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How To Guides [1]

These *How To...* Guides are provided to help you find answers to commonly asked questions about how to perform common tasks. If you do not find what you are looking for, please contact the UIS Service Desk at 303-860-4357 (HELP) or email us at help@cu.edu [2].

Account Access

CU Identity Manager is CU's identity management application for account management and user provisioning. See the CU Identity Manager page [3] for more information on requesting or approving access and detailed user guides.

Audio and Video (AV)

- Video Conferencing Quick Start Guide for 1800 Grant [4]

Cherwell

- How to sign in to the self-service landing page [5]
- How to submit a request [6]
- How to report an incident [7]
- How to view the status of an open incident or request [8]
- How to withdraw an open incident or request [9]

Computer Help

- Accessing your office computer remotely [10]
- Obtaining your IP address [11]

- Software Available for Departmental Use [12]
- How to map a network drive [13]

- Juniper Remote Assistance [14]
- Setting up Microsoft Communicator 2007 [15]
- Updated CU Windows Theme (for Windows) [16]
- Updated CU Desktop Theme (for Mac) [17]
- Updated CU Windows Login backgrounds [18]
- Using CrashPlan Pro [19]
- How to check what browser version I have [20]
- How to clear cache or browsing history from various Web browsers [21]

Email and Calendering

- 1800 Grant Conference Room Overview [22]
- Creating a personal folder in Outlook 2010 [23]
- Creating a signature block in Outlook 2010 [24]
- Connecting to Outlook Web App (OWA) [25]
- Setting up Out of Office in Outlook 2010 [26]
- Connecting to a public calendar in Outlook 2010 [27]
- Create a Meeting in Outlook 2010 [28]
- Create a Meeting in Outlook 2011 for the MAC [29]
- Create an Inbox Rule in Outlook 2010 or 2013 (Windows) [30]
- Create an Inbox Rule in Outlook 2011 (MAC) [31]
- How to Book a Conference Room in Outlook [32]

Password Reset

- Changing your network password [33]
- Changing your password while connected to VPN [34]

Phone

- Cisco IP Phone 7945G Quick Reference Guide [35]
- Cisco IP Phone 8961 Quick Reference Guide [36]
- Cisco Phone User Guide [37]
- Setting up and checking Cisco voice mail [38]
- Cisco Unified Messaging (voicemail-to-email) [39]
- Making a long distance call [40]
- How to use a Polycom phone [41]

Printers

- Connecting to a network printer [42]

SharePoint

The following are recommended courses and lessons with different modules for Sharepoint site owners and users. Each link will go to the full Sharepoint course listing which will provide lessons. We have provided the recommended lessons site owners or users should expand and go through. Each lesson can take up to hour. You may choose to go through all the modules within the lesson or select certain modules to focus on. Each module can take up to 10 minutes.

Site Owner Courses

CU-developed

- Firefox - How to Enable Integrated Windows Credentials [43]
- Versioning Setting for Site Owners [44]

Skillsoft

- Configuring Pages, Sites, and Content in Sharepoint 2013 [45]
    - Lesson: Customizing the Quick Launch in Sharepoint 2013
    - Lesson: Adding and modifying Pages in Sharepoint 2013
    - Job Aids: Creating Sharepoint sites
    - Job Aids: Modifying the Quick Launch in Sharepoint 2013
- Configuring Lists, Libraries, E-mail, and Announcements in Sharepoint 2013 [46]
    - Lesson: Configuring Lists and Libraries in Sharepoint 2013
    - Lesson: Configuring Announcements in Sharepoint 2013
    - Job Aids: Creating and Modifying Lists
    - Job Aids: Recovering Deleted Items
    - Job Aids: Managing e-mail and Announcements
    - Job Aids: Meet the Expert
- Managing Web Parts, Users, and Groups in Sharepoint 2013 [47]
    - Lesson: Configuring Web parts in Sharepoint 2013
    - Lesson: Adding Apps from the Sharepoint Store in Sharepoint 2013
    - Job Aids: Configuring web parts
    - Job Aids: Adding Web Parts
    - Job Aids: Managing Users and Groups
- Managing Templates, Views, and Versioning in Sharepoint 2013 [48] - This course is recommended for advanced users.
    - Lesson: Sharepoint Templates, Views, and Content Types
    - Lesson: Sharepoint 2013 Ratings, Validation, and Versions
    - Job aids: Managing Views and Templates
    - Job Aids: Associating a Content Type to a List and Extending Columns
    - Job Aids: Enabling Ratings and Validations
    - Job Aids: Publishing Assets and Enabling Versioning
    - Job Aids: Meet the Expert

End Users

CU-developed

- Enabling SharePoint 2013 using the Chrome Browser [49]
- Enabling SharePoint 2013 using the Firefox Browser [50]
- Enabling SharePoint 2013 using the Safari for Mac Browser [51]
- Checking documents in and out [52]
- How to Sign In to SharePoint 2013 [53]

Skillsoft

- Navigating, Lists, Libraries, Alerts, and Document Sets in Sharepoint 2013 [54]
  - Lesson: Navigating the Sharepoint 2013 Interface
  - Lesson: Managing Lists and Libraries in Sharepoint 2013
  - Lesson: Creating Alerts in Sharepoint 2013
  - Lesson: Creating Document Sets in Sharepoint 2013
  - Job Aids: Navigating in Sharepoint
  - Job Aids: Using Lists and Libraries
  - Job Aids: Configuring Alerts, Working with Document Sets
- My Site and Social Features in Sharepoint 2013 [55]
  - Lesson: Configuring My Site in Sharepoint 2013
  - Lesson: Tags, Notes, and Newsfeeds in Sharepoint 2013
  - Lesson: Collaborating in Sharepoint 2013
  - Job Aids: Configuring my Site
  - Job Aids: Collaborating in Sharepoint
  - Job Aids: Tags, Notes, and Newsfeed

- Sharepoint Users Guide [56] - website user guide for Sharepoint

SmartPhones and Tablets

- Configuring Exchange 2010 on your Android mobile device [57]
- Configuring Exchange 2013 on your Android mobile device [58]
- Configuring Exchange 2010 on your Apple mobile device [59]
- Configuring Exchange 2013 on your Apple mobile device [60]
- Configuring Exchange 2010 on your Windows 7.0 mobile device [61]
- iPhone Smartphone WiFi setup [62]
- Android Smartphone WiFi setup [63]
- Configuring Exchange 2013 on your Android mobile device [64]

Skype for Business

- Adding contacts [65]
- Adding groups [66]
- Microsoft's Introductory Video [67]

Video Conferencing

- Video Conferencing Quick Start Guide for 1800 Grant [4]
- Starting or joining a conference call [68]

- GoToMeeting User Documentation [69]
- GoToMeeting - Organizer Quick Reference Guide [70]
- GoToMeeting - Attendee Quick Reference Guide [71]

VPN

- How to connect to VPN using the Pulse Secure client - Windows [72]
- How to connect to VPN using the Pulse Secure client - Mac OS X [73]
- How to connect to a remote computer or terminal server - Windows [74]
- How to connect to a remote computer or terminal server - Mac OS X [75]
- How to verify a remote computer host name [76]

Wireless and Network

- Connecting to CUSYS-Guest wireless network [77]
- Connecting to CUSystem wireless network on a Mac [78]

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[20] http://www.cu.edu/university-information-systems/how-check-internet-browser-version
[21] http://www.cu.edu/sites/default/files/uis_how_to_guide_clear_browser_cache_0.pdf
[22] http://www.cu.edu/university-information-systems/1800-grant-conference-room-overview

[23] http://www.cu.edu/sites/default/files/Create-personal-folder-Outlook2010.pdf
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[28] http://www.cu.edu/sites/default/files/create-meeting-outlook-2010.pdf
[29] http://www.cu.edu/sites/default/files/create-meeting-outlook-2010_Mac.pdf
[30] http://www.cu.edu/sites/default/files/Outlook_inbox%20rule_Windows.pdf
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[33] http://www.cu.edu/sites/default/files/Network-Password_3.pdf
[34] http://www.cu.edu/sites/default/files/Change-password-while-connected-to-VPN.pdf
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[56] http://www.cu.edu/employee-services/sharepoint-2013-learning-guide
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[58] http://www.cu.edu/sites/default/files/How%20To%20-%20Configure%20Exchange%202013%20for%20Android.pdf
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[60] http://www.cu.edu/sites/default/files/How%20To%20-%20Configure%20Exchange%202013%20iOS.pdf
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[64] http://www.cu.edu/sites/default/files/Exchange2013_Instructions_Android_IPhone.docx
[65] http://www.cu.edu/doc/skypeforbusiness-add-contact.pdf
[66] http://www.cu.edu/doc/skypeforbusiness-creatingagroup.pdf
[67] https://support.office.com/en-us/article/Introducing-Skype-for-Business-e705627e-8e94-4bae-ac8b-4ccea5a9c4c0?ui=en-US&rs=en-US&ad=US

[68] http://www.cu.edu/sites/default/files/Start-Join-Conference-call.pdf

[69] http://www.cu.edu/sites/default/files/GoToMeeting_User_Guide.pdf

[70] http://www.cu.edu/sites/default/files/GoToMeeting_Organizer_QuickRef_Guide.pdf

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[76] https://sw.cu.edu/_layouts/15/WopiFrame.aspx?sourcedoc=/Shared%20Documents/How-To%20Guides/How%20to%20Confirm%20Your%20Computer%20Host%20Name.pdf&action=default

[77] http://www.cu.edu/sites/default/files/CUSYS-Guest%20Wireless%20Network-updated.docx

[78] http://www.cu.edu/sites/default/files/CUSystem-Wireless-Connection-Mac.pdf