Katz IT Services Technology Resource Guide

KITS: Katz IT Services

317 Mervis Hall · kitsdesk@katz.pitt.edu · 412-648-1601

Services:
- Network connection (wired and wireless) setup
- Secure Remote Access (SSLVPN) help
- Mervis Hall printing setup
- StudentNet space and account help
- Computing advice and referrals

Hours:

Monday through Thursday	8:30 a.m. to 7:00 p.m.*
Friday	8:30 a.m. to 5:00 p.m.*
Saturday and Sunday	Printer Servicing Only

*Katz IT is closed for University holidays. During semester breaks and student recesses, we close at 5 p.m.

CSSD: Computing Services & Systems Development

helpdesk@pitt.edu · 412-624-HELP [4357]

Help Desk Services:

The CSSD Help Desk can assist you in the following areas:

- Pitt account
- PITTNET and WIRELESS-PITTNET
- Symantec Antivirus
- Email setup and settings
- University software questions
- Blackboard/Courseweb
- Secure Remote Access/SSL VPN
- Free dial-up internet service
- My.pitt.edu
- Library resource access

CSSD offers phone and email support 24 hours a day, seven days a week.

OSCAR (Off-campus Student Computer Assistance and Resources)

OSCAR provides students with computer support services, including data backup and recovery, PittNet networking assistance, operating system and software installation, and virus and spyware removal. OSCAR is located in 108 Bellefield Hall. To schedule an appointment call the Help Desk at 412-624-HELP [4357].

Pitt Software Licensing Services

With your **Panther Card**, you may pick up one free copy of the following titles at any Pitt **Campus Computing Lab**:

- Windows 7
- Windows Vista Ultimate
- Office 2007 for Windows
- Mac OS 10.6 (Snow Leopard)
- Office 2008 for Mac OS X
- And more!

You may download free software at software.pitt.edu, or pick up low-cost software at the SLS office, located in 204 Bellefield Hall. Questions regarding software should be addressed to CSSD at 412-624-HELP [4357].

Campus Computing Labs

In one of the seven labs around Pitt, you can pick up free software, reset your Pitt account password, or use one of the computers. The closest lab to Mervis Hall is across the street in Posvar Hall, near the Bouquet St. entrance.

Important Information

Your University Computer Account/Pitt Account

Your Pitt user name and password has been sent to you via US Mail. Your Pitt email address is **your_user_name@pitt.edu**. For instance, if John A. Smith was a student, and his University Computer Account name was *jas293,* his email address would be *jas293@pitt.edu.* You may look up your user name at any time at http://accounts.pitt.edu/public.

If you have not received your user name and password yet, go to any campus computing lab with a valid photo ID (passport, driver's license, military ID, etc.) and ask for assistance at the desk.   If you have your user name but have lost or forgotten your password, **you must go in person to a computing lab to have your password reset**. You can find information on the Campus Computing Labs here: http://technology.pitt.edu/network-web/computing-labs.html.

After you have received your user name and password, go to http://accounts.pitt.edu to change your password and set the security questions on your account. Once these security questions are set, you may reset your password without going in person to a Campus Computing Lab.

Essential Links

- Check your **e-mail** - Manage your spam filter settings - Check your **grades** - Pay Tuition	http://my.pitt.edu
- Access Katz help documents - Set up Katz **printers** on your computer	http://inet.katz.pitt.edu/tech-help
- Access the Katz StudentNet - View MBA **announcements and calendars** - Access the MBA **student marketplace**	http://inet.katz.pitt.edu/studentnet
- Access a list of **software available for purchase** - Find **computing labs** at Pitt - Get **free dial-up** service	http://technology.pitt.edu
Access **Blackboard/ Courseweb**	http://courseweb.pitt.edu
Download free software	http://software.pitt.edu
Change your password	http://accounts.pitt.edu
Access Qualtrics (online survey tool)	http://katz.qualtrics.com
Check out computer deals for Pitt students	http://www.pitt.edu/computer
Get a Pitt ID card	http://www.pc.pitt.edu/card
Access library journals	http://sremote.pitt.edu

The Katz MBA Student Intranet: StudentNet

Here's what the Katz StudentNet area has to offer:

- Access MBA calendars
- See content for MBA clubs and organizations
- View announcements
- Reserve team rooms in Mervis Hall
- View and post items in the MBA Student Marketplace
- Find faculty or staff members in the Katz directory
  Go to http://inet.katz.pitt.edu/studentnet.

Connecting to WIRELESS-PITTNET

*Please see page four for instructions on installing Pitt's VeriSign certificate.

Windows 7

1. Click the **Network Connect icon** on the task bar near the clock in the lower right side of the screen. Windows 7 will scan the area and provide you with a list of all available wireless networks.

2. Select **WIRELESS-PITTNET**, and click **Connect**.

3. Click on the **Additional log on information is required to connect to WIRELESS-PITTNET** window.

4. In the **Network Authentication** window, enter your University Computer Account **user name and password**. Click **OK**.

5. If the Windows Security Alert displays, it means you have not yet installed the updated VeriSign intermediate certificate on your computer. Click **Connect**.

6. The computer will now authenticate to the network. Once it has successfully authenticated, the network connectivity icon in the tray will display the signal strength.

Windows Vista

1. Click the **Start** button, and then click **Connect To**. Your computer display available wireless networks.

2. Select **WIRELESS-PITTNET**, and click **Connect**.

3. A window saying **Additional log on information is required to connect to this network** will pop up. Click **Enter/select additional log on information**.

4. In the **Enter Credentials** window, enter your University Computing Account **user name and password**. Leave the **Logon domain** field empty. Click **OK**.

5. Another prompt for additional information will appear. Click **Enter/select additional log on information**. Enter your information again. Click **OK**.

6. When the screen appears saying a connection to WIRELESS-PITTNET is successful, click **Close**.

Windows XP

1. Double click on the Wireless Network Connection icon in the system tray of the computer, located near the clock in the bottom right corner of your screen.

2. In the Wireless Network Connection window, click on **Change advanced settings**.

3. Click the **Wireless Networks** tab.

4. Check to see if WIRELESS-PITTNET displays under the **Preferred networks** list. If it does, highlight it, click the **Properties** button, and proceed to step 10. If it does not show in the list, proceed to step 5.

5. If WIRELESS-PITTNET is not listed under **Preferred networks**, click the **Add** button.

6. In the Network name (SSID) field, enter **WIRELESS-PITTNET**. This setting is case-sensitive.

7. In the **Network Authentication** field, select **WPA**.

8. In the **Data encryption** field, select **TKIP**.

9. Make sure the box is unchecked next to **This is a computer to computer (ad-hoc) network**; wireless access points are not used.

10. Click the **Authentication** tab.

11. In the **EAP type** field, select **Protected EAP (PEAP)**.

12. Make sure the box is **unchecked** next to **Authenticate as computer when computer information is unavailable**.

13. Make sure the box is **unchecked** next to **Authenticate as guest when user or computer information is unavailable**.

14. Click the **Properties** button.

15. Make sure the box is **unchecked** next to **Validate Server Certificate**.

16. Check the box next to **Enable Fast Reconnect**.

17. Click the **Configure** button.

18. **Uncheck** the box next to **Automatically use my Windows logon name and password** (and domain if any), and then click **OK**.

19. Click **OK** to exit the Protected EAP Properties window.

20. Click **OK** to exit the Wireless Network Properties window.

21. WIRELESS-PITTNET should now display in the Preferred Networks list. Click **OK** to exit.

22. Double click on the Wireless Network Connection icon in the system tray of the computer, and connect to WIRELESS-PITTNET. When a balloon pops up from the system tray asking for additional information, click on it. Another window will pop up. Enter your University Computing Account user name and password. Leave the domain field blank.

Installing the Updated VeriSign Certificate

After connecting to WIRELESS-PITTNET, download and install the **Updated VeriSign Intermediate Certificate** by going to **http://software.pitt.edu**. Search the available software, and scroll to the bottom to find the download link. This certificate allows your computer to verify the identity of Pitt's wired and wireless networks.

Printing in Mervis Hall

For quick printing, there is a **print kiosk** in the PNC Print Center on the first floor of Mervis Hall. This device lets you print directly from a USB drive quickly and easily. See http://inet.katz.pitt.edu/tech-help/guides/print-kiosk.pdf for more information.

Please go to http://inet.katz.pitt.edu/tech-help/guides/printing.aspx for full directions on printing in Mervis Hall.