Your Princeton email account
Your email address is your netID followed by '@princeton.edu' (netid@princeton.edu). OIT supports a number of Mac and Windows email clients for working with your mail, including MS Outlook.
http://kb.princeton.edu/email
You can also access your Princeton email account from a Web browser (especially helpful when you are away from campus).
www.princeton.edu/owa

Calendaring
OIT supports the Microsoft Exchange system for individual and departmental calendaring. Calendaring provides an online means to easily schedule meetings and work sessions with your colleagues:
www.princeton.edu/exchange

Telephone and mobile services
Telephone Services helps with telephone and central mobile technology services.
www.princeton.edu/telecom

Unified Messaging: Voice mail service and more
Unified messaging brings together voice mail, email, and calendaring functions and makes them accessible from your phone and email inbox.
www.princeton.edu/um

Safe and accessible file storage
The OIT Central File Server and Google Drive accounts provide file storage that gives you access to your files from anywhere. The backups are an added bonus.
http://kb.princeton.edu/9511
http://kb.princeton.edu/1111

SharePoint collaborative tools
SharePoint provides an online environment for collaborative work, where team members can use tools that support projects, such as document libraries, task lists, calendars and discussion boards.
http://kb.princeton.edu/9905

Wireless computing on campus
Computers and other devices registered to the Princeton network can take advantage of the extensive wireless zones available throughout campus. For more details and a map of the wireless zones on campus, see:
www.princeton.edu/wireless

Access from off campus
When away from campus, use Princeton’s Secure Remote Access (SRA) to securely reach campus-restricted resources.
www.princeton.edu/sra

Media services
Media Services provides classroom and University event audio-visual support and helps with equipment rental, presentation and course material development, and cable TV and web broadcasts.
www.princeton.edu/mediaservices

Blackboard
The Blackboard Learning Management System (Bb) assists in teaching, learning, communication, and course administration.
www.princeton.edu/blackboard
For help with Blackboard, including scheduling a one-on-one office visit, see:
www.princeton.edu/bb/help

Technology support resources

Have a Question?
The OIT Help Desk has the answer.
The OIT Help Desk is open 24 hours a day, seven days a week to help answer any questions you may have.
Call, email or chat any time to get help:
• (609) 258-HELP
• helpdesk@princeton.edu
• Online chat from www.princeton.edu/oit
Follow @PUOITSOC on Twitter for outages and alerts.

Princeton Mobile
Princeton Mobile provides mobile access to everything Princeton: events, shuttle routes, campus map, directory, and more. Bookmark the site and access it from your browser on your computer or any device.
http://m.princeton.edu

Software and hardware—for less or at no cost—at the OIT Store
The OIT Store offers software to the University community at special prices through volume licensing at lower negotiated rates and through campus-wide site licenses.
www.princeton.edu/oitstore

Business process and technology consulting
OIT’s Technology Consulting Services (TCS) helps departments map and analyze their business processes and identify software applications to improve and automate those processes.
TCS services are offered at no charge.
www.princeton.edu/itconsulting

SCAD/DCS support
SCAD/DCS are departmental technology support staff who work closely with central OIT support resources. To learn whether SCAD/DCS resources are available in your department see:
www.princeton.edu/scad

OIT Solutions Center
Frist Campus Center, 100-level
The OIT Solutions Center is your one-stop shop for computer and mobile technology consulting services, and software and accessory sales. For service hours:
www.princeton.edu/solutionscenter

OIT KnowledgeBase
www.princeton.edu/kb
Easily search for Princeton-specific solutions to common computing questions by entering a keyword or two in the online OIT KnowledgeBase.
Virus protection
To battle computer viruses, OIT provides antivirus software for all faculty and staff computers purchased with University monies. DeSC computers come with antivirus software already installed.
www.princeton.edu/antivirus

Computer Encryption
To lessen the risk of exposing information on lost or stolen laptops, the University encourages computer encryption. Encryption protects data on computers by converting it to a format that is unreadable by others. To schedule encryption or to inquire about the service, contact the OIT Help Desk or see:
www.princeton.edu/encryption

Phishing - it’s a scam!
Don’t fall for phishing scams. Princeton University offices, including the OIT Help Desk, will NEVER ask for account, password, or confidential information. If you get email or a call asking for it, DON’T GIVE IT.
www.princeton.edu/infosecurity

Safe computing practices
OIT provides tools to protect computers against infection. It is your responsibility to be aware of security issues and to know whether, and how, your computer is protected against computer viruses and human intruders, because an infection on your computer can affect other University networked resources.

Your use of email and web resources should be guided by safe computing practices: don’t open unexpected email attachments and don’t click on unknown links in email.
Your password should be strong, not easily guessed, and never revealed. Sensitive information should be password-protected.
When leaving your workstation, ‘lock’ your computer to safeguard against access by others. When leaving for the day, log off.
www.princeton.edu/infosecurity

Computer backup service
With ‘Princeton CrashPlan’ get file backup service at no charge for department laptops and desktops. CrashPlan backups are scheduled throughout the day. File restores are self-service; just log in to your backup account from any browser to restore your files anytime, anywhere, on any device.
www.princeton.edu/crashplan

Software and hardware support
Hardware Support and Software Support provide on-campus and in-office hardware and software support to faculty and staff. Hardware Support is an authorized warranty repair center for several major equipment vendors (e.g. Apple and Dell). Software Support offers software installation, upgrade, and ‘use’ support. Call the OIT Help Desk to schedule these services.
www.princeton.edu/desktopsupport

Managed computers
The DeSC program makes computer maintenance easy for departments by providing a service that centrally manages standard administrative computers and automatically updates the software installed on them. The program supports both Windows and Mac computers.
www.princeton.edu/desc

Appropriate IT resource use
Members of the University community are required to adhere to policies for safe and responsible computing at Princeton. Your use of University information technology resources should be for purposes that are consistent with the business and mission of the University. Personal use should be incidental and kept to a minimum and should not incur additional cost to the University, prevent you from attending to and completing work effectively and efficiently, or preclude others with work-related needs from using the resources, including the shared campus and Internet bandwidth. Individual departments or units may place additional restrictions on personal use of the resources by their employees.
www.princeton.edu/itpolicy

Outage Notification
‘Outages and Alerts’ on the OIT website informs you of scheduled and emergency technical outages. For outage and alert tweets follow @PUOITSOC on Twitter.
www.princeton.edu/outages

Learning opportunities
OIT offers several opportunities for learning technology. All are offered at no cost.

Hands-on, instructor-led training
OIT training is offered in the University business applications, desktop publishing, and website software (e.g. Office, SharePoint, Roxen). See the online Employee Learning Center to browse the current training offerings and to register for classes.
www.princeton.edu/training

To contact the training group, email training@princeton.edu.

Lynda.com online, self-paced training
Lynda.com software training library provides access to more than 1,000 online training titles that you complete at your leisure.
http://lynda.princeton.edu

Princeton Learning Series (PULSe) Webinars
Join PULSe webinars and learn about new technology on campus, and new skills, tips or tricks for applications you already use. Webinars are usually an hour long. Easily attend from your computer.
www.princeton.edu/pulse

Business Technology Certificate Program (BTCP)
A 3-year certificate program for staff, with a focus on learning business technology: desktop, collaboration, and website development tools.
www.princeton.edu/itpolicy

OIT on Social Media
For news on what’s new with campus technology by Facebook or Twitter:

Like’ OIT on Facebook
Follow @PrincetonOIT on Twitter
www.twitter.com/PrincetonOIT