Frequently Asked Questions

Where can I get help with technology on campus?

There are many ways for you to get technology help. This documentation space (uknow.drew.edu/techdocs) is one of them.

You can also call with questions: 973-408-HELP (4357).

You can submit a request for support at help.drew.edu or by emailing ux@drew.edu.

Finally, some assistance is available in person at the Helpdesk, which is located in the Academic Commons on the main floor of the Library.

Please check https://drew.edu/about/technology-resources/university-technology/ for information about the current hours of availability for phone and in-person support.

Where can I print on campus?

Printing is available in the Library. Please see Printing with ePRINTit for more information.

How do I change my password?

You can change your password at any time by going to https://password.drew.edu/. Once you have changed your password at this site, you should set up your Security Questions so that in the future, if you forget your password, you can supply the answers to those questions and change the password yourself.

If you are having difficulty in changing your password or any of these steps, you may contact the User Experience Team by calling 973-408-HELP (4357) or come to the Helpdesk with photo ID.

Why can't I connect to the wireless?

There are a few reasons why your internet might not be connecting. Learn about the possibilities on the Internet Access page, or contact the User Experience Team using one of the methods identified above.

How do I connect my phone to my email?

There are instructions available at Connecting Your Mobile Devices to Google Apps for how to set up the Drew Google mail on your mobile device.

If you need help with the process, please feel free to contact us using one of the methods identified above.

Where can I save my files?

There are many options on where to save your files. One of course is your local computer/device, but this storage location is unreliable and should be only one of the places where you save files - especially important ones. Instructions for using other storage options can be found at the Storage Options and Backing Up Your Data page here in Tech Help.

I'm a new club officer. How do I get access to the club email?

Accounts for student-run organizations are handled through Google Groups. This is managed by Student Engagement in coordination with UT.

How do I access my Drew email?

If you go to https://mail.drew.edu/, you can log in to your Drew email. You may also go to TreeHouse and select the Gmail icon.

If you go straight to Google, type out your full Drew email address (username@drew.edu) but leave the password blank. This will redirect you to a Drew login page where you can enter your username (without the @drew.edu) and password.

If you are already logged in to a personal Google account, you will need to sign out of that account before logging in to your Drew email account, or use a different browser/incognito window/profile.

Where do I register for classes?

Registration for classes is on TreeHouse. Any questions or concerns you have about registration should be directed to the Registrar's Office, https://drew.edu/academic/office-of-the-registrar/.

Do all students get Microsoft Office for free?

Yes. The Microsoft Campus Agreement explains that students are entitled to use of the software while they are students. Information about installing the software can be found at Installing Microsoft Office - Student (login protected).

How should I back-up my data?

It is very important to keep your files backed up. There are many ways to do this. Learn about them here: Storage Options and Backing Up Your Data.

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