Welcome to Duquesne University’s Journalism and Multimedia Arts department. Here are some FAQ and answers.

- **Obtaining a DU Card**
  - The DU Card Center is located on the second floor of the Student Union, Monday through Friday 8:30-4:30
  - DU Card is needed for:
    - Student Identification
    - Power Center Access
    - Library Access
    - Meal Plan
    - Duquesne Dollars
    - Computer Lab Access
    - ATM Card - when linked to a PNC Account
    - Building/Residence Hall Access
    - Selling Back Textbooks
  - If you are unable to visit the DU Card Center during office hours, you can request a DU Card through the Mail. Requests must indicate
    - That you are not able to reach the office during their regular hours
    - Your full name
    - Complete Mailing Address
    - Last four digits of our Social Security Number
    - Program or Major
  - More information can be found at:
    - [http://www.ducard.duq.edu/](http://www.ducard.duq.edu/)
• **Registering Your MultiPass**
  o Multipass accounts are automatically created by the University when a student sends in their deposit
  o Locate your username at:
    https://ra.cr.duq.edu/AccountTools/multipass/initialize/findusername.cfm
    ▪ First name
    ▪ Last name
    ▪ Last 4 digits of your Social Security Number
  o Initialize account at:
    https://ra.cr.duq.edu/AccountTools/multipass/initialize/index.cfm
  o Click on *Initialize Your MultiPass*
  o Read the Usage Policy, then click *Initialize My MultiPass Account Now*
  o Complete the User Verification
    ▪ Insert your username
    ▪ Use the drop-down list to display your birthday
    ▪ Type your permanent home zip code
      ▪ Remember to use the zip code that your originally registered with the University
    ▪ Last four digits of your Social Security Number
    ▪ If your information is not accepted, and you have confirmed it is correct, contact the CTS Help Desk help@duq.edu or 412-396-4357(HELP) or 1-888-355-8226 to verify that the information on file is different than what you believe it should be.
  o MultiPass allows students access to:
    ▪ DORI
    ▪ WebMail
    ▪ BlackBoard
    ▪ Class Registration
  o Passwords must be reset every 120 days
  o If you have trouble registering for your first semester of classes contact Sally Richie at 412-396-1311 or email her at richiea@duq.edu
MultiPass: Simple, Safe, and Secure

MultiPass is a secure username and password combination that is your key to D2L, Blackboard, email, wireless, Webmail, and other electronic resources — on your laptop, desktop, phone, or any other device.

New Here?  Already Have Your MultiPass?

MultiPass Setup  Password Management

You can now unlock your MultiPass account by clicking Password Management.

© 2011 Duquesne University
• **Accessing and Using WebMail**
  - Navigate to: [http://duq.edu/dori](http://duq.edu/dori)
  - Enter your MultiPass username and password
  - Select “email” in the top right-hand corner
OR

- http://outlook.com
Enter your MultiPass username and password

On the left-hand menu you will see:

- Inbox – Messages you have received
- Drafts – Messages you have composed but not sent
- Sent – Messages you have composed and sent
- Trash – Messages you have deleted

Spam Filter

- Outlook uses a spam filter to keep unwanted emails from reaching your Inbox
- Occasionally you will receive emails from the Duquesne Firewall reading, “Spam Quarantine Summary”

  - It is important to periodically review the emails that the filter has blocked to make sure that it is not blocking desired messages
  - Upon review you can:
    - Deliver – Telling the Spam filter that you would like the message sent to your Inbox
    - Whitelist – Meaning you would like the sender to be able to send you messages
    - Delete – Remove the email from your quarantine summary

Logout

- Click “Sign Out” link in the upper right-hand corner
- Or, you will automatically be logged out if your connection remains idle for 30 minutes.
• **Parking Information**
  - All vehicles, except registered motorcycles, must display a valid Duquesne University permit from:
    - Monday through Thursday: 6 a.m. to 9 p.m.
    - Friday: 6 a.m. to 3 p.m.
    - Saturday: 6 a.m. to 4 p.m.
    - Parking is not enforced on Sundays
  - Legal parking and posted signs are always enforced
  - You can only park in the area designated by your permit. You will get a ticket if you park elsewhere on University controlled property or violate any parking regulation.
  - You can apply and purchase a permit at: [https://ra.cr.duq.edu/Production/stuperms/index.cfm](https://ra.cr.duq.edu/Production/stuperms/index.cfm)