Technology at Pitt-Greensburg

Help Desk – Cassell Hall 217A

Hours: Monday-Friday from 8:30 AM – 5 PM

Services Offered:

- Software and Hardware Assistance
- Virus Removal
- Network Troubleshooting
- Account Assistance
- Technology Questions

Ways to Contact Us:

- Submit a help request at https://gbg.on.spiceworks.com/portal
- Call our help desk at 724-836-9925
- Visit our in-person help desk at Cassell Hall 217A during business hours
- For Oakland's help desk, please contact 412-624-4357; they are available 24/7

The Computer Lab

Location: FACH 210

7 Days a Week: 7:30 AM – 11 PM

Virtual Lab

- Go to https://pi.tt/vlab
- The Pitt IT Virtual Lab enables you to remotely access lab software and resources that you use while sitting in a Pitt IT Student Computing Lab on campus. The convenience of the Virtual Lab is that you can access it from any location, using almost any computer or mobile device, at any time of day.

GBG Technology Cassell Hall 217A
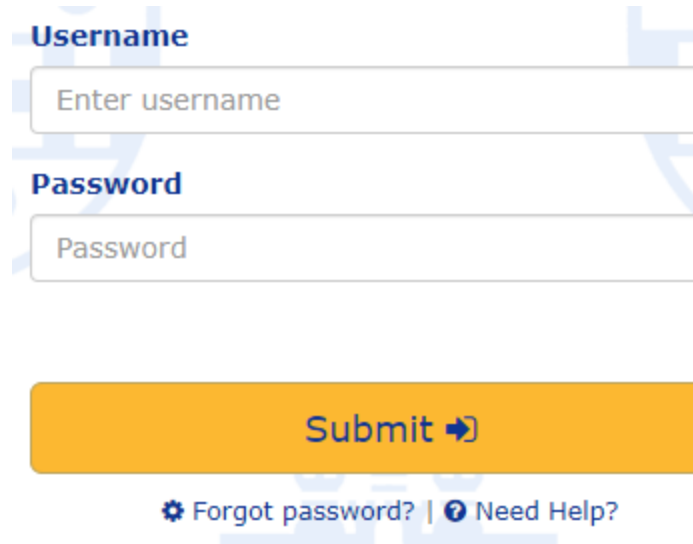Helpdesk Hours: Monday-Friday, 8:30 AM – 5 PM
724-836-9925
https://gbg.on.spiceworks.com/portal

Username/Password Questions:

Have you forgotten your password or cannot log in to my.pitt.edu?

On the My Pitt page, click on Forgot Password and follow those steps to reset it. Alternatively, you can visit forgotpassword.pitt.edu.

Username

Enter username

Password

Password

Submit ➡

⚙ Forgot password? | ❓ Need Help?

If you are unable to reset your password, you will need to call the Oakland help desk at 412-624-4357. They are open 24/7.

Multifactor Authentication:

When logging into your Pitt account for the first time, you will be prompted to set up multifactor authentication. If you are confused, you will want to follow these steps: https://www.technology.pitt.edu/services/multifactor-authentication-pitt

Reactivate DUO Mobile:

Did you get a new phone and need to reactivate DUO Mobile? Visit https://services.pitt.edu/TDClient/33/Portal/KB/ArticleDet?ID=257 and follow the steps under " Existing User - New Device for an Already Registered Number".

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Wireless PittNet: From a Computer

Some computers will connect to Wireless PittNet after you select it from the list of available networks and enter your Pitt username and password. On other computers, a pop-up message like the one shown below may prompt you to connect. If a prompt like this appears, simply click **Connect**.

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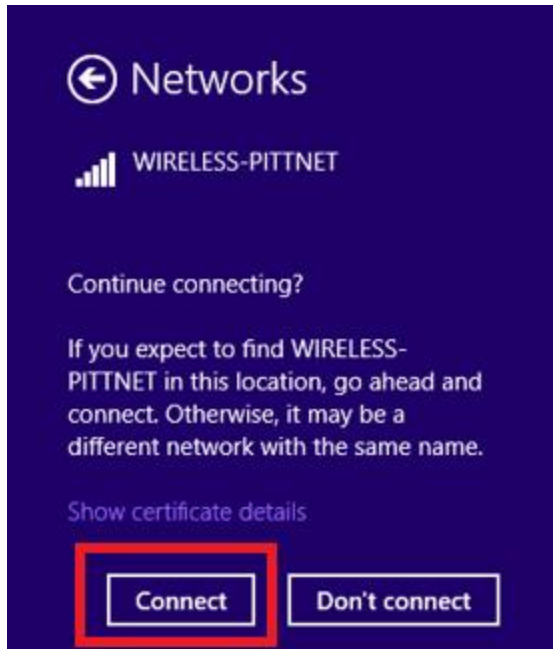
Wireless PittNet: From a Phone or Tablet
Some phones and tablets will connect to Wireless PittNet after you select it from the list of available networks and enter your username and password. On other devices, a pop-up message like the one shown below may prompt you to trust or install a new certificate. If a prompt like this appears, trust the certificate. You should then be able to connect to Wireless PittNet.
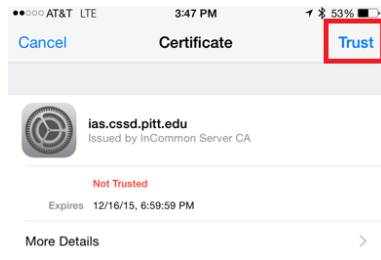
If you do not receive a prompt and have trouble connecting to Wireless PittNet, complete these steps:

1. Delete or forget Wireless PittNet from your list of known networks.
2. Re-connect to Wireless PittNet.

Android Users: You will want to use the following security settings when connecting to the wifi:

- **Network SSID**
  WIRELESS-PITTNET
- **Security Type**
  WPA2-Enterprise
- **Encryption Type**
  AES
- **Authentication Method**
  PEAP
  EAP-MSCHAPv2
- **Certificate**
  Use System Certificates
- **Domain**
  pitt.edu
- **Identity**
  Your Pitt username
- **Password**
  Your Pitt password

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Wireless in the Residence Halls

1. When connecting for the first time, connect to "MyResNet Start Here" which will take you to the online portal https://greensburg.hed.boldyn.com where you can create your account

2. Create Account:

- Sign in using your Pitt credentials

- Once the account has been created, you will see a pop up of your new wifi password. Copy it. If you want to change it, hit close and click on "show wi-fi password" under "Add Devices Tab". You can change your wi-fi password here to something unique.

- You will use this Wi-Fi password to connect your devices to the network.

That's it – now let's get your devices connected

3. Connect to the Network

- Navigate to the wireless settings on each device.

- Connect to MyResNet-5G (Always use 5G however you can connect to MyResNet2G if your device is not 5G compatible)

- Enter your new Wi-Fi password when prompted to connect

- Enable the "auto-join" feature

Helpful Tips:

- MyResNet-5G: Connect to MyResnet-5G for the fastest WiFi connection. This should be your default setting.

- MyResnet Start Here: Forget this network once you have created your account.

Need Some Help?

If you need any help, a support representative is available 24 hours a day to assist you.

- Call support at (833) 521-1645

- Email support.hed@boldyn.com

- Chat live at https://greensburg.hed.boldyn.com

If you need to access your account at any time, visit https://greensburg.hed.boldyn.com

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Email: Read My Pitt Email on your phone or tablet

You can set up your smartphone or tablet to access your My Pitt Email. We recommend installing the Microsoft Outlook app on your smartphone because it works best with our service. If you prefer to use your phone's default mail client, please follow these instructions.

iPhone or iPad

- Tap **Settings**.
- Tap **Mail**.
- Tap **Accounts**.
- Tap **Add Account**.
- Tap **Microsoft Exchange**.
- Enter your University Computing account email address. Exchange will autofill the Description field, but you can change it to something more meaningful, like University of Pittsburgh. Tap **Next**.
- Tap **Sign In**.
- At the Pitt Passport screen, enter your University username and password, then authenticate using multifactor authentication.
  Note: You will need to revisit the device's **Settings** to complete the login process.

A set of mailbox options appears. Use the slider bars on the right-hand side to make any setting changes (for example, sliding the bar left for **Notes** grays it out so it will not be included as part of your new mailbox), then tap **Save**. Your mail account will be added.

Android/Gmail

1. Open the Gmail app.
2. Tap the main menu at the top of the screen, then scroll to and tap **Settings**.
3. Tap **Add account**.
4. Tap **Exchange and Office 365**.
5. Enter your full University email address and tap **Next**. (Note: do not enter any email aliases you may have created.)
6. The Pitt Passport screen displays. Log in with your University username and password.
7. Complete the login process using multifactor authentication.
8. A Microsoft notice displays requesting permission for the app to access your mailbox. Tap **Accept**.
9. The **Getting account info** ... notice displays. When the "Your account is ready to go" notice displays, tap **Done**.

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Software

You can visit our software site at software.pitt.edu. You will be prompted to log into your Pitt account.

On this site, you will find items such as GlobalProtect, SPSS, MatLAB, and more.

Microsoft Office

Go to office.com and sign in with your Pitt credentials. You can install Microsoft 365 on this page.

Adobe Creative Cloud

Go to accounts.pitt.edu and sign in with your Pitt credentials.

- Click on the Adobe tab.
- Register for your license.
- After 1-2 hours, your license will become active.
- You can use your license on the Virtual Lab or by visiting creativecloud.adobe.com

Download Zoom

Go to https://pitt.zoom.us/ and click Download Client at the bottom of the page. Your professors may use Zoom for classes.

Pitt Print

To upload a print job, go to https://print.pitt.edu. You will log in with your Pitt username and password. Please visit https://www.technology.pitt.edu/services/pitt-print if you need help using Pitt Print.

To print, you will need to know your Pitt username and password OR you can use your student ID to swipe at a print station. After uploading your print jobs, you can visit any of the following locations to print out your documents:

Cassell Hall 210 (Lab)

Cassell Hall Downstairs Hallway

Chambers Hall Front Desk

College Hall Lobby

Life Sciences Building Upstairs Hallway

Millstein Library

Powers Hall Lounge

Robertshaw Hall Lobby

Smith Hall Lounge

University Courts Common Area

Village Hall Entrance

Westmoreland Hall Lobby

OneDrive

Microsoft OneDrive for Business is a cloud storage solution where you can update, store, share, and sync your files from anywhere. These files are backed up regularly to the Microsoft cloud and your file space is conveniently configured as the default save destination for all your Office 365 applications, including Word and Excel. You can delegate access to other users for seamless collaboration. All students, faculty, and staff have a quota of 5 terabytes of online storage available through OneDrive, for files up to 250 gigabytes.
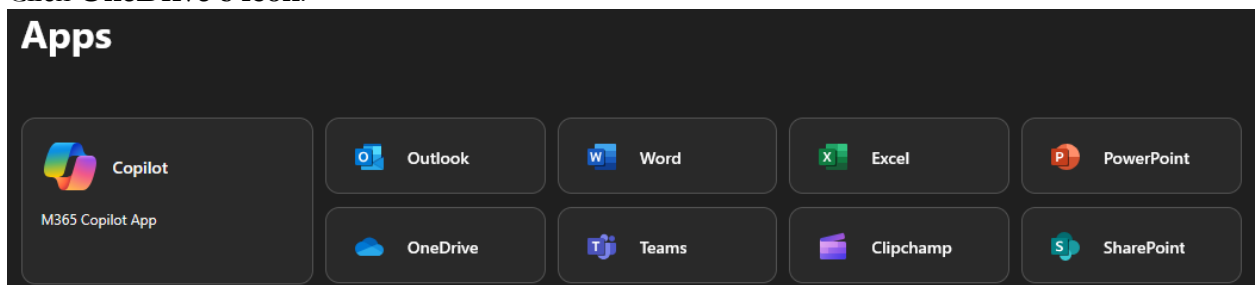
Easy Steps to Get Started with OneDrive

You can access OneDrive from a smartphone or tablet using a web browser. The OneDrive app is available for iOS, Android, and Windows devices.

1. Use a web browser to log into portal.office.com with your Pitt Email address and password.
2. On the left side, click the **Apps icon**.
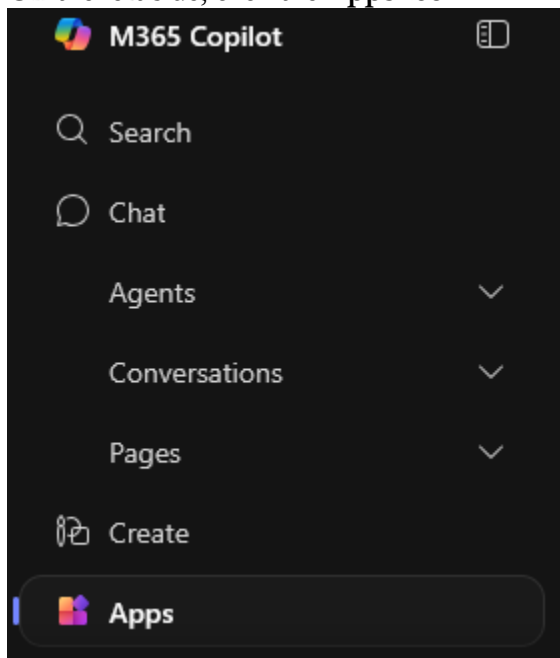
3. Click **OneDrive's icon**.

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