

## Frequently Asked Questions

### ***Does Pitt-Johnstown provide or sell computers to students?***

No, but we do provide discounts and purchase recommendations. Pitt-Johnstown partners with Apple and Dell to offer students discounted prices on personally configured computers. Ordering information is available at: <http://www.upj.pitt.edu/IT>

### ***Do I have to bring my own computer?***

No, several computer labs are available for student use including 24 hour access.

### ***What software do I need to buy?***

Virtually none. Students receive Microsoft Office Professional, operating system upgrades, Symantec Anti-Virus, and additional software free of charge.

### ***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 Chromebooks but they are not officially supported.

### ***What are the recommended PC configurations?***

We recommend brand name computers (ex: Dell) as they generally ensure better industry-standard compatibility. Avoid bargain basement models and configurations if you plan on keeping this computer for 4 years.

Recommended computer specifications are available under "Documents" at: <http://technology.pitt.edu/help-desk>

### ***Are there other computer deals or discounts?***

Many vendors offer "back-to-school" specials. Check your local newspaper regularly as well as retailers like Best Buy, Staples, Walmart, etc.

### ***What about phone service?***

There are common use phones in every residence hall lobby that provide free local and on-campus calling. Long distance service is not provided and must be personally managed through the use of prepaid phone and calling cards, or your own cell phone.

## Technology Support Center



228 Blackington Hall

## PJIT Directory

### **PJIT Support Desk**

814.269.PJIT (7548)  
[www.upj.pitt.edu/PJIThelp](http://www.upj.pitt.edu/PJIThelp)  
Text PJIT to 814.886.1600

### **Information Systems**

G27 Owen Library  
814.269.7020

### **Printing Services**

G12 Owen Library  
814.269.7096

### **Technical Services**

G7 Owen Library  
814.269.7020

### **Technology Support Center**

228 Blackington Hall  
814.269.7194

### **User Services**

G27 Owen Library  
814.269.7105

June 2019

# Pitt-Johnstown Information Technology

## Your Guide to Information Technology at Pitt-Johnstown

How to take advantage of the  
technology resources available to you.



June 2019

# 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 at:

<http://www.upj.pitt.edu/IT>

## 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 internet TV by registering their devices as above. Philo supports only Roku devices & Roku TV's. Support may be reached by:

- 855.277.4456 10am - midnight (ET)
- <https://help.philo.com/hc/en-us/requests/new>

## 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:

<http://technology.pitt.edu/help-desk>

## SECURITY, VIRUS AND SPAM ISSUES

To help protect student computers, the University provides a variety of security tools and services. The University spam and virus email filtering service blocks both junk email and computer viruses.

## FREE SOFTWARE

The University has licensing agreements which make all students eligible to receive Microsoft Office & Windows OS software, Symantec Antivirus, and more. Students can download software at the Portal: <http://my.pitt.edu>

Other discounted software is available for purchase and download from Pitt Software Licensing:

<http://technology.pitt.edu/category/software-for-students>

## 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.

## PRINTING

Students are given a monetary allocation good for 900 sheets each semester for printing. Additional printing can be purchased with forms from the technology help desk (Blackington 228).

Students can print either from lab computers or remotely by sending their documents online via the Mobile Printing website: <http://www.upj.pitt.edu/IT>

## ONLINE DOCUMENTATION

Online documentation is available under "Help" at: <http://technology.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 at: <http://my.pitt.edu> and click "Emergency Notification Service (ENS)" on the right-hand column.

## COURSEWEB

CourseWeb is the University's Blackboard/CourseInfo course management system. Questions should be directed to your instructor or to the Pittsburgh Technology Help Desk at: **412.624.4357**

## 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, etc).

- **Call: 814.268.PJIT (7548)**
- **Browse: <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:

- **412.624.4357**
- **<http://technology.pitt.edu>**

They assist students with computer account and password issues, PeopleSoft, CourseWeb, and other university-wide systems.

## EMPLOYMENT OPPORTUNITIES

Students can apply for paid computer lab assistant positions including overnight shifts. Forms and information are available at the technology help desk (228 Blackington Hall).

## COMPUTER ACCOUNTS AND EMAIL

You will setup your **username and password** at the student information portal at <http://my.pitt.edu>. 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](mailto:mrw23@pitt.edu)**).

## MULTI FACTOR AUTHENTICATION

MFA is managed under your "Profile" link at the [my.pitt.edu](http://my.pitt.edu) portal. You may setup multiple call options and phone #'s as well as requesting a code generating token from the TSC. Info at: <http://technology.pitt.edu/MFA>

## PASSWORD RESETS

Student passwords for the Pitt Portal (**[my.pitt.edu](http://my.pitt.edu)**) can be reset via the Pittsburgh campus help desk:

- **412.624.4357**
- **<http://technology.pitt.edu>**

Helpful general Pitt information at "Help Me" link

**<http://my.pitt.edu>**

The portal will give you access to your e-mail, e-billing information, Courseweb class info and numerous other Academic resources

## COMPUTER REPAIR

Pitt-Johnstown Information Technology does not offer repair services for computer hardware problems but will recommend local, private businesses that offer such services.



University of Pittsburgh