

Katz IT Services Technology Resource Guide

KITS: Katz IT Services

317 Mervis Hall · helpdesk@katz.pitt.edu · 412-648-1601

Services:

- Network connection (wired and wireless) setup
- Secure Remote Access (SSLVPN) help
- Mervis Hall printing setup
- Email setup
- Computing advice and referrals

Hours:

Monday through Thursday	8:30 a.m. to 7:00 p.m.*
Friday	8:30 a.m. to 5:00 p.m.

*Katz IT is closed for University holidays and recesses. During semester breaks and student recesses, we close at 5 p.m.

CSSD: Computing Services & Systems Development

helpdesk@pitt.edu · 412-624-HELP [4357]

Help Desk Services:

The CSSD Help Desk can assist you in the following areas:

- | | |
|---------------------------------|--------------------------------|
| • Pitt account | • Blackboard/Courseweb |
| • PITTNET and WIRELESS-PITTNET | • Secure Remote Access/SSL VPN |
| • Symantec Antivirus | • My.pitt.edu |
| • Email setup and settings | • Library resource access |
| • University software questions | |

CSSD offers phone and email support 24 hours a day, seven days a week.

Tech Row

Tech Row provides students with computer support services, including operating system and software installation, data backup and recovery, PittNet networking assistance, and virus and spyware removal. Technicians can install Parallels and Windows for students with Macintosh computers. Tech Row is located in the University Store on 5th. Walk in, or schedule an appointment by calling the Help Desk at 412-624-HELP [4357].

Pitt Software Licensing Services

With your **Panther Card**, you may pick up one free copy of the most recent edition of Windows or Microsoft Office for Windows or Mac at any Pitt **Campus Computing Lab**.

You may download free software at software.pitt.edu, or pick up low-cost software at the Software Distribution Services office, located in 204 Bellefield Hall. For questions regarding software contact CSSD at 412-624-HELP [4357].

Campus Computing Labs

In one of the six labs around Pitt, you can pick up free software, print, reset your Pitt account password, or use one of the computers. The closest labs to Mervis Hall are in David Lawrence hall and Hillman library. Check out locations and hours for all labs: <http://technology.pitt.edu/service-locations/computing-labs/lab-hours.html>.

Important Information

Your University Computer Account

Your Pitt user name and password has been sent to you via US Mail. Your Pitt email address is **your_user_name@pitt.edu**. For instance, if John A. Smith was a student, and his University Computer Account name was *jas293*, his email address would be *jas293@pitt.edu*. You may look up your user name at any time at <http://find.pitt.edu/>.

If you have not received your user name and password yet, go to any campus computing lab with a valid photo ID (passport, driver's license, military ID, etc.) and ask for assistance at the desk. If you have your user name but have lost or forgotten your password, contact the Technology Help Desk by [submitting an online request](#) or calling 412 624-HELP [4357]. The Help Desk will ask specific questions to confirm your identity and will give you a new password over the phone only if you can answer these questions. For more information, see CSSD's site: <http://technology.pitt.edu/account/passwords/pass-forgot.html>.

After you have received your user name and password, go to <http://accounts.pitt.edu> to change your password and set the security questions on your account. Once these security questions are set, you may reset your password without going in person to a Campus Computing Lab.

Essential Links

<ul style="list-style-type: none">• Check your e-mail• Manage your spam filter settings• Check your grades• Pay tuition• Link to the student and faculty centers• Download free software• Access Courseweb/Blackboard	http://my.pitt.edu
<ul style="list-style-type: none">• Access Katz help documents• Set up Katz printers on your computer	http://inet.katz.pitt.edu/tech-help
<ul style="list-style-type: none">• Access the Katz Student Intranet	http://inet.katz.pitt.edu/studentnet
<ul style="list-style-type: none">• Access a list of software available for purchase• Find computing labs at Pitt	http://technology.pitt.edu
<ul style="list-style-type: none">• Change your Pitt password	http://accounts.pitt.edu
<ul style="list-style-type: none">• Access Qualtrics (online survey tool)	http://katz.qualtrics.com
<ul style="list-style-type: none">• Check out computer deals for Pitt students	http://www.pitt.edu/computer-discounts
<ul style="list-style-type: none">• Get a Pitt ID card	http://www.pc.pitt.edu/card
<ul style="list-style-type: none">• Sign in to the SRemote VPN service	http://sremote.pitt.edu
<ul style="list-style-type: none">• Access library journals	http://library.pitt.edu

StudentNet

StudentNet is Katz' student intranet.

You can request space to **collaborate for research, groups, or projects**. Contact Katz IT Services for more information, or see <http://inet.katz.pitt.edu/tech-help/guides/request-studentnet-space.pdf>.

Printing in Mervis Hall

Please go to <http://inet.katz.pitt.edu/tech-help/guides/printing.aspx> for full directions on printing in Mervis Hall.

For quick printing, there are two **print kiosks** in the PNC Print Center on the first floor of Mervis Hall. This device lets you print directly from a USB drive quickly and easily. See <http://inet.katz.pitt.edu/tech-help/guides/print-kiosk.pdf> for more information.

Print Quotas

While our students do not have print quotas, the printers **may not be used as copy machines**. If you abuse this privilege, your printing rights may be revoked.

Team Rooms

Mervis hall has 15 team rooms on the first floor, each equipped with a large LCD screen to connect laptops, whiteboards, and plenty of space for collaboration. Team rooms 1, 2, and 3 are available by reservation only, on a first-come-first-served basis. Reservations can be made here:

<http://inet.katz.pitt.edu/studentnet/reservations/default.aspx>.

Connecting to WIRELESS-PITNET

Pitt's wireless network is available throughout campus buildings and halls. You can access directions to set up the network on CSSD's site:

For Windows: <http://technology.pitt.edu/network-web/wireless/wireless-windows.html>

For Macintosh: <http://technology.pitt.edu/network-web/wireless/wireless-mac.html>

For Mobile Devices and Linux: <http://technology.pitt.edu/network-web/wireless/wireless-linux-mobile.html>