

How-to guides ^[1]

HOW-TO GUIDE

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]

Cisco Jabber resources

- [Install, login, and use Cisco Jabber softphone](#) ^[17]
- [Configure and use Cisco voicemail](#) ^[18]

Office 365

General

- [Log in to Office 365](#) ^[19]
- [How to log into Outlook 2016 once migrated to Office 365](#) ^[20]

- [Microsoft OneDrive quick start guide](#) [21]

Microsoft Teams

- [Microsoft Teams Quick Start Guide](#) [22]
- [How to Install Microsoft Teams on an Android Device](#) [23]
- [How to Sign Into Microsoft Teams on macOS and Basic Functions](#) [24]
- [How to Sign Into Microsoft Teams on Windows and Basic Functions](#) [25]

OneDrive

- [How to Log into OneDrive on PC](#) [26]
- [How to Log into OneDrive on Mac](#) [27]
- [How to Sync Files and Folders from OneDrive on PC](#) [28]
- [How to Sync Files and Folders from OneDrive on Mac](#) [29]
- [How to Copy Files to OneDrive on PC](#) [30]
- [How to Copy Files to OneDrive on Mac](#) [31]
- [How to Restore Files and Folders from OneDrive on PC](#) [32]
- [How to Restore Files and Folders from OneDrive on Mac](#) [33]
- [How to Restore Previous File Versions from OneDrive on PC](#) [34]
- [How to Restore Previous File Versions from OneDrive on Mac](#) [35]

Password Reset

- [How to reset your CU System account password](#) [36]

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](#) [37]
- [Enroll in Duo for VPN](#) [38]
- [Configure Cisco AnyConnect on Android](#) [39]
- [Configure Cisco AnyConnect VPN for iOS](#) [40]

Wireless

- [Troubleshoot Your Home Internet Connection](#) [41]
- [Connect to CUSYS Guest Wireless](#) [42]
- [Connect to CU System Wireless for iPhone or iPad](#) [43]

Zoom

- [Integrate Zoom with an Outlook Calendar](#) [44]
- [More Zoom guides and videos](#) [45]
- [Zoom Tips and Tricks for hosting a successful meeting](#) [46]
- [How to use Zoom Whiteboard](#) [47]
- [Request or purchase a Zoom license](#) [48]

Have a suggestion for a new guide? [Let us know](#) [49]!

Help us make our resources better! Let us know how helpful our guides are with the [guide feedback form](#) [50].

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/phones-how-install-login-and-use-cisco-jabber-softphone>
[18] <https://www.cu.edu/docs/phones-how-configure-and-use-cisco-voicemail>
[19] <https://www.cu.edu/docs/office-365-sign-office-365> [20] <https://www.cu.edu/docs/email-and-calendar-how-log-outlook-2016-once-migrated-office-365> [21] <https://www.cu.edu/docs/microsoft-onedrive-quick-start-guide> [22] <https://www.cu.edu/docs/microsoft-teams-quick-start-guide> [23] <https://www.cu.edu/docs/email-and-calendar-how-install-microsoft-teams-android-device>
[24] <https://www.cu.edu/docs/email-and-calendar-how-sign-microsoft-teams-mac-ios-basic-functions>
[25] <https://www.cu.edu/docs/how-guide-how-sign-microsoft-teams-windows-basic-functions>
[26] <https://www.cu.edu/docs/how-login-onedrive-using-pc> [27] <https://www.cu.edu/docs/how-login-onedrive-using-mac> [28] <https://www.cu.edu/docs/how-sync-files-and-folders-onedrive-pc>
[29] <https://www.cu.edu/docs/how-sync-files-and-folders-onedrive-mac> [30] <https://www.cu.edu/docs/how-copy-files-over-onedrive-pc> [31] <https://www.cu.edu/docs/how-copy-files-over-onedrive-mac>
[32] <https://www.cu.edu/docs/how-restore-files-and-folders-onedrive-pc> [33] <https://www.cu.edu/docs/how-restore-files-and-folders-onedrive-mac> [34] <https://www.cu.edu/docs/how-restore-previous-file-versions-onedrive-pc> [35] <https://www.cu.edu/docs/how-restore-previous-file-versions-onedrive-mac>
[36] <https://www.cu.edu/docs/how-reset-your-cu-system-account-password> [37] <https://www.cu.edu/docs/how-guide-accessing-cisco-anyconnect-vpn>

[38] <https://www.cu.edu/docs/duo-vpn> [39] <https://www.cu.edu/docs/how-guide-configuring-cisco-anyconnect-vpn-android> [40] <https://www.cu.edu/docs/vpn-configuring-cisco-anyconnect-vpn-ios> [41] <https://www.cu.edu/docs/wireless-how-troubleshoot-home-internet-connection> [42] <https://www.cu.edu/docs/wireless-connect-cusys-guest-wireless> [43] <https://www.cu.edu/docs/wireless-connecting-cusystem-wifi-ios> [44] <https://www.cu.edu/docs/computer-help-integrate-zoom-outlook-calendar> [45] <http://zoom.us/resources> [46] <https://www.cu.edu/docs/how-guide-zoom-tips-and-tricks> [47] <https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard> [48] <https://www.cu.edu/docs/how-guide-requesting-and-purchasing-zoom-license> [49] <mailto:uiscommunications@cu.edu?subject=How%20To%20Guide%20Suggestion> [50] <https://www.cu.edu/service-desk/forms/service-desk-guide-feedback>