

CTM Services Quick Reference Guide

Topic.....	Helpful Links.....
New Computer Account Faculty and Staff Accounts are generally created automatically with payroll, but you don't have to wait.	Complete an Account Request Form . Be prepared to enter your Supervisor's information, along with your campus phone and office information if available. (Note: You will receive an email from DocuSign when the Account Request Form is complete. Refer back to this document to obtain your account username and temporary password.)
Access Pitt Resources All first time users will go through a setup process upon first login. This includes setting up Multifactor Authentication (below).	https://my.pitt.edu/ Learn more about My Pitt Here: https://www.technology.pitt.edu/services/my-pitt
Multifactor Authentication	https://www.technology.pitt.edu/services/multifactor-authentication-pitt#mfa_getstarted
Pitt Email on Phone or Tablet	Pitt Email (Outlook) on your phone or tablet
Office Computer	Log into your office computer using your Pitt credentials. If you do not have a Pitt account, please see the "New Computer Account" section above. To configure your email, open Microsoft Outlook and enter your Pitt email address and password when prompted.
Systems or File Share Access	https://help.upb.pitt.edu/open.php?topicId=32
Office Phones -Voice Mail to Email setup -Voice Mail Password Reset -Change Display Name on Caller ID	https://help.upb.pitt.edu/open.php?topicId=45
Telephone FAQs	Telephone FAQs
Telephone Directory If printing, be sure to select the "Fit to Page" setting.	Telephone Directory
Faculty and Staff Directory	https://www.upb.pitt.edu/directory
Update Telephone Directory Info	Directory Information Update Form
Instructional Support	https://help.upb.pitt.edu/open.php?topicId=42
Copiers You will be prompted to enter a copier code to use campus photocopiers and printers in some instances.	Contact CTM
More Information Online	https://www.upb.pitt.edu/administrative-offices/technology-services
Other Technology Questions or Issues	Open a ticket. https://help.upb.pitt.edu/open.php

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