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.

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

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

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

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

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

**Information Security**
Identity and Access Management, Secure Computing 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.

askIT Home | ITS Service Catalog | ITS Software Catalog | ITS Forms | ITS Systems Status | ITS Website