

Remote Students/Distance Learners,

This handbook provides a basic introduction to navigating the systems at P.I.T. when you are a remote student or a distance learner. Please keep it, so you can review it later. Good luck with your studies at the Pennsylvania Institute of Technology.

ABOUT YOUR ACCOUNTS

One of the benefits of being a P.I.T. student is your network account with email, which grants you access to Office 365 for as long as you are an active student. Unfortunately, this benefit doesn't last indefinitely; after you separate from the college, your account will be deactivated approximately 120 days from your last date of attendance and deleted after 180 days. Our licensing with Microsoft doesn't apply to non-active students, so we run occasional audits to reconcile older accounts from inactive students.

Students are granted access to three important systems: the P.I.T. network (including email), the Canvas learning management system, and the Student Portal. Although your newly assigned username and password for each of these systems is the same, your student portal account is maintained separately from your network & Canvas account. They are not linked. If you elect to change your network password, it will not automatically change your student portal password.

TOP TIPS

1. **P.I.T. uses Microsoft services to authenticate users. You will be presented with a Microsoft authentication prompt when logging in to various accounts.**
2. **The Windows UserID/Email Address and Canvas accounts are different from the Student Portal account**
3. **Capitalization is important for passwords**
4. **Entering an incorrect password ten times will lock your account for 30 minutes**
5. **If you want to change your P.I.T. email/Canvas password, please visit the URL below and allow up to 20 minutes for the password to synchronize to the cloud.**
<https://my.pit.edu/resources/student-technical-info/reset-password/>

A NOTE ABOUT PASSWORDS

To ensure greater security, passwords must meet a minimum standard for complexity. This will help prevent unauthorized use of your account through a "lucky guess."

DO NOT USE a password that is the same as something that is connected to other systems outside of P.I.T., such as Google, Yahoo, Hotmail, AOL, etc.

Password must be **EIGHT** characters long and contain at least the following: (1)Uppercase, (1)Lowercase, (1)number, and (1)symbol when creating a new password.

- | | |
|----------|--|
| 1. Ch1 | Incorrect – Too short |
| 2. Chair | Incorrect – Missing numbers or symbols |

3. chair1 Incorrect – Missing capitalized letters
4. Joseph1 Incorrect – Should not include your name
5. #Chairs1 **Correct!** – A mixture of numbers, symbols, upper and lowercase

OBJECTIVES

This guide will provide instructions for the following activities:

1. **Logging in to the Emergency Message System (EMS)**
2. **Logging in to your P.I.T. email account**
3. **Logging in to Canvas**
4. **Logging in to Student Portal**
5. **Accessing the College Resource Website**
6. **Microsoft Office 365**
7. **Connecting with your mobile device**
8. **Opening a ticket with the P.I.T. Helpdesk**
9. **P.I.T. Photo IDs**

Overview of the P.I.T. Accounts you may be using as a Student

Emergency Messaging System (EMS)	Used to: Notify students in case of emergencies that interrupt student experience.
Network Login / E-mail	Used to: Login to Access Webmail and the EMS system.
Canvas	Used to: Take online/blended learning courses through Canvas
Student Portal	Used to: Access the Student Portal to view your grades, register for courses, make payments and access your 1098T.
Office 365	Used to: Enhance productivity by providing access to basic Microsoft applications such as Word and Excel

1) Emergency Messaging System



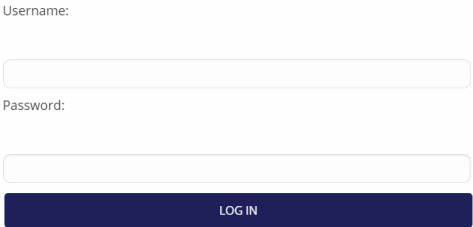
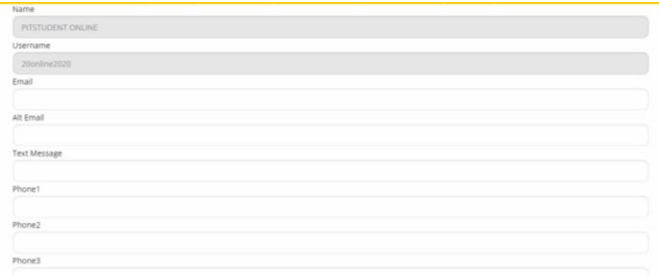
The Emergency Messaging System is used to contact students in the case of emergencies that interrupt the student experience. Examples include campus closures due to inclement weather, or public health emergencies like COVID-19. To log in to this system, you will need your student email address and network password.

Please note: Any information entered into this emergency messaging system will be used to contact you between 5 am and 7 am on days the school closes. If you prefer *not* to be contacted at a specific number between those times, please do not enter it into this system.

You do not have to fill out all fields. The minimum amount of information you must enter is either one valid email address or a valid phone number.

It is important to keep your information up to date, so you can be notified in the event of an emergency. If you need to change or update the information you entered into the EMS upon your first login, follow the instructions below.


Updating Your Contact Information:


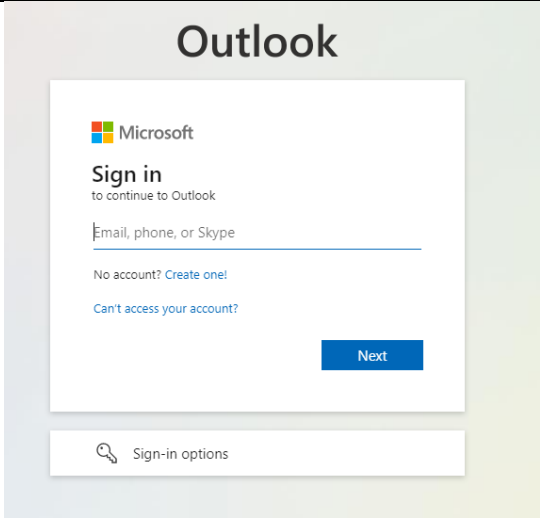
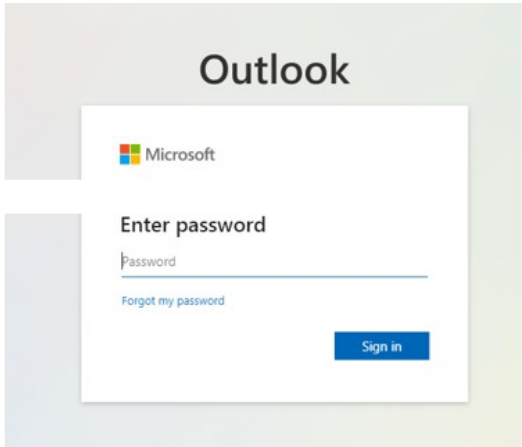
	<ol style="list-style-type: none"> 1. Open a Web Browser 2. Go to 'https://my.pit.edu'
	<ol style="list-style-type: none"> 3. Click on the “EMS” link.
	<ol style="list-style-type: none"> 4. Login with your P.I.T. Email for the username field and password. 5. Update your contact information.
	<ol style="list-style-type: none"> 6. Update your contact information. 7. Click on “Submit” when done.

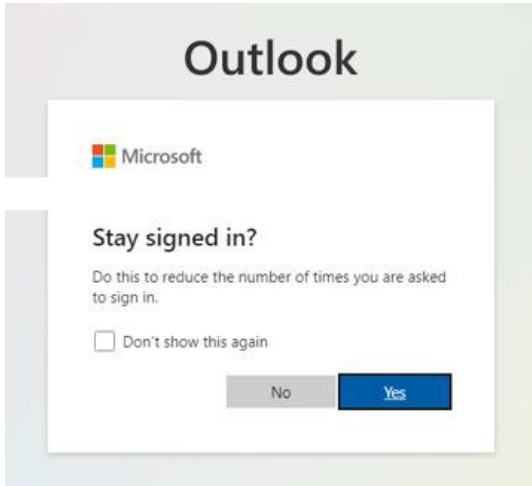
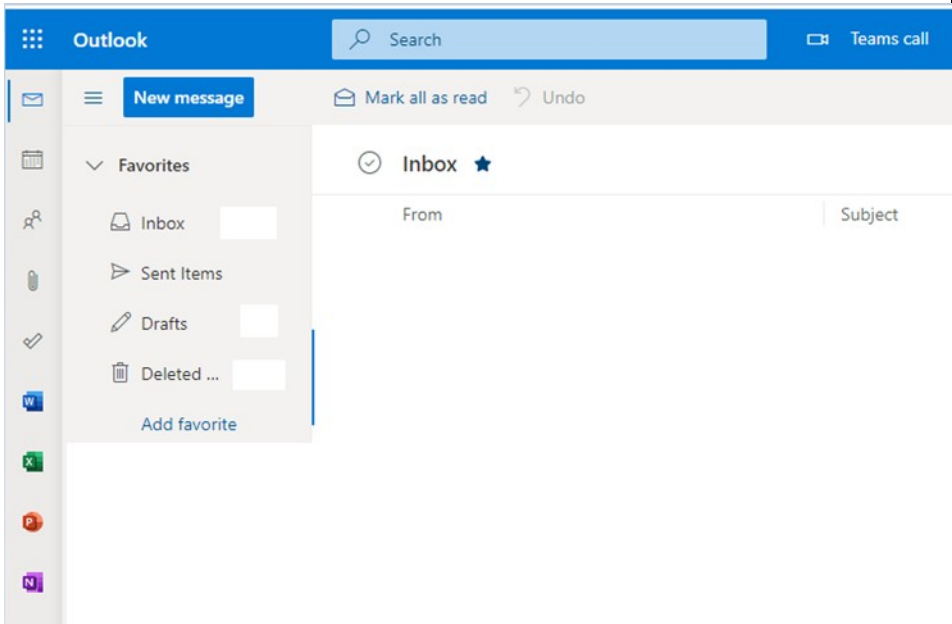
2) Email

P.I.T. Provides an email account for everyone. Your email address is the same as your Windows Username, with the addition of “@pit.edu” at the end. As a remote user, you will be accessing your account via Webmail. Webmail allows remote users to access email from off-campus locations. To log in to this system, you will need your network username and password.

Accessing Webmail

	<ol style="list-style-type: none"> 1. Open your Internet Browser. 2. Go to “https://my.pit.edu”
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	<p>3. Click on the “Webmail” link. You will first be prompted to authenticate via Microsoft services.</p>
	<p>4. In the Microsoft authentication prompt, enter your Windows Username and Password in the required fields.</p> <p>5. Click the “Next” button to sign into your email account.</p>
	<p>6. Enter your password.</p> <p>7. Click “Sign in”</p>



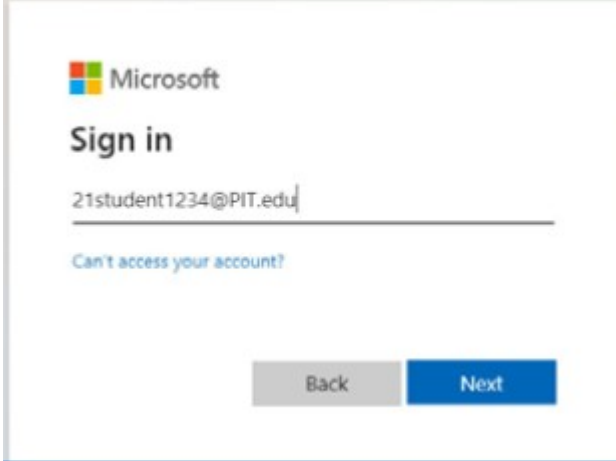
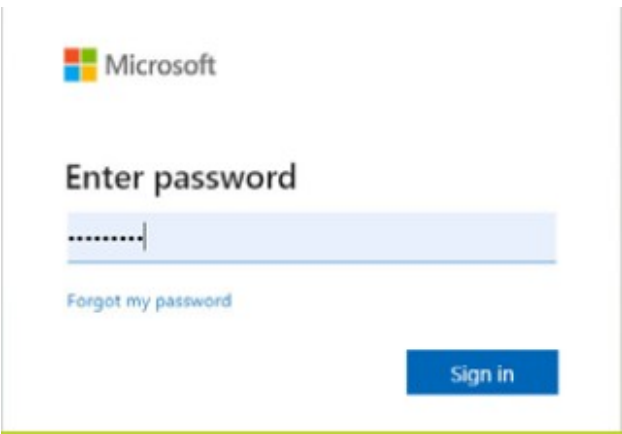
 <p>The image shows a Microsoft Outlook window with a dialog box titled "Stay signed in?". The dialog box contains the Microsoft logo, the text "Stay signed in?", and a subtext "Do this to reduce the number of times you are asked to sign in." Below this is a checkbox labeled "Don't show this again" which is currently unchecked. At the bottom of the dialog are two buttons: "No" and "Yes".</p>	<ol style="list-style-type: none"> 8. Click "Yes". 9. Your P.I.T. email will now load.
 <p>The image shows the Outlook inbox interface. The top bar is blue with the "Outlook" logo, a search bar, and a "Teams call" button. Below the top bar is a navigation pane on the left with a "Favorites" section containing links to "Inbox", "Sent Items", "Drafts", and "Deleted ...". The main area shows the "Inbox" with a list of emails. The first email has a "From" column and a "Subject" column. The "New message" button is visible in the top left of the main area.</p>	<ol style="list-style-type: none"> 10. You are now able to send & receive email from your P.I.T. account.



3) Canvas

Canvas is the online learning management system where online class content is published. To access this system, you will need your student username and password.

Accessing Canvas

	<ol style="list-style-type: none"> 1. Open your Internet Browser. 2. Go to "https://my.pit.edu"
	<ol style="list-style-type: none"> 3. Click on the "Canvas Student" link. You will first be prompted to authenticate via Microsoft services.
	<ol style="list-style-type: none"> 4. In the Microsoft authentication prompt, enter your P.I.T. EMAIL address and click "Next".
	<ol style="list-style-type: none"> 5. Enter your P.I.T. Email password and click "Sign in"

	<p>6. You will be redirected to your “Canvas Dashboard”. This is where all of your courses will be located for easy access.</p>
	<p>7. Click on any course to access its contents.</p>

Canvas User Support


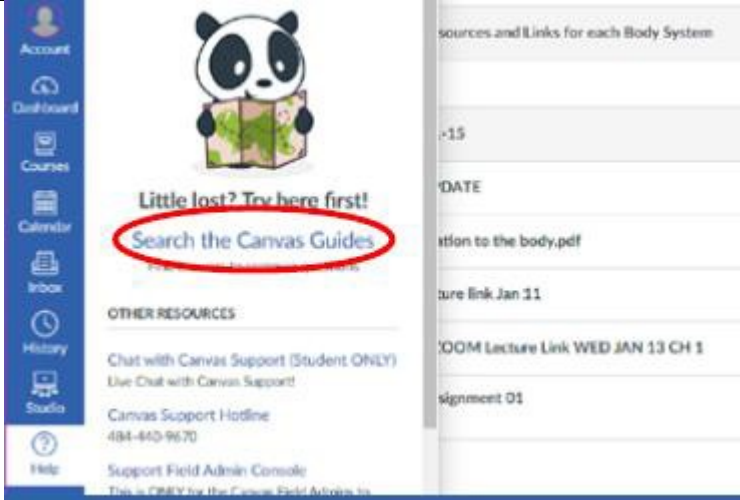
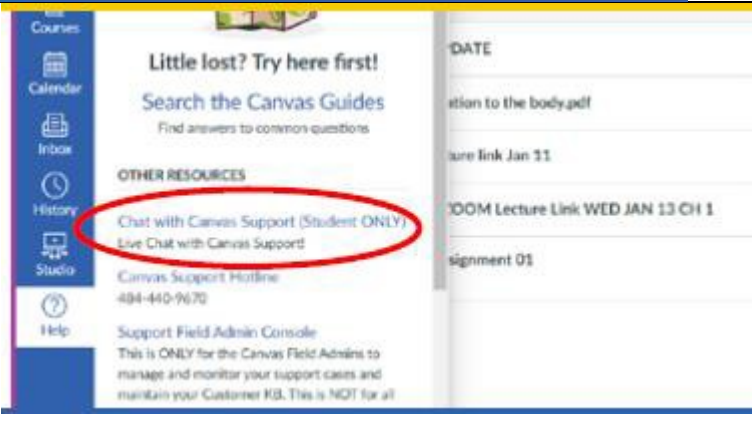
Canvas Guides

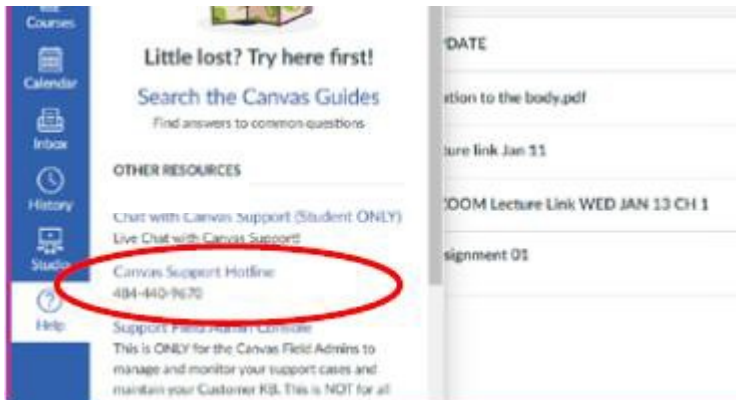
One of the benefits of the Canvas LMS is the robust help section. Canvas provides in-depth assistance on a variety of topics using the Canvas Guides (https://community.canvaslms.com/t5/Canvas-Guides/ct-p/canvas_guides). There are guides for every major help topic with detailed instructions and videos. It is great for new Canvas users but can also be helpful to advanced ones as well.

24/7 Canvas Support

If you are experiencing technical issues with Canvas, you will have access to the Canvas support team 24-hours a day, 7-days a week.

Accessing Canvas Guides and Support


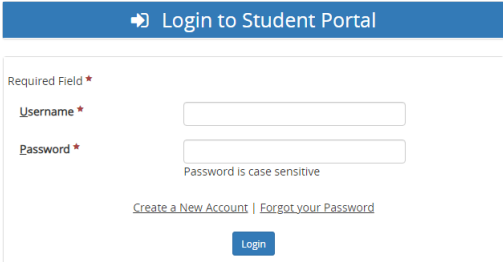

	<p>1. Click the “Help” button on the bottom left of the screen.</p>
	<p>2. For help on specific Canvas topics click “Canvas Guides” at the top of the help menu.</p>
	<p>3. If you experience technical problems while using Canvas, you can chat with an expert by clicking “Chat with Canvas Support (STUDENT ONLY).”</p>


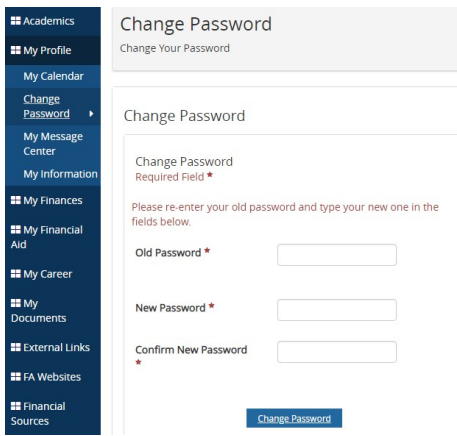
	<p>4. If you need to speak directly with a Support Team member, you can call: 484-440-9670. Support is available 24/7!</p>
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4) Student Portal

The Student Portal is a web page integrated with our grading, billing and information systems. On the Student Portal, students can check grades, registration, billing and more. It is important to remember your access credentials to the student portal, because we publish your 1098T tax information to your account each year. **This account is different from your Windows/Email account.**

Accessing the Student Portal

	<p>1) Using your web browser, navigate to “https://my.pit.edu” webpage. Click on “Student Portal”</p>
	<p>2) Enter your student username and password 3) Click Login</p>
	<p>4) On the main page, you are presented with your class calendar & the message center 5) On the left, you can select to view details on various topics</p>

	<p>6) To change your Student Portal password, expand the 'My Profile' option</p> <p>7) Click 'Change Password'</p>
	<p>8) Enter your old password</p> <p>9) Choose and enter a new password</p> <p>10) Enter the new password again</p> <p>11) Click 'Change Password'</p>

View Your Account Details and Make Payments via the Student Portal

My Finances

Account Information

[Account Details](#)

[Payment Schedule](#)

[Make a Payment](#)

Account Details

Show **ALL** entries

Search

Showing 1 to 29 of 29 entries

Previous

1








Next

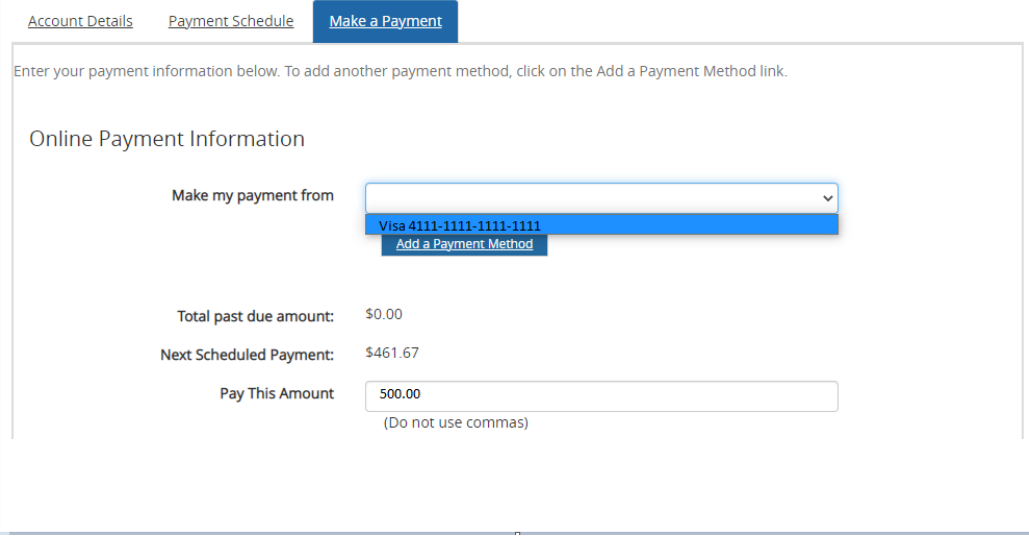
Trans #	Date	Transaction Due Date	Transaction Details	Check#/Ref	Amount	Balance
29	1/4/2022		Student Payment 2021-22	CASH/VISA	(\$461.67)	(\$2,029.67)
28	1/3/2022		DIRECT LOAN UNSUB 2021-22	EFT	(\$990.00)	(\$1,568.00)
27	1/3/2022		DIRECT LOAN SUB 2021-22	EFT	(\$578.00)	(\$578.00)
26	12/3/2021		STUDENT PAYMENT 2021-22	CASH/VISA	(\$864.00)	\$0.00

1. Choose **Account Information**

2. Your account history is displayed, including charges and payments


<div> Account Details Payment Schedule Make a Payment </div> <div> <p>By making a payment online, you are authorizing Pennsylvania Institute of Technology. (PIT) to debit funds by way of an electronic funds transfer from your checking or credit card account. By authorizing this electronic funds transfer you understand and agree that Pennsylvania Institute of Technology. (PIT) is not liable for erroneous bank statements or incorrect debits to your account. You are advised to refer to the terms and conditions provided by your bank concerning electronic transfers before making your payment. In no event shall Pennsylvania Institute of Technology. (PIT) be liable to any party for any direct, indirect, incidental, consequential, punitive or other damages including without limitation, any lost profits, lost savings, loss of information, etc. that are related to the use or the inability to use the content, materials and functions of the site or any linked website. Once you submit your payment it cannot be reversed. If you wish to place a stop payment order on your payment request after submission, you must contact your financial institution immediately.</p> <p><input checked="" type="checkbox"/> I accept the above payment agreement</p> <p>Continue</p> </div>	<p>3. Click Make a Payment</p> <p>4. Accept the Payment Agreement and click Continue. The Account Information page is displayed.</p>
<p>Online Payment Information</p> <p>Make my payment from <input type="text"/></p> <p>Add a Payment Method</p>	<p>5. First-time users will need to add a payment method before continuing</p>
<p>Payment Information</p> <p>We have the following credit card information on file.</p> <div> <p>There are currently no credit cards on file.</p> <p>+ Add a New Credit Card >></p> <p>Back to Account Information</p> </div>	<p>6. Select Add a New Credit Card</p>

<div> Payment</div>	
<div><div>Payment Information</div><div><div>* Indicates required information</div><div>Payment Method:*</div><div>Credit Card</div><div></div></div></div>	<div>7. Complete the Payment Information form. Most users will find demographic information pre-populated from their student file</div> <div>8. Add all required new information (identified with a red asterisk) and make any needed changes to existing information</div> <div>9. Click Continue</div>
<div><div>Account Information</div><div><div>* Indicates required information</div><div>Credit Card Type:*</div><div>Select a Credit Card Type</div><div>Account Number:*</div><div></div><div>Expiration Date:*</div><div>07</div><div>2020</div><div>Security Code:*</div><div></div><div>View Example</div><div>Name on Card:*</div><div>Stephen White</div></div></div>	
<div><div>Billing Information</div><div><div>* Indicates required information</div><div>Street Address 1:*</div><div>456 Yamato Rd</div><div>Street Address 2:</div><div></div><div>Street Address 3:</div><div></div><div>Street Address 4:</div><div></div><div>City:*</div><div>Bura</div><div>State/Province:*</div><div></div><div>Postal Code:*</div><div>33431</div><div>Country:*</div><div></div></div></div>	
<div><div>Contact Information</div><div><div>* Indicates required information</div><div>Email:</div><div>tkennison@campusmgmt.com</div></div></div>	
<div><div>Cancel</div><div>Continue</div></div>	

	<ol style="list-style-type: none"> 10. You will be returned to the <i>Make a Payment</i> screen 11. Select your credit card from the drop-down menu 12. Enter a payment amount 13. Click Pay. If the payment was successfully processed & approved by PayPal, an entry will be made to your ledger card in CampusNexus Student.
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5) Office 365

****Whenever you need to login to Office 365 go to www.Office.com to sign in.****

	<ol style="list-style-type: none"> 1) Open a web browser.
<p>Get started with Office 365 for free</p> <p>Students and educators at eligible institutions can sign up for Office 365 Education for free, including Word, Excel, PowerPoint, OneNote, and now Microsoft Teams, plus additional classroom tools. Use your valid school email address to get started today.</p> <p>Enter your school email address</p> <input type="text"/> <input type="button" value="GET STARTED"/> <p>NOT ELIGIBLE? SEE MORE OPTIONS ></p> <p>LEARN HOW TO BUY FOR SCHOOLS ></p>	<ol style="list-style-type: none"> 2) Go to www.microsoft.com/en-us/education/products/office 3) Type in your PIT.edu email.
<p>Are you a student or a teacher?</p> <p>Office 365 Education includes Microsoft Teams and other tools you need for your online classroom. Teams allows students and teachers to chat, work on assignments, and co-create documents. If you're an IT admin, sign up your school.</p> <p>I'm a student ☺ I'm a teacher ☺</p>	<ol style="list-style-type: none"> 4) Click on I'm a Student
<p>You have an account with us</p> <p>To get your free Office, sign in with your Office 365 user ID and password.</p> <p>Sign in ☺</p>	<ol style="list-style-type: none"> 5) Office 365 will now link your account with your PIT.edu email. 6) Click Sign In and login with your PIT.edu email credentials.

No need to sign up <small>You already have a license for Office 365 Education.</small> OK, got it ☺	Office 365 will alert you that there is no need to sign up.
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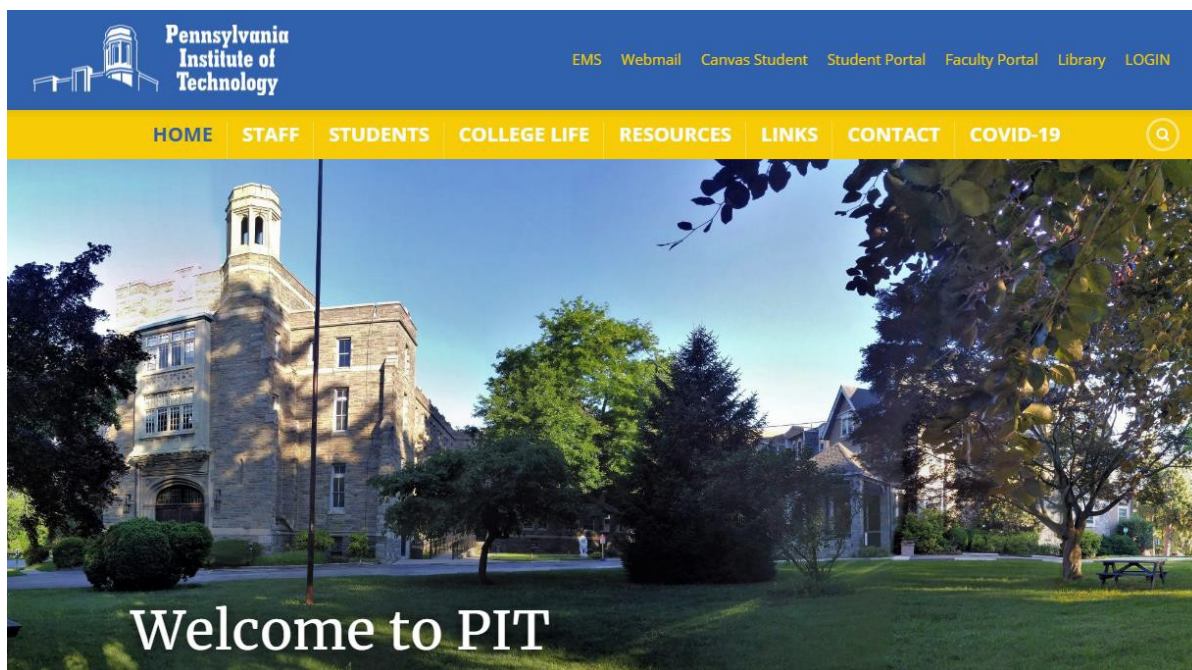
OneDrive

As a P.I.T. network user, you are also provided with a OneDrive account, which allows you to store documents in a personal location in the Office365 cloud. You can find more information about OneDrive here: <https://my.pit.edu/wp-content/uploads/information-technology/onedrive.pdf>

6) College Resource Website

<https://my.pit.edu>

The College Resource Website (<https://my.pit.edu>) is an online, internal resource created for our P.I.T. students. This website is designed as an information repository for events and services on campus and portal gateway to other network resources. Please take a few minutes to browse through this site to familiarize yourself with its contents and the resources available to you.



7) Mobile Devices

Most of P.I.T. online information is in mobile friendly, easily accessible format from your mobile phones and/or tablets. With that being said, you may want to pair your phone or tablet to your email and this is how you do it.

First download Microsoft Outlook from either the Apple or Android store.

Setup Outlook for iOS and Android

Outlook for iOS and Android gives you the power of Outlook on the go to keep everything in one place, stay organized, and have security you can trust. As you switch to Outlook from the Gmail app or the Mail app on iOS devices, these guides will help make the transition smooth.

To get started, make sure you have Outlook downloaded to your device. Whether you use an iOS or Android device, download the app [here](#).

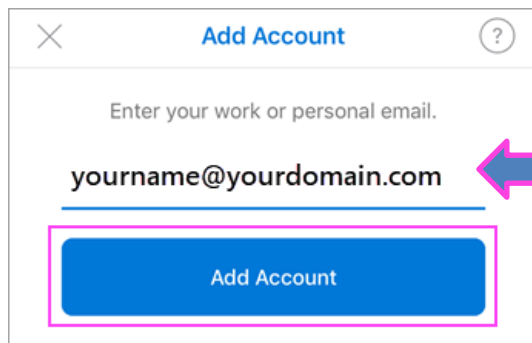
Note: Screenshots shown in this guide are for Outlook for iOS and Android.

Add your email account

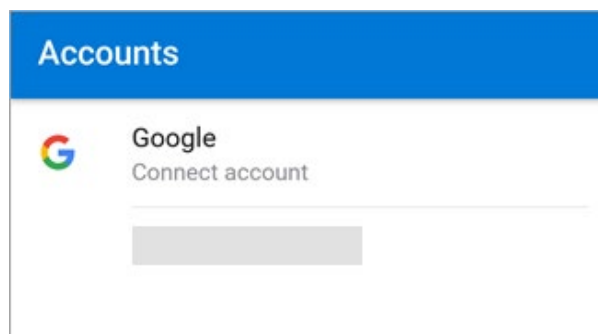
Depending on the device you are using, select one of the links below for help on adding your account:

[Set up email in the Outlook for Android app](#)

[Set up email in Outlook for iOS app](#)



Enter your P.I.T. email address here
(example: 22Smith@PIT.edu)



Add or switch between multiple accounts

1. To add an additional email account, tap your account menu in the top left corner in your Outlook app. Select the blue plus sign to add another account.
2. Once you have multiple accounts added, you can easily switch between them.

Tip: Tap an account icon to quickly switch to another account inbox. Long hold it to keep it open it to pick a different folder.

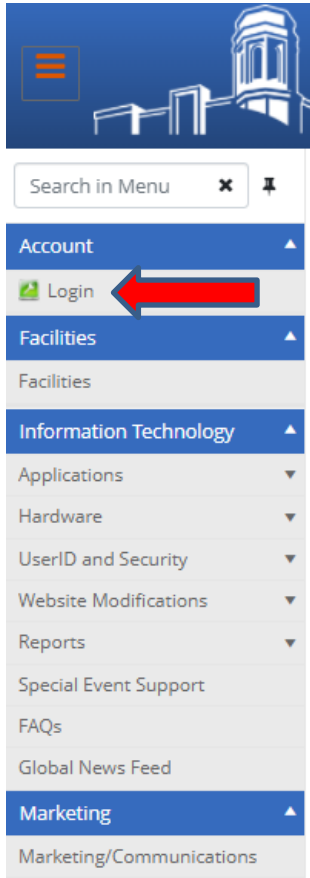
Canvas App


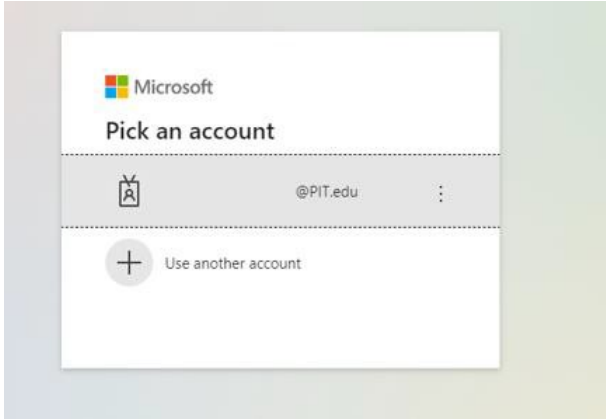
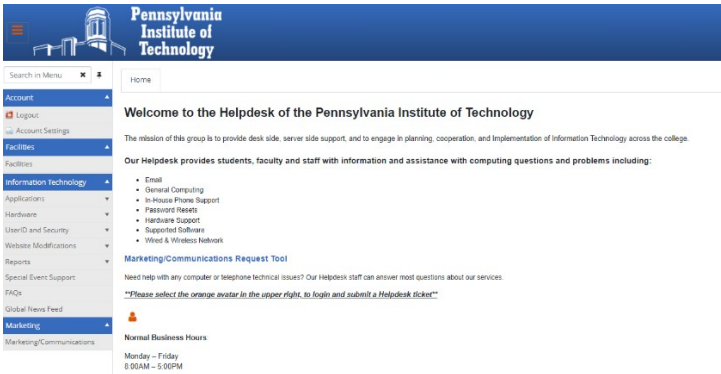
Canvas has its own app on the Apple/Android ecosystem. You can download the app on your phone and/or tablet and use the app to navigate the Canvas LMS.

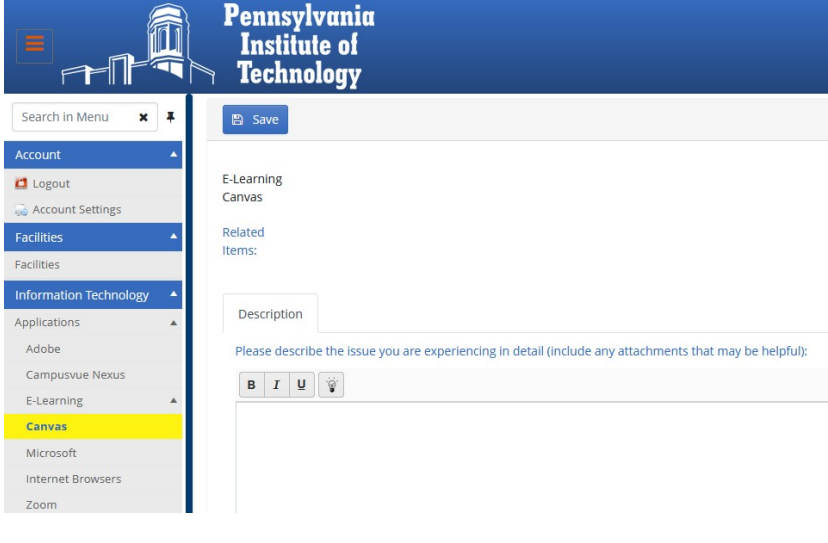
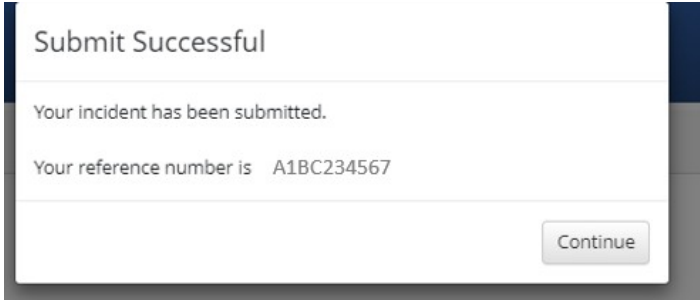
8) Opening A Ticket with the P.I.T. Helpdesk

Helpdesk tickets are managed via the P.I.T. Helpdesk system, which is accessed via <https://support.pit.edu>. The most efficient way to obtain service is to log in using your student credentials; however, there are situations that may prevent you from being able to log in. For example, you may have misplaced or forgotten your password, or the credentials themselves are not working. In these cases, you can access a Helpdesk form without logging in. Both scenarios are explained in the following sections.

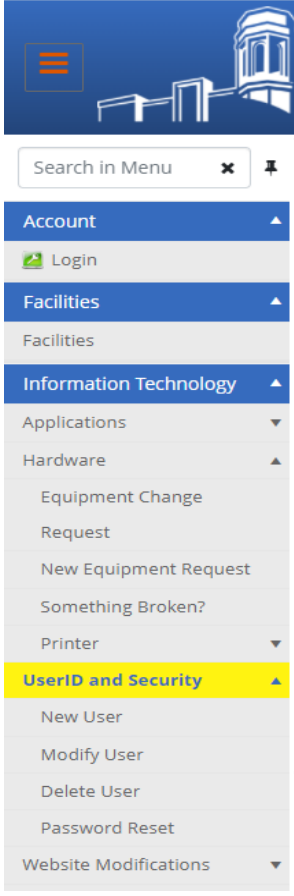
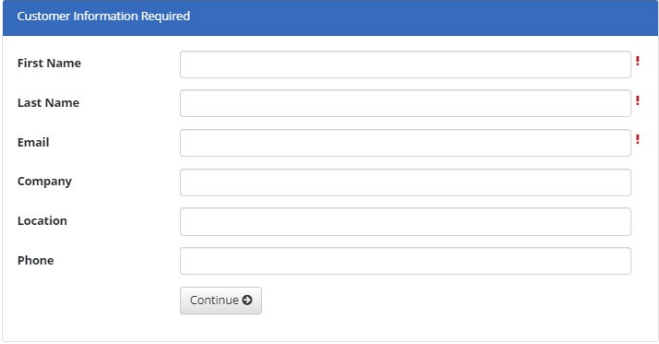
Opening a ticket as a logged in user:

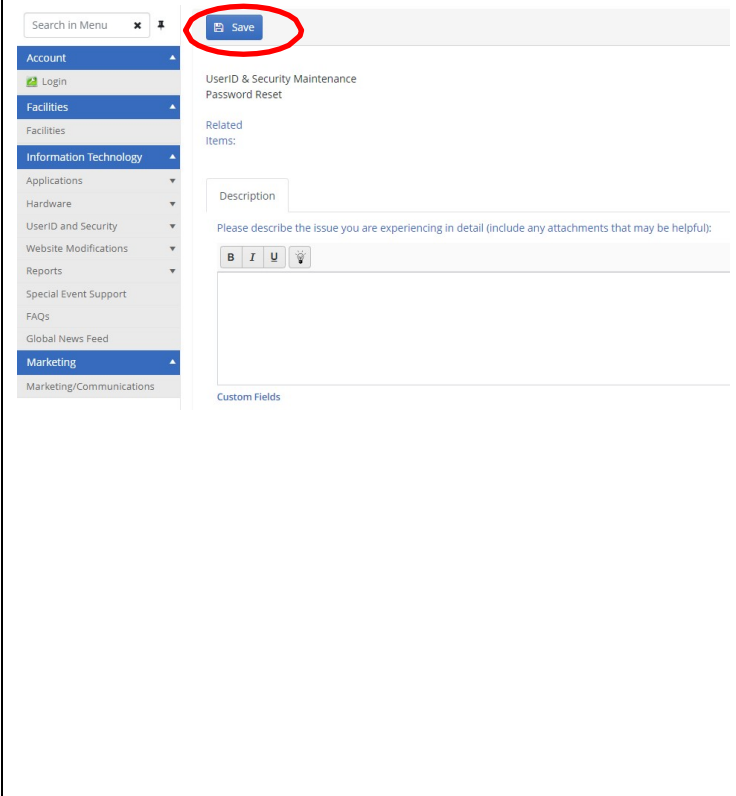
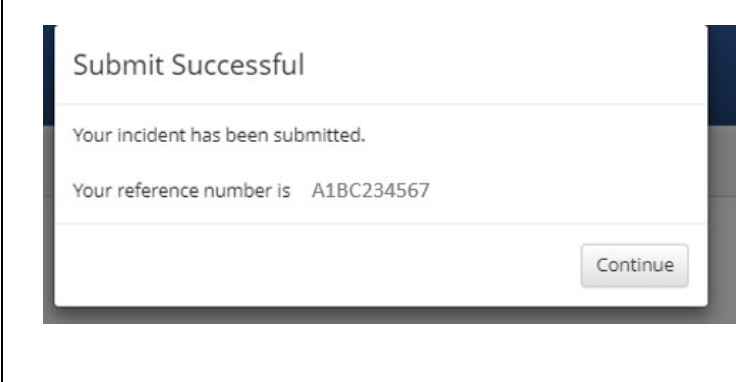
	Select the login button at the top of the menu
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	<p>Next, you will be asked to “Login with Microsoft”. Select that button and you will be re-directed to a sign-in page through Microsoft</p>
	<p>Once you are redirected to the Microsoft login screen, enter your full PIT email address and password.</p>
	<p>After entering your PIT email and password, you should be re-directed to the main helpdesk site</p>

	<p>You can now fill out your request.</p> <p>Note: <i>Be sure to enter details in the description box, as well as fill in any radio buttons, boxes, or drop downs that apply. Hit Save when you are complete.</i></p>
	<p>Once your ticket has been submitted successfully, you will receive a confirmation message with a ticket number for reference.</p> <p>Note: <i>Ticket information will not be visible unless you click the link in your email and are signed into the site with your windows username and password simultaneously.</i></p>

Opening a ticket without logging in (when username/password are not working or forgotten):

 <p>The screenshot shows a web application menu. At the top is a blue header with a logo and a search bar labeled 'Search in Menu'. Below the header are several menu categories: 'Account' (with a sub-item 'Login'), 'Facilities', 'Information Technology' (with sub-items 'Applications', 'Hardware', 'Equipment Change', 'Request', 'New Equipment Request', 'Something Broken?', 'Printer'), and 'UserID and Security' (highlighted in yellow, with sub-items 'New User', 'Modify User', 'Delete User', 'Password Reset', and 'Website Modifications').</p>	<p>Select the menu item with which you need assistance</p>
 <p>The screenshot shows a form titled 'Customer Information Required'. It contains six input fields: 'First Name', 'Last Name', 'Email', 'Company', 'Location', and 'Phone'. Each of the first three fields has a red exclamation mark icon to its right, indicating a required field. Below the 'Phone' field is a 'Continue' button with a right-pointing arrow.</p>	<p>Once you have selected the menu item, you will be prompted to enter your first name, last name, and email address. Company and Location information is not required.</p> <p>Note: <i>If you are opening a ticket to retrieve your account password, please enter an email address that you are able to access. The requested information will be directed to the email address entered in the form.</i></p> <p>Click Continue.</p>

	<p>After entering your information into the fields, you can fill out your request.</p> <p>Note: <i>Be sure to enter details in the description box, as well as fill in any radio buttons, boxes, or drop downs that apply. Hit save when you are complete.</i></p>
	<p>Once your ticket has been submitted successfully, you will receive a confirmation message with a ticket number for reference.</p> <p>Note: <i>Tickets submitted using this form will not be associated with your account history.</i></p>

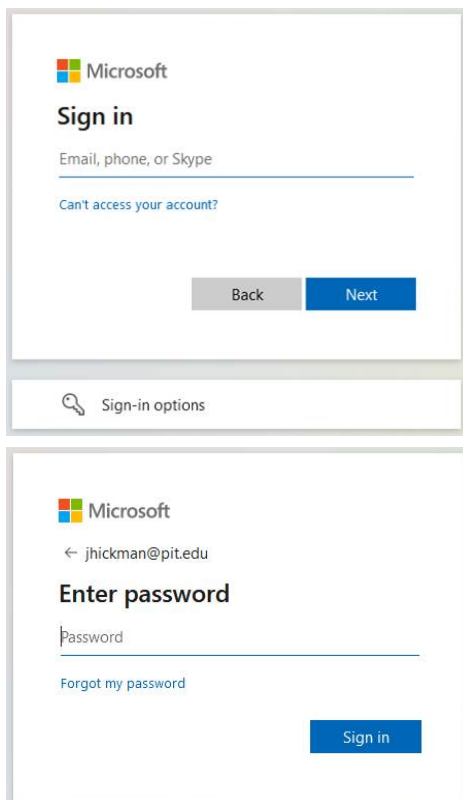
9) P.I.T. Photo IDs

The Pennsylvania Institute of Technology is pleased to announce P.I.T. Photo ID Card!

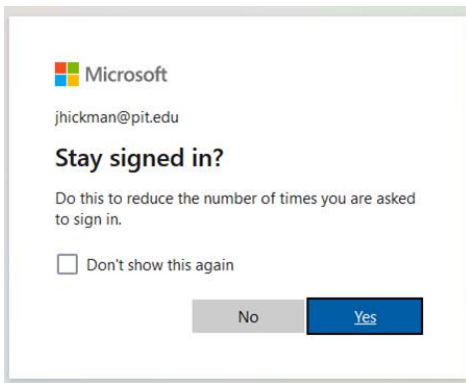
You can now go to my.pit.edu click on Resources and then click P.I.T. Photo IDs.



The site will now ask you for your P.I.T. Email Username and Password.



If this is your personal device click Yes otherwise click No.



The site will show you what your P.I.T. Photo ID will be used for and the Do's and Don't.

P.I.T. ID Card Guidelines

Photo IDs must be similar to Government Issued IDs and / or Passport photos.

DO

- Shoulders and head directly facing the camera
- Eyes open
- Background is plain and neutral
- Photo is in color and without filters
- Well lit
- Business Casual

DON'T

- Crop photo
- Sunglasses or other wear which distracts from the face.
- Head coverings and hats are acceptable only due to acknowledged religious beliefs, traditions or customs.
- Use hand gestures
- Include anyone else in the photo
- Pets

I have provided an example of how your picture should be submitted below otherwise your photo will be rejected.



Once submitted you will have a message on the website screen that it has been received and how to pick up your P.I.T. Photo ID Card when processed.

How to Pick up your P.I.T. Photo ID CARD

Once a photo has been approved you will be able to pick up your P.I.T. ID Card on campus at 800 Manchester Avenue, Media, PA 19063 from 9am to 3pm. Go into the main entrance and at the security desk present your driver license for verification. You will then have to sign out that you have picked up your P.I.T. ID Card. Security will then present you with your P.I.T. ID Card.

We have received your photo and will process it as soon as possible. We will update the message on this page when your photo has been processed, please check back daily.

If it has been accepted you will receive a message on the website stating your P.I.T. Photo ID Card is ready for pickup.

“We have processed your photo and it is available for pickup. For pickup days and times please see the above section ‘How to pick up your P.I.T. ID CARD.’”

If the photo has been rejected you will get an email of the reason it was rejected.