askIT Knowledge Base

Information Technology Services

Find answers, instructions, and troubleshooting information about IT services at the University at Albany. For full service descriptions, visit the ITS Service Catalog.

Administrative and Business

Student Information Systems (PeopleSoft/IAS) and more.

Communication and Collaboration

UAAlbany Mail, OneDrive for Business, Zoom, Microsoft Teams, and more.

Desktop and Mobile Computing

Desktop and Mobile Device Support, Hardware Lifecycle Services, Printing and Related Services, Software and Applications Distribution.

Information Security

Identity and Access Management, Secure Computing and more.

Infrastructure

Data Center Services, GlobalProtect VPN, UAAlbany WiFi and more.

Research

High-performance computing, Data visualization and more.

Teaching and Learning

Brightspace, Classroom & Learning Spaces Technology, and more.

UAlbany-CNSE Reunification and ITS Support

See the Reunification Timeline for ITS Support and other information on the transition to UAAlbany IT services.