

TECHNOLOGY RESOURCES AT UP

FALL 2025

UNIVERSITY OF PORTLAND

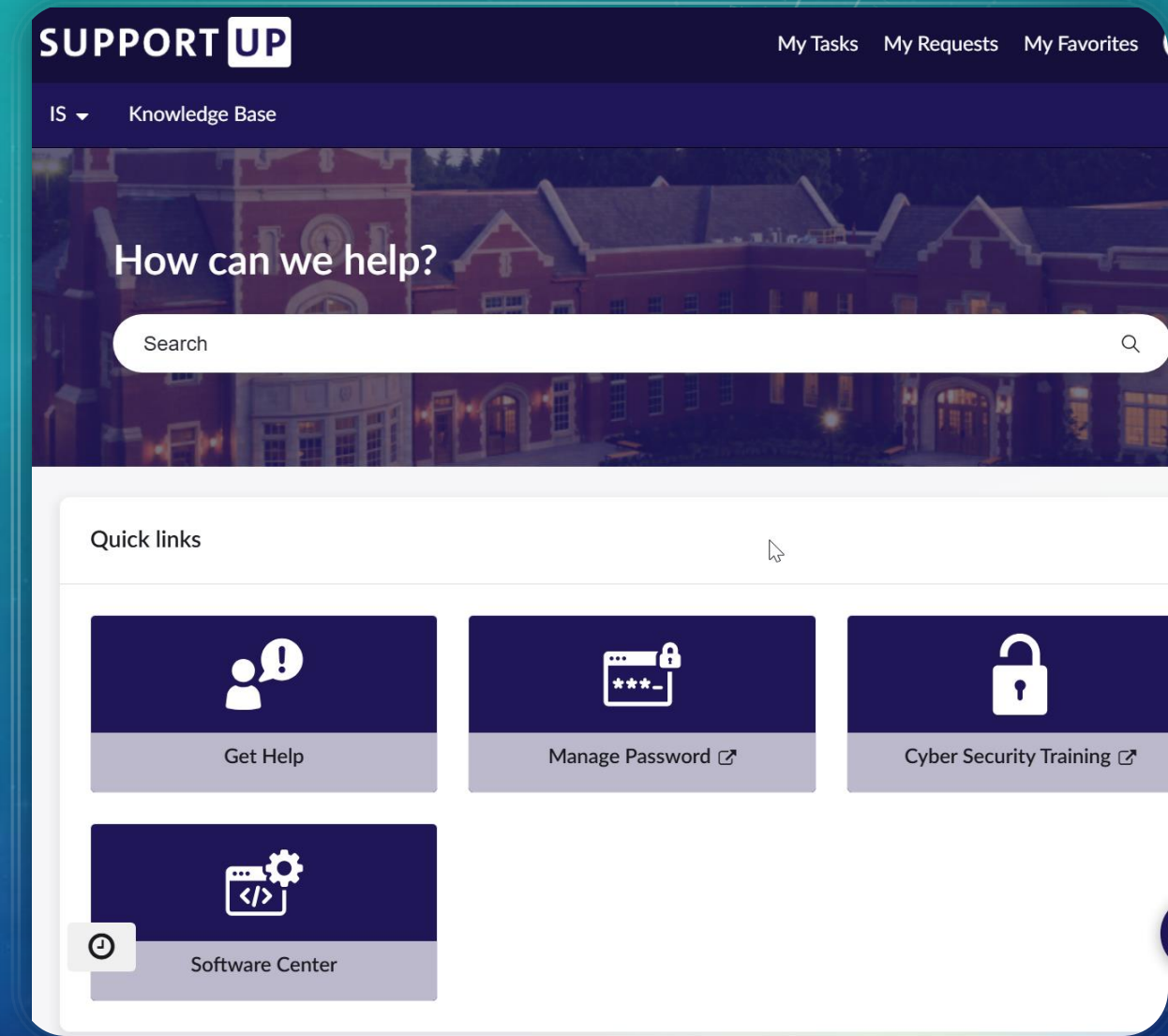


WHERE TO GET HELP

- ▶ UP Help Desk – Buckley Center 106
- ▶ (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 Campus Safety at 503-943-7161

SUPPORT.UP.EDU

- Open a help ticket
- View help sheets and How-to's
- Download software
- Manage passwords



GET CONNECTED ACCOUNTS

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



- UP will NEVER ask for your password
- If you do get a suspicious email, please forward it to abuse@up.edu



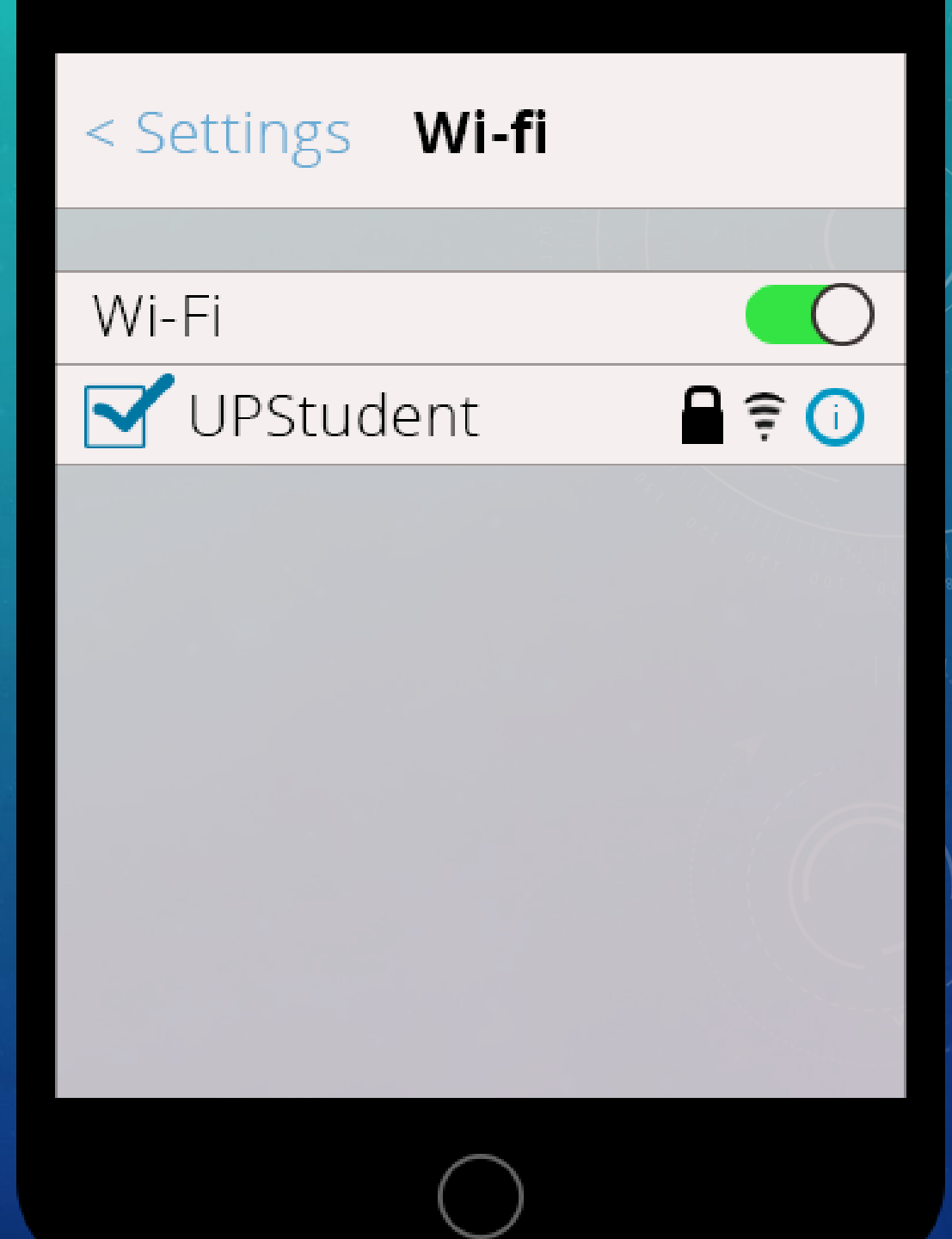


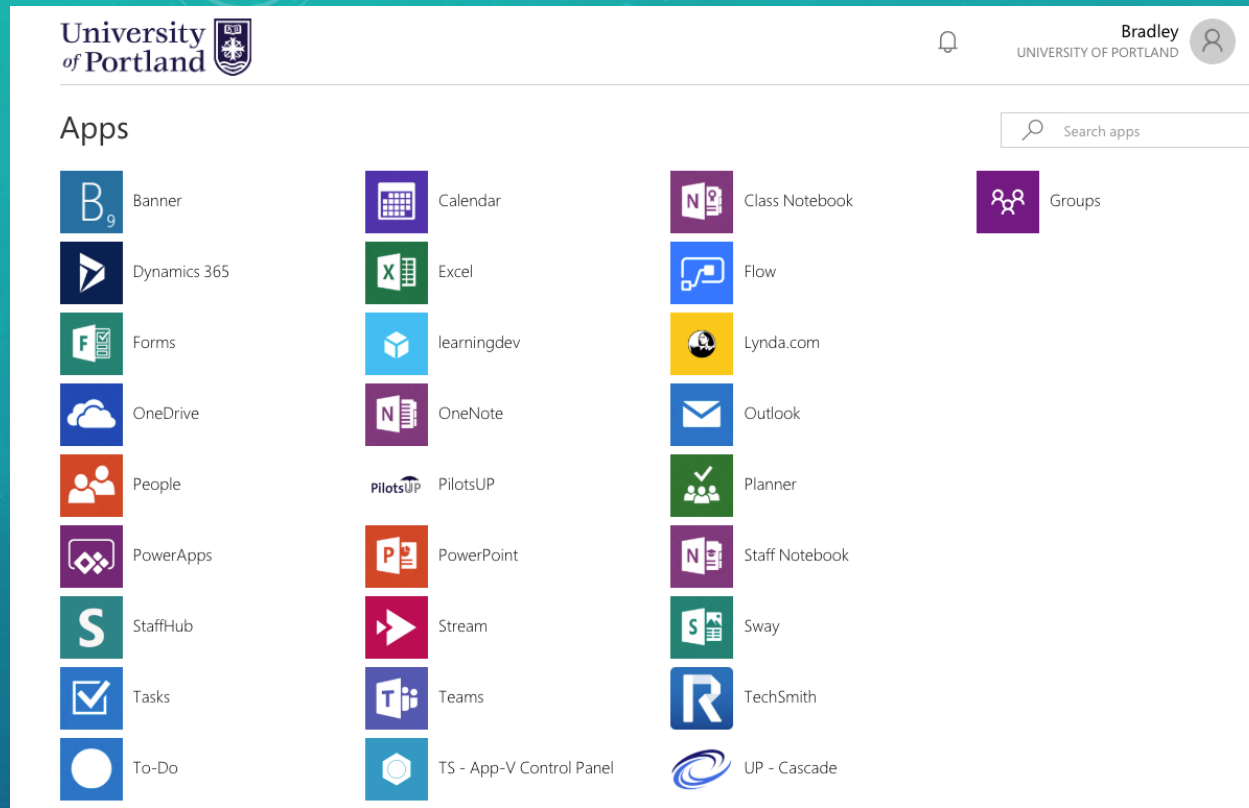
MULTI-FACTOR AUTHENTICATION

- 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





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

PARENT PROXY ACCESS

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



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
 - Shiley-Marcos
 - Digital Lab
 - Shiley Hall 208
- Virtual Computers
 - Desktop.up.edu
- Dorm Cluster Computers

PRINTING

- Networked printers available in labs and dorm clusters
- \$10 dollar print budget per semester
 - @ \$.05 b&w || \$.15 color
 - Add money via kiosk in Library or Shiley 208
- 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 – LEARNING.UP.EDU



All classes have a Moodle section
created automatically



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

AI AT UP

- Every course syllabus will include the Professor's policy on AI usage for the class
- Use AI responsibly
 - You are responsible for what you generate. Check your output for correctness and bias
 - Be careful about what data you provide an AI
 - In general at UP, we are happy for you to use AI, but everybody is still bound to the Student Code of Conduct and local/state/federal laws
 - When you use AI to create something, be honest about the fact that you used it
 - The best uses of AI are for enhancing, not replacing work
- Microsoft Copilot is available to all UP community members and runs on the GPT-5. Access it in Myapps



UP Mobile – Orientation Info, directory, maps, events, 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

CLAS 1001 - 101 - 111

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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](#)

The background is a gradient of teal and blue, with a subtle pattern of white dots. Overlaid on the left side are several white circular elements: a large arc with a degree scale from 140 to 260, and several smaller concentric circles with arrows indicating clockwise or counter-clockwise rotation. The text "THANK YOU!" is centered in a white, sans-serif font.

THANK YOU!