Published on *University of Colorado* (https://www.cu.edu)

How-to guides [1]



Looking for a specific topic? Search Guides [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.

Artificial intelligence Tools Guidance

CU Office of Information Security has created a Guidance for AI Tool Use [4] for all CU System Administration employees.

Calendar

- Check the availability of a conference room in Outlook [5]
- Create a meeting in Outlook 2016 on MacOS [6]
- Using and configuring Outlook Web App [7]

Computer Help

- Clear cookies and cache [8]

- Connect to a remote computer in Windows [9]
- Connect to a remote computer in MacOS [10]

Email

Email on your phone

iPhone native mail app:

- Remove email from the native mail app for iPhone [11]

iPhone Outlook app

- Add email through the Outlook app for iPhone [12]

Android Outlook app

- Add email through the Outlook app for Android [13]

Email on your computer

- Configure Office 365 Outlook on macOS [14]
- Use and configure the Outlook Web App [7]

Office Phones

- Microsoft Teams Phone User Guide [15]
- Teams Phone Day One Guide [16]

Office 365

General

- Log in to Office 365 [17]
- How to log into Outlook 2016 once migrated to Office 365 [18]
- Microsoft OneDrive quick start guide [19]

Microsoft Teams

- Microsoft Teams Quick Start Guide [20]
- How to Install Microsoft Teams on an Android Device [21]
- How to Sign Into Microsoft Teams on macOS and Basic Functions [22]
- How to Sign Into Microsoft Teams on Windows and Basic Functions [23]

OneDrive

- How to Log into OneDrive on PC [24]
- How to Log into OneDrive on Mac [25]
- How to Sync Files and Folders from OneDrive on PC [26]
- How to Sync Files and Folders from OneDrive on Mac [27]
- How to Copy Files to OneDrive on PC [28]
- How to Copy Files to OneDrive on Mac [29]
- How to Restore Files and Folders from OneDrive on PC [30]
- How to Restore Files and Folders from OneDrive on Mac [31]
- How to Restore Previous File Versions from OneDrive on PC [32]
- How to Restore Previous File Versions from OneDrive on Mac [33]

Password Reset

- How to reset your CU System account password [34]

Contact the UIS Service Desk at 303-860-4357 (HELP) if you still need assistance in resetting your password.

VPN

- Access Cisco AnyConnect VPN through Multi-Factor Authentication [35]
- Enroll in Duo for VPN [36]
- Configure Cisco AnyConnect on Android [37]
- Configure Cisco AnyConnect VPN for iOS [38]

Wireless

- Troubleshoot Your Home Internet Connection [39]
- Connect to CUSYS Guest Wireless [40]
- Connect to CU System Wireless for iPhone or iPad [41]

Zoom

- Integrate Zoom with an Outlook Calendar [42]
- More Zoom guides and videos [43]

- Zoom Tips and Tricks for hosting a successful meeting [44]
- How to use Zoom Whiteboard [45]
- Request or purchase a Zoom license [46]

Have a suggestion for a new guide? Let us know [47]!

Help us make our resources better! Let us know how helpful our guides our with the guide feedback form [48].

Groups audience:
UIS Service Desk
Right Sidebar:
UIS Service Desk: How to

Source URL:https://www.cu.edu/service-desk/how-to

Links
[1] https://www.cu.edu/service-desk/how-to [2] https://www.cu.edu/docs?text&dept=168850 [3] https://www.cu.edu/oim [4] https://www.cu.edu/service-desk/how-guides/guidance-artificial-intelligence-tools-use [5] https://www.cu.edu/docs/email-and-calendar-how-book-conference-room-outlook [6] https://www.cu.edu/docs/email-and-calendar-create-meeting-outlook-2016-macos [7] https://www.cu.edu/docs/email-and-calendar-using-and-configuring-outlook-web-app [8] https://www.cu.edu/docs/computer-help-clear-cookies-and-cache-browser [9] https://www.cu.edu/docs/computer-help-connect-remote-computer [10] https://www.cu.edu/docs/computer-help-connect-remote-computer-macos [11] https://www.cu.edu/docs/email-and-calendar-how-remove-office-365-email-ios-native-mail-app [12] https://www.cu.edu/docs/email-and-calendar-how-add-office-365-email-ios-microsoft-outlook-application [13] https://www.cu.edu/docs/email-and-calendar-how-add-cu-account-android-outlook-application [14] https://www.cu.edu/docs/email-and-calendar-configuring-and-installing-outlook-ios [15] https://www.cu.edu/docs/teams-phone-user-guide [16] https://www.cu.edu/docs/teams-phone-day-one-guide [17] https://www.cu.edu/docs/office-365-sign-office-365 [18] https://www.cu.edu/docs/email-and-calendar-how-log-outlook-2016-once-migrated-office-365 [19] https://www.cu.edu/docs/microsoft-onedrive-quick-start-guide [20] https://www.cu.edu/docs/microsoft-teams-quick-start-guide [21] https://www.cu.edu/docs/email-and-calendar-how-install-microsoft-teams-android-device [22] https://www.cu.edu/docs/email-and-calendar-how-sign-microsoft-teams-mac-ios-basic-functions [23] https://www.cu.edu/docs/how-guide-how-sign-microsoft-teams-windows-basic-functions [24] https://www.cu.edu/docs/how-login-onedrive-using-pc [25] https://www.cu.edu/docs/how-login-onedrive-using-mac [26] https://www.cu.edu/docs/how-sync-files-and-folders-onedrive-pc [27] https://www.cu.edu/docs/how-sync-files-and-folders-onedrive-mac [28] https://www.cu.edu/docs/how-copy-files-over-onedrive-pc [29] https://www.cu.edu/docs/how-copy-files-over-onedrive-mac [30] https://www.cu.edu/docs/how-restore-files-and-folders-onedrive-pc [31] https://www.cu.edu/docs/how-restore-files-and-folders-onedrive-mac [32] https://www.cu.edu/docs/how-restore-previous-file-versions-onedrive-pc [33] https://www.cu.edu/docs/how-restore-previous-file-versions-onedrive-mac [34] https://www.cu.edu/docs/how-reset-your-cu-system-account-password [35] https://www.cu.edu/docs/how-guide-accessing-cisco-anyconnect-vpn [36] https://www.cu.edu/docs/duo-vpn [37] https://www.cu.edu/docs/how-guide-configuring-cisco-anyconnect-vpn-android [38] https://www.cu.edu/docs/vpn-configuring-cisco-anyconnect-vpn-ios [39] https://www.cu.edu/docs/wireless-how-troubleshoot-home-internet-connection [40] https://www.cu.edu/docs/wireless-connect-cusys-guest-wireless [41] https://www.cu.edu/docs/wireless-connecting-cusystem-wifi-ios [42] https://www.cu.edu/docs/computer-help-integrate-zoom-outlook-calendar [43] http://zoom.us/resources [44] https://www.cu.edu/docs/how-guide-zoom-tips-and-tricks [45] https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard [46] https://www.cu.edu/docs/how-guide-requesting-and-purchasing-zoom-license

[47] mailto:uiscommunications@cu.edu?subject=How%20To%20Guide%20Suggestion
[48] https://www.cu.edu/service-desk/forms/service-desk-guide-feedback