Technology Help and Information

Search Technology Help

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

**Learning Remotely**

**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

**Teaching 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

Connecting Your Mobile Devices to Google Apps

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. Having Trouble Logging In?
2. Enrolling in Duo Security
3. Installing Microsoft Office - Student
4. Setting Up Citrix Workspace for CloudPC
5. "Account not configured" error in Citrix Workspace
6. PDF-XChange Editor
7. Drew Dissertation Templates
8. Activating Your Drew Account
10. Saving Files to Your Computer in SPSS

Reviewed 1/16/24

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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New Phone and Duo
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Saving Files to Your Computer in SPSS
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Adobe Software at Drew University
Feb 05, 2024 • updated by Verna Holcomb • view change

Feb 05, 2024 • updated by Jin Liu • view change

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Feb 02, 2024 • updated by Verna Holcomb • view change

CloudPC
Jan 31, 2024 • updated by Jin Liu • view change

Setting Up Citrix Workspace for CloudPC
Jan 30, 2024 • updated by Jin Liu • view change

Having Trouble Logging In?
Dec 22, 2023 • updated by Verna Holcomb • view change