

# 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.

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## Getting Started Checklist

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

- NetID
- Wireless Access
- MyUSF
- Gmail
- Oasis
- Canvas
- Office 365

## Where to Find Help

### Information Technology Online

IT maintains a website with extensive information on all our products and services. Visit us at [usf.edu/it](http://usf.edu/it).

### 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](http://itchat.usf.edu).

### Walk-up Technology Services

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.

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](http://netid.usf.edu) and select "Activate Your USF NetID".

If you do not know your USF ID number available, 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
- 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](http://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 NetConnect Onboarding agent. This process can be used to setup computers, tablets, and most mobile devices. Setup eduroam via [usf.edu/netconnect](http://usf.edu/netconnect).

# MyUSF

**MyUSF** is the portal to electronic resources at USF. By logging in once at [my.usf.edu](http://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](http://my.usf.edu).

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



# Gmail

To access services like Gmail, and other G Suite products, you must have an active NetID and be an admitted student. For quick access, from the main MyUSF page, hover over Email and select USF Gmail.

NOTE: The first time you attempt to access one of the Google Apps for USF, you will see a page displaying a license agreement that you must read and accept to use Google Apps.



# 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](https://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

# 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](https://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](mailto: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](https://guides.canvaslms.com).

# 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 login go to [portal.office.com](https://portal.office.com). Students will need to enter their username as NetID@usf.edu (replace NetID with your NetID.)

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](https://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:

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

The Service Desk is available by phone and email 24/7.

For more information, visit [usf.edu/it/about-us/helpdesk.aspx](http://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](mailto:help@usf.edu)

**Online**  
Access our live chat and our self-service portal  
[itchat.usf.edu](http://itchat.usf.edu)

**Walk-Up Location & Hours**  
First floor of the  
Tampa Campus Library  
Current schedule:  
[lib.usf.edu/about/library-hours/](http://lib.usf.edu/about/library-hours/)

# Computer Labs

USF's Tampa campus houses five 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/digital-studio/](http://lib.usf.edu/digital-studio/).



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 [lib.usf.edu/smart-lab/](http://lib.usf.edu/smart-lab/).

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/](http://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](http://lib.usf.edu) and click on the **How Do I...?** tab.

# Application Gateway

The **Application Gateway**, [apps.usf.edu](http://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](http://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](http://apps.usf.edu) and login with your NetID. You can also login using **MyUSF** under Learning & Teaching Tools.



# Free Printing

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

- 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](mailto:BWPrint@usf.edu) or [ColorPrint@usf.edu](mailto:ColorPrint@usf.edu) and then release at the print stations as normal.

Learn more about free printing at [usf.edu/itprinting](http://usf.edu/itprinting).

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# 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](http://usf.edu/usfcard).

# Bull Bucks\$

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](http://usf.edu/bullbucks).

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# USFSafe

The USF Safe App is available as a free download. Smartphone users now have the ability to make emergency calls and other helpful functions to help improve their personal safety and security. USF Safe can trigger Mobile BlueLight to alert Police. An interactive map helps you navigate on campus and the toolkit contains a flashlight, alarm and more. For information on all USF public safety technology, visit [mobull.usf.edu](http://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.

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# UStoreFiles

**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/](http://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](http://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](https://usf.edu/it/class-prep/symantec-virus-protection.aspx).

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

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# Walk up Service

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.

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# 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](https://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](https://my.usf.edu)). Look for Online Training (LinkedIn Learning) under Learning & Teaching Tools.

# Advanced Visualization Center

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

AVC provides faculty, staff, and students with advanced technology resources for creations 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



[avc.web.usf.edu](http://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](http://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](http://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](http://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.



# USF Software Catalog

USF has released a new portal to access and get information on software available. The website is [software.usf.edu](https://software.usf.edu). Check it out to find just some of the software available to you at USF.

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# USF Computer Service Center

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