Technology Frequently Asked Questions
University of Dubuque Office of Technology

Where can I get help?
Phone: 563-589-3737
Email: helpdesk@dbq.edu
Online: http://www.dbq.edu/tech
Office: 105 Van Vliet Hall

The Office of Technology is open Monday-Friday from 8AM-5PM. If no-one is available when you call, leave a message including your name and contact information, and someone will get back to you as soon as possible.

Internet and wifi
The school’s wifi network is called UD_WiFi. Do not connect to UD_Guest. If you have a laptop with Windows 7/Vista/XP, you will need to set up a new wireless connection in your computer settings (not required for Windows 8/10 or Apple Macbooks). When connecting any wireless device for the first time, you’re also required to install a program (Bradford) to make sure your device is virus-free. Detailed instructions and a video can be found on the Technology Department’s web page (www.dbq.edu/tech).

How do I log into a school computer?
Your network and email accounts are created after you have registered for classes. Normally, your username is the initial of your first name, followed by your last name (for example, John Doe = jdoe). Common names may include the middle initial. Your password consists of the initials of your first and last name, followed by your UDID number (for example, as12345). Make sure that both the username and password are lower case.

What is my school email address and how do I check it?
Your username followed by @dbq.edu. For example, John Doe would be jdoe@dbq.edu. To check your email, go to http://email.dbq.edu. Enter your username and password to log in. Your username is your email address. Your password is the same as your network password.

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). You can check the status of your account by logging into a public computer terminal and clicking on the black dollar sign icon on the bottom right corner of the screen. To purchase additional print points, please stop by the Student Accounts office on the second floor of the Myers Teaching Center. 100 prints costs $3.00.

Public computers and computer labs
There are computer labs in the Technology Center, Myers Library, Goldthorp Science Hall, and the Myers Teaching Center. Most labs are occupied by classes during the day. There are computers on the main floor of the library near the coffeeshop that are never used for classes. The Academic Support Center on the second floor of the library also has several public computers available for students.

Moodle
Most college courses use an online course management system, called Moodle. You can access your courses at http://udonline.dbq.edu. Your username and password are the same as your network login.

MyUD
You can access your grades, financial aid information, and course schedules online at http://my.dbq.edu. Your login is the same as your network login. For more information, contact the Registrar’s Office at 563-589-3178.