



PittInformationTechnology Student Newsletter

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## Explore the Hybrid Classroom Environment



The University has adopted the Flex@Pitt classroom model for the upcoming fall term. Pitt IT and the University Center for Teaching and Learning are working to quickly implement the required hybrid classroom technology in over 200 locations across the Pittsburgh campus. [Learn more about the classroom technology being implemented ....](#)

Flex@Pitt Technology

## Student Computing Labs Go Virtual for Fall Term

Hillman Lab and lab classrooms will remain available.



Creating a safe environment for learning and living is the University of Pittsburgh's highest priority. An important strategy for preventing the spread of COVID-19 is social distancing, and shared computers pose a particular transmission risk.

Therefore, after much consideration, the University has decided that most Student Computing Labs on the Pittsburgh campus will remain closed for the fall term. The Hillman Library location will remain open during library hours, as will lab classrooms reserved through the Office of the University Registrar. Lab availability will be re-evaluated as the University's operational posture evolves.

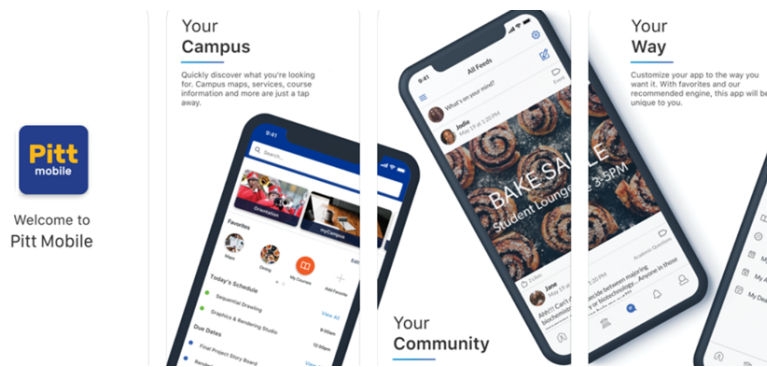
### Leverage the Virtual Computing Lab

Pitt IT launched the [Virtual Computing Lab](#) to provide a remote experience that is identical to using a lab machine—with the same software, appearance, and compute power. Using Windows Virtual Desktop, any personal device with an internet connection can become a lab PC—regardless of location.

[Learn More](#)

### IT SPOTLIGHT: ACADEMIC APPS

## The New Pitt Mobile Is Your Pitt Gateway



The Pitt Mobile app underwent a major overhaul this summer, and it is now the perfect gateway into all things Pitt. Here are just some of the new features it offers:

- **Campus Guide:** Connect with the resources and services you need, including apps such as Canvas, Pathways Navigate, and Sutable. If you don't have those apps installed, it will send you to the appropriate app store to download it.
- **Course Information:** Easily access class meetings and course information from the home screen. View upcoming deadlines, exams, and assignments posted in Canvas.
- **Personalized Calendar:** View your class schedule, sync with other calendars on your device, and then add events from the University calendar. The result is an integrated at-a-glance schedule.
- **Favorites:** Create and curate your personalized list of favorite resources and services, so you can get to them quickly with one click.
- **In-App Messages:** Chat with fellow Panthers who are interested in the same things you are, so you can meet and connect with new friends.

Get Pitt Mobile

## Tips for Getting Started with Canvas



Technology is an important tool in this remote/hybrid environment. Pitt's new [Learning Management System \(Canvas\)](#) provides an excellent platform for keeping on top of your coursework. Here are a few tips for getting started with Canvas.

1. Use Canvas Help to get 24/7 assistance from a live person
2. Get the Canvas Student App for [Apple iOS](#) or [Android](#) for anywhere access
3. Install Pitt Mobile from the [Google Play](#) or [Apple Store](#) for integrated Canvas data
4. Set your Notification preferences to choose the frequency of various types of alerts
5. Customize your Dashboard for the style that works best for you

Get Started with Canvas

## NEW IT SERVICES

### NameCoach: Hear the Name, Say it Right



Some people have a name that's easy to say. Others, not so much. You can help stop the name mangling with NameCoach! Just record your name in your own voice. You can also enter your preferred pronouns to support your gender identity. The recording will be included in Pitt's online directory automatically, and you can add it to your email signature and social media profiles. The recording and your preferred pronouns will

also be added to your Canvas class rosters, if enabled for the class. [Record your name today ...](#)

Record Your Name

## Introducing Overleaf Commons



Pitt is now offering students free professional accounts to Overleaf, a web-based collaborative writing and publishing tool that makes the process of writing, editing and publishing scientific documents much quicker and easier. The Overleaf Commons subscription allows users to harness the full power of Overleaf, including access to premium features like track changes, reference management, branded templates, training assets, and administrative analytics/metrics. [Get Started with Overleaf ...](#)

Get Started with Overleaf

### TECH TIPS

## Virtual Support for Device Set-Up



Need help setting up a laptop for use at Pitt? Relax, and let Pitt IT do it for you! While you're safely sheltering in place before classes start, connect to Pitt IT Virtual Support, and grant a consultant remote control of your PC:

1. Go to [pi.tt/virtualsupport](https://pi.tt/virtualsupport).
2. You will be greeted and placed into a Zoom breakout room with a consultant.
3. Grant remote access so the Consultant can make changes to your system.
4. Please stay connected and available throughout the virtual consultation

You may also drop off your device at Drop-In Support at the University Store on Fifth. (Note: Hours are limited. Drop-In Support at the Litchfield Towers lobby will be closed in the fall term.) You will be contacted to pick up your device when it is ready. Hours for Virtual and Drop-Off support may vary—[check the website for details ...](#)

#### Virtual and Drop-Off Support

## Wi-Fi Service Upgrades



Pitt IT is expanding outdoor PittNet Wi-Fi service in several prime common areas around the Pittsburgh campus. The goal is to support student productivity while also encouraging safe social distancing. The first phase of outdoor Wi-Fi expansion is planned for the following areas:

- Cathedral of Learning grassy area
- Soldiers and Sailors Memorial Hall grassy area
- William Pitt Union on the Fifth Avenue and Bigelow Avenue sides
- Posvar Hall/Hillman Library corridor bench area

In addition, Pitt Wi-Fi service is also being implemented on Pitt shuttles this fall.

### PittNet Wi-Fi Network Consolidation

Pitt IT has merged the University's two PittNet Wi-Fi networks. The merger simplifies connecting to PittNet Wi-Fi, while delivering the same speed and reliability of the previous networks. The combined network uses the same **Wireless-PittNet** name.

Connect to PittNet

### IT ADVICE

## Tech To-Do's Before Classes Start



Moving onto campus is hectic enough under normal circumstances, so make things a bit easier by completing some IT tasks before classes start.

- **Get a New Laptop (if you need one):** Get [discounts on recommended configurations](#). If you don't have the



budget, explore the [laptop loaner program](#).

- **Download or Access Free Software:** The [Virtual Computing Lab](#) can be used from any device. Or get free software, like [Office 365](#), [Zoom](#), and [Malwarebytes](#).
- **Install Mobile Apps:** Go to the [Pitt App Center](#) and install helpful apps, like Pitt Mobile, Office 365 apps, Canvas Student, Pitt PS Mobile, Rave Guardian, and Duo.
- **Set up Wi-Fi (traditional residence halls):** Create or update your [MyResNet](#) account and register your devices (phone, laptop, smart TV, game console).
- **Favorite Resources in My Pitt:** Favorite the services you use most—e.g., Pitt Email, PeopleSoft, Canvas, PittPay, Virtual Lab, Office 365—so they'll display at the top.
- **Know What's Going On:** Install the Outlook mobile app to [read email on your phone or tablet](#). Then, sign up for IT communications at [pi.tt/subscribe](#).

#### Technology Checklist

## FROM THE PANTHER BYTES BLOG



1. [Go Digital: Skip the Printer, Help the Earth](#)
2. [Anything Skype Can Do, Teams Can Do Better](#)
3. [My Cyber-Safe COVID Summer Wish List](#)
4. [What Gen-Z Wishes You Knew About How They Use Technology](#)
5. [Pitt IT Summer Tech Upgrades](#)

Read the Panther Bytes Blog



## 24/7 IT Help Desk

- **Call** [412-624-HELP](tel:412-624-HELP)
- **Submit** a [Service Request](#)
- **Chat** [with an Expert](#)
- **Email** [helpdesk@pitt.edu](mailto:helpdesk@pitt.edu)
- **Search** [How-To Articles](#)
- **Drop-In** [Visit](#)
- **Virtual** via [Zoom](#)

## Drop-In Support

- **University Store on Fifth**
- Litchfield Towers Lobby (closed)

## Virtual Support

- [pi.tt/virtualsupport](https://pi.tt/virtualsupport)

[Hours vary.](#)



### University of Pittsburgh

Pitt Information Technology

717 Cathedral of Learning, Pittsburgh, PA 15260

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