Information Technology Services askIT

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

- Administrative and Business
  - EMS (Event Management Systems), Student Information Systems (PeopleSoft/IAS) and more.

- Communication and Collaboration
  - UAlbany Mail, OneDrive for Business, Zoom, Microsoft Teams, and more.

- Desktop and Mobile Computing
  - Desktop and Mobile Device Support, Printing and Related Services, Software and Applications Distribution.

- Infrastructure
  - Data Center Services, GlobalProtect VPN, UAlbany WiFi and more.

- Information Security
  - Identity and Access Management, Secure Computing and more.

- Research
  - High-performance computing, Data visualization and more.

- Teaching and Learning
  - Blackboard, Classroom Technology and Support, Test Scanning and more.

- Get Started
  - Get Ready with ITS
  - Reconnecting to the University Network
  - Password and NetID
  - 2-Step Login
  - Blackboard
  - Install Microsoft Office 365 Apps
  - ITS Software Catalog
  - OneDrive for Business
  - UAlbany WiFi
  - UAlbany Mail
  - GlobalProtect VPN
  - Zoom
  - Quick Login Links

A-Z list of all ITS services

Need more help? Contact the ITS Service Desk.