

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 nobody 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. When connecting any wireless device for the first time, you're also required to install a program (ClearPass OnGuard), relative you're your operating system, to make sure your device is updated and has a working up-to-date anti-virus.

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 initial password consists of the initials of your first and last name, followed by your UDID number and then an exclamation mark (for example, as12345!). Passwords are case-sensitive.

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, University Science Center, 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://Moodle.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.