



## Success with ITS!

**Information Technology Services (ITS) provides you with access to a wide range of technology tools and services to support your academic success.**

*Your NetID and password are the key to accessing most IT resources on campus. Your NetID is composed of your first and last name initials, followed by six random numbers. You probably activated it using our [Password Set process](#) before coming to campus.*

- **MyUAlbany** is the gateway to web-based services for students. Use it to manage classes, review financial aid and billing information, check grades, and much more.
- The **UAlbany App** provides mobile access to check class schedules, grades and holds on your account. You can also access campus maps, transit and dining information, and details about campus activities, athletics and events.
- Your **UAlbany Mail** account was automatically activated when you set your password for the first time. The University uses your UAlbany email address to communicate with you, so check it often. You can connect via MyUAlbany or on your smartphone.
- The **Dell Laptop Program** offers special pricing on four laptop models for UAlbany students. Purchasing Dell Support Services and Accidental Damage Service is highly recommended. More information is available in the Technology Discounts section of the MyUAlbany.
- **Microsoft OneDrive, Office WebApps and Skype for Business** come with your UAlbany Mail account. Use them to create, share and store documents and collaborate with others.
- Many faculty use **Blackboard** for assignments, discussion boards, class materials and posting grades. Blackboard can be accessed from any mobile device.
- The **Information Commons (IC)** offers computers, software, printing and student technology consultants in all three University Libraries. A full suite of University-owned software is installed on PCs and Macs in these locations. Print from computers in the IC or your own laptop.
- **Microsoft Office 365** is available for free download on your computers and mobile devices. Additional software applications are available for purchase; use the Technology Discount links in MyUAlbany.
- **Workshops** are available to learn popular software applications including Microsoft Office, Adobe Photoshop Dreamweaver, security and more.
- **Security** is an important part of protecting your identity and electronic information. Always be careful opening attachments or email links. Never share passwords with anyone.

**Getting help is easy.** Contact the ITS Help Desk at 518.442.3700, [www.albany.edu/its/help](http://www.albany.edu/its/help) or visit the Help Desk in Lecture Center 27. More information is available at [www.albany.edu/its](http://www.albany.edu/its).



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