

## CTM Services Quick Reference Guide

Topic.....	Helpful Links.....
<b>New Computer Account</b> Faculty and Staff Accounts are generally created automatically with payroll, but you don't have to wait.	Complete an <a href="#">Account Request Form</a> . Be prepared to enter your Supervisor's information, along with your campus phone and office information if available. (Note: You will receive an email from DocuSign when the Account Request Form is complete. Refer back to this document to obtain your account username and temporary password.)
<b>Access Pitt Resources</b> All first time users will go through a setup process upon first login. This includes setting up Multifactor Authentication (below).	<a href="https://my.pitt.edu/">https://my.pitt.edu/</a>  Learn more about My Pitt Here: <a href="https://www.technology.pitt.edu/services/my-pitt">https://www.technology.pitt.edu/services/my-pitt</a>
<b>Multifactor Authentication</b>	<a href="https://www.technology.pitt.edu/services/multifactor-authentication-pitt#mfa_getstarted">https://www.technology.pitt.edu/services/multifactor-authentication-pitt#mfa_getstarted</a>
<b>Pitt Email on Phone or Tablet</b>	<a href="#">Pitt Email (Outlook) on your phone or tablet</a>
<b>Office Computer</b>	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.
<b>Systems or File Share Access</b>	<a href="https://help.upb.pitt.edu/open.php?topicId=32">https://help.upb.pitt.edu/open.php?topicId=32</a>
<b>Office Phones</b> -Voice Mail to Email setup -Voice Mail Password Reset -Change Display Name on Caller ID	<a href="https://help.upb.pitt.edu/open.php?topicId=45">https://help.upb.pitt.edu/open.php?topicId=45</a>
<b>Telephone FAQs</b>	<a href="#">Telephone FAQs</a>
<b>Telephone Directory</b> If printing, be sure to select the "Fit to Page" setting.	<a href="#">Telephone Directory</a>
<b>Faculty and Staff Directory</b>	<a href="https://www.upb.pitt.edu/directory">https://www.upb.pitt.edu/directory</a>
<b>Update Telephone Directory Info</b>	<a href="#">Directory Information Update Form</a>
<b>Instructional Support</b>	<a href="https://help.upb.pitt.edu/open.php?topicId=42">https://help.upb.pitt.edu/open.php?topicId=42</a>
<b>Copiers</b> You will be prompted to enter a copier code to use campus photocopiers and printers in some instances.	Contact CTM
<b>More Information Online</b>	<a href="https://www.upb.pitt.edu/administrative-offices/technology-services">https://www.upb.pitt.edu/administrative-offices/technology-services</a>
<b>Other Technology Questions or Issues</b>	Open a ticket. <a href="https://help.upb.pitt.edu/open.php">https://help.upb.pitt.edu/open.php</a>

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