  - Chat: technology.pitt.edu
  - Email: helpdesk@pitt.edu
Technical Support Desk @ Pitt

- Support locations:
  - University Store on Fifth
  - Towers Lobby
  - In-room appointments

- Assists with:
  - Network configuration
  - Spyware and virus removal
  - Software installation
  - Operating system/application errors
Useful Tips @ Pitt

- License or activation codes
- Computer warranty information
- Have a backup strategy for your academic work
- Use security locks for laptops
- Make sure your belongings are identifiable
CSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PITTCSSD SERVICES @ PIT
Networking @ Pitt

• Wired - PittNet
  – Each residence hall room is equipped with one network port per student
  – Gaming consoles and media players require special configuration

• Wireless PittNet
  – Residence halls and academic buildings
  – WIRELESS-PITTNET-FAST for newer devices
Connecting @ Pitt

- **Wired**
  - Plug Ethernet cable into computer and the wall jack
  - Open a web browser and navigate to [connect.pitt.edu](http://connect.pitt.edu)
  - Cannot connect a wireless access point, router, or any device that attempts to assign a network address

- **Wireless**
  - Computer – Connect to **SETUP-PITT-WIFI**
  - Mobile Device – Connect to **WIRELESS-PITTNET** or **WIRELESS-PITTNET-FAST**
Labs and Kiosks @ Pitt

- Six labs with nearly 500 computers
  - 24 hour availability at certain locations
  - Collaboration team rooms
  - More than 100 academic applications
  - Document scanners and USB DVD drives
  - Mobile Device Charging Stations
  - Printing

- Computer Kiosks
  - Email and web
  - Microsoft Office
  - Printing
Printing @ Pitt

• Students receive a $63 print quota each term
  – Check quota at print.pitt.edu
  – Black & White printing: $63 = 900 sheets
  – Color printing: $63 = ~128 sheets

• Printers located throughout campus
Mobile Print @ Pitt

• Print from any device and release to any printer
• Install Pitt Print client on your Computer
• MobilePrint from any device
  – Email documents to mobileprint@pitt.edu
  – Upload on print.pitt.edu
pitt.box.com

- Enjoy unlimited cloud storage with pitt.box.com
- Easily collaborate with classmates and assign tasks
- Accessible from any device using web or app
Office 365 @ Pitt

• Create collaborative websites
• Store, sync, and work together on documents
• Use Office on any device
• Share and mange your videos

Learn more: technology.pitt.edu/office365
Skype @ Pitt

• Connect with other students, faculty, and staff
• Share a presentation, program, or your desktop with others
• Start a web conference on the fly or schedule in advance
lynda.pitt.edu

- Training service that provides more than 2,000 online courses
- Courses cover a wide variety of topics
- On-demand learning
- Available through My Pitt
ADDITIONAL TECHNOLOGY INFO @ PITT
Emergency Notification @ Pitt

- Used as deemed appropriate in the event of an emergency
- Voice, text, and email options
- Prompted to subscribe during activation
- Keep preferences up to date on My Pitt
Text Message Updates @ Pitt

• News and updates from departments and clubs
  – CSSD (TechConnect)
  – Student Affairs
  – Pitt Olympic Sports
  – Many more

• Sign up through your profile page at My Pitt
Love Your Computer @ Pitt

• 12th Annual Love Your Computer Event
• Fun and informative activities
  – Information tables and games
  – Security engraving
  – Free T-shirts and prizes
Mobile App Challenge @ Pitt

• Submit app suggestions in three categories
  – Ideas
  – Mockups
  – Prototypes
• Win prizes
• Winners recognized during awards ceremony
Computer Security @ Pitt

- Pitt will **never** ask for your password in email, chat, on the phone, or in person
- Beware phishing schemes
- Install security software
  - Symantec Endpoint Protection
  - Malwarebytes
  - LoJack for Laptops
- [technology.pitt.edu/security](http://technology.pitt.edu/security)
- Think something isn’t right?
  - Contact the Technology Help Desk
  - Visit the Technical Support Desk
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
- Technical Support Desk
  - Student Technical Consultants
- Computing Labs
  - Computer Lab Monitors
  - Printer Specialists
- Office Administration
- View job openings at pi.tt/CSSDjobs
Final Thoughts @ Pitt

• Get computer help @ the Technical Support Desk
• Online resources for all computing needs are @
  – my.pitt.edu
  – technology.pitt.edu
• Get those mobile apps @ appstore.pitt.edu
Thank you!

Welcome to the University of Pittsburgh!

[Link to website]

[technology.pitt.edu]