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.

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.

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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.

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.

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