

University of Dubuque Technology Guide 2023

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 First time User in upper right below Sign In
- 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

UDOnline (Moodle)

- Use UDOnline (Moodle) to access your courses online
- To view your courses online, go to <https://moodle.dbq.edu>
- Click on (Log In) at the top right of the page to enter your username and password
- 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.

Saving

Y:\ drive (My Documents folder) is the drive in which you will save all your files and where you can make new folders in which to put those files. Do NOT save to C:\. We cannot restore lost files from C:\ or A:\. It would be a good practice to save important papers/files to a flash drive as well as the Y:\ drive.

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 Smith Hall. 250 points costs \$7.50.