

**Pitt Digital**

Computing Services and Resources

# Who We Are

**Pitt Digital provides resources at the University at the University for students, faculty, and staff:**

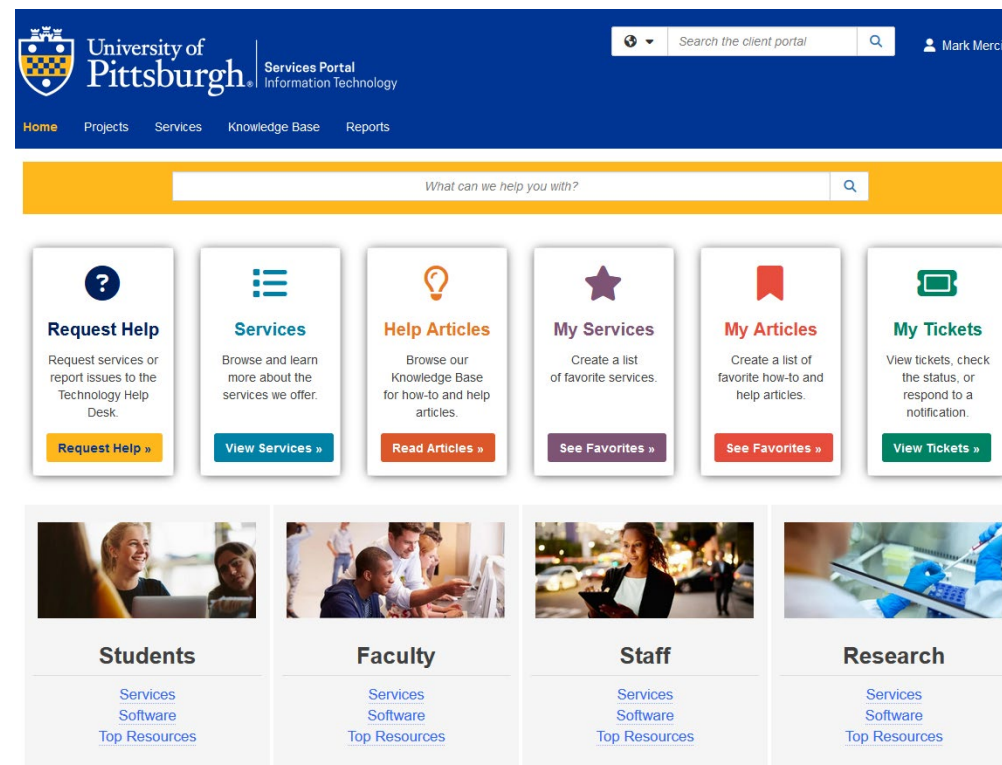
- Technology Support
- Computer Accounts
- Email
- Software
- Network Access
- Information Security
- Telecommunications Services

# Where to Find Us

## Information Technology Services Portal:

[services.pitt.edu](https://services.pitt.edu)

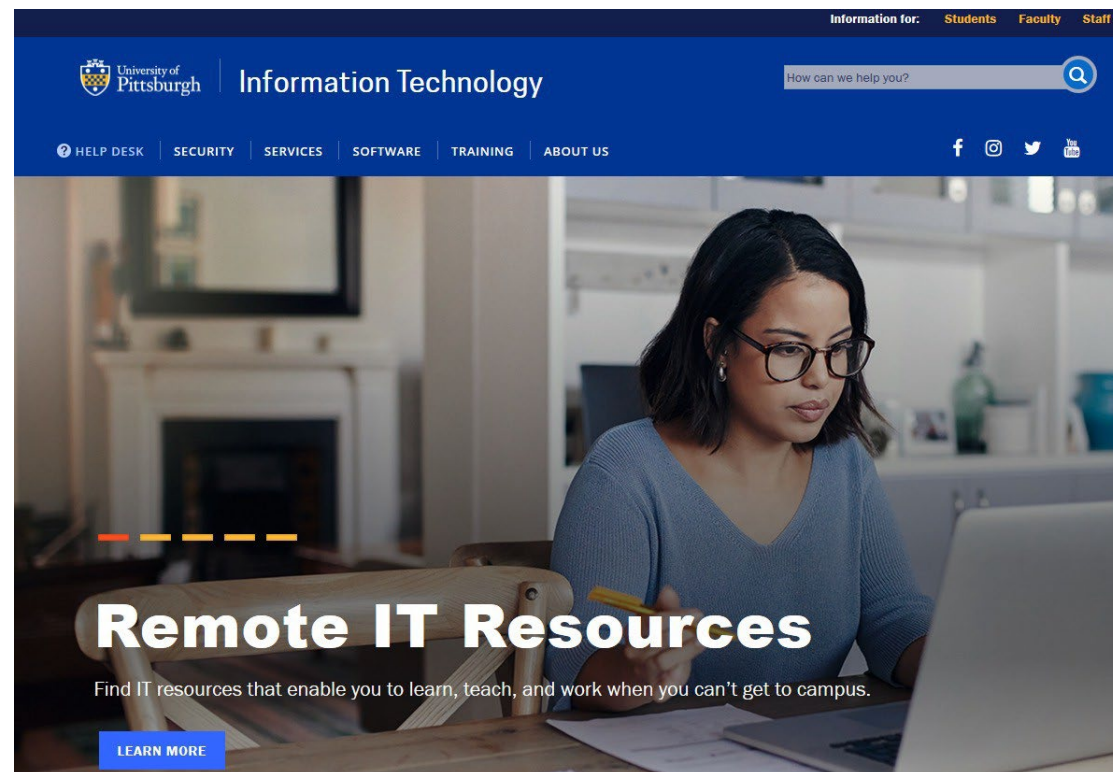
- Learn about our services
- Submit a request for assistance
- Obtain security tools and information
- Review computing guidelines
- View available software



# Where to Find Us

Pitt Digital Technology Website:

[technology.pitt.edu](https://technology.pitt.edu)



# Getting Started for New Faculty and Staff

## IT Resources for Pitt Staff:

- **Get Help**
- **IT Training**
- **Connect**
- **University Computing Account**
- **IT Resources**
- **Productivity Tools**
- **IT Security**
- **Check Service Status**

[technology.pitt.edu/newstaff](https://technology.pitt.edu/newstaff)

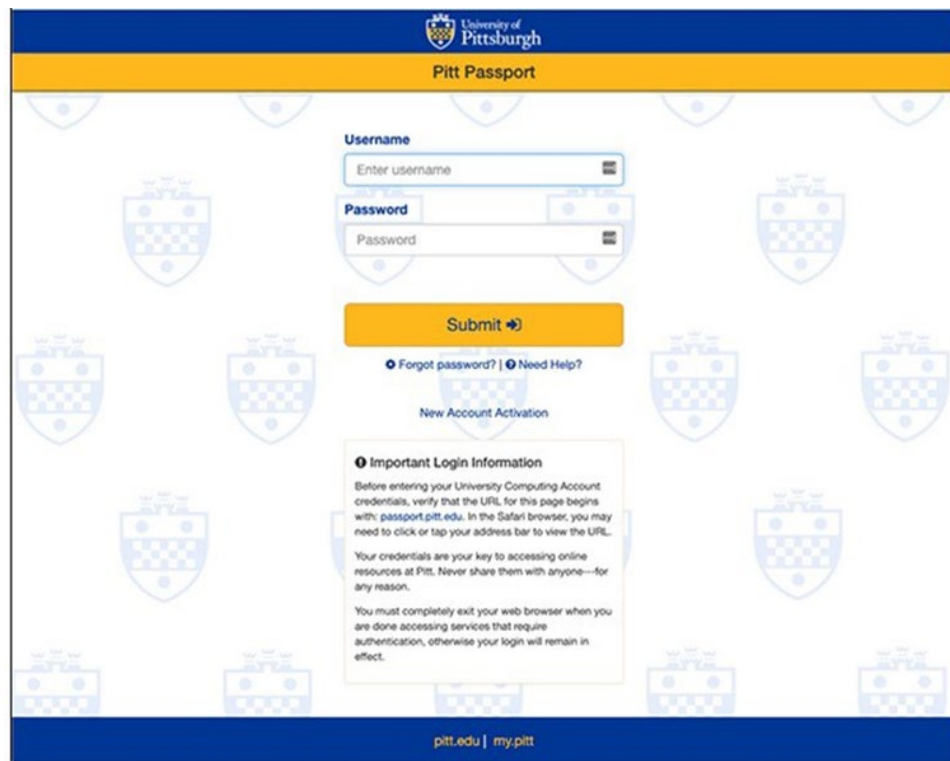


# Your University Computing Account

- Should already be activated prior to orientation
- Work with your RC Admin or hiring manager to receive your login information
- Contact the Help Desk if you are locked out 412-624-HELP [4357]

# Login

## Getting Started with Single Sign-On and Pitt Passport:

The screenshot shows the Pitt Passport login interface. At the top, there's 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's a login form with fields for "Username" (with a placeholder "Enter username") and "Password". Below the password field is a yellow "Submit" button. Under the button are links for "Forgot password?" and "Need Help?". Below these links is a section 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. The footer of the page is blue and contains the text "pitt.edu | my.pitt".

[technology.pitt.edu/pittpassport](https://technology.pitt.edu/pittpassport)

**Pitt Passport** is the University's **single sign-on service**, where logging in once grants you access to a variety of web-based services such as:

- My Pitt
- the Learning Management System (Canvas)
- the Student Information System (PeopleSoft)
- Pitt Worx
- PRISM
- Talent Center
- and many others

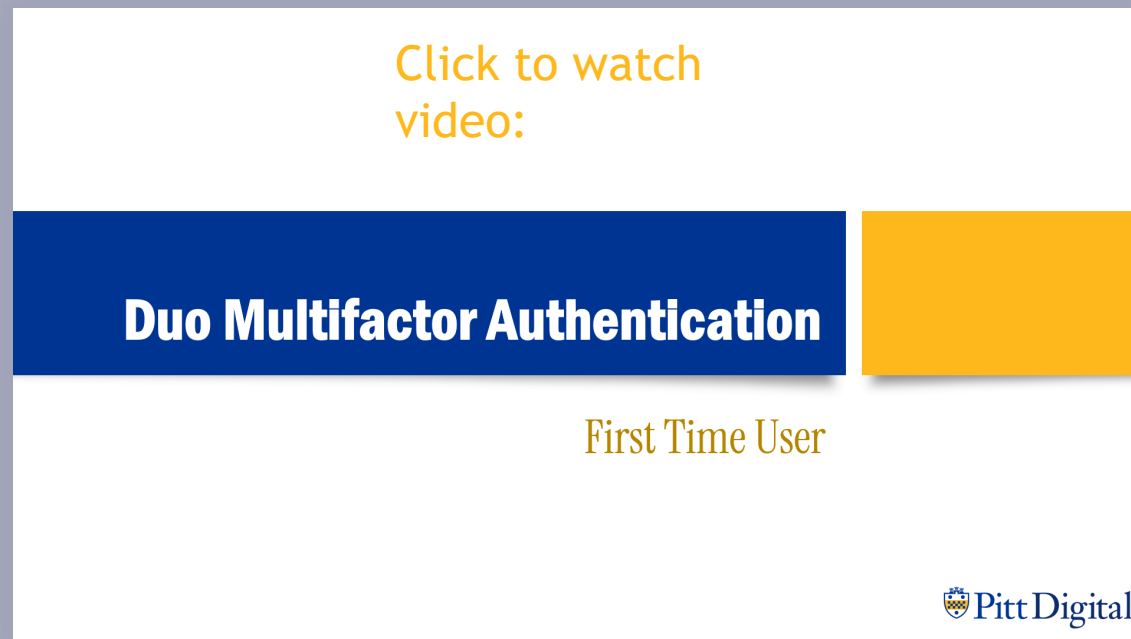
# Multi-factor Authentication

## Setting Up Multifactor Authentication with Duo:

[technology.pitt.edu/multifactor](https://technology.pitt.edu/multifactor)



- Install the app prior to login
- Do not accept a push notification if you did not try to log in
- Call the Help Desk if you get locked out to get a temporary pass code



[How to get an app in the Apple App Store](#)

[How to get an app in the Google Play Store](#)



# Your Pitt Email Address

## Email Preferences Web Page:

[accounts.pitt.edu/EmailPreferences](https://accounts.pitt.edu/EmailPreferences)

- Pitt allows you to customize the level of filters to remove spam and viruses
- Can be personalized by adding an email alias
- Should NOT be forwarded to another location



# Services and Software Titles

## Service/Software Title

## Link



### Software Downloads

70+ titles for engineering, math, statistics, and more



### Microsoft 365

Cloud-based Word, Excel, PowerPoint, and more



### My.pitt.edu

Your launching point for finding online resources at Pitt

- [pi.tt/software](https://pi.tt/software)
- [pi.tt/office365](https://pi.tt/office365)
- [pi.tt/mypitt](https://pi.tt/mypitt)

# Services and Software Titles (cont.)

## Service/Software Title

## Link



### Microsoft OneDrive

Get 5 TB of cloud storage for your files as large as 15GB



### LinkedIn Learning

23,000+ on-demand business, design, and tech courses



### Drop-in Support Desk

Get hands-on help with your devices at two locations

- [pi.tt/onedrive](https://pi.tt/onedrive)
- [pi.tt/linkedin](https://pi.tt/linkedin)
- [pi.tt/dropinsupport](https://pi.tt/dropinsupport)

# Network Access

## When on campus...

**PittNet** provides fast, secure, and easy-to-use internet access from regional campus residence halls and academic buildings across campuses. When on campus, **WIRELESS-PITTNET** is the Wi-Fi network available using your University credentials.

Connecting to: [technology.pitt.edu/pittnet](https://technology.pitt.edu/pittnet)

## When off campus...

The University of Pittsburgh is a member of **Eduroam**, a fast, reliable, and secure global Wi-Fi network developed for the research and education community. Pitt students, faculty, and staff can connect to the internet via Eduroam while visiting thousands of participating universities and research facilities in more than 100 territories around the globe.

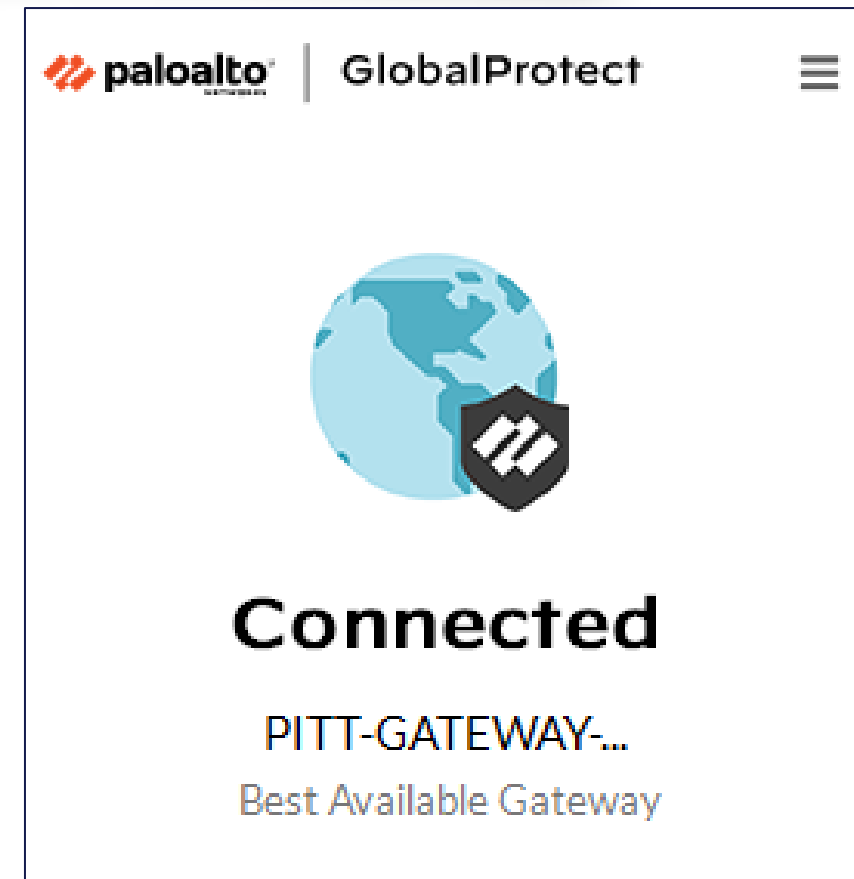
**Eduroam Global Wi-Fi Network**  
[technology.pitt.edu/eduroam](https://technology.pitt.edu/eduroam)

# GlobalProtect Virtual Private Network (VPN)

## The GlobalProtect VPN helps safeguard Pitt resources:

- **Access restricted resources:** Securely access a private network and share data remotely through public networks.
- **Privacy protection:** Use for added safety and confidentiality for public and private network connections.
- **Improved security:** Assist with ensuring University network security while connected on and off campus.

Getting, Setting Up, and Connecting With PittNet VPN (GlobalProtect):  
[technology.pitt.edu/global-protect](https://technology.pitt.edu/global-protect)



# Technical Training

## Faculty & Staff Development Program

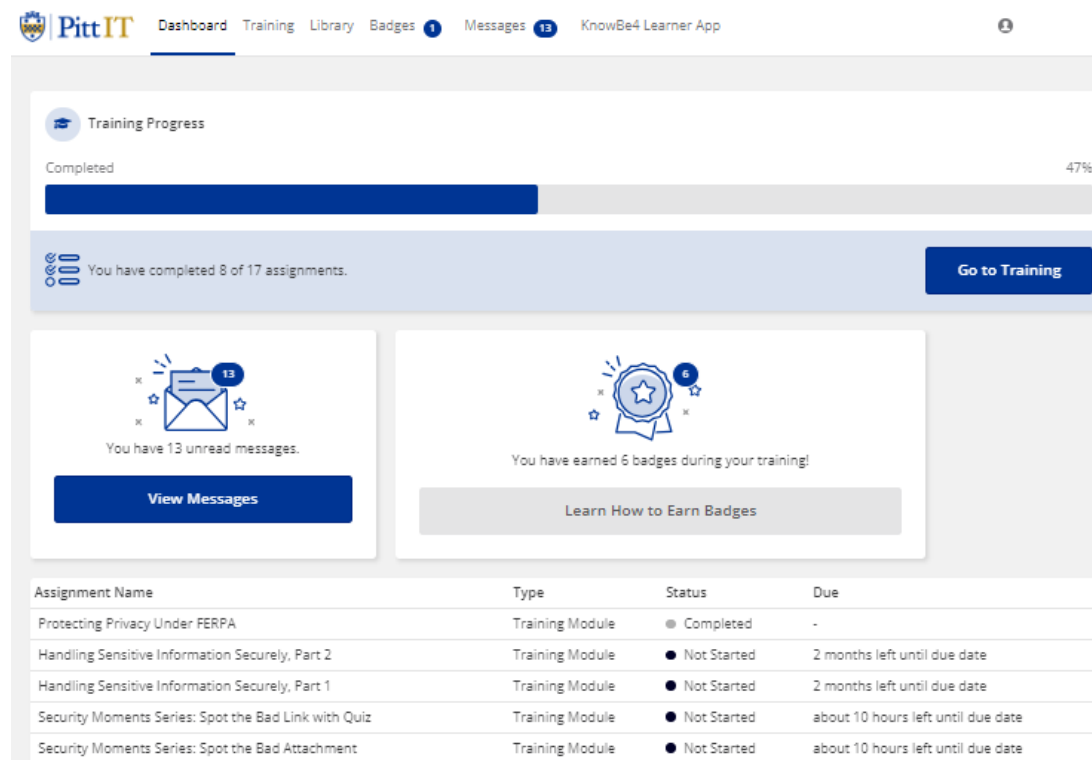


[hr.pitt.edu/fsdp](https://hr.pitt.edu/fsdp)

- Enhance the professional and personal development of Pitt faculty and staff
- Workshops are offered in the fall and spring terms of each academic year
- Offerings include Microsoft Office, DocuSign, Qualtrics, and many more!

# Cybersecurity Training

## KnowBe4



The screenshot shows the KnowBe4 training dashboard. At the top, there's a navigation bar with links for Dashboard, Training, Library, Badges (1), Messages (13), and KnowBe4 Learner App. The main content area features a 'Training Progress' section with a progress bar indicating 47% completion. Below this, a message box states 'You have completed 8 of 17 assignments.' and includes a 'Go to Training' button. Two cards are displayed: one for unread messages (13) with a 'View Messages' button, and another for earned badges (6) with a 'Learn How to Earn Badges' button. At the bottom, a table lists assignments with columns for Assignment Name, Type, Status, and Due date.

Assignment Name	Type	Status	Due
Protecting Privacy Under FERPA	Training Module	Completed	-
Handling Sensitive Information Securely, Part 2	Training Module	Not Started	2 months left until due date
Handling Sensitive Information Securely, Part 1	Training Module	Not Started	2 months left until due date
Security Moments Series: Spot the Bad Link with Quiz	Training Module	Not Started	about 10 hours left until due date
Security Moments Series: Spot the Bad Attachment	Training Module	Not Started	about 10 hours left until due date

[pi.tt/securitytraining](https://pi.tt/securitytraining)

- **Security awareness training** will help you better understand the cyber threats facing the University community and prepare you to identify those threats and protect yourself, your colleagues, and the University of Pittsburgh from cyberattacks.

# Information Security and Privacy

## Security

- **Complete all assigned Security Awareness Training**  
[pi.tt/securitytraining](https://pitt.edu/securitytraining)
- **Review Pitt Digital and University policies related to technology use at** [technology.pitt.edu/help-desk/how-to-documents/university-policies-related-technology](https://technology.pitt.edu/help-desk/how-to-documents/university-policies-related-technology)
- **Review available Security resources at**  
[technology.pitt.edu/security](https://technology.pitt.edu/security)
- **Remote Work Security Requirements**  
[technology.pitt.edu/security/workstation-security-standards-remote-work](https://technology.pitt.edu/security/workstation-security-standards-remote-work)
- **Mobile Device**  
<https://services.pitt.edu/TDClient/33/Portal/KB/ArticleDet?ID=45>
- **Vendor Assessments**  
<https://www.technology.pitt.edu/vendor-security-risk-assessment-operating-standard>

## Privacy

- The sharing of passwords and/or use of any University Computing Account is prohibited. You are responsible for all activity performed using your University Computing Account.
- 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 Digital's Acceptable Computing Access and Use policy for more information:  
[technology.pitt.edu/security/acceptable-computing-access-and-use](https://technology.pitt.edu/security/acceptable-computing-access-and-use)



# Responsible Computing

## Do

- Use Anti-virus and device encryption
- Configure your device to automatically update the Operating System and applications
- Use only trusted Wi-Fi networks and use Pitts Virtual Private Network (VPN)
- Use Pitt devices for University-related activities only

## Don't

- Leave your computer logged in and unlocked
- Accept or use unknown USB sticks or other removable media
- Share your password... or your device
- Leave devices unattended
- Disable security controls
- Synchronize your device to non-University approved storage locations such as iCloud
- Install unapproved software

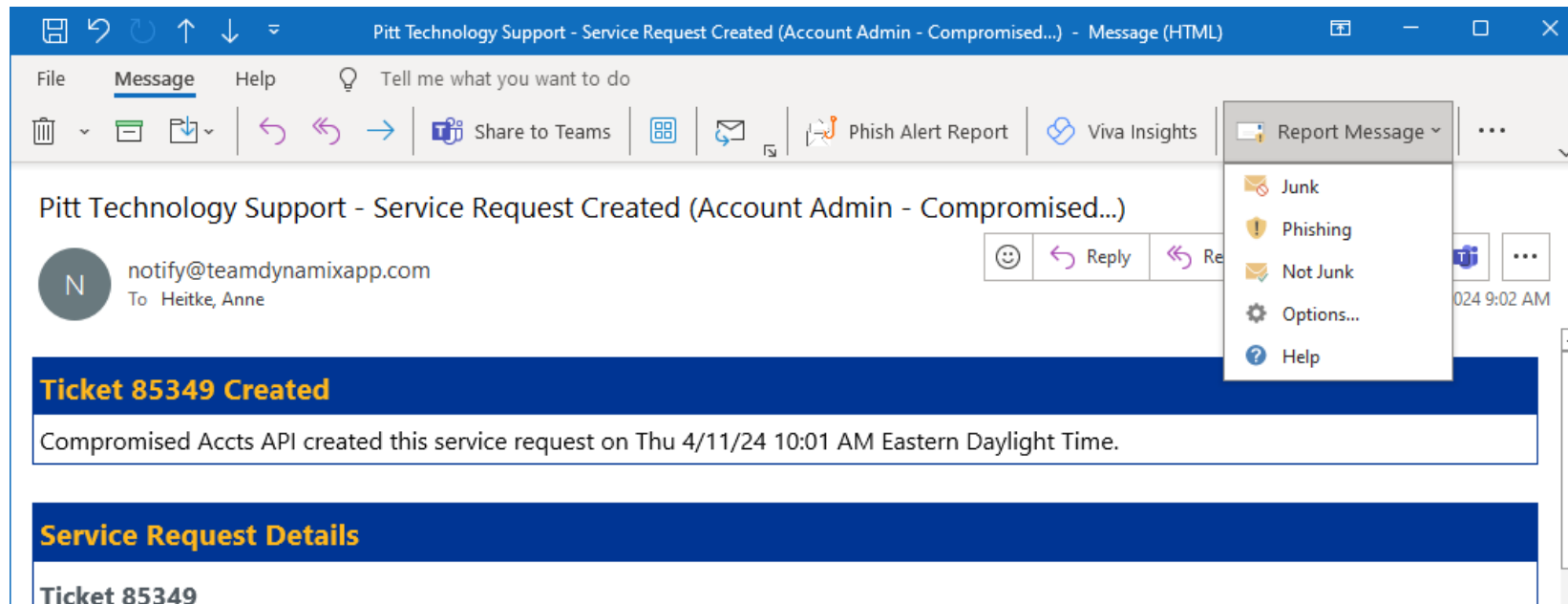
# Recognize a Phish

- Suspicious sender's email address
- Generic Greetings, like “Dear Customer”
- Typos, grammatical errors, or transposed letters
- Urgent or Threatening Language
- Suspicious Links or Attachments
- URL doesn't match the legitimate organization
- Suspicious attachments
- Too Good to Be True
- Requesting sensitive information via email

# Report a Phish

**Don't Take The Bait**

[technology.pitt.edu/phishing](https://technology.pitt.edu/phishing)



- Report within your Outlook application
- Forward the email as an attachment to [phish@pitt.edu](mailto:phish@pitt.edu)

# Service Status

Subscribe to Service Status updates:

[status.pitt.edu](https://status.pitt.edu)

- Opt-in to receive email or text messages about the systems status of Pitt Digital service
- Receive advance alerts for scheduled maintenance, reminders before the start of planned maintenance
- Notifications in the event of identified issues or outages, as well as resolutions

Pitt Digital

SUBSCRIBE TO UPDATES

Intermittent Vendor Issue Affecting Access to Some GlobalProtect Resources

Subscribe

**Monitoring** - Pitt Digital has worked with the vendor to mitigate the issue and restore full service. We are closely monitoring service to ensure continued reliability and stability. If you continue to experience issues, please report them to the Technology Help Desk at +1-412-624-HELP (4357).

Aug 01, 2025 - 12:36 EDT

**Investigating** - Pitt Digital is aware of individuals having intermittent connectivity access issues to University resources through GlobalProtect, including University Data Center resources.

We are working with the vendor to determine the cause and resolution. Updates will be posted to status.pitt.edu as more information becomes available

Aug 01, 2025 - 11:55 EDT

**Update** - The temporary fix remains in place. Pitt IT continues to closely monitor service while awaiting a permanent resolution patch from the vendor. Additional updates will be posted to status.pitt.edu.

Jul 24, 2025 - 09:35 EDT

**Monitoring** - Pitt IT has worked with the vendor to implement a temporary fix to mitigate the issue and restore service.

If you continue to experience GlobalProtect issues, please open the GlobalProtect client, select Refresh Connection from the GlobalProtect menu, and log back in with your Pitt credentials.

If this additional step still does not resolve the issue, please contact the Technology Help Desk at +1-412-624-HELP (4357) for assistance.

Jul 21, 2025 - 16:53 EDT

**Investigating** - Pitt Information Technology is aware of an intermittent vendor issue that is affecting the ability of some individuals to access University resources through GlobalProtect, including some departmental file shares.

# How to Get Help

## Technology Help Desk:

[technology.pitt.edu/help](https://technology.pitt.edu/help)

### For *Immediate* Needs:

- Call our Help Desk
- Live chat with the Help Desk
- Visit a Drop-In location

### For *Non-urgent* matters:

- Use the online form
- Send an email to [helpdesk@pitt.edu](mailto:helpdesk@pitt.edu)
- Search how-to articles



Call our Help  
Desk



Submit a Help  
Ticket



Chat with an  
Expert



Email the  
Support Team



Visit a Drop-In  
Location



Search How-  
To Articles

# Start Here

## IT Resources for Pitt Staff:

[technology.pitt.edu/newstaff](https://technology.pitt.edu/newstaff)

