CTM Services Quick Reference Guide

Topic…..	Helpful Links…..
New Computer Account Faculty and Staff Accounts are generally created automatically with payroll.	Once onboarded with HR, our office receives notification when the new account has been created. We then forward the information to the appropriate department contact. At this time, the individual is also added to either the staff or faculty mailing list if applicable.
Access Pitt Resources All first time users will go through a setup process upon first login. This includes setting up Multifactor Authentication (below).	https://my.pitt.edu/ Learn more about My Pitt Here: https://www.technology.pitt.edu/services/my-pitt
Multifactor Authentication	https://www.technology.pitt.edu/services/multifactor-authentication-pitt#mfa_getstarted
Pitt Email on Phone or Tablet	Pitt Email (Outlook) on your phone or tablet
Office Computer	Log into your office computer using your Pitt credentials. If you do not have a Pitt account, please see the "New Computer Account" section above. To configure your email, open Microsoft Outlook and enter your Pitt email address and password when prompted.
Systems or File Share Access	https://help.upb.pitt.edu/open.php?topicId=32
Telephone Directory If printing, be sure to select the "Fit to Page" setting.	Telephone Directory
Faculty and Staff Directory	https://www.upb.pitt.edu/directory
Instructional Support	https://help.upb.pitt.edu/open.php?topicId=42
Copiers You will be prompted to enter a copier code to use campus photocopiers and printers in some instances.	Contact CTM by sending an email to upbhelpdesk@pitt.edu.
More Information Online	https://www.upb.pitt.edu/administrative-offices/technology-services
Teams Phones – Common Functions	https://services.pitt.edu/TDClient/33/Portal/KB/ArticleDet?ID=15
Overview of Teams calls	https://support.microsoft.com/en-us/office/overview-of-teams-calls-425d6970-6e27-47b6-bc61-4c38fff51c4f
Other Technology Questions or Issues	Open a ticket. https://help.upb.pitt.edu/open.php

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