Welcome to Drew's Technology Help and Information space on U-KNOW. Use this space to locate information on technology services offered at Drew.

For more information, including service hours and contact information, please visit the Drew Instructional Technology or University Technology websites.

You can also call the UT Service Center during business hours with any questions or to open a service ticket at 973-408-4357 (HELP).

Outside business hours (and inside - we won't judge!), you can email helpdesk@drew.edu or fill out a support request at help.drew.edu.

### Common Student Questions

- **Passwords and Logging In**
- **Printing with ePRINTit**
- **Connecting Your Mobile Devices to Google Apps**
- Microsoft Office Installation Instructions (you must be logged in to see these pages)
  - Students - available for free to current Drew students
  - Microsoft Office How-Tos
- **Moodle Resources at Drew**
- **Thesis and Dissertation Formatting**
- **Using CloudPC:** For seamless access to Drew's Windows-based software from anywhere in the world
- **Network Drives** - Storage space for you, your department, or your classes
  - MyFiles - to access your network drives using a web browser
- **TreeHouse Proxy Access for Sharing Student Grades, Bills and Financial Aid Details** - Instructional video for giving another person access to your TreeHouse information

### Common Faculty Questions

- **Moodle Resources at Drew**
- **Zoom**
- **CloudPC:** For seamless access to Drew's Windows-based software from anywhere in the world
- **Network Drives** - Storage space for you, your department, or your classes, hosted locally
  - MyFiles - to access your network drives using a web browser

### Learning Remotely
Common Employee Questions

Passwords and Logging In

Enrolling in Duo Security
- Self-Service and Enrollment Site: drew.edu/duo (to enroll, find your device password, or manage devices)
- New Phone Instructions

Working From Home: Technology FAQ

Working Remotely
Microsoft Office Installation Instructions (you must be logged in to see these pages)
- Faculty/Staff - Pre-Installed on your Drew-issued computer
- Faculty/Staff - Home Use Program
- Microsoft Office How-Tos

What browser do I need to run my application?

CloudPC: For seamless access to Drew's Windows-based software from anywhere in the world

Network Drives - Storage space for you, your department, or your classes
- MyFiles - to access your network drives using a web browser

Using Your Drew Phone or Phone Line

Printing to a Network Printer

Most Popular Pages Last Month

1. Enrolling in Duo Security
2. Installing Microsoft Office - Student
3. Having Trouble Logging In?
4. Technology Help and Information
5. Thesis and Dissertation Formatting
6. Printing with ePRINTIt
7. Passwords and Logging In
8. Activating Your Drew Account
9. Device Passwords
10. PDF-XChange Editor

Reviewed 12/22/23

Best Practices

- Avoiding Spam and Phishing Emails
- Avoiding Spam Phone Calls or “Vishing”
- Best Practices For Keeping Your Computer Healthy
- Best Practices for Online Security
- Best Practices for Remote Access
- Clearing Browser Cache and Cookies
- Guidelines for Posters
- Locking Your Computer
- National Cyber Security Awareness Month
- Passwords - Best Practices
- Social Media - What the World Knows About You
- Storage Options and Backing Up Your Data
- Virus Troubleshooting
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