

## uPrint

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

Print from anywhere on campus or email print jobs to:

- [uprint.mono@mcgill.ca](mailto:uprint.mono@mcgill.ca) or
- [uprint.colour@mcgill.ca](mailto: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 department or unit  
Scanning to email is free.

**For more information:**  
[kb.mcgill.ca/it/uprint-staff](http://kb.mcgill.ca/it/uprint-staff)

## Audiovisual (AV) Services

### Classroom AV Information

Instructors are encouraged to become familiar with the audiovisual equipment available in their classrooms before classes start:

- 1 - Sign into myMcGill and go to the **IT Tools** tab
- 2 - Click **Classroom Audiovisual Instructions**.
- 3 - Select your building and room.
- 4 - View photos of the equipment in your classroom and access step-by-step instructions and videos.

**For assistance while teaching:** Press the **Audiovisual Systems Help** button on your classroom telephone.

### Equipment Loans

McGill faculty, staff, and students can borrow audio, video, computer, and projection equipment. Equipment rental is free when used for teaching and coursework.

Please reserve at least 2 business days in advance.

**For more information:**  
[kb.mcgill.ca/it/av-loans](http://kb.mcgill.ca/it/av-loans)

## IT Security

Learn about IT security threats targeting McGill and how you can protect yourself.

**For more information:**  
[kb.mcgill.ca/it/security-awareness](http://kb.mcgill.ca/it/security-awareness)  
[mcgill.ca/it/information-security](http://mcgill.ca/it/information-security)

## IT Training

IT Services provides online and instructor-led training on centrally managed services, including Banner, Minerva, Office tools, and McGill's Web Management System (WMS).

**For more information:** Go to [mcgill.ca/it](http://mcgill.ca/it) and select **IT Support and Training**

## IT Checklist for new employees

This document is a resource for:

- Administrative Assistants who prepare IT-related services for new hires.
- New employees who want to know what IT services are available to them.

Go to [kb.mcgill.ca/it/onboarding-checklist](http://kb.mcgill.ca/it/onboarding-checklist)

## Need Help?

### Contact the IT Service Desk

**Web:** [www.mcgill.ca/it/forms](http://www.mcgill.ca/it/forms)

**Email:** [ITSupport@mcgill.ca](mailto:ITSupport@mcgill.ca)

**IT Knowledge Base:** [kb.mcgill.ca/it](http://kb.mcgill.ca/it)

- How-To instructions, FAQs, and more.
- Available 24 X 7

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

**Walk-in Macdonald:** Macdonald Stewart, room MS2-025

# McGill IT Services for Faculty and Staff [www.mcgill.ca/it](http://www.mcgill.ca/it)



# Welcome to McGill IT Services

[www.mcgill.ca/it](http://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](http://www.mcgill.ca/it)

### Getting started with IT Services:

**Faculty:** [mcgill.ca/it/get-started-it/faculty](http://mcgill.ca/it/get-started-it/faculty)

**Staff:** [mcgill.ca/it/get-started-it/staff](http://mcgill.ca/it/get-started-it/staff)

**Contact:** [ITSupport@mcgill.ca](mailto:ITSupport@mcgill.ca)

The **McGill IT Knowledge Base** contains information about all IT services offered at McGill: Go to [kb.mcgill.ca](http://kb.mcgill.ca) and search by keyword or article number.

## Log into McGill systems

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

### McGill Username:

[firstname.lastname@mcgill.ca](mailto:firstname.lastname@mcgill.ca)

### Don't know your Username or Password?

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

### Need to reset your password?

[mcgill.ca/it/information-security/pw-reset](http://mcgill.ca/it/information-security/pw-reset)

### For more information:

[kb.mcgill.ca/it/view-username](http://kb.mcgill.ca/it/view-username)

## Get Connected

**McGill's wireless service:** Connect to the McGill network with your laptop or mobile device.

**WiFi setup:** [kb.mcgill.ca/it/wireless](http://kb.mcgill.ca/it/wireless)

**On campus:** ([wpa.mcgill.ca](http://wpa.mcgill.ca))

**On shuttle bus:** ([wpa.bus.mcgill.ca](http://wpa.bus.mcgill.ca))

To get connected while visiting other universities take advantage of **eduroam**:  
[kb.mcgill.ca/it/eduroam](http://kb.mcgill.ca/it/eduroam)

### Connecting from off Campus

Connect to the Virtual Private Network (VPN) to access restricted resources from off campus.

**For more information:** [kb.mcgill.ca/it/vpn](http://kb.mcgill.ca/it/vpn)

## Email

Faculty and staff are assigned a McGill email address: [firstname.lastname@mcgill.ca](mailto:firstname.lastname@mcgill.ca).

### You may access your email several ways:

- Sign in to the Office 365 portal at <https://portal.office.com> and click the Mail icon.
- Select the **Mail** tab in the **myMcGill** portal.
- Through an email application on your computer or smart device.

### For more information:

[kb.mcgill.ca/it/email-faculty-staff](http://kb.mcgill.ca/it/email-faculty-staff)

## Telephone

Your department's Telephone Coordinator will arrange telephone services on your behalf.

### For more information:

[kb.mcgill.ca/it/telephony](http://kb.mcgill.ca/it/telephony)

## Software

McGill faculty and staff have access to a variety of volume-licensed and free applications, including:

- Turning Point (Polling @ McGill): McGill's web-based student response system
- Office 365 ProPlus : Full versions of Office 2016 applications and additional Microsoft tools

**For more information:** [kb.mcgill.ca/it/software](http://kb.mcgill.ca/it/software)

## 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: [mcgill.ca/it](http://mcgill.ca/it).

## Minerva

Minerva is accessible to all members of the McGill community. Update your personal information, access employee records, and more. Access Minerva from the **myMcGill** portal or from the **Quick Links** menu at the top of any McGill website.

### For more information:

[kb.mcgill.ca/it/minerva-faculty-staff](http://kb.mcgill.ca/it/minerva-faculty-staff)

## Banner

McGill's enterprise information system used by administrative staff. Banner stores all student, employee, and financial data. Employees must complete training in order to receive access. Following training, connect to Banner 2 ways:

- Go to [mcgill.ca/inb](http://mcgill.ca/inb), or
- Go to [mcgill.ca/staff](http://mcgill.ca/staff) and select **Banner** from the **Popular Tools** menu.

**For more information:** [kb.mcgill.ca/it/banner](http://kb.mcgill.ca/it/banner)

## myCourses

McGill's learning management system myCourses enables faculty and some staff to publish course content and resources.

Connect to **myCourses** 2 ways:

- From any [mcgill.ca](http://mcgill.ca) page, click **Quick Links** then **myCourses** at the top of the page, or
- Go to <https://mycourses2.mcgill.ca>

### For more information:

[kb.mcgill.ca/it/mycourses-instructors](http://kb.mcgill.ca/it/mycourses-instructors)

## myMcGill portal

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

- Check email, access employee records, and connect to common IT sites
- Customize your settings using **Favorites**

Access **myMcGill** from the **Quick Links** menu at the top of any [mcgill.ca](http://mcgill.ca) page.