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 <u>not</u> 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 <u>different</u> from the Student Portal account**
3. **Capitalization is important for passwords**
4. **Entering an incorrect password ten times will <u>lock your account</u> 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 **<u>EIGHT</u>** 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**

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

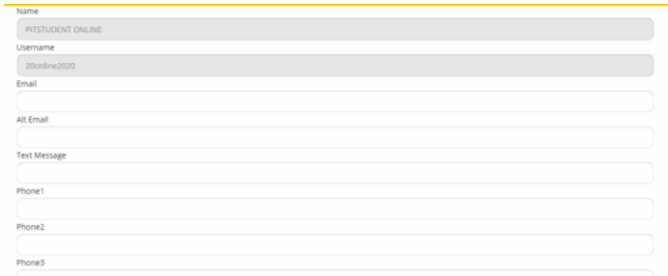| Emergency Messaging System (EMS)	**Used to:** Notify students in case of emergencies that interrupt student experience.
Network Login / E-mail	**Used to:** Login to Access Webmail and the EMS system.
Canvas	**Used to:** Take online/blended learning courses through Canvas
Student Portal	**Used to:** 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.
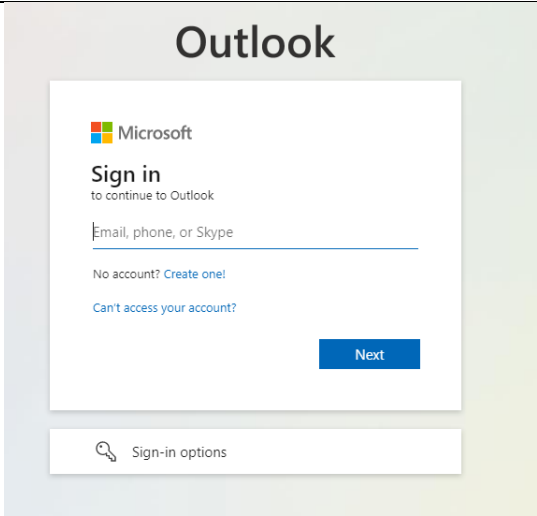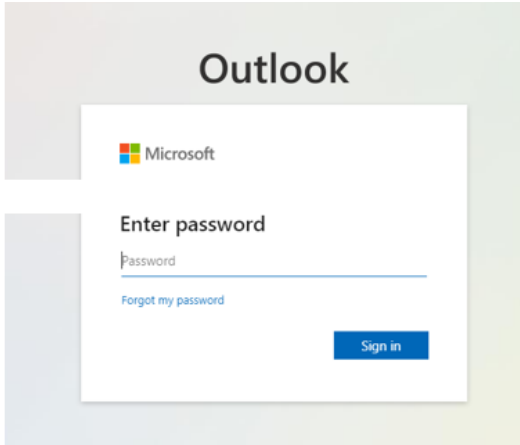
Updating Your Contact Information:

	1. Open a Web Browser 2. Go to 'https://my.pit.edu'
EMS Webmail Canvas Student Student Portal	3. Click on the "EMS" link.
Username: Password: LOG IN	4. Login with your **P.I.T. Email** for the username field and password. 5. Update your contact information.
Name PITSTUDENT ONLINE Username 20online2020 Email Alt Email Text Message Phone1 Phone2 Phone3	6. Update your contact information. 7. Click on "Submit" when done.
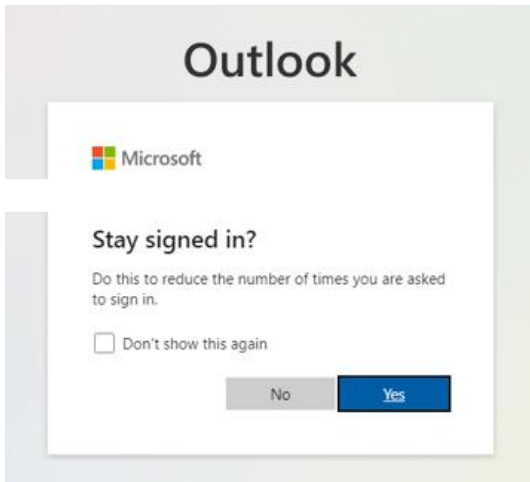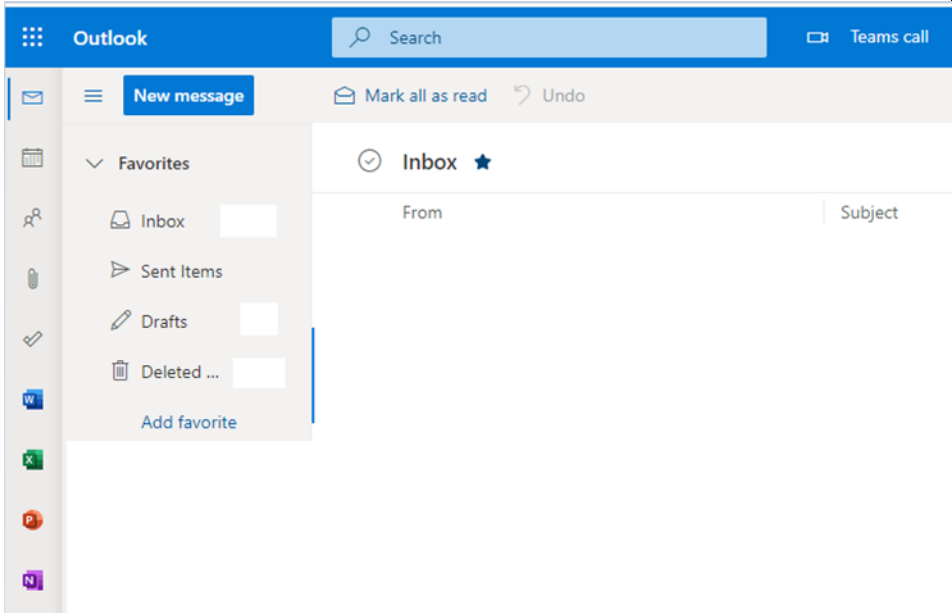
2) Email

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

	1. Open your Internet Browser. 2. Go to "https://my.pit.edu"

EMS Webmail Canvas Student Student Portal	3. Click on the "Webmail" link. **You will first be prompted to authenticate via Microsoft services.**
Outlook — Microsoft Sign in to continue to Outlook — Email, phone, or Skype — No account? Create one! — Can't access your account? — Next — Sign-in options	4. In the Microsoft authentication prompt, enter your **Windows Username** and Password in the required fields. 5. Click the "Next" button to sign into your email account.
Outlook — Microsoft — Enter password — Password — Forgot my password — Sign in	6. Enter your password. 7. Click "Sign in"
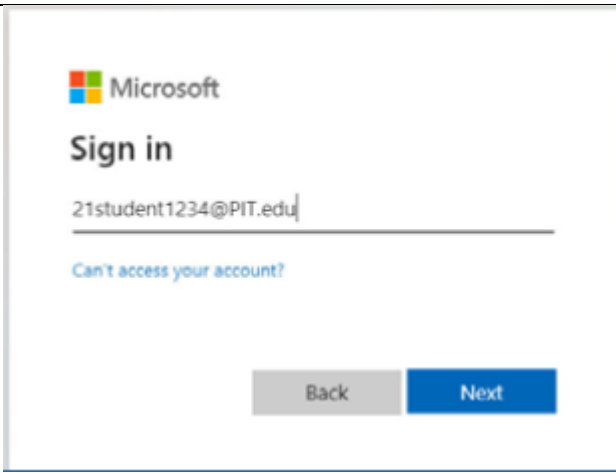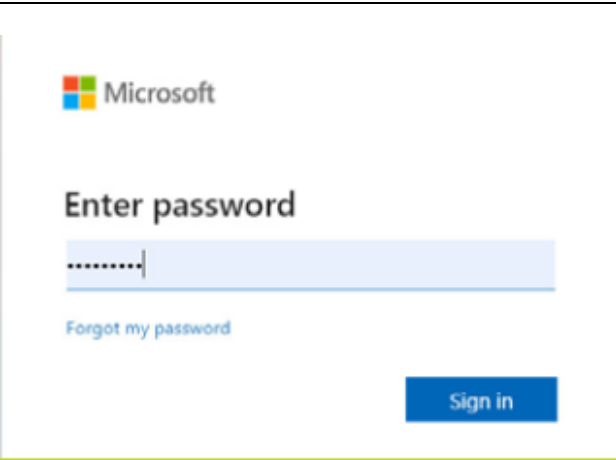
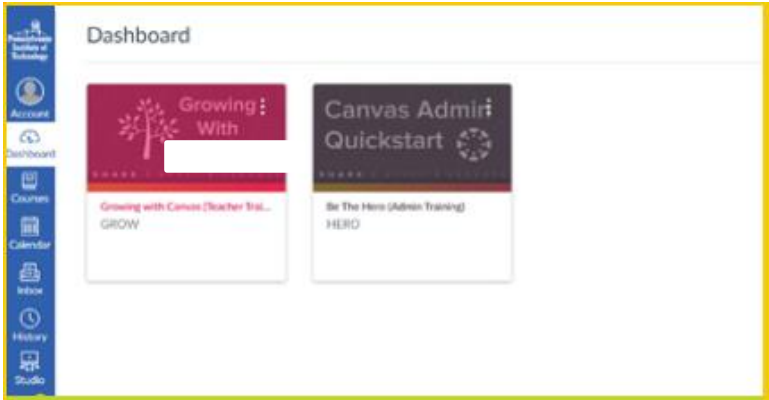|	
	8. Click "Yes". 9. Your P.I.T. email will now load.
	10. You are now able to send & receive email from your P.I.T. account.

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

	1. Open your Internet Browser. 2. Go to "**https://my.pit.edu**"
EMS Webmail Canvas Student Student Portal	3. Click on the "**Canvas Student**" link. **You will first be prompted to authenticate via Microsoft services.**
Microsoft Sign in 21student1234@PIT.edu Can't access your account? Back Next	4. In the Microsoft authentication prompt, enter your **P.I.T. EMAIL** address and click "**Next**".
Microsoft Enter password •••••••• Forgot my password Sign in	5. Enter your **P.I.T. Email** password and click "**Sign in**"

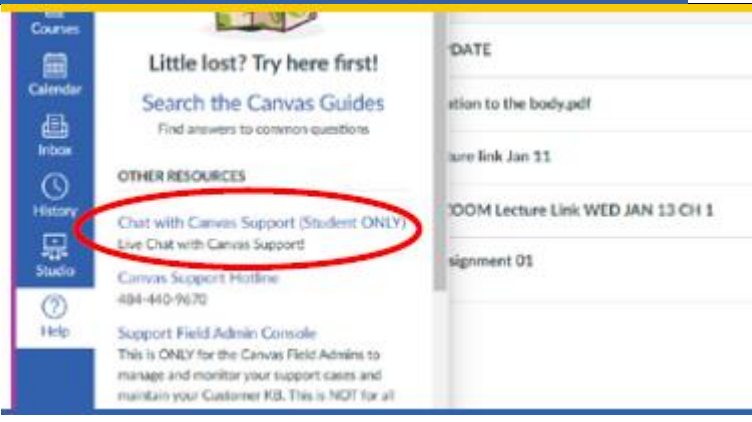|	
	6. You will be redirected to your **"Canvas Dashboard"**. This is where all of your courses will be located for easy access.
	7. Click on any course to access its contents.

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.
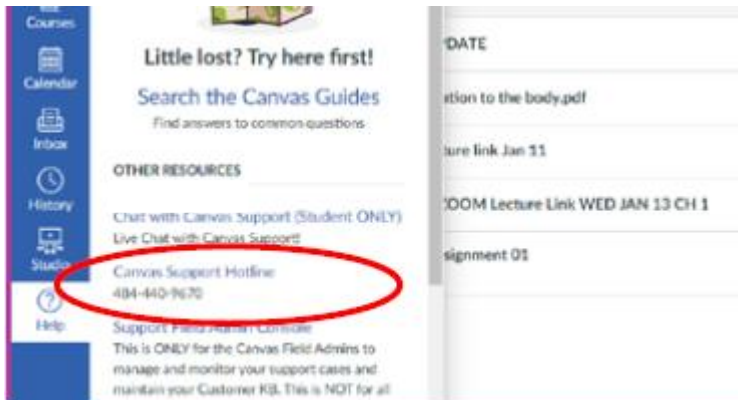
24/7 Canvas Support

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

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

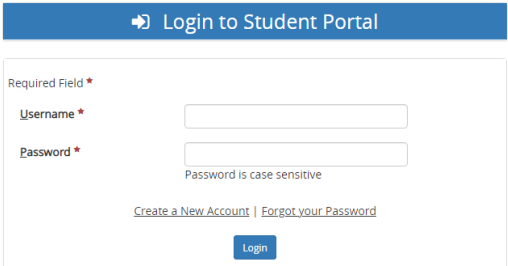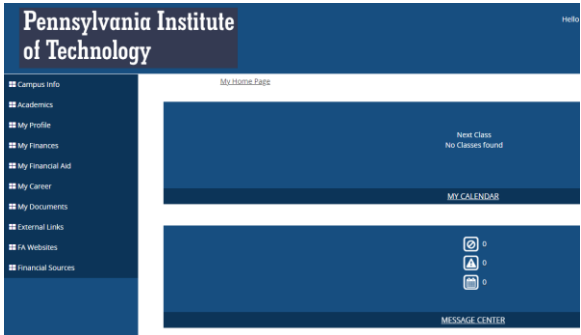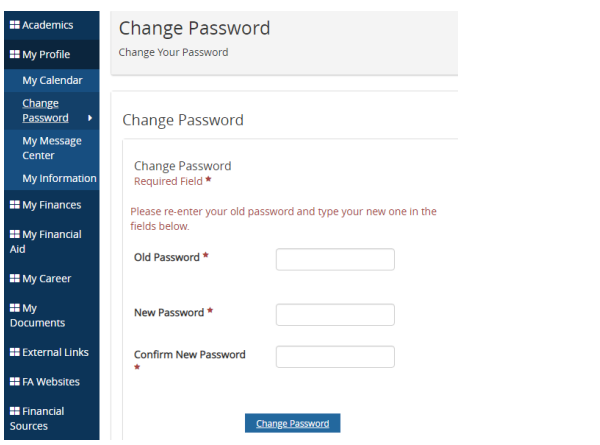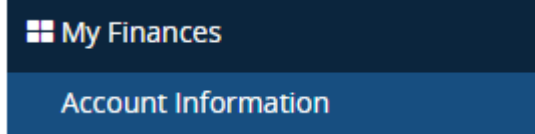|	
	4. If you need to speak directly with a Support Team member, you can call: **484-440-9670**. Support is available 24/7!

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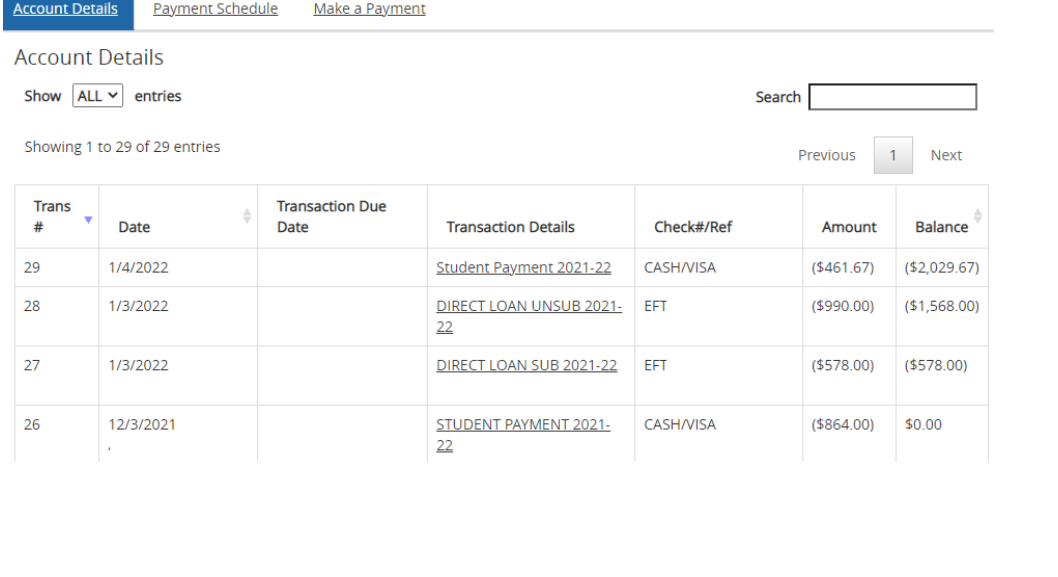
The Student Portal is a web page integrated with our grading, billing and information systems. On the Student Portal, students can check grades, registration, billing and more. It is important to remember your access credentials to the student portal, because we publish your 1098T tax information to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

Accessing the Student Portal

EMS Webmail Canvas Student Student Portal	1) Using your web browser, navigate to "https://my.pit.edu" webpage. Click on "Student Portal"
Login to Student Portal	2) Enter your student username and password 3) Click Login
Pennsylvania Institute of Technology	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
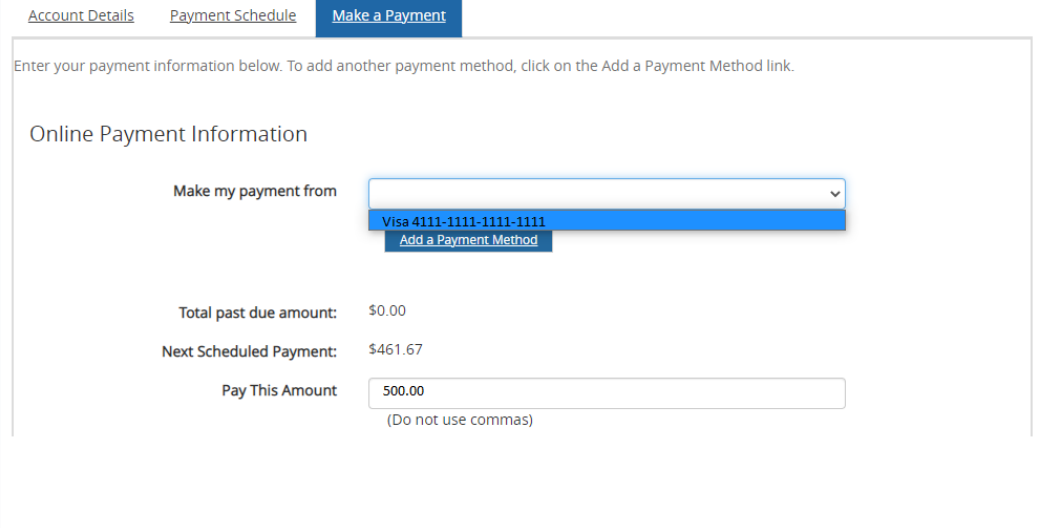
	6) To change your Student Portal password, expand the 'My Profile' option 7) Click 'Change Password'
	8) Enter your old password 9) Choose and enter a new password 10) Enter the new password again 11) Click 'Change Password'

View Your Account Details and Make Payments via the Student Portal

	1. Choose **Account Information**
	2. Your account history is displayed, including charges and payments

Account Details   Payment Schedule   **Make a Payment**

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.

☑ I accept the above payment agreement

Continue

3. Click **Make a Payment**
4. Accept the **Payment Agreement** and click **Continue**. The Account Information page is displayed.

Online Payment Information

Make my payment from   [⌄]

Add a Payment Method

5. First-time users will need to **add a payment method** before continuing

Payment Information

We have the following credit card information on file.

+ Add a New Credit Card >>

There are currently no credit cards on file.

Back to Account Information

6. Select **Add a New Credit Card**

Payment

Payment Information
Indicates required information

Payment Method:*	Credit Card ⌄

Account Information
Indicates required information

Credit Card Type:*	Select a Credit Card Type ⌄
Account Number:*	
Expiration Date:*	07 ⌄ 2020 ⌄
Security Code:*	
	👁 View Example
Name on Card:*	Dwyane Wade

Billing Information
Indicates required information

Street Address 1:*	456 Yamato Rd
Street Address 2:	
Street Address 3:	
Street Address 4:	
City:*	Bura
State/Province:*	⌄
Postal Code:*	33431
Country:*	⌄

Contact Information
Indicates required information

Email:	tkennison@campusmgmt.com

Cancel Continue

7. Complete the Payment Information form. Most users will find demographic information pre-populated from their student file

8. Add all required new information (identified with a red asterisk) and make any needed changes to existing information

9. Click **Continue**

Account Details   Payment Schedule   **Make a Payment**
 	
Enter your payment information below. To add another payment method, click on the Add a Payment Method link.
 	
Online Payment Information
 	
Make my payment from   [Visa 4111-1111-1111-1111 ▼]
     Add a Payment Method
 	
Total past due amount: $0.00
Next Scheduled Payment: $461.67
Pay This Amount   [500.00]
     (Do not use commas)
	10. You will be returned to the *Make a Payment* 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.

5) Office 365

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

(browser icons: Chrome, Edge, Firefox)	1) Open a web browser.
Get started with Office 365 for free 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. Enter your school email address [_____] GET STARTED NOT ELIGIBLE? SEE MORE OPTIONS > LEARN HOW TO BUY FOR SCHOOLS >	2) Go to www.microsoft.com/en-us/education/products/office 3) Type in your PIT.edu email.
Are you a student or a teacher? 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. I'm a student ⊕ I'm a teacher ⊕	4) Click on I'm a Student
You have an account with us To get your free Office, sign in with your Office 365 user ID and password. Sign in ⊕	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 You already have a license for Office 365 Education. OK, got it ⊕	Office 365 will alert you that there is no need to sign up.

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.
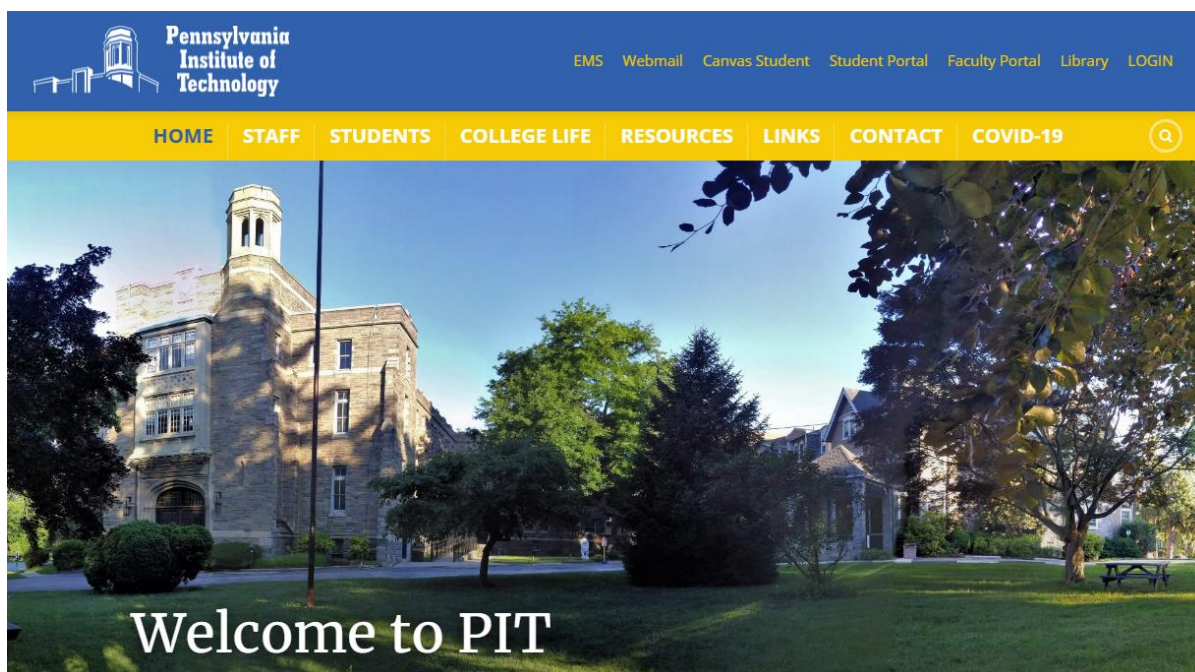
7) Mobile Devices

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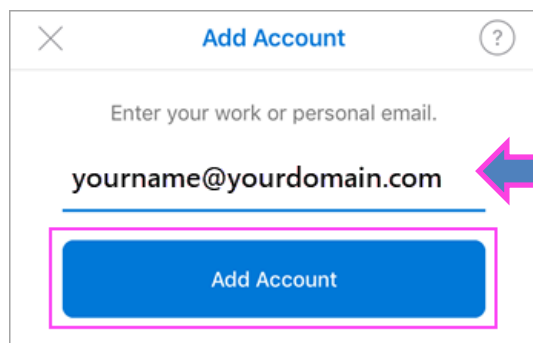
Note: Screenshots shown in this guide are for Outlook for iOS and Android.

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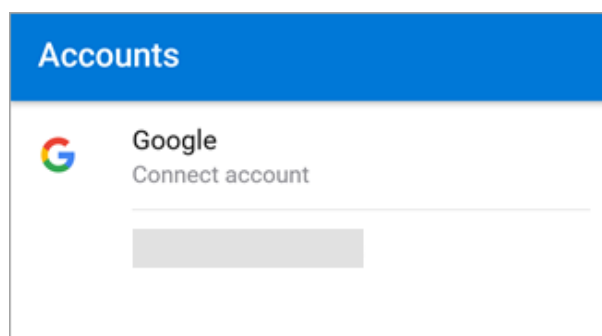
Depending on the device you are using, select one of the links below for help on adding your account:

Set up email in the Outlook for Android app

Set up email in Outlook for iOS app

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.
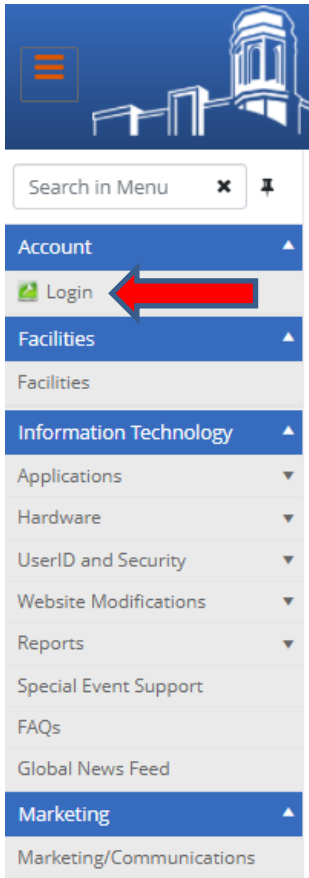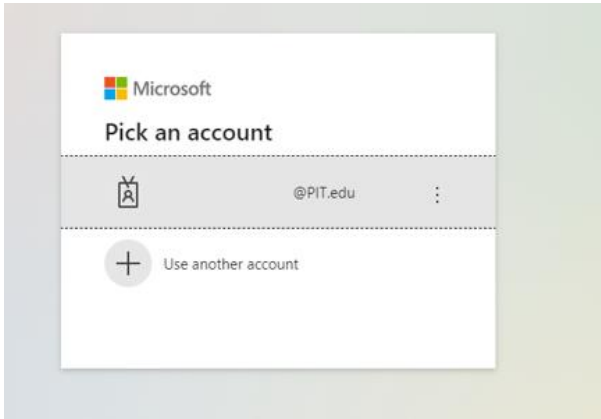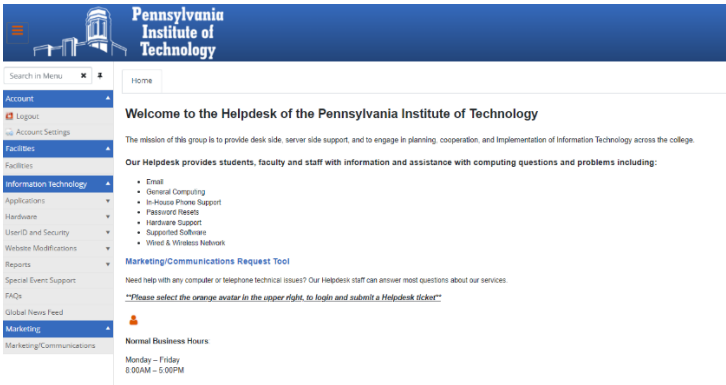
8) Opening A Ticket with the P.I.T. Helpdesk
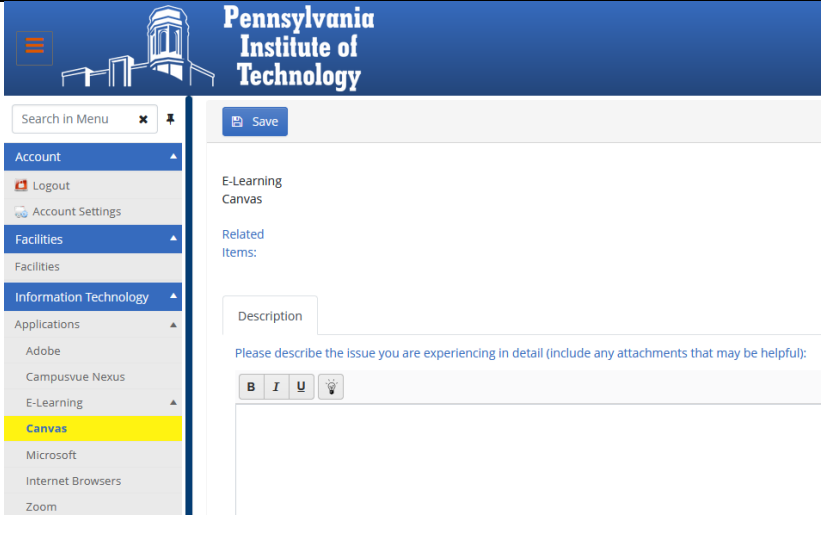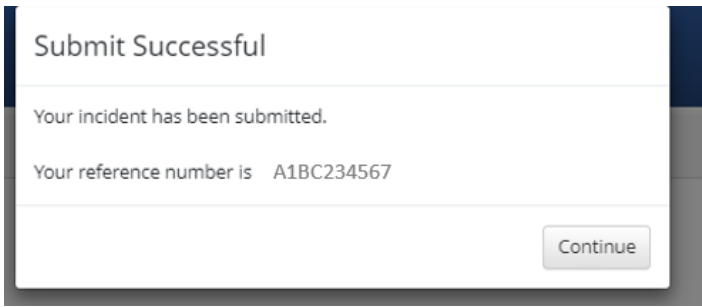
<mark>Helpdesk tickets are managed via the P.I.T. Helpdesk system, which is accessed via</mark> *https://support.pit.edu.* The most efficient way to obtain service is to log in using your student credentials; however, there are situations that may prevent you from being able to log in. For example, you 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:
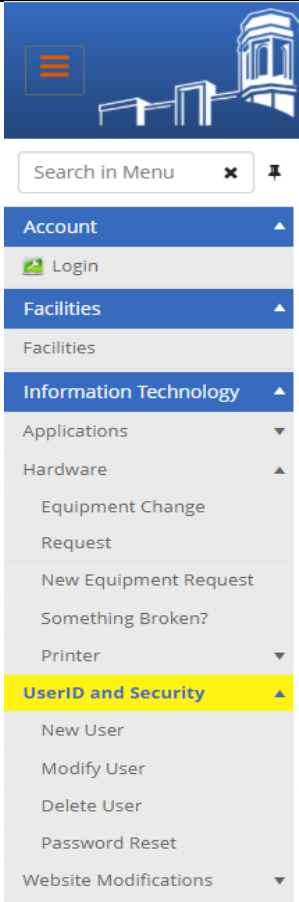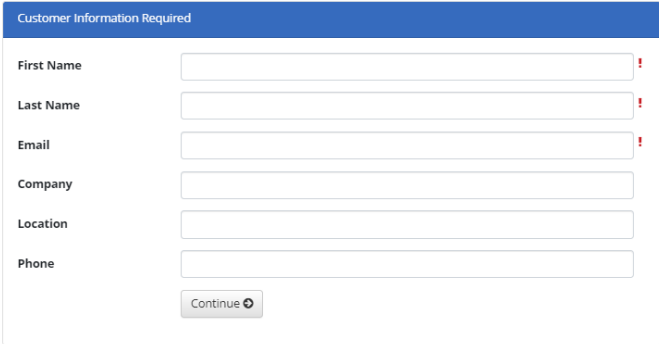
Search in Menu	Select the login button at the top of the menu
Account ▲	
🔲 Login	
Facilities ▲	
Facilities	
Information Technology ▲	
Applications ▼	
Hardware ▼	
UserID and Security ▼	
Website Modifications ▼	
Reports ▼	
Special Event Support	
FAQs	
Global News Feed	
Marketing ▲	
Marketing/Communications	

	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
	Once you are redirected to the Microsoft login screen, enter your full PIT email address and password.
	After entering your PIT email and password, you should be re-directed to the main helpdesk site

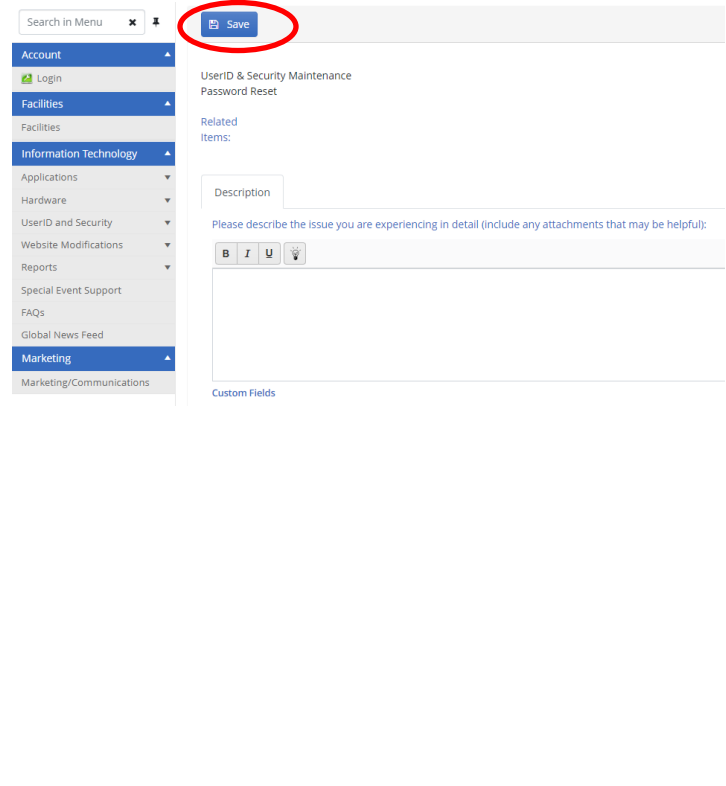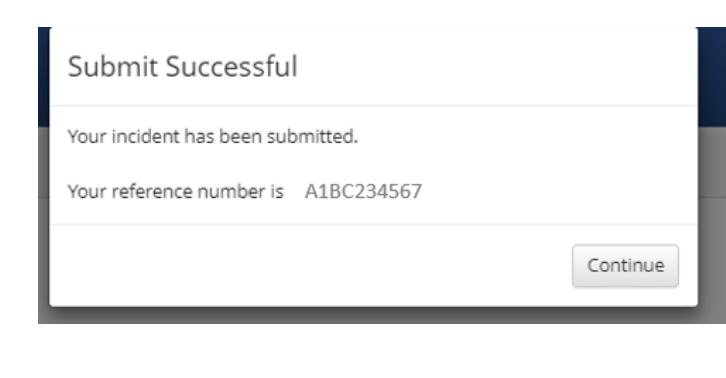|	
Pennsylvania Institute of Technology Search in Menu **Account** Logout Account Settings **Facilities** Facilities **Information Technology** Applications Adobe Campusvue Nexus E-Learning **Canvas** Microsoft Internet Browsers Zoom Save E-Learning Canvas Related Items: Description Please describe the issue you are experiencing in detail (include any attachments that may be helpful): B I U	You can now fill out your request. <u>**Note:**</u> *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.*
Submit Successful Your incident has been submitted. Your reference number is A1BC234567 Continue	Once your ticket has been submitted successfully, you will receive a confirmation message with a ticket number for reference. <u>**Note:**</u> *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.*

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

Select the menu item with which you need assistance

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.

Note: *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.*

Click Continue.

Search in Menu ✕ 📌 💾 Save **Account** 📷 Login **Facilities** Facilities **Information Technology** Applications ▼ Hardware ▼ UserID and Security ▼ Website Modifications ▼ Reports ▼ Special Event Support FAQs Global News Feed **Marketing** Marketing/Communications UserID & Security Maintenance Password Reset Related Items: Description Please describe the issue you are experiencing in detail (include any attachments that may be helpful): **B** *I* U 💡 Custom Fields	After entering your information into the fields, you can fill out your request. **Note:** *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.*
Submit Successful Your incident has been submitted. Your reference number is A1BC234567 Continue	Once your ticket has been submitted successfully, you will receive a confirmation message with a ticket number for reference. **Note:** *Tickets submitted using this form will not be associated with your account history.*