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.

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**Administrative and Business**

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

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**Infrastructure**

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

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**Communication and Collaboration**

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

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**Research**

High-performance computing, Data visualization and more.

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**Desktop and Mobile Computing**

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

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**Teaching and Learning**

Blackboard, Classroom Technology and Support, Test Scanning and more.

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**Information Security**

Identity and Access Management, Secure Computing and more.

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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.