

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](#)

[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](#)

[Introduction to Moodle for Students](#)

[Thesis and Dissertation Formatting](#)

[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

[Proxy Access Set Up](#) - Instructional video for giving another person access to your TreeHouse information

Common Faculty Questions

[Moodle Resources at Drew](#)

[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

Common Employee Questions

Passwords and Logging In

Duo Security and Two-Factor Authentication

- 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

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

University Technology New Hire Onboarding Program

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










This Month's Most Popular Pages

- Manually installing Service Pack 1 for Windows 7 via Windows Update
- CloudPC
- Installing Microsoft Office - Student
- Usage of Google Chrome with Drew software
- PDF-XChange Editor
- Having Trouble Logging In?
- Setting Up the Citrix Receiver for CloudPC
- Two-Factor Authentication with Duo Security

Best Practices

- Avoiding Spam and Phishing Emails
- Best Practices For Keeping Your Computer Healthy
- Best Practices for Remote Access
- Best Practices for Online Security
- Guidelines for Posters
- Locking Your Computer
- National Cyber Security Awareness Month
- Social Media - What the World Knows About You
- Storage Options and Backing Up Your Data
- Virus Troubleshooting

Recently Updated

-  [Avoiding Spam and Phishing Emails](#)
Sep 13, 2019 • updated by Verna Holcomb • view change
-  [Technology Help and Information](#)
Sep 06, 2019 • updated by Verna Holcomb • view change
-  [Voicemail Instructions for Mitel \(ShoreTel\)](#)
Sep 06, 2019 • updated by Verna Holcomb • view change
-  [Internet Access](#)
Aug 27, 2019 • updated by Verna Holcomb • view change
-  [Network Printer Installation in Macintosh](#)
Aug 27, 2019 • updated by Verna Holcomb • view change
-  [The UT Chronicles](#)
Aug 21, 2019 • updated by Verna Holcomb • view change
-  [Drew University Zoom Video and Web Conferencing](#)
Aug 19, 2019 • updated by Verna Holcomb • view change
-  [Thesis and Dissertation Formatting](#)
Jul 30, 2019 • updated by Verna Holcomb • view change
-  [Google Shared \(formerly Team\) Drives](#)
Jul 16, 2019 • updated by Verna Holcomb • view change