University of Dubuque Technology Guide

UD Help Desk • 563-589-3737 • helpdesk@dbq.edu • www.dbq.edu/tech • 105 Van Vliet Hall

First time User

- http://mycampus.dbq.edu
- Click on Account Activation under the sign in bar
- Enter your ID number, Next
- Enter your Username, Next
- Enter new password

> **Name:**
> **UD ID:**
> **Username:**
> **Password -** Follow First-time User instructions to setup your password

Password must be a minimum of 6 characters and contain at least 3 of the following 4 categories: -
- - Uppercase character
- - Lowercase character
- - Number
- - Special character

UD Email

- Use your UD email to communicate with your professors and classmates
- To check your email, go to https://email.dbq.edu
- Enter your email address (username followed by @dbq.edu) and password to log in

MyUD

- Use MyUD to access course schedules, financial aid information, and grades
- To view MyUD, go to https://my.dbq.edu
- Enter your username and password at the top right of the page to log in
- For more information, contact the Registrar's Office, registrar@dbq.edu or 563-589-3178

Canvas

- Use Canvas to access your courses online
- To view your courses online, go to https://my.dbq.edu
- Click the Canvas link under Quicklink in the gray box along the left hand side
- For more information or for assistance, contact HelpDesk@dbq.edu

Other Helpful Information

Internet and Wi-Fi

The University of Dubuque's Wi-Fi network is called **UD_WiFi.** Do NOT connect to UD_Guest. When you connect your computer to the school's UD_WiFi for the first time, you must download and install a program (ClearPass) which will verify that your computer is updated and allowed on the network. Refer to the following link: https://www.dbq.edu/CampusLife/OfficeOfTechnology/ for more information on connecting wireless devices to the network.

Saving

Save all files to your **Y:\ drive (My Documents)**, where you can also create new folders. Do **not** save to C:\ or A:, as lost files there cannot be restored. To make sure your work is backed up, save important files to both your **Y:\ drive** and **OneDrive through Office 365 at email.dbq.edu**.

Printing

There are printers available in the school computer labs. Each student has a print account which begins with 250 points each semester. Every time you print a page, one point is deducted from the account (the color printers deduct five points per page). To purchase additional print points, please stop by the Student Accounts office on the second floor of Smith Hall. 250 points costs $7.50.