

# 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](mailto:helpdesk@drew.edu) or fill out a support request at [help.drew.edu](http://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](#)
9. [Thesis and Dissertation Formatting](#)
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](#)

## Recently Updated

[R0B0SQRL'S Guide To Crafting An Effective Support Ticket](#)

May 23, 2024 • updated by [Verna Holcomb](#) • [view change](#)

[Adobe Software at Drew University](#)

May 22, 2024 • updated by [Verna Holcomb](#) • [view change](#)

[Adobe Software at Drew University](#)

May 15, 2024 • updated by [Shawn Spaventa](#) • [view change](#)

[My Network Drives](#)

May 02, 2024 • updated by [Verna Holcomb](#) • [view change](#)

[Drew University Directory](#)

Apr 26, 2024 • updated by [Verna Holcomb](#) • [view change](#)

[Enrolling in Duo Security](#)

Apr 12, 2024 • updated by [Verna Holcomb](#) • [view change](#)

[uLogin, Your Way!](#)

Apr 11, 2024 • updated by [Verna Holcomb](#) • [view change](#)

[New Phone and Duo](#)

Apr 11, 2024 • updated by [Verna Holcomb](#) • [view change](#)

[Duo Restore](#)

Apr 10, 2024 • updated by [Verna Holcomb](#) • [view change](#)