Health 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**
- ☐ **OASIS**
- ☐ **MyUSF**
- ☐ **Canvas**
- ☐ **Office 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, search for answers to the most frequently asked questions, and more at **itchat@usf.edu**.

Walk-up Technology Services

Walk up service are temporarily closed due to COVID-19. These services should resume in the fall. Walk up tech services are available for faculty, students and staff at our walk up desk on the first floor of the Tampa campus library. Service desk technicians can provide assistance with password resets, MyUSF, Canvas, email, wireless for laptops and mobile devices, and basic trouble shooting.

UNIVERSITY OF SOUTH FLORIDA

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 at the entire university system.
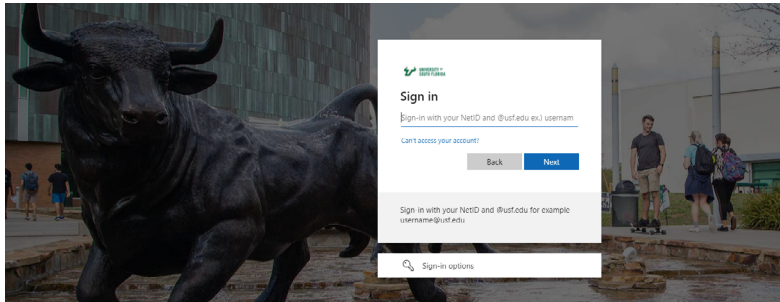
To activate your NetID, please visit **netid.usf.edu** and select "Activate Your USF NetID".

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 has recently joined 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 **oasis.usf.edu** login page, and login using your NetID. 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 by found by searching for MyUSF.
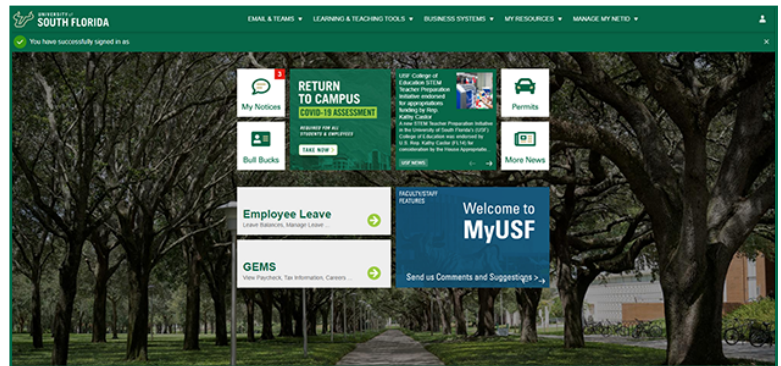
Canvas

Login instructions:

Login to **MyUSF,** hover over Learning & Teaching Tools and 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**.

Office 365 with Teams

Office 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. Office 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.

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

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/it/about-us/helpdesk.aspx**.

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

Email
help@usf.edu

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

Walk-Up Location & Hours
Walk up service are temporarily closed due to COVID-19. These services should resume in the fall.

Walk Up Tech Service

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USF IT Documentation System

Confluence is USF's collaboration wiki tool used to help teams to collaborate and share knowledge efficiently. The USF IT Documentation System is the Confluence space dedicated to providing a self-serve on-line library of information about USF's products and systems. The knowledge base includes FAQs, manuals, and troubleshooting guides to assist staff and students with their technology needs.

Learn more at **usfjira.atlassian.net/wiki/spaces/UHID/overview?mode=global**.

Confluence

Application Gateway

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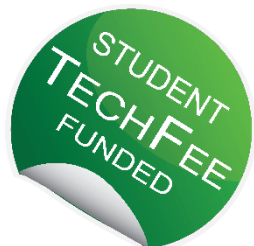
The **Application Gateway**, **apps.usf.edu**, offers free unlimited access to over 80 programs including Microsoft Office, SAS, SPSS, MATLAB, and numerous other programs for class use.

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.

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 | Bull Buck$

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**.

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**.

File Storage

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

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 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.)

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:

https://www.usf.edu/it/class-prep/malware-protection-guidelines.aspx.

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

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 LIB117. 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

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 following link: **documents.health.usf.edu/display/UHID/Install+VMware**

For help with VMware issues, you can call the Service Desk at (813) 974-HELP (813-974-4357).

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 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.

all your apps | one location
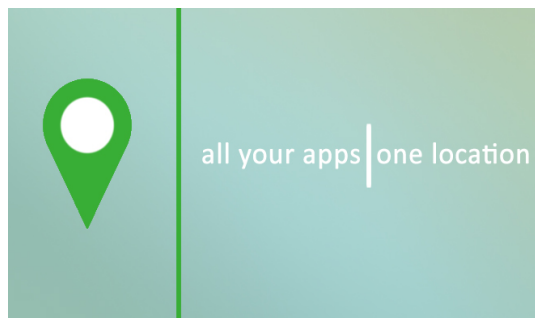
Advanced Visualization Center

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
- 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.

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.

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 resticted data research with a total of 9000 processors.

Research Computing also maintains a 240 core student cluster for instruction. More information can be found at **rc.usf.edu**.