

TECHNOLOGICAL RESOURCES AT UP

FALL 2022

UNIVERSITY OF PORTLAND



WHERE TO GET HELP

- ▶ UP Help Desk
- ▶ (p) 503-943-7000
- ▶ (e) help@up.edu

- ▶ Monday through Friday 8:00am – 5pm

- ▶ To report urgent issues or widespread outages after hours, please contact Public Safety at 503-943-7161

SUPPORT.UP.EDU

- Schedule an appointment
- Open a help ticket
- View help sheets
- See lab seat availability
- Download software
- Manage passwords

The screenshot shows the University of Portland Tech Support website. At the top left is the University of Portland logo and the text "University of Portland Tech Support". To the right are navigation links for "Knowledge", "System Status", and "My Tickets" with a notification badge showing "13". Below the header is a large banner image of a modern library or study area with students working at computers. Overlaid on the banner is a search bar with the placeholder text "How can we help?" and a magnifying glass icon. Below the banner is a grid of nine service tiles, each with an icon, a title, and a brief description:

- Get Help**: Open a ticket to have something fixed here! (Icon: Wrench)
- Knowledge Base**: Browse and search articles (Icon: Book)
- Submit an Idea**: Have an idea? Please share it with us so we can improve! (Icon: Lightbulb)
- Lab Seat Availability**: Check to see if the labs are available (Icon: Computer monitor)
- Software Download Center**: Download software provided by UP (Icon: Cloud with download arrow)
- Training Resources**: Check out all the other available training resources that we provide (Icon: Graduation cap)
- System Status**: Check to see if there are any current outages (Icon: Warning triangle)
- MyApps**: Single Sign On application to navigate to commonly used web services (Icon: Grid of squares)
- Manage Password**: Reset Forgotten, Change Known Password, or update self-service password alternative contact information (Icon: Key)

GET CONNECTED ACCOUNTS

- UP Network account
Access wi-fi, UP web resources,
computer labs
- Passwords expire every 143 days
- NEVER share your password



- UP will NEVER ask for your password via email



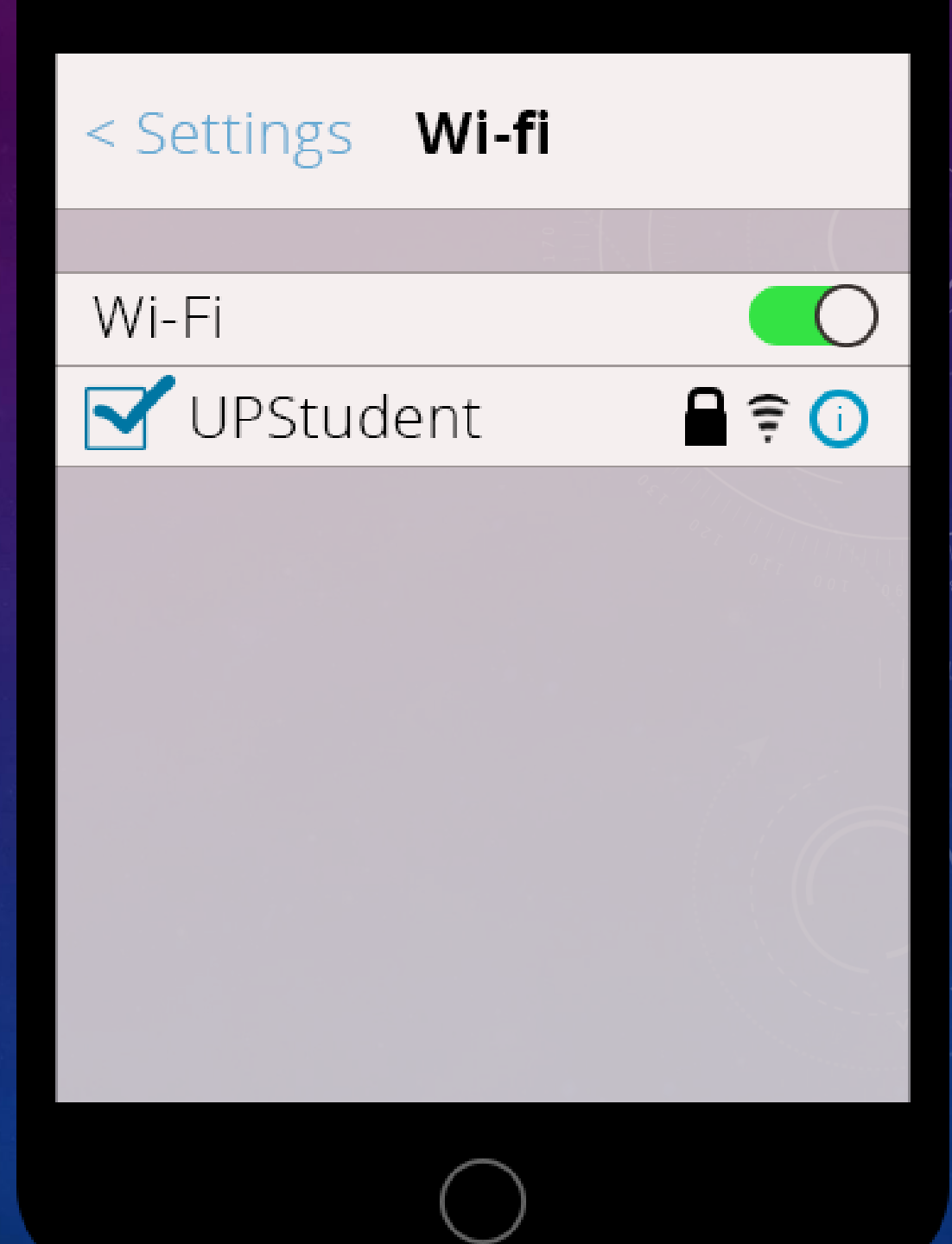


MULTI-FACTOR AUTHENTICATION

- Significantly enhances the security of your account
- Two points of security: something you know + something you have
- Setup MFA on your account and phone: mfa.up.edu

GET CONNECTED WIFI

- Wifi on campus || **UPStudent**
- Guests may use UPGuest
- Connect other internet capable devices to UPIoT







WIFI NOTES

- Wifi is available in every building and many outdoor spaces
- Antivirus is required to connect a personal computer
- Bandwidth upgrades – UP now enjoys 5 Gb/s































BYPASS YOUR DEVICES

- Some devices need to be manually bypassed to access Wi-Fi
- Help Desk can assist
- Bypass your own devices at:
myupiot.campus.up.edu

University of Portland  UNIVERSITY OF PORTLAND Bradley 

Apps

 Banner	 Calendar	 Class Notebook	 Groups
 Dynamics 365	 Excel	 Flow	
 Forms	 learningdev	 Lynda.com	
 OneDrive	 OneNote	 Outlook	
 People	 PilotsUP	 Planner	
 PowerApps	 PowerPoint	 Staff Notebook	
 StaffHub	 Stream	 Sway	
 Tasks	 Teams	 TechSmith	
 To-Do	 TS - App-V Control Panel	 UP - Cascade	

GET CONNECTED
UP SINGLE SIGN ON

GET CONNECTED UP SINGLE SIGN ON (SSO)



- UP Single Sign On
- **myapps.up.edu**
- Sign in once || Access everything

PILOTSUP & SELSERVE

PilotsUP - UP's intranet

- Like logging in to the UP website

Selfserve

- All your personal, protected data and registration

Student Handbook

- Available on up.edu



LOGGING INTO [MYAPPS.UP.EDU](https://myapps.up.edu) TO ACCESS PILOTS AND
SELF-SERVE

TIME FOR A DEMONSTRATION

PARENT PROXY ACCESS

- Share information such as grades and financial aid with family or trusted peers
- Set levels of access and start/end dates



University
of Portland



[Home](#) / [Alumni & Parent Relations](#) / [Parents](#)

Parents

- [+ Meet Our Team](#)
- [+ Get Involved](#)
- [+ Events](#)
- [+ Important Dates](#)
- [+ Send Some Love](#)
- [+ University News](#)
- [+ Parent Proxy](#)
- [+ FAQs](#)
- [+ Resources](#)
- [Explore Campus](#)
- [Visit Portland](#)

Parents

Welcome to our Parents website! As important members of our Pilot family, we hope our website is a valuable resource for you as we partner in the development and success of your student during their UP journey.



Get Involved



Events



University News



Parent Proxy



Show Your Support



Contact Us

UP.EDU/PARENTS

VIEW DETAILED INSTRUCTIONS
FOR SETTING UP AND ACCESSING
PARENT PROXY FOR BOTH
PARENTS AND STUDENTS



CAMPUS COMPUTING

- **Computer Labs**
 - Library
 - Digital Lab
 - Shiley Hall 208
- **Virtual Computers**
 - Desktop.up.edu
- **Dorm Cluster Computers**



NEW COLLABORATION SPACE

Microsoft Surface Hubs for video conferencing, digital white boarding, and interactive touch displays

PRINTING

- Networked printers available in labs
- \$10 dollar print budget per semester
 - @ \$.05 b&w || \$.15 color
 - Add money via kiosk in library
- Print from labs, virtual desktop, or web print via myapps
- We encourage students & profs to go **green**

Office 365

Your academic day
across all your devices



OFFICE 365

- UP's cloud based productivity and collaboration solution
 - Your email, calendar, documents, and Office Online
 - 1TB of cloud storage
 - Share documents with students & faculty
 - Install full Office on up to 5 PCs/Macs & 5 mobile devices
 - Collaborate with Teams—share files, video chat
- Visit <https://office.com> for much more



Microsoft Teams



MICROSOFT
TEAMS

UP ONLINE LEARNING



MOODLE



All classes have a Moodle section
created automatically



In most cases expect a syllabus, online
assignments, quizzes, and grades

LINKED IN LEARNING

- Premium video tutorial content
 - Formerly Lynda.com
 - Learn software (MS Office, Adobe, CRMs, Windows/MacOs/iOS)
 - Web design (coding, Javascript, Wordpress, graphics, SEO)
 - Professional and business skills





UP MOBILE APP

Course info, directory, maps, calendars, and more





Information Services

Support

Help Desk

Media Services

New Student

Manage Passwords

Single Sign On

Academic Technology

Accessible Technology

Classrooms and Labs

Cybersecurity

Email

Mobile App

Office 365

Printing

Software

Technology Purchasing

Technology Training

OneDrive_1_8-23-2017.zip

New Student

Welcome



The Office of Information Services (IS) would like to take this opportunity to wish you an enjoyable and productive academic year. IS envisions leveraging information technology to support the pursuit of knowledge in an integrated environment. We believe technology can foster an open, collaborative, and unifying culture.

To help you get started with technology, we've compiled the following checklist.

Before You Arrive

Computer

Most students bring a personal laptop (Windows or Mac) to campus. Both device types are supported on our network and typically meet the academic and entertainment needs of our students.

Prepare your computer for campus by visiting the [Software Download](#) center and installing the following *FREE* software:

- Anti-virus Software - REQUIRED for ALL computers on the UP network
- Microsoft Office 2016 - Also available at [portal.office.com](#)
- Read and Write Gold - Accessibility software
- VMWare View - Access student courseware via a virtual windows desktop

UP.EDU/IS

- Check out our "New Student" section on [up.edu/is](#)

THANK YOU!

PRESENTER: BRAD KERR, **ACADEMIC TECHNOLOGY CONSULTANT**

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