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.

Calendar

- Check availability of a conference room in Outlook [4]
- Create a meeting in Outlook 2016 on MacOS [5]
- Using and configuring Outlook Web App [6]

Computer Help

- Clear cookies and cache [7]
- Connect to a remote computer in Windows [8]
- Connect to a remote computer in MacOS [9]

Email
Email on your phone

iPhone native mail app:
- Remove email from the native mail app for iPhone

iPhone Outlook app
- Add email through the Outlook app for iPhone

Android Outlook app
- Add email through the Outlook app for Android

Email on your computer

- Configure Office 365 Outlook on macOS
- Use and configure the Outlook Web App

Office Phones

- Install, login, and use Cisco Jabber softphone
- Configure and use Cisco voicemail
- Use the Cisco 8691 IP phone
- Use Cisco 7945G IP phone

Office 365

General

- Log in to Office 365
- How to log into Outlook 2016 once migrated to Office 365
- Microsoft OneDrive quick start guide

Microsoft Teams

- Microsoft Teams Quick Start Guide
- How to Install Microsoft Teams on an Android Device
- How to Sign Into Microsoft Teams on macOS and Basic Functions
OneDrive

- How to Log into OneDrive on PC [25]
- How to Log into OneDrive on Mac [26]
- How to Sync Files and Folders from OneDrive on PC [27]
- How to Sync Files and Folders from OneDrive on Mac [28]
- How to Copy Files to OneDrive on PC [29]
- How to Copy Files to OneDrive on Mac [30]
- How to Restore Files and Folders from OneDrive on PC [31]
- How to Restore Files and Folders from OneDrive on Mac [32]
- How to Restore Previous File Versions from OneDrive on PC [33]
- How to Restore Previous File Versions from OneDrive on Mac [34]

Password Reset

Contact the UIS Service Desk at 303-860-4357 (HELP) for 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]
- Install and configure Cisco AnyConnect VPN for Windows [39]

Wireless

Wireless at 1800 Grant

- Troubleshoot Home Internet Connection [40]
- Connect to CUSYS Guest Wireless on Android [41]
- Connect to CUSystem Guest Wireless on Android [42]
- Connect to CUSYS Guest Wireless on an iPhone or iPad [43]
- Connect to CU System Wireless for iPhone or iPad [44]
- Connect to CUSYS-Guest Wireless on Windows [45]

Eduroam Wireless
- Eduroam overview [46]
- Connect to Eduroam Wireless on an iPhone or iPad [47]
- Connect to Eduroam Wireless on Android [48]
- Connect to Eduroam Wireless on Mac iOS [49]
- Connect to Eduroam Wireless on Windows [50]

**Zoom**

- Integrate Zoom with an Outlook Calendar [51]
- More Zoom guides and videos [52]
- Zoom Tips and Tricks for hosting a successful meeting [53]
- How to use Zoom Whiteboard [54]
- Request or purchase a Zoom license [55]

Have a suggestion for a new guide? Let us know [56]!

Help us make our resources better! Let us know how helpful our guides our with the guide feedback form [57].

**Groups audience:**
UIS Service Desk

**Right Sidebar:**
UIS Service Desk: How to

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

**Links**