



# USF Computer Essentials

The **ITS Help Desk** is your bridge to successful computing at USF, providing support in person, on the phone, and via e-mail. We answer questions, help you connect to important university resources, and keep your computer clean from infections.

**Student Computing Guide** – Your online starting point for computing at USF  
<http://studentcomputing.usfca.edu/>

**USFconnect web portal** – USF's online community provides access to communications resources and key web-based services.  
<http://connect.usfca.edu>

**DonsApps** – USF's branding of Google Apps – E-mail, Calendar, Docs, Sites  
Click **E-mail** or **Calendar** icon in USFconnect

**Blackboard** – Online learning environment  
Click **Learning Technologies** tab in USFconnect, then **Login** button

**USFwireless** – Authenticate in a browser with USFconnect username and password.  
Contact the Help Desk to have your **mobile device** set up for automatic access.

**USFmobile** – USF's new website site optimized for mobile devices.  
<http://m.usfca.edu/>

**Computer Labs** – Log in with your USFconnect username and password  
Locations, Hours, and Information: <http://labs.usfca.edu/>

**Free Sophos Anti-Virus** – Make sure your computer has up-to-date protection  
<http://antivirus.usfca.edu>

**USFsupport & answers** – Create service tickets and search for answers to questions 24/7  
Click **USFsupport & answers** tab in USFconnect or <http://support.usfca.edu/>



**UNIVERSITY OF  
SAN FRANCISCO**

ITS Help Desk

Lone Mountain North, 2nd Floor  
[itshelp@usfca.edu](mailto:itshelp@usfca.edu)  
415-422-6668

**Service Hours and Locations**  
<http://help.usfca.edu>