

Need Help?

Contact the IT Service Desk

Web: www.mcgill.ca/it/forms
Email: ITSupport@mcgill.ca

Walk-in Downtown: 688 Sherbrooke W., room 285

Walk-in Macdonald: Macdonald Stewart 2-025

Search the IT Knowledge Base

Detailed descriptions of all centrally-supported IT Services, How-To instructions, FAQs and more.

Available 24X7 at kb.mcgill.ca/it

Email

Your McGill email address is the official email address the University uses to communicate with you. It is your responsibility to check it regularly.

How to access your McGill email:

Sign in to the Office 365 portal at <https://portal.office.com> and click the Mail icon

or
Select the Mail tab in the **myMcGill** portal. You can also use an email application on your computer or smart device.

For more information

kb.mcgill.ca/it/email-students

Information Security

Learn about IT Security threats targeting McGill and how you can protect yourself from fraud, viruses and more.

www.mcgill.ca/it/information-security

FREE Antivirus software

Download and install at kb.mcgill.ca/it/antivirus

For more information

kb.mcgill.ca/it/security-awareness

IT News / Announcements

Check for notices about scheduled maintenance, system outages and new services on the **myMcGill** portal and on the IT Services web page:

www.mcgill.ca/it

McGill IT Services for Students www.mcgill.ca/it



Welcome to McGill IT Services

www.mcgill.ca/it

Who we are

McGill IT Services provides the University with essential information technology services.

Find a complete listing at:

www.mcgill.ca/it

Getting started with IT Services:

www.mcgill.ca/it/get-started-it/students

Contact: ITSupport@mcgill.ca

McGill IT Knowledge Base

kb.mcgill.ca/

Search by keyword or Article #



Office 365 @ McGill



FREE access to full versions of Office 2016 applications and additional Microsoft tools

portal.office.com



Software

McGill-wide site licensing provides free access to various applications.

The McGill bookstore also sells educationally priced software.

kb.mcgill.ca/it/software

Signing into McGill systems

Your McGill username and password are used to log in to most McGill systems and sites, including myMcGill portal and myCourses.

McGill Username:

firstname.lastname@mail.mcgill.ca

Don't know your Username or Password?

1. Log in to Minerva with ID # and Minerva PIN
2. Go to Personal Menu
3. Select Password for McGill Username

For more information

kb.mcgill.ca/it/view-username



Get Connected

WiFi setup

kb.mcgill.ca/it/wireless

- WiFi on campus (wpa.mcgill.ca)
- WiFi on shuttle bus (wpa.bus.mcgill.ca)
- WiFi in REZ (wpa.rez.mcgill.ca)

Virtual Private Network

Connect to the VPN to access restricted resources from off campus.

kb.mcgill.ca/it/vpn

Public Computers

Available in Libraries and throughout campus

kb.mcgill.ca/it/computer-labs



myCourses

Online access to course materials, class lists, discussions, calendars, and more.

Connect to myCourses several ways:

1. From any McGill web page, click **Quick Links** then **myCourses** at the top of the page.
2. From the **myMcGill** portal, click **myCourses** on the left sidebar.
3. Go to <https://mycourses2.mcgill.ca>

For more information

kb.mcgill.ca/it/mycourses-students



Minerva

McGill's main administrative system: View/update your contact information, access academic records and accounts, register for classes, and more.

Accessible from **myMcGill** portal or from the **Quick Links** menu at the top of any McGill website.

uPrint

McGill's campus-wide copy and print management service.

Print from anywhere on campus or email print jobs to:

uprint.mono@mcgill.ca or uprint.colour@mcgill.ca

Pick up from any uPrint device:

- Swipe your McGill ID on any uPrint device and enter your McGill password.
- Prints/copies billed to student account
- Scanning to email is free

For more information

kb.mcgill.ca/it/uprint

myMcGill portal

The **myMcGill** portal is the central access point for student services.

- Check email, student records, course content
- Customize your settings using **myFavorites**

Access the portal from the **Quick Links** menu at the top of any McGill website

Important: Ensure that your operating system has the correct Date, Time and Time Zone settings.

OneDrive Cloud File Storage

- 1 Terabyte of free storage for personal use
- Access files from anywhere
- Easily share with classmates, friends, family

For more information

kb.mcgill.ca/it/onedrive

McGill Service Point

For help with all Minerva issues

call 514-398-7878

or submit a question online at

www.mcgill.ca/students/servicepoint