

TECHNOLOGY ORIENTATION

SUMMER 2021
UNIVERSITY OF PORTLAND



- ▶ UP Help Desk
 - ▶ (p) 503-943-7000
 - ▶ (e) help@up.edu
-
- ▶ Monday through Friday 7:30am – 5pm
-
- ▶ To report urgent issues or widespread outages after hours, please contact Public Safety at 503-943-7161

WHERE TO GET HELP

SUPPORT.UP.EDU





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

The screenshot displays the University of Portland Tech Support website. The header features the university's name and logo, a 'Tech Support' title, and navigation links for 'Knowledge', 'System Status', and 'My Tickets' (with a badge showing 13 tickets). Below the header is a large banner image of a modern library or study area with students working at computers. A search bar with the placeholder text 'How can we help?' is overlaid on the banner. The main content area is organized into a 3x3 grid of service tiles, each with a blue icon, a title, and a brief description:

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

< Settings **Wi-fi**

Wi-Fi 

 UPStudent   

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



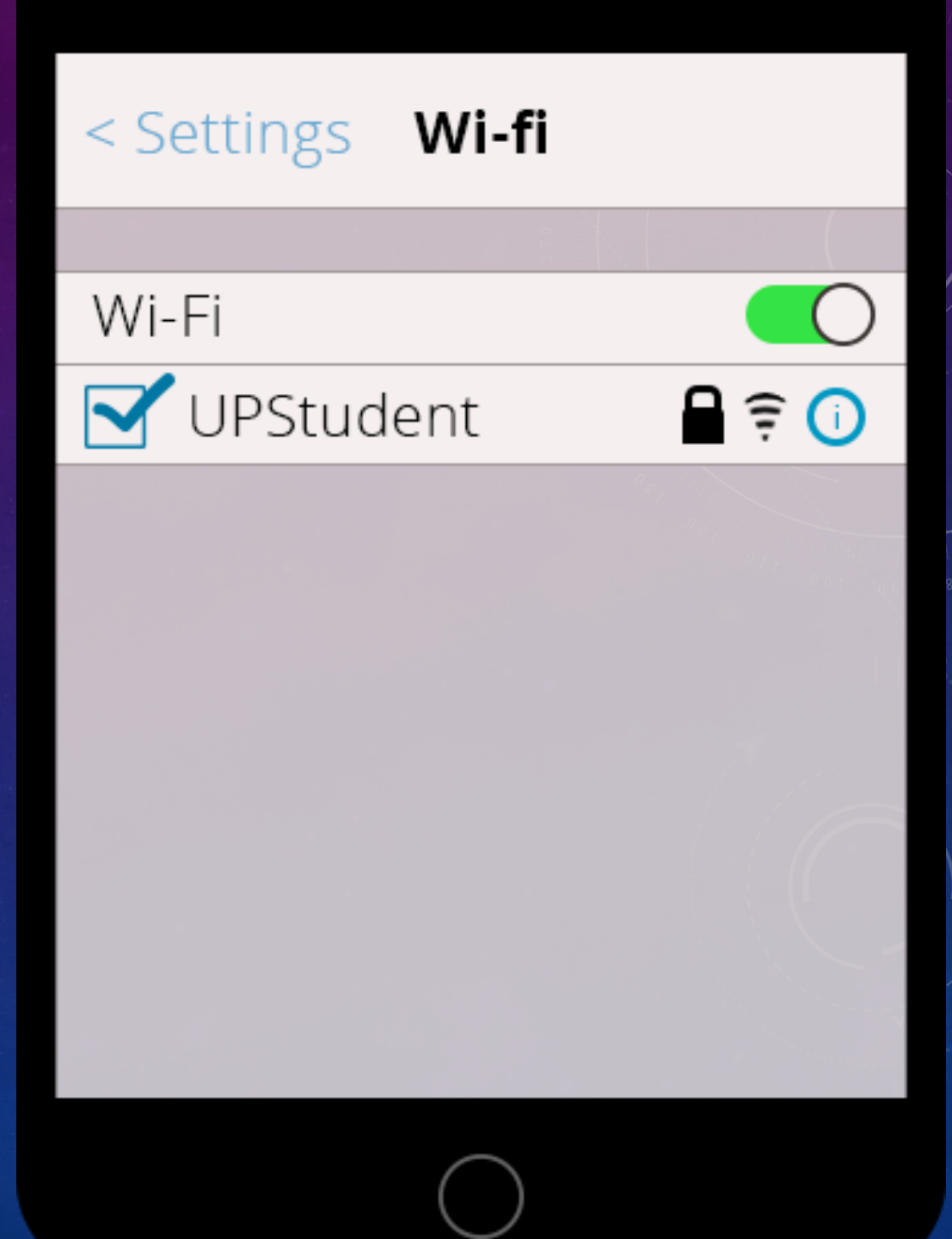


MULTI-FACTOR AUTHENTICATION

- Significantly enhances the security of your account
- Two points of security: something you know + something you have

GET CONNECTED WIFI

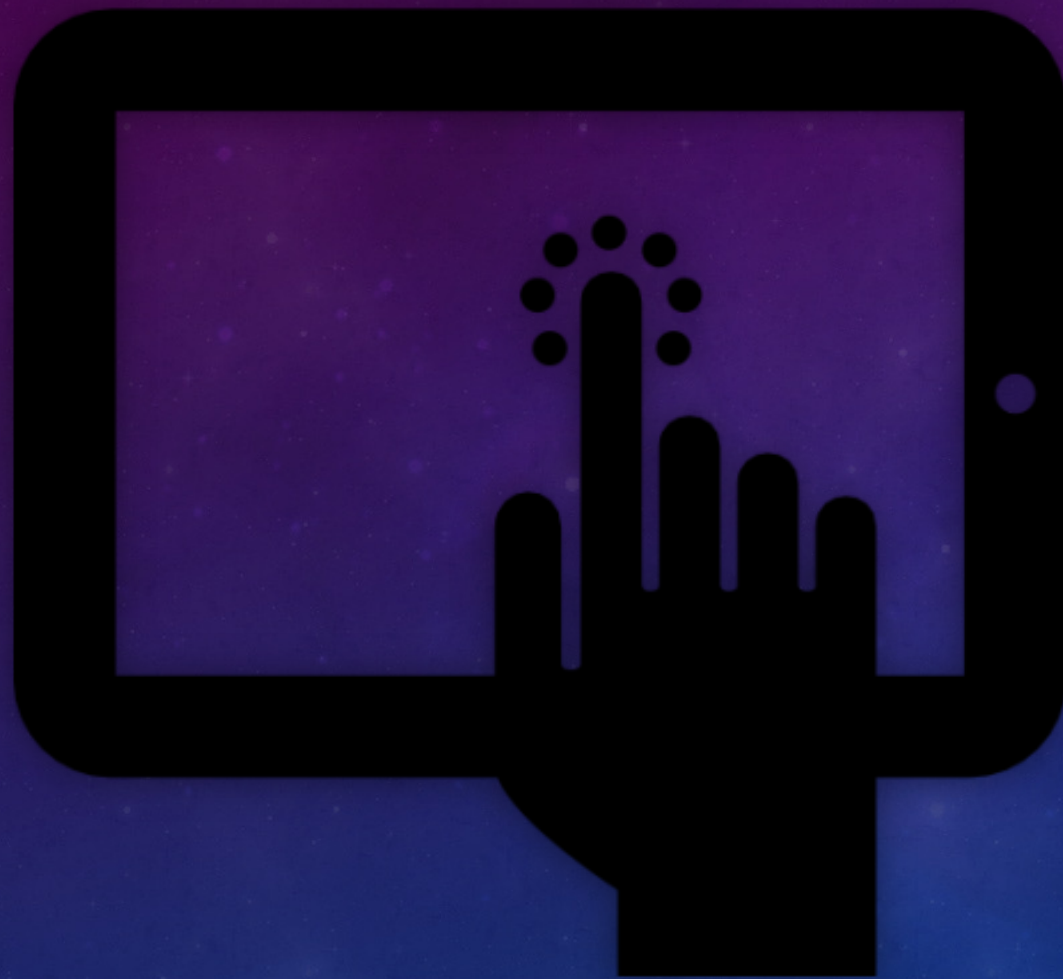
- Wifi on campus || **UPStudent**
- Guests may use UPGuest
- Connect other internet capable devices to UPIoT





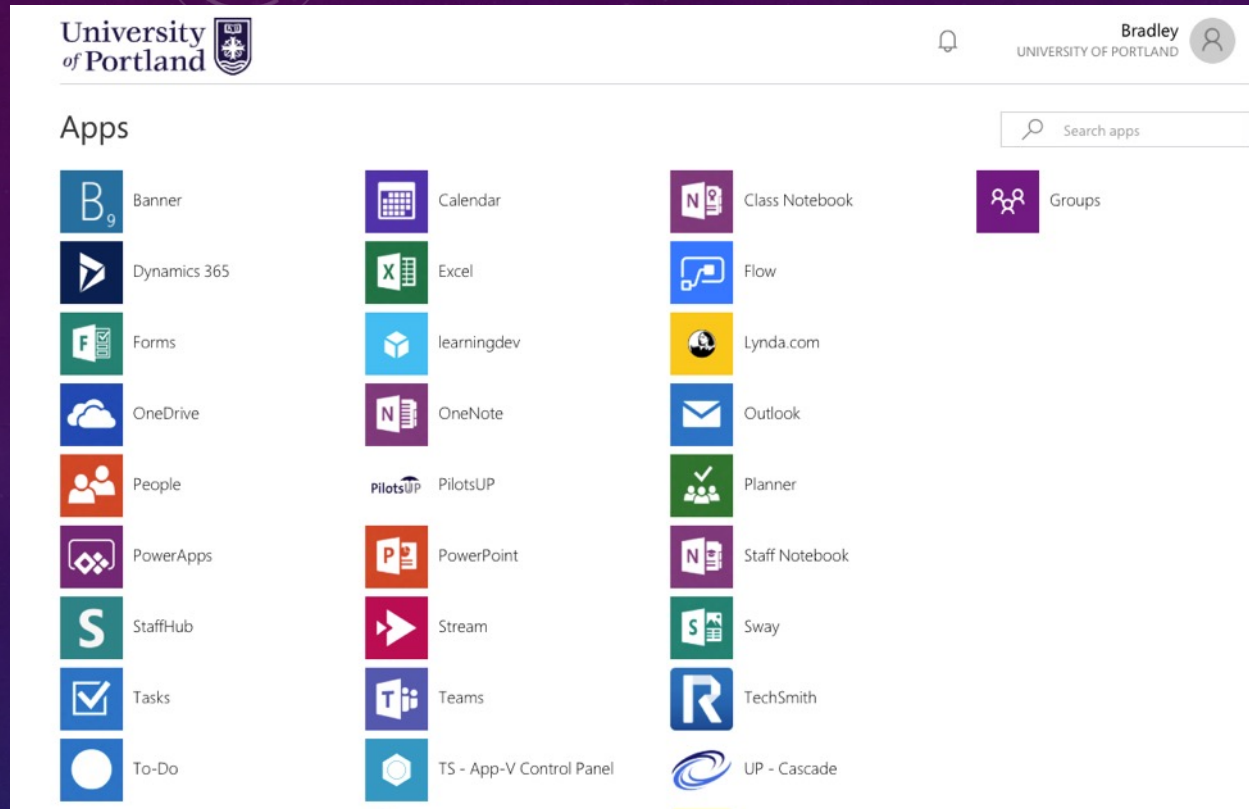
WIFI NOTES

- 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**



GET CONNECTED
UP SINGLE SIGN ON

GET CONNECTED UP SINGLE SIGN ON (SSO)



Microsoft

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

PILOTSUP & SELFserve

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




[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





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

UP Drive

UP Drive_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, TECHNICAL PROJECT LEAD

KERR@UP.EDU