

Technology Help and Information

Search Technology Help

COVID-19 and Drew - Helpful Links

Please find the most recent updates and communications regarding COVID-19 and Drew University at [Coronavirus Disease 2019 \(COVID-19\)](#).

A collection of resources for teaching, learning and working remotely is available at the [UT website](#) and at [Working From Home: Technology FAQ](#).

If you have a phone extension on campus and need to change your voicemail, see the Drew Virtual Time scenario at [Availability States on Mitel Phones](#).

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/du**](#)
 - (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

[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

- [PDF-XChange Editor](#)
- [CloudPC](#)
- [Having Trouble Logging In?](#)
- [Drew Laptop Program](#)
- [Two-Factor Authentication with Duo Security](#)
- [Call Forwarding on Mitel Phones](#)
- [Using Microsoft Word Templates](#)
- [Installing Microsoft Office - Student](#)
- [Saving Files to Your Computer in SPSS](#)
- [Drew University Zoom Video and Web Conferencing](#)

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](#)
- [Passwords - Best Practices](#)

Recently Updated

-  [Technology Help and Information](#)
Jun 29, 2020 • updated by Verna Holcomb • [view change](#)
-  [Connectivity Challenges](#)
Jun 26, 2020 • updated by Verna Holcomb • [view change](#)
-  [Working From Home: Technology FAQ](#)
Jun 26, 2020 • updated by Verna Holcomb • [view change](#)
-  [The UT Chronicles](#)
Jun 25, 2020 • updated by Verna Holcomb • [view change](#)
-  [Introduction to Moodle for Students](#)
Jun 23, 2020 • updated by Verna Holcomb • [view change](#)
-  [Using Your Phone as a Scanner with CamScanner](#)
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-  [Drew Network Information](#)
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-  [Google Drive Desktop Applications](#)
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-  [Microsoft Office](#)
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