

IT ORIENTATION – QUICK LINKS

Take Advantage of our *Designify* Sessions offered to help you get your computers set up for the PennDesign computing environment!

How to get Help:

- Design IT webpage -- <http://www.design.upenn.edu/it-services>
- E-mail ithelp@design.upenn.edu
- Visit the Help Desk at 319 Meyerson Hall – Hours 8:30am to 4:30pm
Staffed by Lab assistants in the evenings and on weekends
Call the HelpDesk at (215-573-9900)

Student Services & Policies:

- Catalog of Services <https://www.design.upenn.edu/it/catalog-services>
- Design Computing Policies -- <https://www.design.upenn.edu/computing-policies>

Accounts:

- PennKey vs PennDesign
- Set Your PennDesign Password and Enroll in Self-Service Password Reset -<https://changepassword.design.upenn.edu>
- O365 + Adobe IDs – Students will need O365 and Adobe ID logins to use Office+Adobe on Design-managed computers.

E-Mail:

- Information -- <https://www.design.upenn.edu/it/email>
- Forgot Password -- <https://office365.password.isc.upenn.edu/>

Security/Antivirus:

- UPENN offers free antivirus <https://www.isc.upenn.edu/how-to/symantec-endpoint-protection>
- Free Malware Detection Software -- <https://www.malwarebytes.com/>

Network:

- Wireless AirPennNet – <https://www.isc.upenn.edu/how-to/airpennnet-help-and-joinnow>
- Remote Access (access to Design Resources offsite) – <https://www.design.upenn.edu/remotearchess>
- Student File Server (Juno): Home Directory <\\juno.design.upenn.edu>

Software:

- List of Software available in computer - <https://www.design.upenn.edu/it/lab-and-class-schedules>
- Information for specific software used at PennDesign - <\\juno.design.upenn.edu\Public\Installs>

Printing & Plotting:

- Visit printing portion of the website for more info -- <https://www.design.upenn.edu/it/printing>
- Must take and Pass the Plotting Quiz before you have access to large format printing -- <https://upenn.instructure.com/courses/1287442>

Check out Presentation Equipment:

- Equipment available for presentations -- <https://www.design.upenn.edu/reserve-equipment>

Storage:

- One Drive -- <https://www.isc.upenn.edu/how-to/penno365-office-365-proplus#Office-Online-and-OneDrive>
- Penn+Box (collaboration) <https://upenn.account.box.com/login>