



University of
Pittsburgh

Information Technology

Computing Resources

at the University of Pittsburgh
Tuesday, August 30, 2022

Who We Are

Pitt Information Technology provides resources at the University for students, faculty, and staff

- Technology Support
- Computer Accounts
- Email
- Software
- Network Access
- Information Security
- Telecommunications Services

Where to Find Us

Pitt Information Technology Web site:
technology.pitt.edu

- Learn about our services
- Submit a request for assistance
- Obtain security tools and information
- Review computing guidelines
- View available software

Where to Find Us

Pitt Information Technology Web site:
technology.pitt.edu



The screenshot shows the homepage of the Pitt Information Technology website. At the top, there is a dark blue header with the University of Pittsburgh logo and the text "Information Technology". To the right of the header is a navigation bar with links for "Students", "Faculty", and "Staff". Below the header is a search bar with the placeholder text "How can we help you?". A horizontal menu below the search bar contains links for "HELP DESK", "SECURITY", "SERVICES", "SOFTWARE", "TRAINING", and "ABOUT US". On the right side of this menu are social media icons for Facebook, Instagram, Twitter, and YouTube. The main content area features a large image of a woman with glasses working on a laptop. Overlaid on this image is the text "Remote IT Resources" in large white font, followed by the subtitle "Find IT resources that enable you to learn, teach, and work when you can't get to campus." and a blue button labeled "LEARN MORE".

Information for: [Students](#) [Faculty](#) [Staff](#)

University of Pittsburgh | Information Technology

How can we help you?

[HELP DESK](#) | [SECURITY](#) | [SERVICES](#) | [SOFTWARE](#) | [TRAINING](#) | [ABOUT US](#)

[f](#) [@](#) [t](#) [v](#)

Remote IT Resources

Find IT resources that enable you to learn, teach, and work when you can't get to campus.

[LEARN MORE](#)

Getting Started for New Faculty and Staff

technology.pitt.edu/newstaff

- How do I get my computer account?
- What about email?
- What's "My Pitt?"
- How can I get software?
- How can I keep my information private and secure?



Your University Computing Account

Automatically created when you are hired

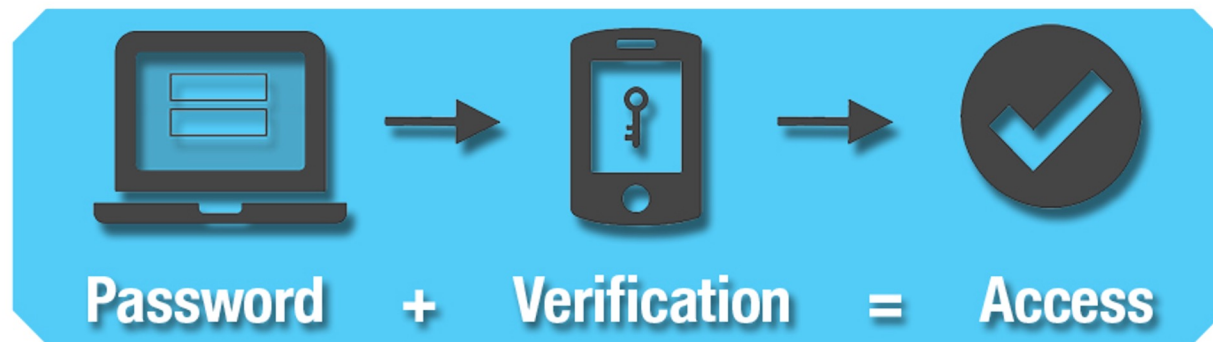
- Your username and password provide access to University computing resources
 - Pitt Email
 - PittNet and the Internet
 - My Pitt (my.pitt.edu)
- Change your password immediately

Your University Computing Account

Multifactor Authentication at Pitt

Protects Your Privacy

Provides another layer of security to your online accounts when using Pitt Passport.



Visit technoloav.pitt.edu/multifactor to learn more!

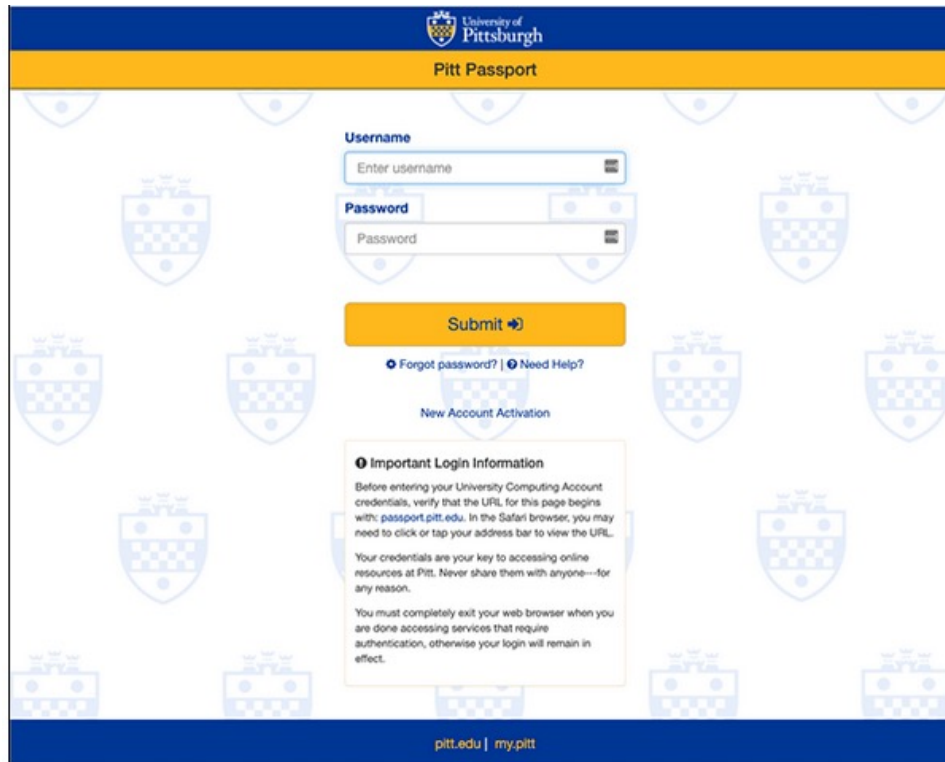
Your University Computing Account

Manage Your Account at My Pitt (my.pitt.edu)

- Manage your account password
- Set your email preferences
- Edit your contact information

Managing Your Account Online at my.pitt.edu

- Pitt Passport is a single sign-on service



The screenshot shows the Pitt Passport login interface. At the top, there is a blue header with the University of Pittsburgh logo and the text "Pitt Passport". Below this is a yellow banner. The main area has a light blue background with a repeating pattern of the University of Pittsburgh crest. In the center, there is a login form with two input fields: "Username" (with a placeholder "Enter username") and "Password" (with a placeholder "Password"). Below these fields is a yellow "Submit" button. Under the button are links for "Forgot password?" and "Need Help?". Below these links is a link for "New Account Activation". At the bottom of the form area is a box titled "Important Login Information" containing text about verifying the URL, the importance of credentials, and the requirement to exit the browser when done. The footer of the page is blue and contains the text "pitt.edu | my.pitt".

University of Pittsburgh
Pitt Passport

Username
Enter username

Password
Password

Submit

[Forgot password?](#) | [Need Help?](#)

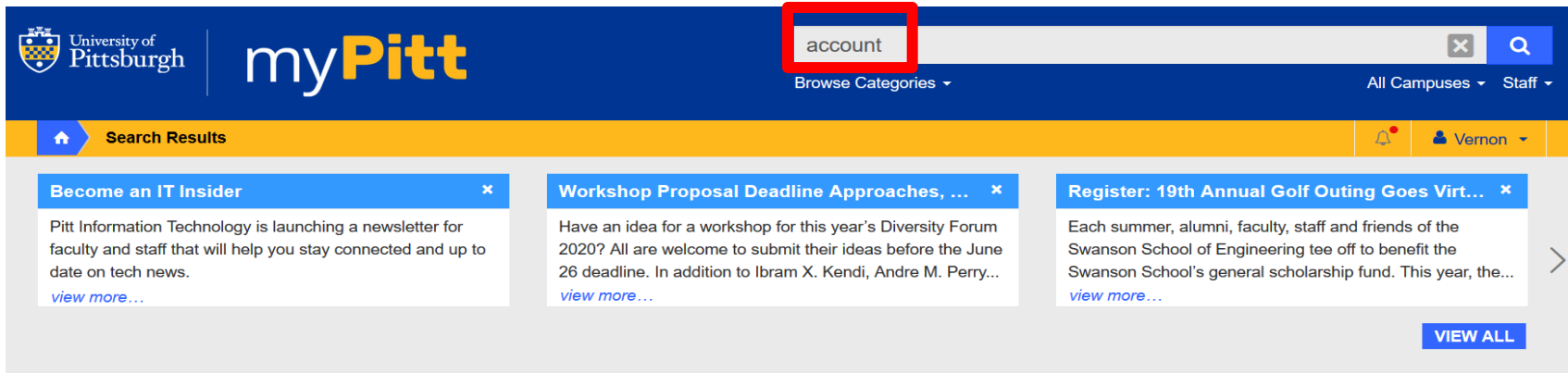
[New Account Activation](#)

Important Login Information
Before entering your University Computing Account credentials, verify that the URL for this page begins with: passport.pitt.edu. In the Safari browser, you may need to click or tap your address bar to view the URL.
Your credentials are your key to accessing online resources at Pitt. Never share them with anyone—for any reason.
You must completely exit your web browser when you are done accessing services that require authentication, otherwise your login will remain in effect.

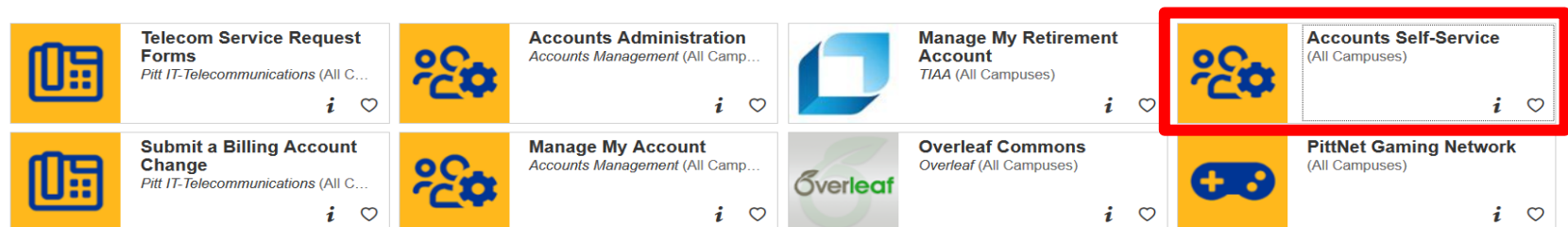
pitt.edu | my.pitt

Managing Your Account Online


- Type **Account** in search bar
- Select **Account Self-Service** icon



Search Results: Tasks



Managing Your Account Online




University of
Pittsburgh

Pitt IT

Accounts Self-Service

CONTACT INFORMATION

EMAIL & MESSAGING ▾

PRINTING 

LOGIN & SECURITY ▾

SPONSORED ACCOUNTS

Contact Information

Edit your University Computing Account directory information on the University of Pittsburgh directory services. If you do not want this e

Skype Photo

Change Photo

Nickname

Nickname

Campus Phone

Fax Number

Cell Number

xxx xxx xxxx Ext.

Pager Number

xxx xxx xxxx Ext.

Advertised Email


vdf@pitt.edu

Web Address

ADD/MANAGE PITT PASSPORT DEVICES

CERTIFICATE REQUEST

CHANGE PASSWORD

EMERGENCY NOTIFICATION SYSTEM 

ENROLL IN PITT PASSWORD MANAGER (LASTPASS)

MAC ADDRESS REGISTRATION REQUEST

VIEW PITT PASSWORD LOGIN HISTORY

Password Tips

Protect Your Password

- Keep your password secret
- Don't write down your password in an easy-to-find location
- Change your password periodically
- Use a “strong” password:
 - Eight to 14 characters
 - Combines letters, numbers, special characters
 - Don't use guessable words
- Use Pitt Password Manager (LastPass)

For more tips and password best practices, visit <https://www.technology.pitt.edu/help-desk/how-to-documents/password-best-practices-and-standards>

Password Tips

Good passwords

- 4Pitt2Go#
- 44@Moose
- 444??141A
- 2Gud2BTru#
- @Lunch2Dy

Bad passwords

- Pittsburgh
- Panthers or Steelers
- Abc123 or asdfg
- July41966
- Your username

For more tips and password best practices, visit <https://www.technology.pitt.edu/help-desk/how-to-documents/password-best-practices-and-standards>

Pitt Email

Your University email address: *username@pitt.edu*

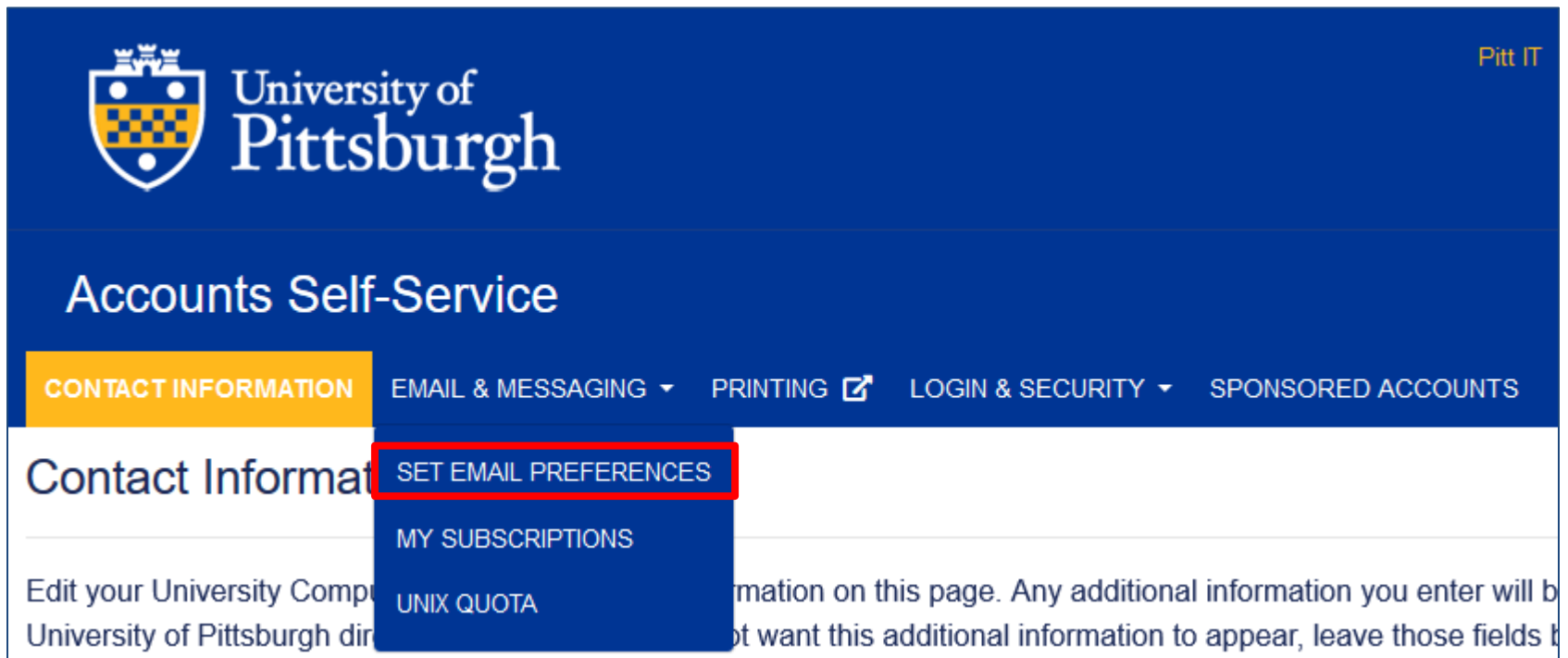
- Pitt Email
- Access email from your desktop, laptop, or smartphone

Email Preference

- Create Email Aliases



Setting Email Preferences



The screenshot displays the 'Accounts Self-Service' portal of the University of Pittsburgh. The header features the university's logo and the text 'University of Pittsburgh' on the left, and 'Pitt IT' on the right. Below the header, the title 'Accounts Self-Service' is centered. A navigation bar contains several links: 'CONTACT INFORMATION' (highlighted in orange), 'EMAIL & MESSAGING' (with a dropdown arrow), 'PRINTING' (with an external link icon), 'LOGIN & SECURITY' (with a dropdown arrow), and 'SPONSORED ACCOUNTS'. Under the 'CONTACT INFORMATION' link, a dropdown menu is open, showing three options: 'SET EMAIL PREFERENCES' (highlighted with a red border), 'MY SUBSCRIPTIONS', and 'UNIX QUOTA'. The main content area below the dropdown shows the title 'Contact Information' and a brief instruction: 'Edit your University Computer Account Information on this page. Any additional information you enter will be added to your University of Pittsburgh directory. If you do not want this additional information to appear, leave those fields blank.'

University of Pittsburgh

Pitt IT


Accounts Self-Service

CONTACT INFORMATION EMAIL & MESSAGING PRINTING LOGIN & SECURITY SPONSORED ACCOUNTS

Contact Information SET EMAIL PREFERENCES MY SUBSCRIPTIONS UNIX QUOTA

Edit your University Computer Account Information on this page. Any additional information you enter will be added to your University of Pittsburgh directory. If you do not want this additional information to appear, leave those fields blank.

Setting Email Preferences

 University of Pittsburgh

Pitt IT | Ask Cathy | My Pitt

Accounts Self-Service

CONTACT INFORMATION | EMAIL & MESSAGING | PRINTING | LOGIN & SECURITY | SPONSORED ACCOUNTS

Email Preferences

Email Aliases | Forwarding | Filtering

In addition to your VDF@pitt.edu email address, you may select up to two additional email addresses such as vernon.franklin@pitt.edu to use on this account. These additional, personalized email addresses are called email aliases. When you select personal email addresses, please use the following guidelines:

- Email addresses must be greater than eight characters or contain a period (.), dash (-) or underscore (_) and be greater than 4 characters.
- Email addresses should NOT be used to misrepresent your identity.
- Email addresses should be professional in nature.
- Email addresses can contain letters, numbers, periods (.), dashes (-) or underscores (_).

The University of Pittsburgh reserves the right to revoke any email address not in accordance with these guidelines. Please note, once you create an email alias, you cannot remove it and it cannot be used by any other person or group. For additional details about email aliases, please visit <http://technology.pitt.edu/alias>.

When you create an email alias and make it your "From" address, you will need to use your email alias to re-subscribe to any mailing lists to which you belong so that you can continue to post messages to them. You may also want to unsubscribe your original email address so you do not receive duplicate messages.

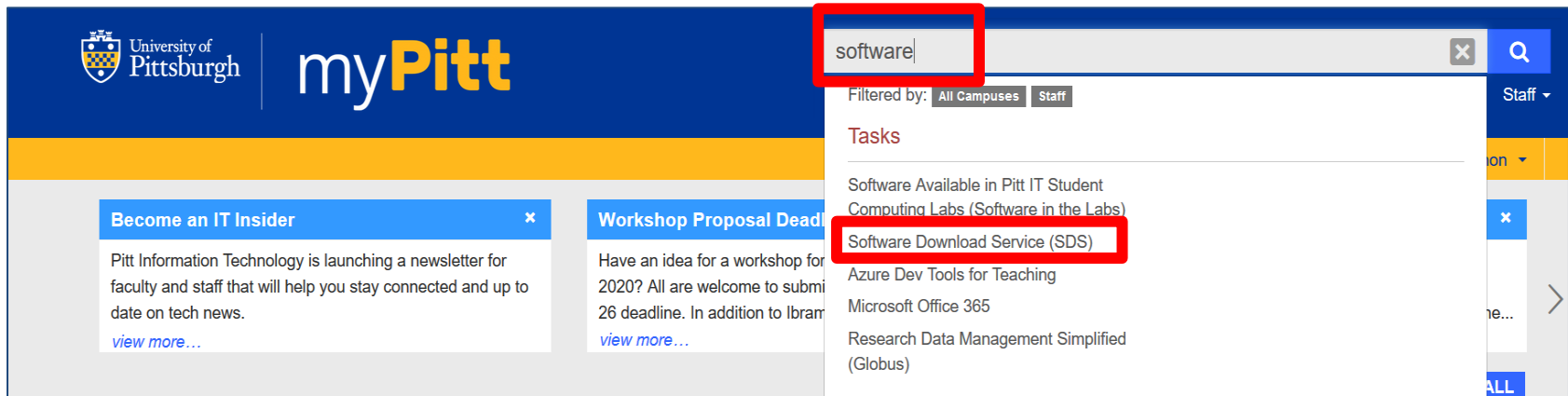
Current Email Addresses

Choose the email address you would like to display in the "From" field of messages that you send using My Pitt Email.

Software Distribution Services

Software for Faculty and Staff

- **my.pitt.edu** (Type **Software** in search bar, then select Software Download Services (SDS))



- Download free software applications and security tools

Pitt App Center

Your one-stop shop for University related mobile apps:

- Concur (travel and expenses)
- Duo Multifactor Authentication
- LinkedIn Learning
- Microsoft Office apps—including Outlook, Excel, PowerPoint, Teams, and Word
- Pitt Mobile
- Pitt PS Mobile (PeopleSoft)
- And many more!



Network Access

Gigabit Ethernet Network (PittNet)

- Provides access to University resources and the Internet

PittNet Wi-Fi

- Available at locations across the Pittsburgh campus
- Newer devices can take advantage of faster PittNet Wi-Fi speeds

PittNet Virtual Private Network (VPN)

- Provides secure access from off-campus and to restricted online services
- Use either the [Pulse Secure](#) or [Global Protect](#) client software (talk to your department's IT personnel)
- Download from the Software Distribution Service on my.pitt.edu

Access to PittNet, PittNet Wi-Fi, and PittNet VPN is governed by Pitt IT's Acceptable Computing Access and Use policy: <https://www.technology.pitt.edu/security/acceptable-computing-access-and-use>

Telecommunications

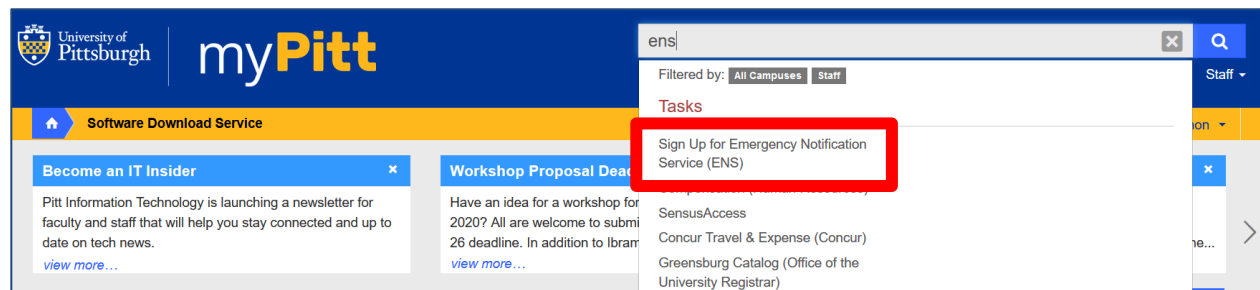
- Telephone Service
- Phone system will vary based on department



Emergency Notification Service

NotifyU

- ENS will automatically communicate through email as deemed appropriate in the event of an emergency
- You can also have ENS alert your voice and text messages
- Add numbers and/or opt-in to voice and text alerts at my.pitt.edu



Cloud Storage

Microsoft OneDrive

- Secure solution that provides up to 5 TB of file storage
- Update, store, share, and sync your files from anywhere
- Microsoft OneDrive default for Office 365
- For more information, see:
 - technology.pitt.edu/services/cloud-collaboration-box-and-onedrive
 - technology.pitt.edu/security/onedrive-security-guide

Instructor-Led Technology Workshops

Faculty and Staff Development Program

COVID-19: Spring FSDP Workshops

In response to the COVID-19 pandemic, the [Faculty and Staff Development Program \(FSDP\)](#) will be modified for the spring term. All in-person workshops are suspended with some adapted to be presented virtually. During this time, workshops scheduled for virtual presentation will be added to the [OHR Announcements page](#). We recommend that you check back often as more workshops will be added once announced.

If you have a FSDP-related inquiry, including registration procedures and the status of spring workshops, the quickest way to receive assistance is to [email Organization Development](#).

[Explore Virtual Spring Workshops](#)

Check back regularly for updates to the Spring 2020 FSDP schedule.

The Faculty & Staff Development Program (FSDP) offers a variety of workshops to enhance the professional and personal development of Pitt faculty and staff. This term's programming offers over 60 courses, including new Global Competence Certificate Program courses, new Healthy U courses, and new tech courses.

Workshops are offered in the fall and spring terms of each academic year and all University faculty and staff are invited to participate. For staff, workshop registration requires supervisor approval.

Check out the learning opportunities in each category to identify which programs will help you reach your professional goals.



Leadership
Development



Professional
Development



Technology
Learning



Healthy U

Online Learning

Security Awareness Training

- Online training service provided by Pitt IT
- Includes a wide range of IT security and regulatory content
- Assigned courses on the **Training** tab, recommended courses on the **Library** tab
- To access, visit: technology.pitt.edu/security/information-security-awareness-training or pi.tt/securitytraining

LinkedIn Learning

- Online training service that provides more than 3,000 business, creative, and technology courses
- Recommended course Collections from Pitt IT
- Learn what you want and when you want
- my.pitt.edu (click Online Tech Training or Learn More)



Information Security and Privacy

Computer Security is everyone's responsibility

What you can do:

- Complete all assigned Security Awareness Training (pi.tt/securitytraining)
- Review Pitt IT and University policies related to technology use at technology.pitt.edu/help-desk/how-to-documents/university-policies-related-technology
- Review available Security resources at technology.pitt.edu/security
 - [Report a Security Concern](#)
 - [Security Awareness Training](#) (pi.tt/securitytraining)
 - [Data Classification and Compliance](#)
 - Learn about [Passwords](#) and [Phishing](#)
 - [Remote Work Security Requirements](#)



Computer Privacy

- University owned computing equipment, networks, services and resources, including electronic mail, are provided for the purpose of conducting University-related activities and are therefore considered University property
- The University, as owner of such property, has the right to access information on the system stored, created or received by employees, including electronic mail messages, as it deems necessary and appropriate
- As such, employees should not expect individual privacy in the system
- See Pitt IT's Acceptable Computing Access and Use policy for more information: technology.pitt.edu/security/acceptable-computing-access-and-use

Responsible Computing

Computer Protection DOs and DON'Ts



Do

- Use [Anti-Virus/Anti-Malware](#) and host-based firewalls
- Install Operating System and application updates as soon as possible
- Only use trusted Wi-Fi networks



Don't

- Leave computer logged in and unlocked
- Accept or use unknown USB sticks or other removable media
- Share your password...or your device


Responsible Computing


Responsible Computing Means:

- Using Pitt devices and resources for University-related activities only
- Protecting your password and device
- Respecting University policy and applicable laws, including copyright laws:
 - Do not illegally download or copy licensed software
 - Do not illegally download copyrighted music, movies, or other forms of media
 - See the University's Copyright Protection Policy for more information:
technology.pitt.edu/security/copyright-protection-policy

How to Get Help

Go to technology.pitt.edu/help

 **Information Technology**

How can we help you? 

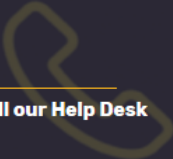
[? HELP DESK](#) | [SECURITY](#) | [SERVICES](#) | [SOFTWARE](#) | [TRAINING](#) | [ABOUT US](#)

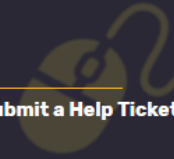
[f](#) [@](#) [t](#) [v](#)

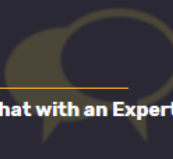
24/7 IT Help Desk

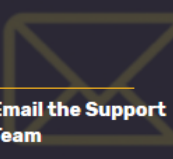
The 24/7 IT Help Desk is your central point of contact for all Pitt Information Technology services. Get fast and friendly technical support how and when you want it—including holidays—via phone, live chat, online form, email, or drop-in or virtual visit. You can also check our [Alerts & Notifications](#) to determine if an outage is affecting you.


IT Support Options


Call our Help Desk


Submit a Help Ticket


Chat with an Expert


Email the Support Team

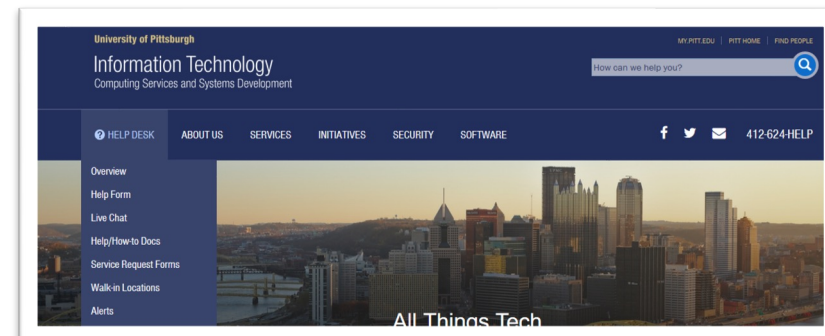

Search How-To Articles

How to Get Help

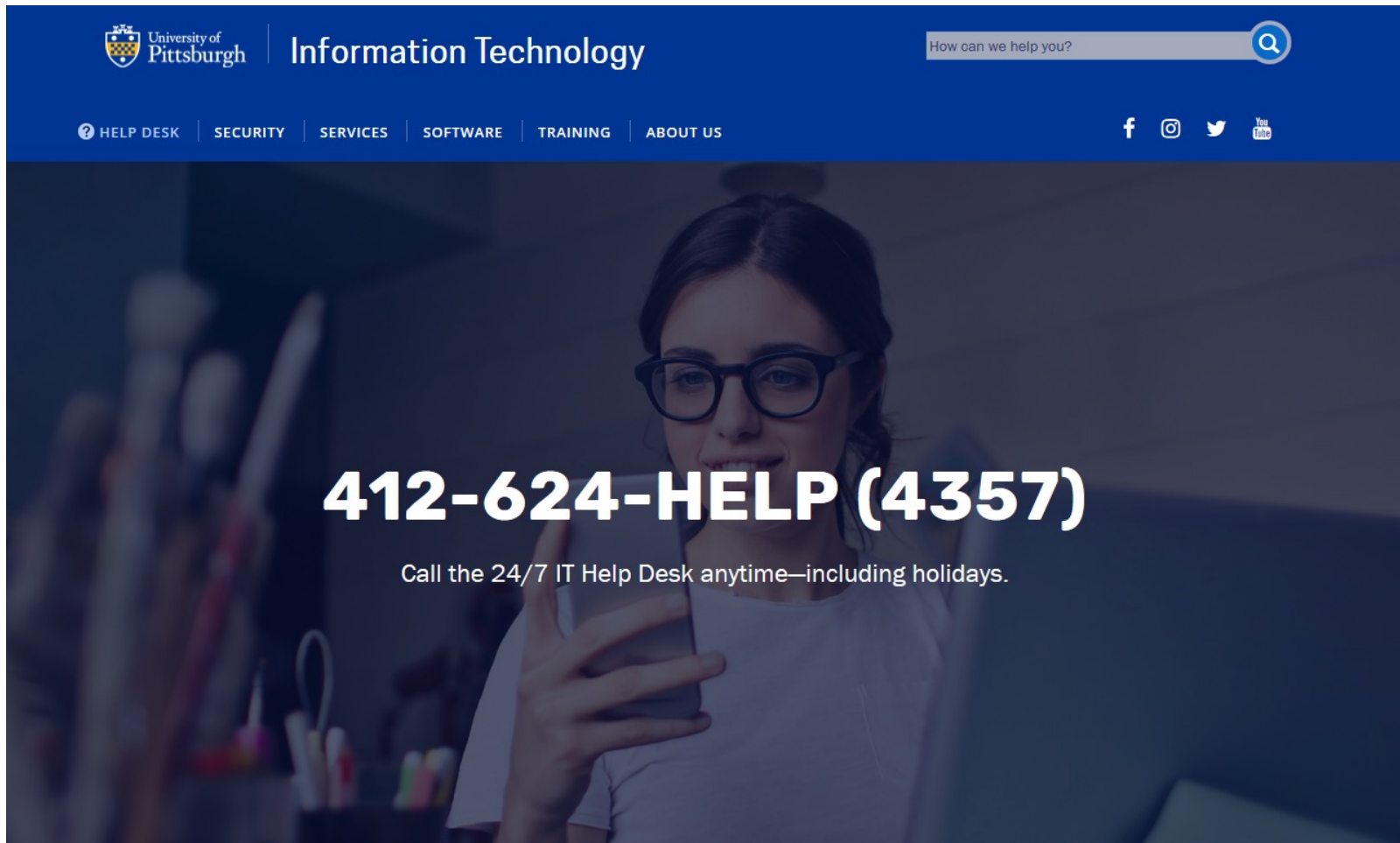
Go to technology.pitt.edu/help

Answers to your technology-related questions 24/7

- Online Form
- Virtual Support (via Zoom)
- helpdesk@pitt.edu
- Live Chat 412-624-HELP [4357]
- Help/How-to Docs



The Pitt Information Technology Web site technology.pitt.edu



Questions?

Where to stay informed and get help

Technology Web site: technology.pitt.edu

 [/UpittIT](https://www.facebook.com/UpittIT)

 [@UPittIT](https://twitter.com/UPittIT)

 [/UPittIT](https://www.instagram.com/UPittIT)

 [pi.tt/youtube](https://www.youtube.com/pi.tt)

Thank you

