

Digital PUID

Your Purdue Mobile ID is your official student ID for the Purdue community, including West Lafayette, Purdue Online, Polytechnic, and Purdue in Indianapolis.

Purdue is a Mobile-First campus. All incoming new students are issued a Purdue Mobile ID as their primary identification on campus.

After submitting your photo and receiving your approval email, you can download your ID to your mobile device by tapping Add to Wallet in the Transact eAccount app.

Labs & Software

As long as the lab sign is at 'Open,' the lab is available for use. If the sign notes 'Class in Session,' please do not disturb the class or event. View current lab hours, weekly schedules, and installed software here: it.purdue.edu/facilities/instructionallabs/index.php

Some software can be installed on personal devices via communityhub.purdue.edu. Software Remote is an alternative to accessing course specific software outside a computer lab: goremote.itap.purdue.edu. You can install Microsoft Office on your personal device via portal.office.com.

Important Links & Resources

BrightSpace	purdue.brightspace.com
MyPurdue	mypurdue.purdue.edu
Email	outlook.office.com
PaperCut	itap.purdue.edu/papercut
Account Info	purdue.edu/apps/account
Software Remote	goremote.itap.purdue.edu
Software Downloads	communityhub.purdue.edu
KnowledgeBase	service.purdue.edu/TDClient/32/Purdue/KB/

VPN

A VPN (Virtual Private Network) is a method by which a user can access an organization's internal network over the internet in a secure manner. By using Purdue's VPN service, you can access resources that are only available on campus from anywhere.

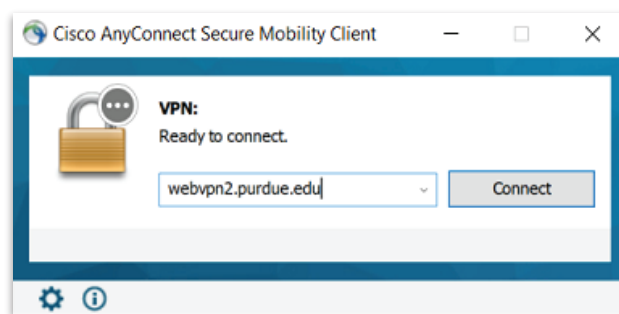
You could map your home directory to a drive on your own computer, access Software Remote, print anything to any campus printer so you can pick it up when you get to campus or access course materials you might not otherwise be able to access from off-campus.

How to download and use the VPN:

First you must download and install the Cisco Secure Client by completing the following steps.

- Visit webvpn.purdue.edu
- Sign in using your Purdue Career Account credentials.
- Select 'Download' and open the downloaded launch package.
- Proceed with the installation by accepting the license agreement and approving the installation. Be sure to select the 'core vpn' option only.
- Click 'Finish' to complete the installation.

Once installed, launch Cisco Secure Client. Enter the address 'webvpn.purdue.edu' and then click the 'Connect' button. Enter your Purdue Career Account credentials. Your device should now be connected.



How to...

use the computer labs?

reset my password?

print from my device?

connect to the internet?

get a digital PUID?

download the VPN?

◆ Purdue Overview

Here are some tips for success at Purdue University:

Get started with Purdue IT

We will help you start your Purdue career on the right foot! Find information on how to contact us and answers to common questions within this pamphlet.

Printing

Print Quota

Print Quotas are set for the academic year (fall and spring semesters) and will reset for the year in August. **Undergraduate students** receive a quota of **\$40** for the year, while **graduate students, staff, and faculty** receive a quota of **\$80**.

Printing from a Personal Device

Visit itap.purdue.edu/papercut to access your PaperCut account. Click on 'Mobility Print' in the bottom left. Choose your operating system and follow the prompts. This will map both the **itap-printing** and **itap-colorprinting** queues on your device. After printing to a queue, release your job by logging into PaperCut and selecting the job from the 'Jobs Pending Release' tab. You must be on a Purdue network machine, PAL 3.0, or the VPN to access PaperCut.

Printing at the Labs or Libraries

While using a labs or libraries computer, after opening the print dialogue box, choose either **itap-printing** for grayscale jobs or **itap-colorprinting** for color print jobs. Next, you will need to release it via PaperCut. To do so, you can click on the 'PaperCut Print Release' icon on the desktop. Log in with your career account, choose the printer you want to print from, select the print job, and hit 'Release.'

Wide Format Printing

We support wide format printers located at WALC on the 2nd floor and at the Hicks Undergraduate Library. You cannot use your default print quota for wide-format printing. Funds must be added to your supplemental print quota by transferring funds from BoilerExpress to your PaperCut account. Staff at the Service Desk will assist with wide format printing.

Cost of Printing

Black & White	\$.04 per page
Color	\$.12 per page
Wide Format	\$4 per linear foot

Internet

PAL 3.0 (Purdue Air Link) is the general network used for connecting student, staff and faculty's personal devices to Wi-Fi and generally accessible in all campus buildings. You must have a valid Purdue Career Account to access PAL 3.0.

We recommend installing Secure W2 for a quick configuration across devices.



We also offer **attwifi**, the Guest Wi-Fi available to anyone not affiliated with Purdue, and **Eduroam**, an inter-university Wi-Fi network that allows students and scholars from other universities and colleges to connect to internet while on Purdue's campus.

If you are unable to join PAL 3.0, first forget the network and re-add the network.

Passwords

New students will receive instructions on activating their Purdue Career Account in their acceptance packet. If you've forgotten your password, or are experiencing issues with your Duo or MFA two-step authentication, please visit boilerbot.purdue.edu.

To request a Duo passcode, you will need to know your Purdue UserName, date of birth, and your 10-digit Purdue ID number.

If you would like a Duo hardware token to use instead of the app or as a back-up, you can visit any of our Service Desk locations to request one.

The Microsoft Authenticator App is used to gain access to your Outlook account. To change the phone number or device associated with your MFA, please contact us.

If you need additional assistance with your account, please visit one of our Service Desk locations. Be sure to bring a photo ID with you. If you are not on campus but need assistance, please contact our Service Desk at 765-494-4000.

Service Desk Locations & Hours

Hicks Undergraduate Library

Monday – Thursday: 9am–10pm

Friday: 9am–5pm

Saturday: 2pm–5pm

Sunday: 2pm–10pm

Wilmeth Active Learning Center (WALC)

Monday – Thursday: 9am–10pm

Friday: 9am–7:30pm

Saturday: 9am–5pm

Sunday: 11am–10pm

Krach Leadership Center

Monday – Thursday: 11am–3pm and 6pm–9pm

Friday: 11am–3pm

Saturday: 11:30am–2:30pm

Sunday: 2:00pm–8:00pm

Contact Information

24-hour Phone Support

Purdue IT Service Desk: 765-494-4000



Email: it@purdue.edu



You can find our current lab hours, weekly schedules, a list of installed software and more at this link!

What Purdue IT offers:

We manage a variety of technological resources for students and staff, including computer labs, printing, software, email, and password assistance.

 We can help with:	 We can't help with:
<ul style="list-style-type: none">✓ Connecting personal devices to PAL Wi-Fi✓ Printing from any device✓ Community Hub Software✓ Password and Duo setup	<ul style="list-style-type: none">✗ Repairing personal devices✗ Software not offered by Purdue University✗ Most non-Purdue IT related inquiries