

Frequently Asked Questions

Does Pitt-Johnstown provide or sell computers to students?

No. We do not provide or sell computers to students. We do—however—provide recommendations on the purchase of computers and software.

Do I “have to” bring my own computer?

Computers are not required at Pitt-Johnstown. Adequate open labs are available for student use.

What software do I need to buy?

Virtually none. All students receive Microsoft Office Professional, operating system upgrades, LoJack theft protection and Symantec Anti-Virus software **free of charge**.

Should I buy a laptop or desktop?

A laptop provides more flexibility in your room and around campus with the option of taking work home on weekends. A desktop PC will probably last longer and provide better operating stability.

Should I buy a Windows-based or Apple PC?

The choice is yours. All student labs and instructors are equipped with Windows-based PC's, but we do provide all the necessary software for Apple computers and support them on our network.

What are the recommended PC configurations?

We recommend brand name computers (ex: Dell) as they generally ensure better industry-standard compatibility. Avoid bargain basement models/configurations if you plan on keeping this computer for 4 years.

What are the recommended system specs?

Intel Core i5 or AMD equivalent processor; 8 GB RAM (memory); 500 GB Hard Drive; CD/DVD Burner; Ethernet network card; 802.11 b/g/n wireless card (for laptops); 13"-15" display screen (laptops); 20-24" monitor (desktops).

What about other computer discounts?

Pitt-Johnstown participates in programs with Apple and Dell that offer students discounted prices on all personally configured computers. Information and ordering information is available online at:

<http://www.pitt.edu/computer-discounts>

Are there other computer deals or discounts?

Your Sunday newspaper often contains a Dell flyer that offers some of the best pricing available for PC's. Prices are generally better than most discount programs and often include incentives like free shipping and upgrades.

Technology Support Center



228 Blackington Hall

PJIT Directory

PJIT Support Desk

814.269.PJIT (7548)

www.upj.pitt.edu/PJIThelp

Text PJIT to 814.886.1600

Information Systems

G27 Owen Library

814.269.7020

Printing Services

G12 Owen Library

814.269.7096

Technical Services

G7 Owen Library

814.269.7020

Technology Support Center

228 Blackington Hall

814.269.7194

User Services

G27 Owen Library

814.269.7105

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Pitt-Johnstown Information Technology

Your Guide to Information Technology at Pitt-Johnstown

How to take advantage of the
technology resources available to you.



Summer 2015

A Quick Look at Information Technology Resources at Pitt-Johnstown

COMPUTER DISCOUNTS & RECOMMENDED CONFIGURATIONS

While the University does not sell computers to students, there are certain discounts available through Pitt as well as recommended PC and MAC configurations. View the brochure at: <http://www.upj.pitt.edu/IT>

WIRELESS NETWORKING

The University's wireless service is free and available in all academic buildings, common student areas such as the Owen Library and the Student Union. Wireless service is available in all residence facilities.

SECURITY, VIRUS AND SPAM ISSUES

To help protect student computers, the University provides a variety of security tools and services. The Spam and Virus E-mail Filtering Service blocks junk e-mail and computer viruses from reaching your University e-mail address.

FREE SOFTWARE

The University has licensing agreements which make all students eligible to receive **Microsoft Office 2013 Professional, Office 2011 for Macs**, various Operating System upgrades, **Lojack Theft Protection** and **Symantec Anti-Virus**. Students can download the software at the Pitt Portal; <http://my.pitt.edu>

Other discounted software is available for purchase and download from Pitt Software Licensing at:

<http://technology.pitt.edu/category/software-for-students>

RESIDENTIAL NETWORKING (RESNET)

All campus residence facilities are equipped with a high-speed direct connection to the University network and the

Learn more about computer discounts and recommended PC and MAC system configurations:

<http://www.upj.pitt.edu/IT>

Internet. There is one wired Ethernet network port per student. Additional information is available from the Technology Support Center, 228 Blackington Hall (814.269.7548).

GET READY FOR RESNET

1. Make sure virus protection software is installed and that the virus definitions are up-to-date.
2. Make sure you have installed the latest Microsoft or Apple operating system updates and patches.
3. Register with Pitt's free update service for Windows PCs at: updates.pitt.edu

TECHNOLOGY SUPPORT CENTER

User consultants are available at the Pitt-Johnstown Technology Support Center (228 Blackington Hall). Consultants assist students in the use of lab facilities, troubleshoot technology problems and assist with ResNet registration.

PJIT WEB SITE

General information on Pitt-Johnstown Information Technology is available online at:

<http://www.pitt-johnstown.pitt.edu/it>

ONLINE DOCUMENTATION

Online documentation is available under **Help** at:

<http://technology.pitt.edu>

EMERGENCY NOTIFICATION SERVICE

The University's Emergency Notification Service is used to communicate through voice and text messages as deemed appropriate in the event of an emergency. Sign-up at: <http://my.pitt.edu>

Learn more about the residential network:

<http://www.upj.pitt.edu/IT>

COURSEWEB

CourseWeb refers to the University's use of the **Blackboard/CourseInfo** course management system. If you have questions or problems with CourseWeb, please contact your course instructor or the Pittsburgh Technology Help Desk, at 412-624-4357.

PITT-JOHNSTOWN TECHNOLOGY SUPPORT

The Pitt-Johnstown Information Technology Support Desk handles technology assistance for students, faculty and staff pertaining to all campus-based technologies (ResNet, telephones, Campus Services, etc.).

- Call 814.269.PJIT (7548).
- Browse: <http://www.upj.pitt.edu/PJIThelp>
- Text: PJIT to 814.886.1600.

PITTSBURGH CAMPUS HELP DESK

The Pittsburgh Campus maintains a 24-hour help-line at 412.624.4357 (<http://technology.pitt.edu>)

This service is available to Pitt-Johnstown students for assistance with computer account and password issues, Peoplesoft, CourseWeb and other university-wide systems.

Learn more about PJIT facilities and services:

<http://www.upj.pitt.edu/IT>