

Computer Labs

GENERAL OPEN HOURS

24 Hour Access Sunday 9 AM thru Friday 5 PM

Some labs will be closed throughout the day for classes.

Windows Lab - 230 Blackington

24 Windows based PC's. This is an "open" lab for general student use. **This lab is never closed for classes.**

Macintosh Classroom/lab - 225 Blackington

25 Mac based PC's. This is a "teaching" lab for general instruction. This lab is randomly scheduled with classes from 8-5 daily and some evenings.

Windows Classroom/lab - 235 Blackington

31 Windows based PC's. This is a "teaching" lab for general instruction. This lab is normally scheduled with classes from 8-5 daily and some evenings.

Windows Classroom/lab - 237 Blackington

31 Windows based PC's. This is a "teaching" lab for general instruction. This lab is normally scheduled with classes from 8-5 daily and some evenings.

Windows Classroom/lab - 224 Engin & Sci Bldg

21 Windows based PC's. This lab is randomly scheduled with classes from 8-5 daily and some evenings.

24 Hour Lab - 238 Blackington

10 Windows based PC's and 3 Apple Macintosh computers, 3 Hewlett Packard color scanners. **This lab never closes for class.**

Specialty Software Lab - 232 Blackington

25 Windows based PC's. This lab houses specialty software for instructional use. This lab is randomly scheduled with classes from 8-5 daily and some evenings.

Multimedia Instructional Center - 228 Blackington

3 Windows based PC's, 1 Apple Macintosh computer, color scanner, slide scanner, digital still & digital video camera's, and color printing, specialized video capture and editing equipment.

This room is open 8am – 4 pm, M-F.

Windows Lab - 209 Owen Library

19 Windows based PC's.

This is a "teaching" lab for library, bibliographical instruction and staff training. It is open for general use when not used for classes.

FACILITIES FOR SPECIAL NEEDS

All computing labs feature wheelchair-accessible workstations. Special services for students with physical handicaps and/or learning disabilities are available in the Health Offices Student Union 269-7109. Several departments also manage specialty labs for student use related to coursework.

Additional Services

MOUNTAIN CAT CARD

Your Mountain Cat Card (Student ID) gives you access to several important campus services.

- University library materials
- Meal Plans & optional Meal Plan Points
- Mountain Cat Cash
- Vending (copiers)
- Check cashing in the Business Office
- Attend events on campus
- Discounts from certain local businesses
- Residence Hall entry

All Mountain Cat Card processing, problem resolution and additional information is available from the ID Center, Student Union.

EQUIPMENT LOANS

A limited number of laptop computers and video projectors are available for loan to students for **class-related** projects and presentations. Reservations can be made at the User Services Office, G27 Owen.

INTERNET KIOSKS

Internet accessible, e-mail kiosks are available on campus to permit students to check e-mail and course information from convenient campus locations. These devices also allow access to non-University, browser-based e-mail accounts. Kiosks are located in:

- Living and Learning Center Information Desk
- Mail Room lobby in the Student Union
- Wellness Center Lobby

PRINTING

The use of lab printing facilities is restricted to "**Academic Related Work**". **The printing of personal signs, non-academic web material and advertisements is not allowed.**

Students receive a paper allocation each semester. Printing privileges are suspended when a student exceeds their page allocation. Allocations increases can be purchased in the Technology Support Center. Color and poster printing is also available for a fee.

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 Hall

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

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Pitt-Johnstown Information Technology

Facilities and Services

Inside you will find information on:

- Support services and accounts
- Free Microsoft software
- Discounted computer buying
- Computer labs/Classrooms



www.upj.pitt.edu/IT

Help

TECHNOLOGY SUPPORT CENTER

User consultants are available at the Pitt-Johnstown Technology Support Center (228 Blackington Hall). Consultants assist students in the use of lab facilities, troubleshoot technology problems and assist with ResNet registration.

TECHNOLOGY SUPPORT DESK

The Pitt-Johnstown Information Technology Support Desk handles telephone calls for technology assistance from students, faculty and staff. Call 814-269-PJIT (7548).

IT WEB SITE

General information on Pitt-Johnstown Information Technology is available online at: 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 as deemed appropriate in the event of an emergency. Sign-up at: <http://my.pitt.edu>

PITTSBURGH HELP DESK

The Pittsburgh campus maintains a 24-hour help-line at 412-624-4357 (<http://technology.pitt.edu>) This service is available to Pitt-Johnstown students for assistance with computer account and password issues, Peoplesoft, CourseWeb and other university-wide systems. All questions about campus-based systems (ResNet, telephones, Campus Services, etc.) should be directed to the Pitt-Johnstown Support Desk at 814-269-PJIT.

COURSEWEB

CourseWeb refers to the University's use of the **Blackboard/CourseInfo** course management system. If you have questions or problems with CourseWeb, please contact your course instructor or the Pittsburgh Help Desk, at 412-624-4357.

Computer Accounts

ACCOUNTS AND PASSWORDS

The Pittsburgh campus Technology Help Desk is responsible for all student account information (username and password). Contact them for all account issues by calling 412-624-4357 or by submitting an online help request at: <http://technology.pitt.edu/help.html>

Telephone assistance will require you to properly identify yourself to the Help Desk analyst. A Self-Service Password Reset option can be activated at: my.pitt.edu

COMPUTER ACCOUNTS

Your University Computer Network Authorization Account (username and password) provides access to a wide variety of University services including campus computer labs, email, the University Portal, and other Internet resources. New students should receive a letter containing their username and initial account activation key after the tuition deposit is paid.

YOUR ACCOUNT INFORMATION

In most cases, your Network Authorization Account (**username**) will consist of your **initials** and a **number**.

Your **e-mail address** will consist of your **username** @ **pitt.edu** For example, for the account mrw11, the email address is: mrw11@pitt.edu

If you would like your Pitt e-mail forwarded to another address, you may do so at the portal page: my.pitt.edu

Note: There is an e-mail quota associated with your account, you are encouraged not to store large photo's or movies in your e-mail.

PASSWORDS

Initial passwords are set by the user during the account activation process. You should change your password regularly for security sake once you've learned to access the network. Passwords are managed online at the portal page: my.pitt.edu or by calling 412-624-4357, option 5.

SECURITY

Do not allow other people access to your account or to use your e-mail. There are severe penalties for misuse of the University network, e-mail and the Internet.

Network

RESIDENTIAL NETWORKING (RESNET)

All campus residence halls are equipped with one Ethernet network port per student. These Ethernet network connections provide students with a 24-hour a day, high-speed direct connection to the University network as well as the Internet. Information is available from the Technology Support Center, 228 Blackington Hall 814-269-PJIT (7548). Students can also schedule ResNet connection assistance or pick up self-installation guides at the Technology Support Center. Web info at: www.upj.pitt.edu/resnet

WIRELESS NETWORKING

Pitt's wireless service is free and available in all "academic" buildings, common student areas and residence facilities. Contact the Technology Support Center, 814-269-PJIT (7548) for support.

REMOTE NETWORK ACCESS

Students can connect to many University web based services from home if they have their own computer and Internet access. CSSD makes the necessary communication software available for free. Instructional handouts for configuring your computer are available at the Technology Support Center.

UNIVERSITY PORTAL

Web-Based Services

Web services are provided through Internet Explorer at the University portal page: <http://my.pitt.edu>

This site provides remote access to **e-mail** and many University services such as **billing, on-line grades, schedules and registration information**. Access is provided free of charge. Your Pitt computer account username and password is required for access.

PITT-JOHNSTOWN CAMPUS SERVICES

The Pitt-Johnstown Campus Services web site provides campus-specific online services. Pitt-Johnstown students can access Campus Services at: <http://campusservices.upj.pitt.edu>

Software

SECURITY, VIRUS AND SPAM ISSUES

To help you protect your computer, the University provides a variety of security tools and services. The Spam and Virus E-mail Filtering Service blocks junk e-mail and computer viruses from reaching your University e-mail address. You can manage your junk mail settings at the Pitt portal page: <http://my.pitt.edu>

SYMANTEC ANTI-VIRUS SOFTWARE

Pitt-Johnstown students, faculty, and staff can obtain this software at **no charge**. It is available on on-line at: <http://software.pitt.edu>

WINDOWS UPDATE SERVICE

The University provides a Windows update service designed to ensure that your PC receives critical security updates and patches on a timely basis. To enable this service on your PC, go to: <http://updates.pitt.edu> and download the application file. Follow the instructions on the web page to enable the service and improve the security of your PC.

FREE SOFTWARE

Campus Software for Students is provided at no cost to all active University students. Microsoft Office software, along with all other software available to students can be downloaded online. To obtain your software, login into the Pitt Portal, <http://my.pitt.edu>, and locate the Software Downloads link under the My Resources tab..

More info regarding the download process can be found here: <http://technology.pitt.edu/category/software-get-software>

COMPUTER BUY PROGRAM

Hardware

University programs offer students discounted prices on Dell and Apple computers. Recommended configurations and pricing can be found at: <http://www.pitt.edu/computer-discounts>