

University of South Florida Information Technology

Students

On behalf of Information Technology, welcome to USF.

Our job is to provide the technology tools and support you need to help you be successful at USF. The following pages provide basic information about the technology resources that are available to you. Before continuing, please make sure your NetID account is active and in good order.

Getting Started Checklist

We recommend you complete these initial seven items to start down your road to success at USF.

- NetID
- Wireless Access
- MyUSF
- Oasis
- Canvas
- Microsoft 365

Where to Find Help

Information Technology

Visit IT on the web at usf.edu/it for more information about products and services.

Online Help Center

Use [Live Chat](#) to connect with the Service Desk staff, or search for answers to the most frequently asked questions and more at usf.edu/ithub.

Walk-up Technology Services

Walk up tech services are available for faculty, students and staff at our walk up desks on the first floor of the Tampa campus library, in MDT, in MDD on floor 2M, and at WELL TECH located on the first floor of MDA. Service desk technicians can provide assistance with password resets, MyUSF, Canvas, email, wireless for laptops and mobile devices, and basic trouble shooting.

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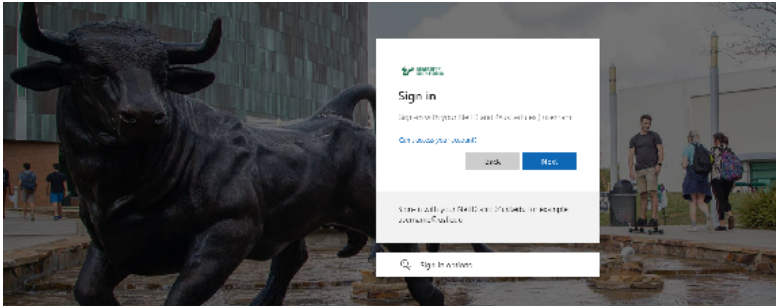


*If you have any questions or concerns,
please do not hesitate to contact us at
(813) 974-HELP or (813) 974-4357.*

- USF Information Technology

NetID

The NetID is your user ID at the university. Faculty, staff, and students are automatically eligible to obtain a NetID which allows you access to a variety of online services offered by the university.



To activate your NetID, please visit netid.usf.edu and select "Activate Your USF NetID".

Your USF NetID account is used for:

- MyUSF
- Email Access
- Canvas
- Google Apps
- Banner
- Application Gateway
- Software Tutorials
- Computer Labs
- Wireless Network
- IT Support
- Library online services
- Parking and Transportation Services (Tampa only)
- VPN Services
- Changing your official USF email address
- Updating your emergency notification settings
- Resetting your GEMS Self-Service password

Wireless Access

USF offers high-speed wired connections with secure remote access and wifi free of charge.

Visit usf.edu/wireless for details.

Connect:

To connect to the USF network, select the network from your wireless account list. After your device connects, open up a web browser and you will automatically be redirected to the registration pages. This registration is done once per semester.

Eduroam Secure Wireless Connection

The USF System is a participant of eduroam, an international roaming service that provides students, researchers and faculty/staff with secure, easy to use network connectivity across member institutions. In order to use eduroam you must onboard utilizing our onboarding agent. This process can be used to setup computers, tablets, and most mobile devices. Complete the process from home and eduroam will be available when you arrive on campus. Setup eduroam via usf.edu/netconnect.

OASIS

OASIS is USF's **O**nline **A**ccess **S**tudent **I**nformation **S**ystem.

OASIS provides USF applicants and new, current and former students online access to their student records. You will use OASIS to access all of your student records, including your admission application, financial aid information, contact information, immunization records, registration records, current schedule, tuition, fees and more.

To access OASIS, visit the my.usf.edu page, and select OASIS from the BUSINESS SYSTEMS dropdown menu. Once you are logged in, you can access all your student records.

OASIS

- Admissions
- Financial Aid
- Personal Information
- Registration & Records
- Tuition & Fees
- DegreeWorks

MyUSF

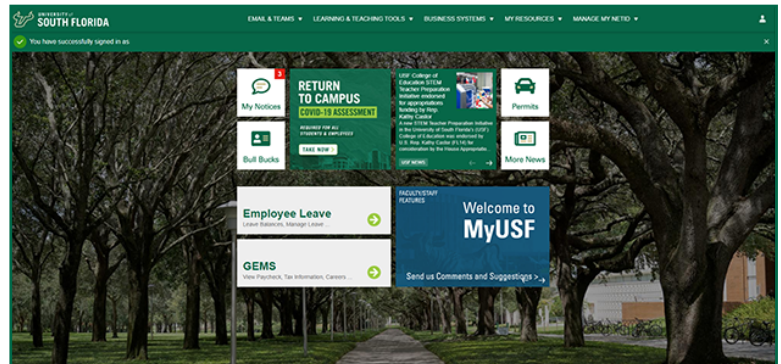
MyUSF is the portal to electronic resources at USF, including Canvas for courses, Library resources, email, business systems and more.

A **NetID** is required to access MyUSF content.

To access MyUSF, visit my.usf.edu.

Enter your **NetID** and password then click the **Sign In** button to log in.

A mobile version of MyUSF is available on the iOS or Android app stores, and can be found by searching for MyUSF.



Canvas

Login instructions:

Login to **MyUSF**, select **Learning & Teaching Tools**, then select **Canvas**.

or

Visit usflearn.instructure.com and Login with your USF NetID.

Canvas is USF's Learning Management System for online delivery of course content. It hosts assignments, quizzes, documents, asynchronous collaboration and other course tools.

From the Canvas Dashboard, you can access all of your courses. Click on a course name to access the course, then explore all areas of your course to discover the content your instructor has available to you.

If you need technical assistance, email help@usf.edu or call the Service Desk at 813-974-HELP, (813-974-4357), then choose option '1' to put in your request for assistance.

Canvas How-To guides are also available at guides.canvaslms.com.

Microsoft 365 with Teams

Microsoft 365 is an online subscription service provided by Microsoft and is available for free to all USF employees. It includes access to Office applications and other productivity services over the internet. Microsoft 365 includes Outlook, Word, Excel, PowerPoint, OneNote, Teams and OneDrive with unlimited storage.

To login go to portal.office.com and enter your @usf.edu email address. Your email can be accessed either here, or through the Outlook desktop application. Each licenced person is allowed installation on up to five PC's or Macs at a time. For more information visit usf.edu/m365download.

Microsoft Teams is Microsoft's enterprise communication tool. Teams combines persistent chat rooms, video/voice, file sharing, meetings, and many other features into one application. Teams is a great solution for a group of any size, allowing you to take the conversation anywhere you go.

Microsoft Teams is accessible via your web browser, Android or iOS device, or desktop client available on both Windows and Mac operating systems. We recommend testing out all available options to determine the method that best suits your productivity requirements. Visit usf.edu/teams for more information.

Service Desk

The Information Technology Service Desk is your first point of contact for computing issues. The Service Desk provides support to students, faculty, and staff for a variety of systems including:

- NetID accounts
- USF-owned computers
- MyUSF
- Canvas
- USF websites
- Email and MS Teams
- Computer labs
- Virus/Spyware protection
- USF Wireless network

The Service Desk is available by phone, email and chat.

For more information, visit usf.edu/support.

NOTE: USF IT will never ask for your password, either by email or over the phone.

Phone Support

(813) 974-HELP or
(813) 974-4357

Online

Access our live chat and our self-service portal
itchat.usf.edu

Email

help@usf.edu

Walk-Up Locations

Walk up tech services are available at our walk up desks on the first floor of the Tampa campus library, in MDT, in MDD on floor 2M, and at WELL TECH located on the first floor of MDA.

Information Technology Hub

USF's Information Technology Hub contains information on IT services and support avenues and is available to assist you with your technology needs. If you are looking for an answer to a support question, try the Search Self-Help portal. The portal is dedicated to providing a self-serve on-line library of information about USF's products and systems. It includes FAQs, manuals, and troubleshooting guides.

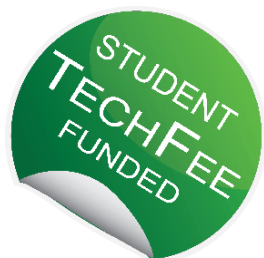
Find IT Services, Search Self-Help and more at usf.edu/ithub.

Application Gateway

The **Application Gateway**, apps.usf.edu, offers free unlimited access to over 80 programs including Microsoft Office, SAS, SPSS, MATLAB, and numerous other programs for class use.

[Apps.usf.edu](https://apps.usf.edu) can be accessed from many different devices including Windows and Linux based PCs, Macs, iPhones, iPads, and mobile devices.

To access these resources, go to apps.usf.edu and login with your NetID. You can also login using **MyUSF** under Learning & Teaching Tools.



APPS.
usf.edu

Free Printing

You can print for free on campus. Stations are located throughout campus including the Library and Marshall Center.

- Enrolled students have \$3.00 per day for printing or copying. Once you exceed your \$3.00, you must use your Bull Buck\$ account.
- Printing fees are \$.11 for black and white and \$.22 for color.
- Scanning to email is available free of charge.
- You can also install the printers on your personal computer. See the link below for instructions.
- Mobile Printing: You are now able to print from most mobile devices. Simply send the prints as an attachment from your university email account to BWPrint@usf.edu or ColorPrint@usf.edu and then release at the print stations as normal

Learn more about free printing at usf.edu/itprinting.

USFCard

The USFCard is the official identification card of the University of South Florida.

Use your USFCard to access:

- USF Libraries
- Campus Recreation Center
- Free printing in USF Computer Labs
- Door Access

Read about USFCard and where cards are currently being distributed at usf.edu/usfcard.

Bull Buck\$

Add Bull Buck\$ (USF's declining balance program) to your USFCard and use it for cashless purchases at:

- USF Dining Locations (Tampa)
- Print and Copy Locations (all campuses)
- Marshall Center Information Desk (Tampa)
- USF Bookstore and Starbucks (Tampa)
- Resident Hall Laundry (Tampa or St. Petersburg)
- Coca Cola Beverage Machines (Tampa and St Petersburg)
- Bulls County Pharmacy (Tampa)
- Parking and Transportation Services (Tampa or St. Petersburg)

Sign up or add funds at usf.edu/bullbucks.

Computer Labs

USF's Tampa campus houses four open-use computer labs, as well as classroom/instructional computer labs. The computers have a consistent configuration across all locations; comprised of Windows OS, and all USF licensed academic / instructional software being used by the colleges.

The open-use labs are located in the Tampa campus Library and the first and second floors of the Marshall Student Center. The computers are available for use by active students, staff, faculty, and retired faculty with a valid USF ID card. In addition, each of the open-use labs is equipped with at least one workstation dedicated to users requiring Assistive Technology, i.e. ZoomText, Dragon Naturally Speaking, etc.

The Digital Media Commons (DMC) is a multimedia production center with space and equipment available for use by active students and faculty, located on the first floor of the Library. Its equipment includes iMACs, Windows-based computers, and audio-visual equipment available for check out. Need help? The DMC staff are standing by to answer your questions. For more information, visit lib.usf.edu/dmc/.

USF's SMART Lab provides instruction and tutoring in **Science**,



Math, and **Research Technology** during designated hours. When not allocated as an instructional lab, the SMART Lab is available for open use. It contains 324 Windows-based computers. For open-use availability, check the lab schedule at usf.edu/smartlab.

Sponsored by USF's Career Services center, the Job Shop is open to active students and located in the lobby of the Main Library. There are eight workstations available for students to search online for job openings, internships, Cooperative Education programs, and full-time professional opportunities. Learn more by visiting usf.edu/career-services/.

Can't find an available computer? Rather sit in Starbuck's while researching that paper? The Library offers laptops and iPads for check out. For more information, go to lib.usf.edu and click on **Laptop Checkout** under the **SERVICES** tab.

Research Computing

Research Computing offers availability of advanced computing resources essential to effective research and instruction at the University of South Florida.

Faculty, staff, and students will have access to two state of the art clusters. CIRCE for general use and RRA for use with restricted data research (ITAR and HIPAA). Combined, the clusters include 414 nodes, 273 GPU's, 10,396 cores, 69 TB of RAM as well as ~4.6PB of storage.

We also support the REDCap (Research Electronic Data Capture) database system which is available to all researchers at USF.

A 144 core student cluster is available for instruction as well. More information can be found at rc.usf.edu.



Antivirus Software

Microsoft Defender for Endpoint is centrally installed and managed on your USF owned desktop computers and USF provided laptop computers. Personally owned laptops and desktops are not covered by USF antivirus licenses. USF IT suggests keeping the following in mind when looking at different Antivirus options:

Your antivirus should:

- Protect your browsing, including online shopping and banking
- Secure your firewall and block hackers from accessing your home network
- Provide real-time protection against viruses and ransomware
- Block and remove adware

Walk-up Technology Services

Need tech help? Visit one of our walk-up desks for in-person assistance. Walk-up tech services are available for faculty, students and staff at our walk-up desks located on the first floor of the Tampa campus library, in MDT, in MDD on floor 2M, and at WELL TECH located on the first floor of MDA.

Walk-up desk technicians provides a range of services all aimed at helping make technology work for you. From answering general technology and connectivity questions, setting up mobile devices, basic hardware diagnostics and repair, as well as computer maintenance and basic troubleshooting, our walk-up desks have you covered. Stop by a walk-up technology desk and get the help you need from our very own tech experts.

Multifactor Authentication

Microsoft multifactor authentication (MFA) adds a layer of protection to the sign-in process. When accessing accounts or apps, users provide additional identity verification, such as entering a code received by phone. USF IT recommends setting up multiple authentication methods in addition to the Authenticator App, such as adding the call or text method. Setting up multiple authentication methods will help to avoid access issues to USF resources.

- It helps protect your Microsoft 365, MyUSF, and Canvas.
- Easy setup via aka.ms/MFAsetup
- Information and directions are on usf.edu/multifactor or through the IT Service Desk at (813) 974-HELP (813-974-4357) or help@usf.edu.

Advanced Visualization Center

The Advanced Visualization Center (AVC) has been nominated for the Top 30 Technologists, Transformers and Trailblazers for the Center of Digital Education. This award recognizes leaders who have transformed learning through the innovative use of technology.

The AVC provides faculty, staff, and students with advanced technology resources for creation visualizations supporting pedagogy and research.

Resources include:

- XR Graphics Computer Lab
- Ultra-high resolution 3D display
- Computer visualization lab with 3D workstations
- Portfolio of visualization software
- A suite of 3D printers
- Virtual and augmented reality resources
- User support and training
- Support for migrating content to the Centers resources
- Grant and research support
- Instructional materials support



Visit avc.web.usf.edu for more information.

Downloading Music, Video & Software

USF is concerned that its community may not be completely aware of the consequences of sharing music and video files without appropriate permissions from copyright owners.

Information about copyright infringement can be found at usf.link/copyright.

Be aware that file-sharing protocols are monitored on the USF network and a user may be directed to a web page that requires confirmation that the system is not being used for illegal purposes.

File Storage

USF students have access to OneDrive and Box Cloud Storage.

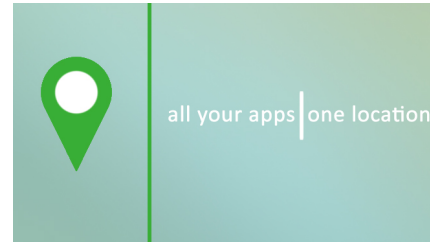
Microsoft OneDrive - To login go to portal.office.com. Students will need to enter their username as NetID@usf.edu (replace NetID with your NetID.)

USF Box enables account holders to store, share and collaborate files safely. Box accounts provide unlimited storage. To learn more, or to setup your USF Box account, go to usf.edu/boxinfo.

For additional information, please contact the Service Desk at usf.edu/support.

USF Software Catalog

USF IT provides a portal to access and get information on available software. The website is software.usf.edu. Check it out to find just some of the software available to you at USF.



LinkedIn Learning



LinkedIn Learning is an award-winning industry leader in online training, with a digital library of thousands of courses covering a wide range of technical, business, software and creative topics. Launching with LinkedIn Learning is a strong commitment to provide e-learning opportunities for students, staff and faculty. You can access LinkedIn Learning using your NetID through MyUSF (my.usf.edu). Look for Online Training (LinkedIn Learning) under Learning & Teaching Tools.

USF Computer Store & Service Center

Be sure to visit the USF Computer Store on the web at computerstore.usf.edu or talk to a sales representative at (813)-974-1779. The USF Computer Store offers special pricing to USF students, faculty and staff on software, computers, and more.

The USF Computer Service Center is located in the library of the Tampa campus at LIB118. It offers professional repair services for computers that include:

- Virus Removal
- Operation Systems Installations
- Computer Setups
- Hardware upgrades
- Software Installation
- Warranty repairs for Apple, Dell, and HP