



# DUQUESNE UNIVERSITY COMPUTING AND TECHNOLOGY SERVICES (CTS)

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CTS Service Center, 2<sup>nd</sup> Floor Union • 412.396.4357 or 1.888.355.8226

## START-IT 2018

### Student Advice Regarding Today's Information Technology

Welcome to Duquesne, we look forward to seeing you on campus!

A large part of the Duquesne community is available to you online via: DORI — our online portal — Email, Blackboard, and other important information regarding your status as a student.

The key to these online resources is your MultiPass account. More information about MultiPass can be found here:

<https://duq.edu/about/campus/computing-and-technology/your-accounts>

### YOUR DUQUESNE UNIVERSITY ONLINE SERVICES CHECKLIST

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- **Setup your MultiPass account:** [www.duq.edu/multipass](http://www.duq.edu/multipass)  
You can setup your MultiPass account using your D# or MultiPass username. This is the first thing you have to do before accessing any other online services. Contact the CTS Help Desk at 412.396.HELP if you have any problems (additional contact information on back).
- **Check DORI for news and information:** [www.duq.edu/dori](http://www.duq.edu/dori)  
DORI (Duquesne Online Resources & Information Portal) is your connection to important information, news, and tools to enhance your DU experience.
- **Check your Office 365 Email Inbox:**  
All students will receive a Duquesne email account for official correspondence from Duquesne University faculty and administrators. Email access is available by clicking the Mail icon in DORI. The first time you access Email, you will be required to setup the account by answering questions about yourself, please make sure these answers are accurate, especially your birth date.
- **Check Blackboard for your Courses and Communities sites that use online content:** [www.duq.edu/blackboard](http://www.duq.edu/blackboard)  
Access to Blackboard is available through DORI by clicking the Blackboard icon in DORI. Blackboard is Duquesne's academic interface for conducting online courses, enhancing face-to-face courses, and moderating Duquesne Organizations, Student Societies, and Clubs. Your course sites will not be accessible to you until one week before the start of classes. Your Advisor and Organization's sites will become available to you prior to that.
- **Access Self-Service Banner through DORI to do the following:**
  - Access your course schedule
  - Reserve and purchase text books online from the Duquesne book store
  - View and pay your tuition bill

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## GETTING CONNECTED

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- **Resident Students:** On-campus Internet Connection: [www.duq.edu/duqnet](http://www.duq.edu/duqnet)  
If you are a resident student, you are eligible to use Duquesne's on-campus network in your Living Learning Center room. You will need to setup your MultiPass account before connecting.
- **Commuter Students:**  
All online resources such as DORI, Blackboard, Email, and Self-Service Banner are available anywhere you have internet connectivity. You will need to setup your MultiPass account before connecting.
- **DuqNet Wireless Access:** [www.duq.edu/duqnet](http://www.duq.edu/duqnet)  
All Duquesne students are eligible to connect to the DuqNet wireless network on campus. Check the website for information on how to configure your laptop, Duquesne's network policies, and wireless coverage areas. You will need to setup your MultiPass account before connecting.
- **DuqNet Recreational Network:** [www.duq.edu/iot](http://www.duq.edu/iot)  
"DuqNet-IoT" is a wireless network that allows gaming consoles and streaming devices like AppleTV, Xbox, PlayStation, ROKU, etc. to access the internet. Students can register two enterprise-capable devices that can connect to the campus wireless network via "DuqNet-IoT".
- **Computer Labs:** [www.duq.edu/cts/labs](http://www.duq.edu/cts/labs)  
All students can use the campus computer labs, located in Gumberg Library, Union Room 112, Canevin Room 210, College Hall Room 335/6, Fisher Room 435, Mellon Room 428, Rangos Room 401, Rockwell Hall Room 600/607, and St. Martin's and Towers Living Learning Centers. You will need your DU card to use the computer labs. Hours and details are available on the website.

## LEARN ABOUT TECHNOLOGY NOW

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Technology will play a critical role in your future academic and professional success. Duquesne's Computing and Technology Services (CTS) can assist you in developing your digital literacy skills.

**Safe Computing:** [www.duq.edu/cts/safecomputing](http://www.duq.edu/cts/safecomputing)

Things TO DO before arriving on campus to help you maintain a safe environment for your computer.

- Make sure you always have the licensed version of your operating system on a recovery disk.
- Your computer must be configured to receive the Critical Updates for your operating system's protection.
- You must have updated anti-virus, and anti-spyware software installed on your computer.
- You can visit the DU Computer Store on the second floor of the Union for anti-virus products and services in addition to discounts on all hardware and software. For more information, visit [www.duq.edu/computerstore](http://www.duq.edu/computerstore)

### Recommended Guidelines to follow:

- NEVER reply to any emails that ask for your confidential information. Duquesne University will NEVER ask you for your password.
- Do not share your MultiPass password or required data with anyone.
- Always log off of every online service before leaving your computer or a lab computer unattended.
- Review school policies and be a good citizen [www.duq.edu/cts/policies](http://www.duq.edu/cts/policies)

Your access to Duquesne's network and online resources is provided based on your compliance with University policies. You must read and agree to Duquesne University's policies prior to using University's technology resources.

## GETTING HELP

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Get Help: [www.duq.edu/cts](http://www.duq.edu/cts)

For any technology problem, the CTS Help Desk should be the first place you contact.