Who We Are

Computing Services & Systems Development (CSSD) provides computing resources at the University for students, faculty, and staff

- Technology Help
- Computer Accounts
- Email
- Software
- Network Access
- Security Services
- Telecommunications Services
Where to Find Us

Information Technology Web site: technology.pitt.edu

- Learn about our services
- Submit a request for assistance
- Obtain security tools and information
- Review computing guidelines
- Obtain software
The Information Technology Web site

technology.pitt.edu
Getting started for new Faculty and Staff

- How do I get my computer account?
- What about email?
- What’s “My Pitt?”
- How can I get software?
- How do I protect my computer?
- How can I stay informed?
- Where can I find help?
Welcome Faculty and Staff

Overview

Welcome to Computing Services and Systems Development (CSSD) at the University of Pittsburgh. CSSD provides computing resources for students, faculty, and staff. This page was created just for you as a new faculty or staff member. It's a great place to get started with your computing account, CSSD's services, and technology in general at Pitt.

How do I get my computing account?

Your University Computing Account is automatically created when you are hired at the University. Your department administrator will provide you with your username and password. You will need this information to access University computing resources such as email.

Log in to My Pitt and click the Profile link at the top of the page, then click Manage Your Account to manage your account (change your password, view your email quota, etc.). Note: Be sure to change your password immediately upon receipt of your username and password. Remember: Do not share your password with anyone.

What about email?
How to Get Help

Technology Help Desk

- Get answers to technology-related questions.
- Staffed 24 hours a day, 7 days a week.
- Phone: 412 624-HELP (4357)
How to Get Help

Technical Support Desk at the University Store on Fifth

Get walk-in computer assistance:

– Connecting to PittNet.

– Configuring your mobile device for email or Wireless PittNet.

– Software purchases and installations.

– Changing your password.
Your University Computing Account

Automatically created when you are hired

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

- Change your password immediately
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
Managing Your Account Online

Student – Announcements

The AAU’s “Undergraduate Stories” described Humans of Pitt as part art, part social experiment. Now you play a vital role in its success. Humans of Pitt is looking for a PR Representative and a Logistics Coordinator.

The Buses Home for the Holidays program gives students a safe, comfortable alternative ride home for the three major recesses. Tickets for spring break buses go on sale at Panther Central on January 9th.

Have a plan for a sustainable campus initiative that you would like to implement at Pitt? Register for the Sustainable Solutions Competition and your idea could receive project funding of up to $10,000.

Dr. Robert Ferris, UPMC Professor of Advanced Oncologic Head and Neck Surgery, will give an Inaugural Lecture on “A New Disease, a New Technique and a New Modality – Therapeutic Targeting of HPV+ Head and Neck Cancer.”

Choose your challenge. Form your team (or work alone). Bring your app idea to life. The Pitt Mobile App Challenge is back with even bigger prizes. Put on your thinking cap and get started today.

Staff – Announcements

AlertLine is a resource for Pitt employees who notice irregular or troubling workplace issues. Reports can be made anonymously, and all reports will receive a follow-up.

Dr. Robert Ferris, UPMC Professor of Advanced Oncologic Head and Neck Surgery, will give an Inaugural Lecture on “A New Disease, a New Technique and a New Modality – Therapeutic Targeting of HPV+ Head and Neck Cancer.”

Chancellor Patrick Gallagher invites you to the 2nd Annual Friends and Family Day at the Pitt Women’s Basketball game on Sunday, January 20th.
Managing Your Account Online

Self Service Links

Manage Account Details
- Contact Information

Email and Messaging
- Set Email Preferences
- Manage Email Quota

Printing
- Manage Print Quota

ID Center
- Preferred Name

Login and Security
- Add/Manage Pitt Passport Devices
- Certificate Request
- Change Password
- Emergency Notification System
- Secure Pitt Passport Services
- View Pitt Passport Login History

Other
- Sponsored Accounts
Managing Your Account Online

Password Change

- Your new password must be eight to 14 characters long.
- Your new password should consist of some combination of letters and numbers and must also contain at least one special character (for example, +, @, #, or $).
- The following characters can NOT be used: _ · , < > & !
- Passwords that contain only letters and dictionary words are easier for someone to guess or for computer programs to decipher.
- Do not use your name, your username, or a portion of these as your password.
- Please note that there are limitations on use of prior passwords.
- For help in choosing a good password, visit our Passwords section on technology.pitt.edu.

Password Change

Enter Current Password

Enter New Password

Confirm New Password

Save  Cancel  Menu
Managing Your Account Online

**Security Questions**

Set or change your security questions below. Select a question, provide your answer, and click Save.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 1:</td>
<td>What is your Father's middle name?</td>
</tr>
<tr>
<td>Answer 1:</td>
<td>*******</td>
</tr>
<tr>
<td>Question 2:</td>
<td>What is your Mother's middle name?</td>
</tr>
<tr>
<td>Answer 2:</td>
<td>*******</td>
</tr>
<tr>
<td>Question 3:</td>
<td>What is your maternal grandmother's first name?</td>
</tr>
<tr>
<td>Answer 3:</td>
<td>*******</td>
</tr>
</tbody>
</table>

[Save] [Cancel] [Menu]
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
Password Tips

Good passwords

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

Bad passwords

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

Self-Service Password Reset at My Pitt (my.pitt.edu)
Multifactor Authentication at Pitt

Protects Your Privacy

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

Password + Verification = Access

Visit technology.pitt.edu/multifactor to learn more!
My Pitt Email

Your University email address: username@pitt.edu

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

Email Preferences

- Change where you would like to receive your My Pitt Email.
- Create Email Aliases.
Setting Email Preferences

Self Service Links

Manage Account Details
- Contact Information

Email and Messaging
- Set Email Preferences
- Manage Email Quota

Printing
- Manage Print Quota

ID Center
- Preferred Name

Login and Security
- Add/Manage Pitt Passport Devices
- Certificate Request
- Change Password
- Emergency Notification System
- Secure Pitt Passport Services
- View Pitt Passport Login History

Other
- Sponsored Accounts
Setting Email Preferences

Email Preferences

My Pitt Email is the University’s enterprise email service. Students have access to My Pitt Email through Exchange Online, a cloud-based service. Faculty and staff have access to My Pitt Email through Exchange 2013, which is hosted here at Pitt. The University also provides a legacy email system (IMAP/Webmail) that is still used by some faculty and staff.

Select Your Preferences

Your current email preferences are shown below. You may change your email preferences at any time by selecting from the following options.

- I want to receive my email in my My Pitt Email mailbox.
- I want to receive my email at another location.

Also keep a copy of my email in my My Pitt Email.
Setting Email Preferences

Email Aliases

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.

<table>
<thead>
<tr>
<th>Email Alias</th>
<th>From Address</th>
<th>Advertised Email</th>
</tr>
</thead>
</table>
Software Distribution Services

Software for Faculty and Staff

− More than 125 software packages are available at no cost or for purchase at reduced costs.

− View available software at technology.pitt.edu.

− Purchase select software at the Technical Support Desk at the University Store on Fifth.

・ my.pitt.edu (click Software Downloads)

− Download free software.

− Symantec antivirus, software applications and security tools.
Network Access

Gigabit Ethernet Network (PittNet)
- Provides access to University resources and the Internet.

Wireless PittNet / Wireless PittNet Fast
- Available at locations across the Pittsburgh campus.
- Newer devices can take advantage of faster wireless speeds.
- Visit technology.pitt.edu for details.

Secure Remote Access Service
- Provides secure access to restricted online services.
- Use the Pulse Secure client.
- Download it from my.pitt.edu.
Telecommunications

- Network Port Installation
- Telephone Service
- Migration to Skype for Business
Skype for Business Phones at Pitt
Skype for Business

- Instantly add voice or video to an IM conversation
- Share a presentation, program, whiteboard, or your entire desktop
- Start a Web conference on the fly or schedule one with 250 people
- Chat with anyone
- See which of your contacts are available at a glance
My Pitt
(my.pitt.edu)

- Access the information you use most from one location:
  - University Resources
  - Email
  - Student Information such as:
    - Grades, class schedule, eBill, CourseWeb
My Pitt (my.pitt.edu)

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.
My Pitt

Student – Announcements

The AAU’s “Undergraduate Stories” described Humans of Pitt as part art, part social experiment. Now you play a vital role in its success. Humans of Pitt is looking for a PR Representative and a Logistics Coordinator.

The Buses Home for the Holidays program gives students a safe, comfortable alternative ride home for the three major recesses. Tickets for spring break buses go on sale at Panther Central on January 9th.

Have a plan for a sustainable campus initiative that you would like to implement at Pitt? Register for the Sustainable Solutions Competition and your idea could receive project funding of up to $10,000.

Dr. Robert Ferris, UPMC Professor of Advanced Oncologic Head and Neck Surgery, will give an Inaugural Lecture on “A New Disease, a New Technique and a New Modality – Therapeutic Targeting of HPV+ Head and Neck Cancer.”

Choose your challenge. Form your team (or work alone). Bring your app idea to life. The Pitt Mobile App Challenge is back with even bigger prizes. Put on your thinking cap and get started today.

Staff – Announcements

AlertLine is a resource for Pitt employees who notice irregular or troubling workplace issues. Reports can be made anonymously, and all reports will receive a follow-up.

Dr. Robert Ferris, UPMC Professor of Advanced Oncologic Head and Neck Surgery, will give an Inaugural Lecture on “A New Disease, a New Technique and a New Modality – Therapeutic Targeting of HPV+ Head and Neck Cancer.”

Chancellor Patrick Gallagher invites you to the 2nd Annual Friends and Family Day at the Pitt Women’s Basketball game on Sunday, January 20th.
Emergency Notification Service

- ENS is used to communicate through email, voice and text messages as deemed appropriate in the event of an emergency.

- You must subscribe to receive alerts.

- Subscribe at My Pitt (my.pitt.edu).
Emergency Notification Service

Student – Announcements

The AAU’s “Undergraduate Stories” described Humans of Pitt as a social experiment. Now you play a vital role in its success. Human looking for a PR Representative and a Logistics Coordinator.

The Buses Home for the Holidays program gives students a safe, alternative ride home for the three major recesses. Tickets for spring buses go on sale at Panther Central on January 9th.

Have a plan for a sustainable campus initiative that you would like to implement at Pitt? Register for the Sustainable Solutions Competition! Your idea could receive project funding of up to $10,000.

Dr. Robert Ferris, UPMC Professor of Advanced Oncologic Head and Neck Surgery, will give an Inaugural Lecture on “A New Disease, a New and a New Modality – Therapeutic Targeting of HPV+ Head and Neck Cancer”.

Choose your challenge. Form your team (or work alone). Bring your thinking cap and get started today.

Staff – Announcements

AlertLine is a resource for Pitt employees who notice irregular or workplace issues. Reports can be made anonymously, and all reports receive a follow-up.

Dr. Robert Ferris, UPMC Professor of Advanced Oncologic Head and Neck Surgery, will give an Inaugural Lecture on “A New Disease, a New and a New Modality – Therapeutic Targeting of HPV+ Head and Neck Cancer”.

Chancellor Patrick Gallagher invites you to the 2nd Annual Family Day at the Pitt Women’s Basketball game on Sunday, January...
Read Green

Read Green. Receive University mail electronically instead of on paper.

Now you can choose whether to receive University mail on paper or electronically. Just check the box below to have your paper-based mail delivered to your University email address.

☑️ Please send University mailings to jdoe@pitt.edu
Mobile Device Charging Stations

- Battery running low on your mobile devices? Get a quick boost.
- Charging Locations:
  - University Store of Fifth
  - William Pitt Union
  - Towers Lobby
  - CSSD Computing Labs
Technology Loaner Program for International Travel

- Offers loaner laptops, iPads, and smartphones to individuals traveling abroad to lessen the associated security risks while allowing full use of required software applications.

- Visit the Pitt Global web site for details.
Pitt App Store (appstore.pitt.edu)

Your one-stop shop for University related apps:

- PeopleSoft Mobile
- Pitt Mobile
- CourseWeb
- pitt.box.com
- My Pitt Video
- Microsoft Outlook
- Lynda
- Microsoft Word, Excel, PowerPoint
- and More!
Box (pitt.box.com)

- Box is a secure cloud storage solution that provides unlimited file storage and access to your files from anywhere.
- You can invite others to collaborate with you or share files and folders through a simple Web link.
- Use Box on your computer, smartphone or tablet.
My Pitt Video

My Pitt Video, powered by Panopto

- Video record and Webcast
  - Capture presentations, online training, meetings, and lectures.
- Use from your desktop, laptop, smartphone, or tablet.
- Visit technology.pitt.edu for details.
Technology Workshops:
http://pre.hr.pitt.edu/training-development

Faculty and Staff Development Program (FSDP)
The Office of Human Resources, through the Faculty and Staff Development Program (FSDP), offers a variety of workshops to enhance the professional and personal development of University of Pittsburgh faculty and staff. Learn More ➤

FSDP Registration
Register or cancel a class.
Technology Workshop

FSDP Workshop Categories and Descriptions

- Professional Development
- Certificate in Organizational Leadership & Ethics (COLE)
- Leadership Development
- New Supervisor Track
- Human Resources
- International Services Development Track
- Diversity Education
- Career Development
- **Technology**
- Personal Finance
- University Business & Financial Services
- Organization Development
- Health and Safety
Online Technology Training

- Online training service that provides more than 3,000 business, creative, and technology courses.
- Learn what you want and when you want.
- Visit lynda.pitt.edu for details.
Information Security and Privacy

Computer Security is everyone’s responsibility.

What you can do:

- Review our Security resources at technology.pitt.edu/security
  - Information Security Awareness Training
  - Security Alerts
  - Secure Your Data
Information Security and Privacy

Physical Security Precautions

- Keep your workspace and sensitive documents securely locked.
- Shred documents containing sensitive information.
- Protect laptops.
Responsible Computing Means:

- Using resources for University-related activities.
- Protecting your password.
- Not sharing your computing account.
- Respecting copyright laws:
  - Do not copy software.
  - Do not download copyrighted music and movies.
Walk away from **Phishing** scams

- Request personal information
- Contain poor spelling or grammar
- Call you to action
  - Click or download
- No one legitimate will ask for your password

Assume every email is potentially fraudulent
Responsible Computing

Computer Protection

Don’t

• Leave computer logged in or unlocked
• Accept or use unknown USB sticks
• Share your password...or your PC

Do

• Use Anti-Virus/Malware and local firewall
• Install updates to OS and Apps
• Only use trusted WiFi networks
Responsile Computing

Mobile Device Protect

• Basic steps
  - Lock it
  - Don’t hack it
  - Trust, but verify apps
    - No third-party site, android users!!!
  - Update, update, update
  - Find my device
  - Bluetooth/WiFi off
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.
The Information Technology Web site

technology.pitt.edu

Serving Pitt 24/7

Our Technology Help Desk answers calls 24/7. Help Desk requests also can be made via an online form, e-mail, or through a Live Chat feature.
Questions?

Contact us

Technology Web site: technology.pitt.edu

Technology Help Desk: 412 624-HELP [4357]

@PittCSSD

facebook.com/pittcssd
Thank you