

Frequently Asked Questions

Does Pitt-Johnstown provide or sell computers to students?

No, but we do provide discounts and purchase recommendations at: <http://www.upj.pitt.edu/IT>

Do I have to bring my own computer?

No, several computer labs are available for student use.

What software do I need to buy?

Virtually none. Students receive Microsoft Office Professional, operating system upgrades, LoJack theft protection, 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 at: <http://technology.pitt.edu/help-desk>

What about other computer discounts?

Pitt-Johnstown participates with Apple and Dell that offer students discounted prices on personally configured computers. Information and ordering information is available at:

<http://www.pitt.edu/computer-discounts>

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.

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 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

Revised: 2018

Pitt-Johnstown Information Technology

Your Guide to Information Technology at Pitt-Johnstown

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



Summer 2018

A Quick Look at Information Technology Resources at Pitt-Johnstown

COMPUTER DISCOUNTS & RECOMMENDED CONFIGURATIONS

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 A GAMING CONSOLE OR SMART TV

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 and common student areas such as the Owen Library and the Student Union. Wireless service is available in all residence facilities.

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 spam and virus email filtering service blocks junk email and computer viruses from your University email address.

FREE SOFTWARE

The University has licensing agreements which make all students eligible to receive Microsoft Office & Windows, Symantec Antivirus, and more. Students can download the software at the Pitt 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 and the internet. There is one wired Ethernet network port per student. Additional information is available from the Technology Support Center, 228 Blackington Hall: 814.269.7548

GET READY FOR RESNET

1. Make sure virus protection software is installed and up to date.
2. Make sure you have installed the latest Microsoft or Apple operating system updates.
3. Install Pitt's free software update service for Windows PCs at: <http://technology.pitt.edu/help-desk>

PRINTING

Students are given a monetary allocation 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 by sending their documents online via the Mobile Printing website: <http://www.upj.pitt.edu/IT>

TECHNOLOGY SUPPORT CENTER

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

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

PITT-JOHNSTOWN TECHNOLOGY SUPPORT

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 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).

PASSWORD RESETS

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

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

Learn more about PJIT facilities and services: <http://www.upj.pitt.edu/IT>

