



TECHNOLOGY TO HELP YOU GET STARTED

New2KU.ku.edu

myKU PORTAL

The myKU portal is a central hub for information at KU. Use the myKU portal to access services such as Enroll & Pay, academic resources, parking permits and much more. Log in to the myKU portal at my.ku.edu.

ACCESSING KU EMAIL

Your KU email account is the official communication channel for important information from the University. You can check your email online at mail.ku.edu or through a variety of mobile devices and email clients. For configuration instructions and more information, visit email.ku.edu.

MyIDENTITY SERVICES

Visit myidentity.ku.edu to manage your KU online accounts. There you can also:

- Change your password.
- Set up challenge questions for recovering a forgotten password.
- Create up to three personal email aliases.

BLACKBOARD

Blackboard is KU's learning management system. Many instructors use Blackboard to organize and distribute course materials. Go to blackboard.ku.edu for more information. Access Blackboard from your mobile devices with the free Blackboard mobile app available through mobileplaza.ku.edu.

WIRELESS ACCESS

Free access to the secure JAYHAWK wireless network is available in most campus locations, including academic and administrative buildings, libraries, student unions and outdoors. For a complete map and connection instructions, visit wireless.ku.edu.

SOFTWARE AT KU

Before you purchase software anywhere else, visit software.ku.edu to see what free and discounted software is available to students, as well as a list of software available in campus computer labs.

MICROSOFT OFFICE 365 - Students have free access to Office 365 at mycommunity.ku.edu. There they can download Office programs, including Word, Excel, PowerPoint and OneNote, to their personal devices.

PERSONAL FILE STORAGE

Students have 1TB of free personal file storage space via Microsoft's OneDrive for Business. Students can share files on OneDrive for Business with others at KU and external contacts. OneDrive for Business is integrated with Office 365 for editing and co-authoring documents. Access OneDrive for Business and more at mycommunity.ku.edu.

COMPUTER SECURITY

For information and tips about how to protect yourself in the digital world, visit our technology security site at security.ku.edu.

COMPUTER LABS

More than 40 computer labs across campus provide access to email, internet and a variety of software. For a complete list of computer lab locations, hours, printing information and more, visit computerlabs.ku.edu.

VIRTUAL LAB - With Virtual Lab you can remotely access some of the most popular campus software using a laptop, desktop computer or mobile device—anytime and anywhere you have an internet connection. Log in to Virtual Lab with your KU Online ID at virtuallab.ku.edu.

PRINTING ON CAMPUS

Multifunction printers that print, copy and scan are available in computer labs, libraries and a number of stand-alone locations across campus. With KU's Print from Anywhere service, you can print to multifunction printers from any device, wherever you have internet access. For a list of printer locations and more information about printing at KU, visit print.ku.edu.

MEDIA PRODUCTION STUDIO

The Media Production Studio provides workspace and software for students, faculty and staff to shoot, edit and produce digital video and audio projects. Knowledgeable staff members are available 8 a.m. to 5 p.m. weekdays to assist you with your multi-media project. To learn more, visit mps.ku.edu.

KU IT ON SOCIAL MEDIA

Follow KU IT on Twitter, Facebook and Instagram, and stay connected to the latest campus technology news, including system updates and tech tips.

twitter.com/KUTechnology
facebook.com/KUTechnology
instagram.com/kutechnology

Technology Help at KU



SUPPORT BY PHONE OR EMAIL

The **KU IT Customer Service Center** provides technical help seven days a week*. Contact us at 785-864-8080 or itcsc@ku.edu.

Hours:

Monday - Thursday: 8 a.m. – 8 p.m.

Friday: 8 a.m. – 5 p.m.

Saturday: 10 a.m. – 6 p.m.

Sunday: Noon – 8 p.m.

** Except holidays*

SUPPORT IN-PERSON

Students can get technical support in person at the **IT Customer Service Walk-up Desk** located on the third floor of Anschutz Library. *Walk up service at the KU IT Customer Service Center will be unavailable when Anschutz Library is closed.*

ONLINE SUPPORT

Find answers to questions and solutions to many technical issues by searching the KU IT Knowledge Base at knowledgebase.ku.edu. Visit technology.ku.edu for a full listing of available technology services and resources.

NEED HELP WITH INTERNET IN YOUR RESIDENCE HALL?

Contact KU's third-party service provider, Apogee, at support@myresnet.com, 1-855-643-2149, or schedule a call by texting 'ResNet' to 84700.