

Frequently Asked Questions

Does Pitt-Johnstown provide or sell computers to students?

No, but we do provide discounts and purchase recommendations. For information on computer specs and discounts for students, go to the following website.

<https://www.technology.pitt.edu/services/computer-purchasing-students>

Do I have to bring my own computer?

No, several computer labs are available for student use including 24-hour access. In addition, the Pitt IT Virtual Lab enables you to access much of the same lab software and resources that you use while sitting in a Pitt IT Student Computing Lab on campus. The convenience of the Virtual Lab is that you can access it from any location, using almost any computer **or mobile device**, at any time of day. It's your personal 24/7, on-the-go lab.

<https://www.technology.pitt.edu/services/virtual-lab>

What software do I need to buy? Pitt IT provides a wide variety of software titles to students, faculty, and staff through the University's agreements with software vendors including Microsoft Office 365 and many more. There are several ways you can get software. For more information go to

<https://www.technology.pitt.edu/software/student>

Should I buy a laptop or desktop? A laptop provides more flexibility in your room and around campus with the option of taking work home on weekends. A desktop PC will probably last longer and provide better operating stability.

Should I buy a Windows-based or Apple PC? The choice is yours. All student labs and instructors are equipped with Windows-based PC's, but we do provide all the necessary software for Apple computers and support them on our network.

What about Google Chromebooks? Pitt-Johnstown software and services may work with a Chromebook, but they are not officially supported.

Are there other computer deals or discounts? Many vendors offer "back-to-school" specials. Check the popular retailers such as Best Buy, Staples, Walmart, etc.

What phone service is available on campus? There are lobby phones in every residence hall that provide free local and on-campus calling.

Technology Support Center



228 Blackington Hall

PJIT Directory

PJIT Support Desk

814.269.PJIT (7548)

www.upj.pitt.edu/PJIThelp

Text PJIT to 814.886.1600

Information Systems

G27 Owen Library

814.269.7020

Mailroom Services

G39 Student Union

814.269.2012

Technical Services

G7 Owen Library

814.269.7020

Technology Support Center

228 Blackington Hall

814.269.7194

User Services

G24 Owen Library

814.269.7020



Pitt-Johnstown Information Technology

Your Guide to Information Technology at Pitt-Johnstown

Fall 2021



University of
Pittsburgh | Johnstown



A Quick Look at Information Technology Resources at Pitt-Johnstown

RECOMMENDED COMPUTERS & DISCOUNTS

While the University does not sell computers to students, there are discounts available through Pitt as well as recommended PC and Mac configurations. Learn more at <https://www.technology.pitt.edu/services/computer-purchasing-students>.

CONNECTING GAMING CONSOLES/SMART TV's

Resident students can register devices for wired or wireless access at: <http://technology.pitt.edu/gaming>.

TELEVISION SUPPORT Resident students have access to Philo Edu IP TV by registering their devices as above. Philo supports only Roku devices & Roku TV's. Support may be reached by 855.277.4456 from 10am - midnight (ET). For more information about getting started with Philo Edu and a help link to submit a help request ticket, go to <https://support.philo.com/hc/en-us>.

WIRELESS NETWORKING The University's wireless service is free and available in all academic buildings, residence halls and common student areas such as the Library and the Student Union. Connection instructions are available at <https://www.technology.pitt.edu/help-desk/how-to-documents/connect-pitt-wireless-and-wired-networks>.

SECURITY, VIRUS AND SPAM ISSUES As a student, you have access to a wealth of security services and tools that will help protect your computer, safeguard personal information, and secure sensitive University data. In addition, enabling Windows security on your personal computer is highly recommended. For more information, see <https://www.technology.pitt.edu/security>.

FREE SOFTWARE The University has licensing agreements which make all students eligible to receive Microsoft Office, Windows OS software and more. Students can download software from the My Pitt portal. Other discounted software is available for purchase and download from Pitt Software Licensing: <https://www.technology.pitt.edu/block/software-overview>

RESIDENTIAL NETWORKING (RESNET)

All campus residence facilities are equipped with a high-speed direct connection to the University network. There is one wired Ethernet network port per student.

MY PITT (MY.PITT.EDU) My Pitt is your personal portal into tools and services available to you at Pitt. Create and curate your list of most used services, add bookmarks to quickly access tools or services, filter content, and customize your view of information at the University of Pittsburgh. Find out more by visiting <https://www.technology.pitt.edu/services/my-pitt>

COMPUTER ACCOUNTS AND EMAIL You will setup your username and password at the My Pitt portal. Instructions and an initial access code will be e-mailed to your home as soon as your admission deposit is paid.

Your username will consist of your initials and a number, (i.e., mrw23). Your e-mail address will consist of your username @ pitt.edu (i.e., mrw23@pitt.edu).

EMERGENCY NOTIFICATION SERVICE The University's Emergency Notification service is used to communicate through voice and text messages in the event of an emergency and inclement weather. Sign up on your My Pitt portal by searching for "Emergency Notification Service (ENS)" and then selecting the "Sign Up for ENS" app from the search results.

CANVAS Canvas is the University's course management system. Canvas is easily accessed from your My Pitt portal. Helpful information for getting started including how to download the Canvas mobile app and Pitt Mobile app, receive notifications and set up your Canvas Dashboard can be found at <https://www.technology.pitt.edu/blog/canvastips-student>.

MULTI FACTOR AUTHENTICATION (MFA) MFA adds another layer of security to your online accounts when using Pitt Passport by requiring two "factors" to verify your identity when you log in to a service. It is managed under your "Profile" link on the My Pitt portal. You may setup multiple call options and phone #'s as well as requesting a code generating token from the Technology Support Center. More info is available at: <http://technology.pitt.edu/MFA>.

EMPLOYMENT OPPORTUNITIES Students can apply for paid computer lab assistant positions including overnight shifts. Forms and information are available at the Technology Support Center (228 Blackington Hall).

PRINTING Students are given a monetary allocation good for 900 sheets each semester for printing. Additional printing can be purchased from the Technology Support Center (Blackington 228).

Students can print either from lab computers or remotely by sending their documents online via the Mountain Cat Mobile Print website: <https://mtcatmobileprint.upj.pitt.edu/myprintcenter/>

COMPUTER REPAIR Pitt-Johnstown Information Technology does not offer repair services for computer hardware problems.

PASSWORD RESETS Student passwords for the My Pitt Portal can be reset by calling the Pittsburgh campus help desk:

PITT-JOHNSTOWN TECHNOLOGY SUPPORT CENTER – TSC

The Pitt-Johnstown Information Technology support desk handles technology assistance for students, faculty and staff pertaining to all campus-based technologies (ResNet, telephones, Campus Services, printing, etc).

Call: 814.268.PJIT (7548)

Submit Ticket: <http://www.upj.pitt.edu/PJIThelp>

Text: PJIT to 814.866.1600

PITTSBURGH CAMPUS HELP DESK

The Pittsburgh campus maintains a 24-hour help line for assisting students with computer account and password issues, PeopleSoft, Canvas, and other university-wide systems.

Call: 412.624.4357

Submit Ticket:

<https://pitt.secure.force.com/ERMServicesDesk/FormCSSDServiceRequest>

