



## Contact ITS Help Desk for assistance

Service Hours: <http://help.usfca.edu>  
415-422-6668.

[itshelp@usfca.edu](mailto:itshelp@usfca.edu)

Submit a service request or search for answers online at: <http://support.usfca.edu>

If you e-mail or leave a message, please give us your:

Full name and username

Your daytime phone number

Best time to reach you during Help Desk open hours

## Key Resources

**USFconnect:** USF's online portal provides single-sign on access to Donmail, self-service applications, Blackboard, USFfiles, announcements, etc.

<http://connect.usfca.edu>

**DonsApps:** USF's branding of Google Apps with Mail, Calendar, Docs, and Sites.

Click on the *E-mail* or *Calendar* icons in USFconnect

**USFwireless:** Available at all campuses

Help: <http://wireless.usfca.edu>

**Blackboard:** Online course tools

*Learning Technologies* tab in USFconnect, click *Login*

**USFfiles:** Online file storage available from within USFconnect on any web-enabled computer

Help: <http://usffileshelp.usfca.edu>

**USFsupport&answers:** 24/7 access to create or view service tickets, communicate with the Help Desk. Search hundreds of USF specific solutions, and thousands of general computer support topics by clicking on **USFanswers** link

*USFsupport&answers* tab in USFconnect or <http://support.usfca.edu>

**Login Tools:** Lookup your username or USF ID, reset your password.

Click one of the links below the USFconnect login fields

You may also change your password from within USFconnect by clicking on *My Account* below the University of San Francisco logo

## Common Issues for Distributed Campus Students

### How to forward DonsApps to an outside account

The university uses e-mail to communicate important information such as invoices to you. Please make sure you check it regularly.

Search for “*forward donsapps*” in USFanswers

### How to set up an e-mail client to receive Donsmail messages

Search for “*donsapps access*” in USFanswers

### Unable to connect to USFwireless

Review the Wireless FAQs and call the Help Desk if necessary

<http://wireless.usfca.edu>

### Unable to access USFfiles or Blackboard from a corporate office

You may be blocked by an internal firewall and need to access these resources directly without going through USFconnect. Try one of the direct links below:

<http://blackboard.usfca.edu>

<http://usffiles.usfca.edu>

### Do not have USFconnect username or password

Use Login Tools on USFconnect login page

## File Storage Limitations on Campus Public Computers

You are not able to save your work on any of the public computers. Files are erased EVERY time the computer is reset or turned off. Please save your files on your network USFfiles account and backup your work onto CD-R's or memory drives.