Health Students

On behalf of Information Technology, we would like to welcome you to USF.

Our job is to make sure you receive the necessary support to complete your technology-related tasks throughout the school year. The following pages introduce you to the computing resources made 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.

- ☐ Health Account
- ☐ NetID
- ☐ MyUSF
- ☐ Wireless Access
- ☐ Oasis
- ☐ Canvas
- ☐ Email and Office 365

Where to Find Help

Information Technology Online

IT maintains a website with extensive information on our most common resources. Visit us at:

health.usf.edu/is/common-resources

Online Help Center

Use **Live Chat** to connect with the Service Desk staff, search for answers to the most frequently asked questions, and more at **Health Service Desk**

Walk-up Technology Services

WELL TECH, located in MDA's WELL, provides a range of technology services to Health students, faculty and staff from 8am-6pm on Monday-Thursday and from 8am-5pm on Fridays.

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

- USF Information Technology

Health Account

Once you have your USF ID Card, your next step is to create your Health Account. At **health.usf.edu/is** select Get Started and Onboarding Students. You can request a new Student account and continue with your Student Onboarding process.

After creating your Health Email Account, please visit **netid.usf.edu** to ensure it is set as your Official USF Email Address. Click on "Login for more options" then "Select your Official USF Email Address" and set your Health email address as your Default Email.
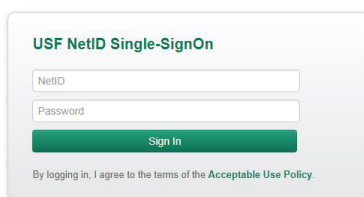
NetID

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 at the entire university system.

Welcome to USF

You can use your USF NetID to access a variety of password-protected information and resources.

- **What is a USF NetID**
  Find out more
- **Don't have a USF NetID?**
  Create an account now
- **Forgot your password?**
  Reset your password
- **Need help?**
  Contact us

USF NetID Single-SignOn

NetID

Password

Sign In

By logging in, I agree to the terms of the Acceptable Use Policy.

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

If you do not know your USF ID, click the link titled "Lookup your USF ID number."

You will be required to complete a five question Security Awareness Training when you activate your NetID or change your NetID password. You must answer all five question correctly before you can continue, and you can repeat the training as many times as you need.

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
- Updating your emergency notification settings

MyUSF

MyUSF is the portal to electronic resources at USF. By logging in once at **my.usf.edu**, you get access to Canvas for coursework, the Library for research, email for communication, OASIS, and many other systems.

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.

Wireless Access

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

Connect:

To connect to the USF Health Network, select the USFHealth-Secure network from your wireless account list. Then login with your full USF Health email address and password. This registration process is repeated each time you change your password.

Visit **usf.edu/wireless** for information on Eduroam and USF Wireless.

Eduroam Secure Wireless Connection

The USF System is a member of the eduroam community, 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 NetConnect Onboarding agent. This process can be used to setup computers, tablets, and most mobile devices 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 **my.usf.edu** and login using your NetID. Once you are logged in, select OASIS under the MY Resources tab

OASIS

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

Canvas

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

Login instructions:

- Login to **MyUSF**
- Hover over Learning & Teaching Tools
- Select **Canvas**

or

- Visit **usflearn.instructure.com**
- Login with your USF NetID and password

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**.

Email and Office 365

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

To access your USF Health email, go to **cloudmail.health.usf.edu.** Students should login with their Health email address.

A free download of Microsoft Office Pro Plus is also available for no charge from Microsoft. Each student is allowed installation on up to five PC's or Macs at a time. For more information visit **usf.edu/downloadoffice**.
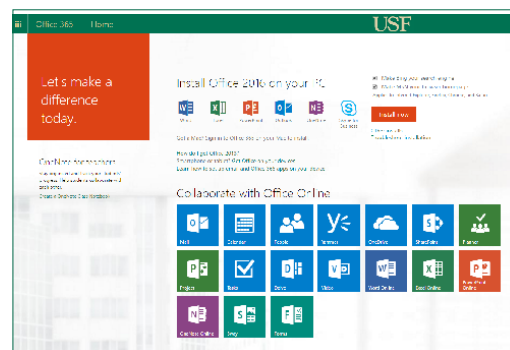
Service Desk

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:

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

The Service Desk provides support by phone, email, chat, or in person. For more information, visit **Health IS**

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

Phone Support
(813) 974-HELP (813-974-4357)

Email
support@health.usf.edu

Online
Access our **Live Chat** and our **Health Service Desk**

Walk-Up Locations
WELL TECH, located in MDA's WELL, provides a range of technology services to Health students, faculty and staff from 8am-6pm on Monday-Thursday and from 8am-5pm on Fridays.

Walk up tech services are also available at our walk up desk on the first floor of the Tampa campus library, LIB 113. Service desk technicians can provide assistance with password resets, MyUSF, Canvas, email, wireless for laptops and mobile devices, and basic trouble shooting.

WELL TECH

Need Tech help? The WELL has got you covered with WELL TECH, the official walk-up IT service run by USF Information Technology. WELL TECH is here to help students, faculty and staff from 8:00 am – 6:00 pm Monday – Thursday, and 8:00 am – 5:00 pm on Fridays.

WELL TECH provides a range of services, all aimed at helping make technology work for you-from answering general technology and connectivity questions, to setting up mobile devices, basic hardware diagnostics and repair, as well as computer maintenance and software troubleshooting- WELL TECH has you covered! So stop by the WELL and get the help you need from our very own tech experts!

VMware

VMware Horizon is a Virtual Desktop Infrastructure platform that you will use to access a virtual or hosted desktop. You will be using VMware for things such as logging into thin clients within a lab or using Epic. You can download VMware onto your own computer by visiting **view.health.usf.edu**.

A guide to install VMware can also be found in the link below:

documents.health.usf.edu/display/UHID/Install+VMware

For help with VMware issues, you can call Health IS at (813) 974-HELP (813-974-4357) or visit the Well Tech at MDA 1084.

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 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.

STUDENT TechFee FUNDED

APPS. usf.edu

Free Printing

You can print for free on campus. Stations are located throughout campus including the Well, Shimberg Library, Tampa Library, Marshall Center and other locations.

- Enrolled students have $2.50 per day for printing or copying. Once you exceed your $2.50, you must use your Bull Buck$ 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:

- FREE admission to home games.
- USF Libraries
- Campus Recreation Center
- Free printing in USF Computer Labs
- Resident Halls

You can get your USFCard in SVC 1032. Read about USFCard 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**.

MoBull Messenger

MoBull Messenger is part of the Alert USF Emergency Notification System.

You will receive text notifications in the event of a campus emergency. The service is free; however, standard text messaging rates may apply.

To sign up for MoBull Messenger, login to **MyUSF**. Click Manage My NetID, then Update Emergency Notification Settings.

For information on all USF public safety technology, visit **mobull.usf.edu**.

MyUSF Mobile

MyUSF Mobile, the official USF mobile app, is available for iOS and Android.

Navigate your way through campus, check your class schedule or Bull Bucks balance, find out what dining facilities are closest and open, check on your laundry (if you reside in the residence halls in Tampa or St Pete) and more.

Visit the iOS or Android app store and search for MyUSF Mobile to download.

File Storage

USF Health students have access to Box Cloud Storage and UStoreFiles.

USF Health Box enables Health account holders to store, share and collaborate files safely. Box accounts provide unlimited storage. To learn more, go to **USF Box Cloud Storage**. To setup your USF Health Box for the first time, visit **Create a Box Account**.

UStoreFiles is a central file storage location for use by all USF students. With the S drive, students can save their work in one central location from any computer.

UStoreFiles is automatically available upon logon in any Tampa campus computer lab and the Application Gateway.

You can also map this storage manually from home through the USF VPN at **net.usf.edu/vpn/Windows/**. The path for the network drive is \\UStoreFiles.usf.edu\yourNetID.

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

Anti-Virus Software

Personally owned laptops and desktops are not covered by USF antivirus licenses. Free or low-cost solutions for personally owned computers are available at **usf.edu/it/class-prep/symantec-virus-protection.aspx**.

Please note: These products are not supported by USF IT.

USF Software Catalog

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

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 a state-of-the-art 7000 processor cluster computer, scientific software administration, scientific software administration, software tools, computational and data science support and training. Research Computing also maintains a 240 core student cluster for instruction. More information can be found at **rc.usf.edu**.

LinkedIn Learning

We are very pleased to announce LinkedIn Learning with Lynda.com content as USF's new e-learning resource available. LinkedIn Learning is an award-winning industry leader in online training, with a digital library of over 6,000 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.

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:

- Ultra-high resolution 3D display
- Computer visualization lab with 3D workstations
- Portfolio of visualization software
- A suite of 3D printers (in Shimberg Library and AVC)
- 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

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

The brief video at **usf.edu/campusdownload** provides an introduction to the issue. Additional information is available in the Copyright Information and DMCA section of **security.usf.edu/copyright**.

USF uses BitSight to help make students aware of possible illegal music and video downloads.

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.

USF Computer Store

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.

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