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.

### 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.

### Common Student Questions

<table>
<thead>
<tr>
<th>Passwords and Logging In</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connecting Your Mobile Devices to Google Apps</td>
</tr>
<tr>
<td>Microsoft Office Installation Instructions (you must be logged in to see these pages)</td>
</tr>
<tr>
<td>• Students - available for free to current Drew students</td>
</tr>
<tr>
<td>• Microsoft Office How-Tos</td>
</tr>
<tr>
<td>Introduction to Moodle for Students</td>
</tr>
<tr>
<td>Thesis and Dissertation Formatting</td>
</tr>
<tr>
<td>CloudPC: For seamless access to Drew's Windows-based software from anywhere in the world</td>
</tr>
<tr>
<td>Network Drives - Storage space for you, your department, or your classes</td>
</tr>
<tr>
<td>• MyFiles - to access your network drives using a web browser</td>
</tr>
<tr>
<td>Proxy Access Set Up - Instructional video for giving another person access to your TreeHouse information</td>
</tr>
</tbody>
</table>
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

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

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
- Having Trouble Logging In?
- Two-Factor Authentication with Duo Security
- Drew Laptop Program
- Proxy Access Set Up
- CloudPC
- Saving Files to Your Computer in SPSS
- Call Forwarding on Mitel Phones
- Technology Help and Information
- Thesis and Dissertation Formatting
- Using Microsoft Word Templates
- Device Passwords
- Installing Microsoft Office - Student
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

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- Screencastify
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- Working From Home: Technology FAQ
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- Drew University Directory
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