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Blackboard accounts are used to access ECSU's online course management system.

IMPORTANT NOTE: If you've had your password reset by ITS, you may be able to access email with the default password they give you, but it will not work in Blackboard until you reset your password to only something you know.

- Blackboard uses the Technology Account which is the same username and password as email and computer accounts.
- To change passwords refer to Article 20: Student Technology Accounts or Article 32 Faculty/Staff Technology Accounts.

If you encounter errors please make sure of the following:

- Your using the same username you use for Eastern email and Lab computers.
- Please use all lowercase letters for the username only.
- Type your password exactly as you would for Eastern email and lab computers.
- You must have logged in to your Eastern email or an Eastern computer at least once before using Blackboard . If you have not done this your account will not be activated and you will not be able to get into Blackboard .
- If you are unable to log on to Blackboard, but see no error messages, check to see if you have a pop-up blocker installed and running. Pop-up blocking software is not compatible with Blackboard and must be disabled. If your computer has a pop-up blocker enabled, please consult the documentation for the pop-up blocker for information on how to disable it.

If you are sure you are doing everything right and you still can't log in, then it's likely that your password is expired. See Article 31 Blackboard Incorrect Username and Password Error for a detailed explanation and Article 20: Student Technology Accounts or Article 32 Faculty/Staff Technology Accounts for instructions for reactivating the account.

Blackboard Issues

Some people are experiencing an issue with Blackboard mail and other features of Blackboard. These problems are typically related to the Java plugin. Java is specific to individual machines and may or may not be installed on your machine.

Can't Log In:

- Your Blackboard username is the same username you use for Eastern email and Lab computers.
- Please use **all lowercase** letters for the Blackboard username.
- Type your password **exactly** as you would for Eastern email and lab computers.
- You must have logged in to your Eastern email or an Eastern Lab Computer at least once before using Blackboard. If you have not done this your account will not be activated and you will not be able to get into Blackboard.
- If you are unable to logon to Blackboard but see no error messages, check to see if you have a "pop-up blocker" installed and running. Pop-up blocking software is not compatible with Blackboard and must be disabled. If your computer has a pop-up blocker enabled, please consult the documentation for the pop-up blocker for information on how to disable it.

Tool Errors:

- Tool errors and errors with Blackboard features are caused by having the incorrect version of Java installed or by canceling or closing the Java Security Warning popups when they occur.

The Connecticut State Colleges and Universities Board of Regents has purchased an emergency notification system which utilizes an off-site service called Everbridge to provide quick distribution of time-sensitive emergency messages to multiple devices selected by the subscriber (i.e. text messages, email, phone call, etc.). Eastern's emergency notification system is called "Eastern Alert." The following document provides instructions on how to manage your account. Other information about Eastern Alert can be found at https://www.easternct.edu/emergency-alerts/faq.html.

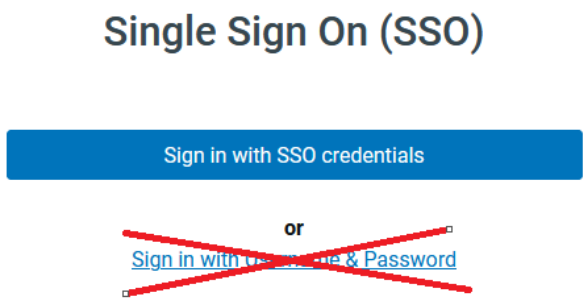
How to access?

The easiest way to access Eastern Alert is to use the link below:

- Eastern Alert Portal - Click "Sign in with SSO" (you may be prompted to log into Office 365).
- You can also access Eastern Alert by searching for the "Eastern Alert" app under All Apps in Microsoft 365. Further instruction for accessing Microsoft 365 Apps in article: Accessing MS Office 365 apps.

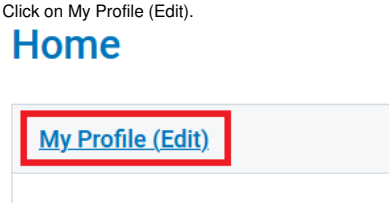
From within the portal, click "Sign in with SSO Credentials". If you are not already signed in, you will be prompted to sign in using your Eastern credentials.

- Note: Sign in with Username & Password will not work. You must use Single Sign On.
- For issues signing in, call the Help Desk at (860)-465-4346 or see article: Password Management.



To manage how you would like to receive alerts:

- Click on My Profile (Edit).



- Enter or modify the methods you wish to receive alerts. You can also include the email addresses and phone numbers of family and friends you would like to receive the notifications.
- Note: You cannot remove your Eastern email address but can remove any other contact information you added, including phone numbers.
- Click Save.
- If you encounter any problems, don't hesitate to contact the Help Desk at helpdesk@easternct.edu or call (860)-465-4346.

General Help Desk and Desktop Support Services Information

The goal of the Help Desk is to provide faculty and staff with timely, effective support for desktop computer hardware and software. We offer assistance with office PCs, monitors, printers, and other peripheral equipment. Resident students who have questions related to the use of personally-owned computers on our campus network (ResNet) are also encouraged to contact the Help Desk.

Help Desk staff can be reached at 860-465-4346 (465-4346) during regular business hours or via email at helpdesk@easternct.edu.

- The Help Desk is staffed from 8:00 a.m. to 5:00 p.m. Monday through Friday, except on holidays.
- Limited support is available on most Saturdays by calling 860-465-4688.

When you call or email the Help Desk, please have detailed information available, including your location and phone number, a description of the problem or request, and the model and type of equipment.

Services Offered:

- Hardware installation
- Operating system installation or upgrade
- Application software installation and support
- Hardware and software troubleshooting
- Configuration of print and file services
- Assistance with email services

Help Desk staff provide first-level support by phone. If the problem or request requires an on-site visit, one of our desktop support staff will make arrangements to meet the caller at their location.

Incident Handling: An Orderly Response to Unexpected Events

Online Help Desk Request

Online Help Desk requests can be made at https://myeasternct.sharepoint.com/sites/HelpDesk

Printing Transcripts Banner

Eastern Connecticut State University Residential Computing Fact Sheet

The ECSU residential computer network, better known as Resnet, provides network connectivity for all residential students. Resnet is designed to be as reliable as is possible in providing learning services plus office and building operation.

Use a standard ethernet cable to connect your PC to Resnet. Ethernet cables are available in Media 252 (no cost).

Personally owned computers must meet certain criteria to be given Internet access. They must:

- Have properly licensed and UPDATED operating systems and application software.
- Be configured to receive automated operating system updates.
- Have anti-virus software running that is configured to receive automated updates.
- Not have peer to peer software, viruses, or spyware actively running.

When your PC is physically connected to the network and turned on, it will be checked to determine if it meets these requirements. If the PC needs to be updated, directions will be provided. If you need more information about configuring your PC browse to http://help.easternct.edu where you will have access to software upgrades and instructions.

Until these criteria are met, access to the Internet will be blocked. Local services from ECSU, such as E-mail and Blackboard Vista will remain available.

Personally owned computers that have active peer to peer applications, viruses, or spyware will be quarantined: browsing to any external web site will return a page explaining that the PC is quarantined. Please see the above Help Page for details and information about how to get out of quarantine.

Students are responsible for maintaining the configuration of their PC. ITS staff cannot repair or reconfigure personally owned computers.

Several network security tools are in use which helps provide enhanced reliability for Resnet. There are a number of network gateway devices, such as Packeteer and Interspect that screen for illegal applications or activities consistent with virus activity. The Cisco Clean Access product enforces basic personal computer hygiene. Anti Virus software is required, which further enhances personal computer hygiene. While these are common requirements in an enterprise computing environment, they may at first pose an obstacle for the home user. ECSU Information Technology Services (ITS) is committed to helping the Resnet computer user succeed in this enterprise environment.

Local services such as the Blackboard Vista course management system, student E-mail, on-line course registration, anti-virus software, and directions for self-directed help are all available online even when the PC is blocked or quarantined.

Saving Word Documents as HTML for use in Blackboard

Strange characters particularly questions marks throughout your document occur when you use MSWord to generate your HTML. When you choose Save as Web Page from your Word document, the result is an HTML document that uses XML. Blackboard cannot handle the XML and fills your document with strange symbols like question marks. Formatting will also vary when documents are saved this way.

To fix the problem we have four possible solutions.

1. Resave the document as filtered HTML.
    - Go to the File Menu and choose Save As.
    - Choose Web Page, Filtered.
    - This generates HTML without the XML. This should elimintate most of the problems.
2. If this does not help, you can remove the strange characters and reformat the document using either the HTML editor in Blackboard or you can use another HTML editor tool such as Dreamweaver. Alternately, you can copy the content from word and paste into Notepad (PC) or Text Edit (Mac) and then copy it again from there and paste into Blackboard. The pasting into Notepad or Text Edit strips the MS formating and creates plain text which you can edit in the Blackboard Text Editor.
3. The third option is to create a PDF instead of HTML. This will preserve all the formatting too. You can do that in Word by going to Save As PDF.

IMPORTANT NOTE: Computer accounts are not to be shared with other users; when evidence of account sharing is found, all parties involved will be considered to be in violation of this policy. Please review Article 223: ECSU Policy on Computer Use

All Eastern students have a Technology account automatically generated upon registration. This account is used for Computer Labs, Email, Blackboard, and other online services, though not all online services. Your username must be typed completely in lowercase, and passwords must be typed in whatever case is appropriate.

IMPORTANT NOTE: New and transfer students MUST log on to either a university-owned computer or their Eastern email accounts (from on or off-campus) before attempting to log on to Blackboard.

How to determine Your Username, Password, and Email address:

- Log on to E-Web Online Services. For E-Web instructions see Article 21: Logging in to E-Web: Online Services .
- Once you have successfully logged onto E-Web, click on the Personal Information link.
- Click on View/Update E-Mail Address(es). You should see your Eastern email address on the page.
- The part of the email preceding the @ symbol is your username. This is often your last name and some part of your first name.
- The default password is made of the following 7 characters:
  - First Character: $
  - Second Character: First initial of your username in CAPS.
  - The last 5 digits of your Eastern ID number from your ID card or acceptance letter.
  - Example: A student with the username Jones and Eastern ID of 10256789, their default password would be $J56789
- The first time you use your default password it will tell you it's expired and you will be prompted to set a new password that only you know. Please refer to Article 485: Password Management for details.

Password Change

- To change your email password, see Article 485: Password Management

Alumni Accounts

After graduating, your account will be converted to Alumni status and granted only a Microsoft 365 mailbox license. This means that your OneDrive and other application access will be removed once your degree is awarded. The degree evaluation/awarding process is handled by the Office of the Registrar and takes place 1-2 months after your final grades have been submitted.

If you'd like to know more about your transition to Alumni status, you can reach the Office of the Registrar atregistrar@easternct.edu

Eastern is retiring the current student network file shares, known as the Z: Drive. The new default file storage system will be Microsoft OneDrive for Business. This move will not only provide greater accessibility and more granular recovery, it significantly increases storage for each student by 20,000 times the current allocation.

ITS will be changing all student data from the local Z: drives to Read Only, at which point students can copy files to OneDrive.

Additional information will be emailed as students return to campus. The ITS Help Desk will be available to assist all students.

In addition, a series of short informational/tutorial videos on O365 OneDrive for Business is available at:

- https://support.office.com/en-us/article/video-get-started-with-onedrive-work-or-school-b30da4eb-ddd2-44b6-943b-e6fbfc6b8dde

Some advantages of O365 OneDrive:

- O365 integration provides online editing and collaboration tools for Microsoft Office documents
- OneDrive will have 5TB of storage, 20,000 times more than the current Z: Drive
- OneDrive stores documents of nearly any file type
- Files may be accessed from any location on any device via the Internet
- Individual files may be shared with other Eastern students and/or faculty to allow for real-time collaboration/editing

Home use licenses for SPSS expire at the end of December every year. To renew your license, contact helpdesk@easternct.edu for the current code and follow the instructions below.

- Launch the License Authorization Wizard from the Programs or Applications Group on your Mac or PC.
- On the Product Authorization screen, select License my Product Now.
- Click Next.
- Enter your Authorization code (you can copy and paste it).

The License Authorization Wizard sends your authorization code over the Internet to IBM and automatically retrieves your license. This requires you to be online when you do this. Firewalls may prevent successful licensing over the Internet.

Spyware Issues

Spyware on your system can cause a variety of strange behaviors with Blackboard, Web surfing, and other applications. Below is a list of some behaviors we've seen. In each case the solution is to do a full spyware scan.

Spyware symptoms:

- You attempt to access Blackboard or a page inside of Blackboard and get a You Are Not Authorized to View ThisPage error.
- You attempt to access the Blackboard login page or entry page and you get redirected to someone else search page.
- Browser Hijacking occurs when you attempt to reach a particular page and you are redirected somewhere else. Another symptom is when your default browser home page gets changed without your knowledge.
- Lot of popup advertising windows.
- Your computer is runs increasingly slower.

Any brand Windows (Dell, HP, Lenovo) or Mac product will suit most user's needs at Eastern. If you have some experience with either Mac or PC, you should choose one you are comfortable with, there's no need to add the stress of learning a new system with all the other new responsibilities you will have. Depending on specific software needs, for example photo/video editing or data collection, the user may need to get a better processor or GPU.

When using MS office and browsing the web, an i3 or i5 processor is enough with an onboard graphics card. We recommend having a minimum of 250GB worth of storage space and 8GB of RAM.

A heavy photo or video editing machine may require a dedicated GPU, along with 16GB of RAM and an i7 processor. Typically the software will label the minimum hardware requirements needed, however it is the responsibility of the user to check for compatibility.

We do not recommend Chromebooks or iPads as they run smart phone operating systems and aren't capable of all that a computer needs to do.

There is no need to buy MS Office Software, Eastern gives you MS Office at no cost. We also have a student IT Orientation site that lists some of the IT services and information you will need to get started at Eastern.

Student IT Orientation:

https://myeasternct.sharepoint.com/sites/HelpDesk/SitePages/Student-Orientation.aspx

Browsing in Incognito Mode Guide

If you are running into error issues opening-up hyperlinks, it is advised to open the link in Incognito mode in Chrome, a Private window in Edge Chromium, or Firefox. The following link contains information from LifewIre about How to Turn on Incognito Mode in Your Browser: https://www.lifewire.com/browsing-incognito-445990

Please select your Role:

- **Student**
- **Faculty and Staff**

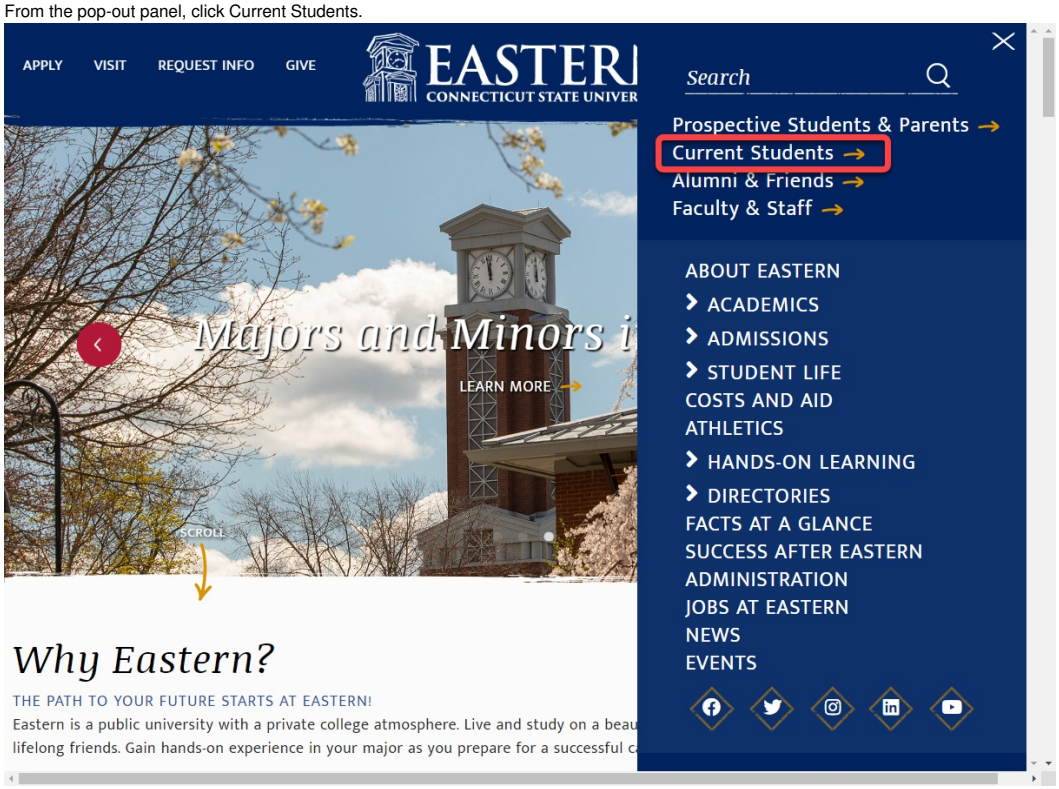
MS Access is a part of the Microsoft Office Suite. Students that need it on personal Windows machine can download it through their normal 0365 accounts. It will be included in the download.
All windows machines on campus have Access installed.

This article describes accessing Blackboard from the Eastern Connecticut State University website.

1. Go to https://www.easternct.edu/. Click on the hamburger in the upper right corner.



2. From the pop-out panel, click Current Students.



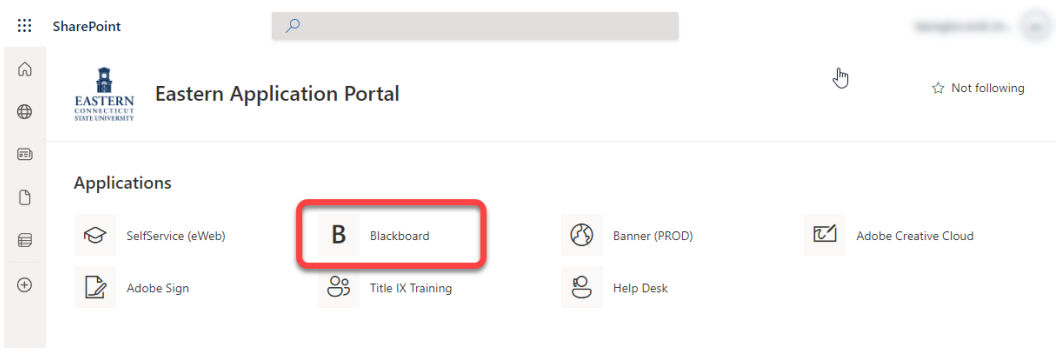
3. Click Email/Office 365 button.



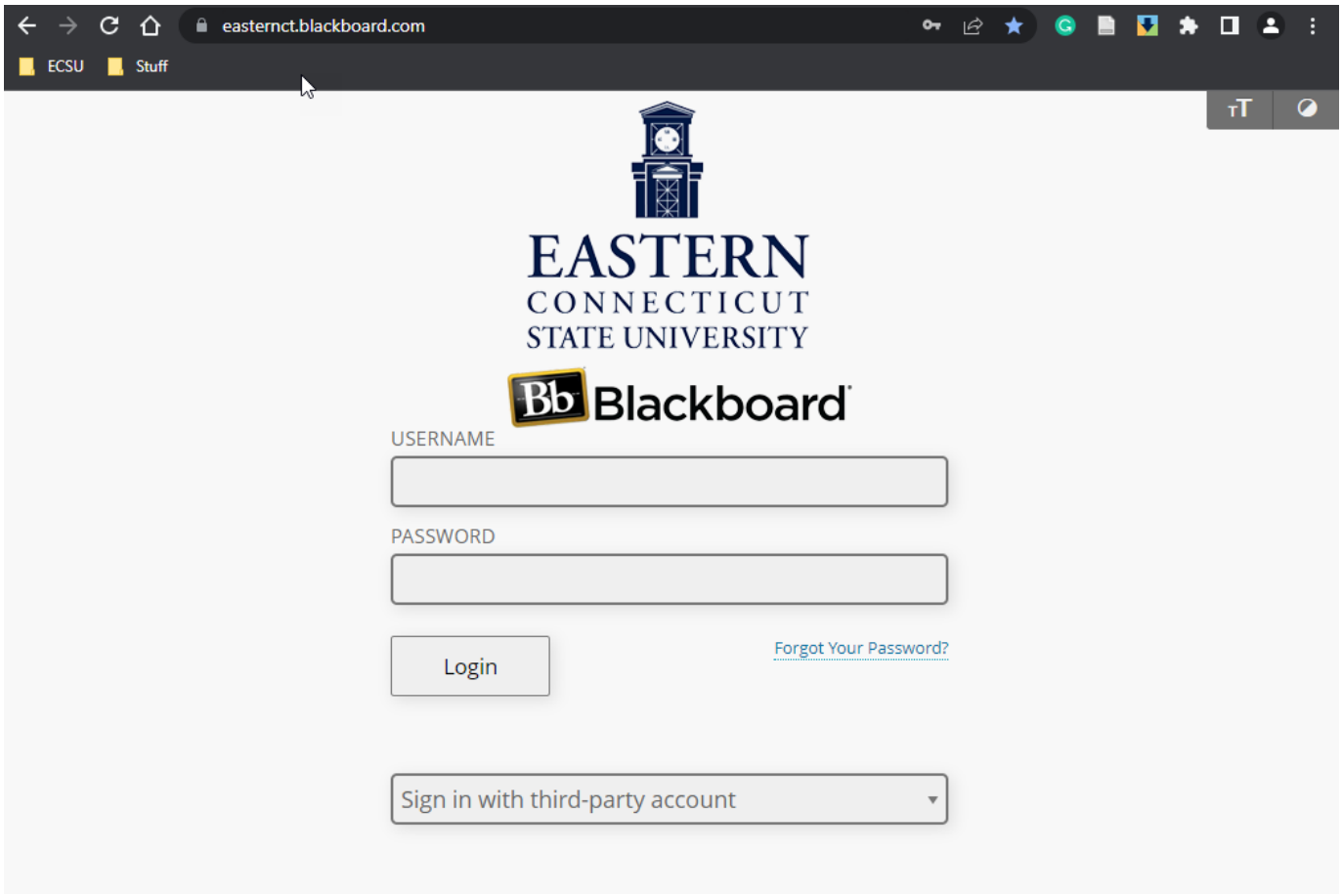
4. Click Eastern Apps.



5. Click the Blackboard button.



6. Enter your Eastern username and password.


easternct.blackboard.com
ECSU
Stuff
EASTERN
CONNECTICUT
STATE UNIVERSITY
Blackboard
USERNAME
PASSWORD
Login
Forgot Your Password?
Sign in with third-party account

ECSU Cable TV Service:

In 2014, Eastern's Charter Communications cable TV service was changed from an analog to an all-digital signal. This new service, which is free to students living in Eastern residence halls includes an expanded channel lineup with many high-definition (HD) channels, four HBO channels, and over thirty digital music channels. This is a customized, bulk-feed type of service that is specific to Eastern. The channels are fixed and the service cannot be upgraded with additional channels using Charter provided equipment.

To receive these channels, you must have a QAM tuner (Quadrature Amplitude Modulation). The QAM tuner allows your TV to receive high definition cable programming without a cable set-top box. Most, but not all televisions manufactured after 2007 have an integrated tuner that can receive QAM based channels.

You should check the specifications from your TV manufacturer to determine if it includes the required QAM tuner. It should be explicitly referenced in the TV's specifications. There are several types of digital tuners in the United States and not all will work with Eastern's cable TV service.

- § NTSC Tuner - not compatible,
- § ATSC Tuner - not compatible,
- § QAM Tuner - compatible and required.

Unfortunately, some less expensive TVs come with a low-quality QAM tuner that may not be able to pick up all of the digital channels. Our experience has demonstrated that well-established manufacturers such as Samsung, Sony, Sharp, LG, and Toshiba have performed better. Also, to receive HD channels, you need an HD-compatible TV.

How do I program my TV to view the new channel lineup?

Most QAM tuner TVs have a "Channel Search" or "Auto Program" function that will automatically scan the incoming signals and detect the ones that are available. It may be necessary to do a channel search before your TV will allow you to tune to a specific channel.

1. Go into the TV Menu and select "Set Up"
2. Look for and select an option similar to "Channel Search" or "Auto Program"
3. The TV will automatically begin searching to identify all available channels
4. After this auto search is completed, there should be approximately 60-70 channels available for viewing (if the TV has an internal QAM tuner). If no channels are available, it is likely the TV does not have a QAM tuner.

If you previously watched a program on channel 4, the new channel may have moved to a new number, such as 4.2 or 4-

Some TVs require you to erase "old" channels and rescan them in the new channels.

Also, most HD TVs have the ability to modify aspect ratios. If your picture seems stretched or has black bars around the picture after the scan, please modify the aspect ratio to fit with your desired viewing experience.

If I do not have or do not want to purchase a TV with a QAM tuner do I have any other options?

You can purchase an external QAM tuner that can be connected to a TV. Only the following unit has been endorsed by Eastern and Charter Communications as being fully compatible with the new cable TV service. This unit is available online directly through Channelmaster or from Amazon.

- http://www.channelmasterstore.com/HD_Antenna_Tuner_CM_7001_p/cm-7001.htm

After consulting my TV user manual and verifying that I have a TV with a QAM tuner, I am still having problems getting a cable signal on my TV. What can I do for support?

- Please contact the ITS Help Desk at 860-465-4346 or by email, helpdesk@easternct.edu.

Channel Name	TV Channel Number
WFSB CBS HD	7.1
WVIT NBC HD	7.2
WCBV ABC HD	7.3
WCCT CW	8.1
WBZ CBS HD	8.2
WTNH ABC HD	8.3
WCTX MyTV HD	9.1
WUVN Univision HD	9.2
WTIC Fox Hartford	10.1
WEDH PBS Hartford	10.2
WGBH PBS Boston	10.3
WHPX ION HD	11.1
NESN HD	11.2
WRDM-LP - Telemundo	12.104
Government Access	13.156

Connecticut Public Affairs **Channel Name**	15.97 **TV Channel Number**
ECSU Channel 22	16.105
Public Access	17.150
Charter TV 3	18.67
HBO HD	19.1
HBO 2 HD	19.2
HBO Signature HD	19.3
HBO Family HD	19.4
WCCT-DT - CW	20.1
This-TV	20.2
Comedy Central HD	22.17
A&E HD	23.17
WEDH PBS	24.1
Animal Planet HD	24.17
WEDH PBS CPTV4U	24.2
WEDH PBS CPTV Sports	24.3
Discovery HD	25.17
History Channel HD	26.17
National Geographic HD	27.17
Travel Channel HD	28.17
BET HD	29.17
Bravo HD	30.17
E! HD	31.17
Lifetime Movie Network	32.17
Esquire Network HD	33.17
TBS HD	34.133
TNT HD	35.174
USA HD	36.17
ABC Family HD	37.17
Cartoon Network -HD	38.17
Disney Channel HD	39.17
Nickelodeon-East HD	40.17
TV Land HD	41.17
Food Network HD	42.17
fx HD	43.17
Cloo TV SD	44.17

Channel Name	TV Channel Number
HGTV HD	45.17
Learning Channel HD	46.17
Spike TV HD	47.17
SyFy HD	48.17
TruTV - HD	49.17
Weather Channel HD	50.494
AMC HD	51.17
Turner Classic Movies	52.17
CMT	53.2
MTV HD	54.17
VH-1 HD	55.17
CNBC HD	56.17
CNN HD	57.17
CSPAN - HD	58.17
CSPAN2	59.211
Fox News Channel HD	60.17
HLN HD	61.17
MSNBC HD	62.17
EWTN	63.15
Home Shopping Network	64.17
Comcast SportsNet - HD	65.368
ESPN HD	66.173
ESPN2 HD	67.177
Golf HD	68.17
NBC Sports Net	69.131
Speed Channel HD	70.17
Music Channels	71.53 - 71.98

Disabling Wifi On HP Printers

Note: Some HP Wifi-compatible printers may interfere with campus wireless network activity. To keep wireless channels free of interference, follow the steps below to disable HP wireless printer services.

For most models:

1. Use the printer menu and locate the **Setup** option.
2. Select **Network** from the options presented.
3. Select **Wireless Radio** on the menu that follows.
4. Switch **Wireless Radio** off.

HP Photosmart C4780

1. From the front panel, choose **Scan**
2. Scroll to locate and select **Networking**
3. Within the Networking menu, select **Wireless** to disable it.

HP Photosmart D110

1. Some models include a Wifi hardware button, requiring only that you push the button to disable wireless connectivity. The button may need to be held for up to 5 seconds. For those models without a Wifi hardware button, follow the steps below.
    1. Within the menu, navigate to **Settings**.
    2. From the Settings menu, select **Wireless,** and choose **Wireless Settings**
    3. Within Wireless Settings, select **Disable Wireless** and click **Ok**.

HP Laserjet P1102w

1. Press and hold the button shown below for 5 seconds.

2. If the indicator light turns off, the Wifi has been successfully disabled.

Housing Staff Cable TV Support Procuedures

1. If a student has a problem with their cable TV service they first contact their RA or Hall Director.

2. If the cable jack is broken off or pushed in, RA or HD submits a service form @ www1.easternct.edu/helpdesk as aPhysically Damaged Cable TV Wall Jack problem.

3 . If the cable jack is physically OK, the RA or HD tests it with the test TV.

4. If the test TV does not show the channels, the RA/HD submits a service form @ www1.easternct.edu/helpdesk as a No Signal problem.

5. If the test TV does show the channel, the HD/RA refers the student back to the info sheet which reminds them how to scan the channels on their TV or determine if they have a TV with a QAM tuner and then gives them the options for either purchasing or borrowing an external tuner.

6. Student's that wants to borrow a loaner QAM tuner unit must pick it up from **Media Services**. They must bring their ID and fill out a loan form. The unit must be returned to Media Services it at the end of the school year (or they withdraw from Eastern.)

7. If after following all of these steps, the student still has problems, they can contact Media Services by email at:

mediaservices@easternct.edu.

Wireless Printing in The Residence Halls

****New methods to print over campus wireless****

- MobilePrint for printing via email, uploading, or from your mobile device.
- ChromePrint for chromebook users.

****IMPORTANT** - The above options are driver-less. The below options are driver based and require a package download.**

Choose the appropriate link below to install the printer for your building

Windows computers:

- Burnap Hall
- Burr Hall
- Constitution Hall
- Crandall Hall
- High Rise Hall
- Laurel Hall
- Mead Hall
- Niejadlik Hall
- Noble Hall
- Nutmeg Hall
- Occum Hall
- Winthrop Hall

Mac computers:

- All dorms and public areas.

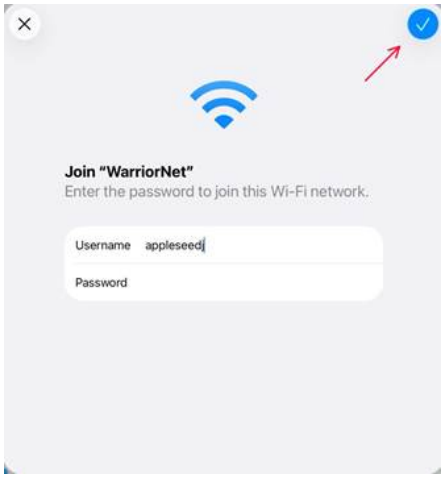
Connecting to Eastern's WiFi Network

Below are the steps on how to connect to Eastern's Wi-Fi networks.

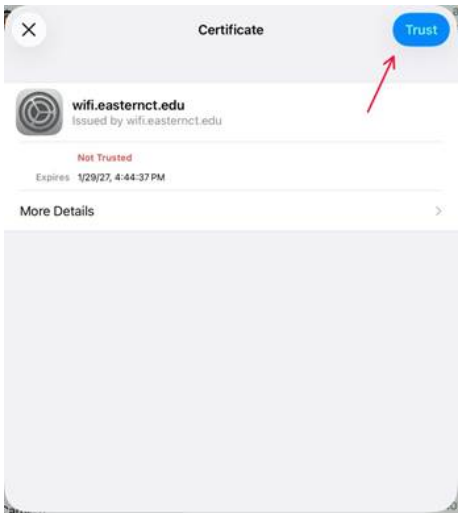
- **How to log into the "WarriorNet" Wi-Fi Network using your ECSU-provided account credentials for the options below. The "WarriorNet" network is used for student and staff personal devices (laptops, phones, tablets, etc.) and ECSU Managed Wi-Fi Devices.**
  - iPhones/iPads
  - Windows Laptops
  - Apple Laptops
  - Samsung Phones
  - Google Pixel Devices
- **How to log into the "ECSU-Public" Wi-Fi Network for the options below.**
  - Connect to Wi-Fi as a guest/visitor
  - Connect a gaming/smart device to "ECSU-Public" network

For iPhones/iPads:

1. Click the "WarriorNet" Wi-Fi network.
2. Sign in with your Eastern username and password.
   - Your username is everything before the "@" in your Eastern email address
   - Example: if your email is appleseedj@easternct.edu, your username is appleseedj
3. Click the check mark to connect.



4. A certificate will pop up.
5. Click trust in the top right.



You are now connected!

For Windows Laptops:

1. Click the "WarriorNet" Wi-Fi network
2. Sign in with your Eastern username and password.
   - Your username is everything before the "@" in your Eastern email address

- Example: if your email is appleseedj@easternct.edu, your username is appleseedj

3. Click **OK**



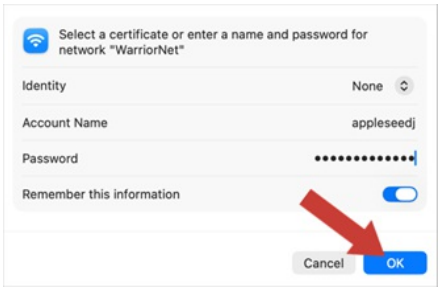
4. Click **Connect**



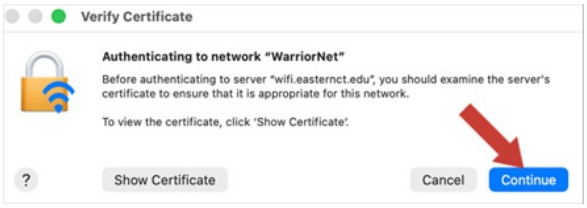
You are now connected!

For Apple Laptops:

1. Click the "WarriorNet" Wi-Fi network
2. Sign in with your Eastern username and password.
    - Your username/account name is everything before the "@" in your Eastern email address
    - Example: if your email is appleseedj@easternct.edu, your username is appleseedj
3. Click **OK**



4. Click **Continue** to accept the certificate



You are now connected!

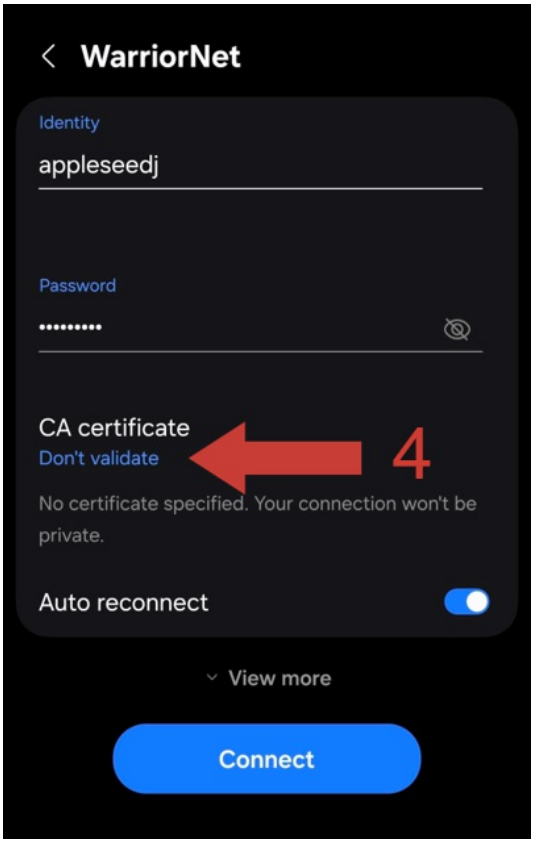
For Samsung Phones:

1. Click the "WarriorNet" Wi-Fi network
2. Make sure EAP method is à "PEAP"
    a. It is this way by default
3. Sign in with your Eastern username and password.

a. Your username/identity is everything before the "@" in your Eastern email address

b. Example: if your email is appleseedj@easternct.edu, your username is appleseedj

4. CA Certificate must be set to "Don't Validate"

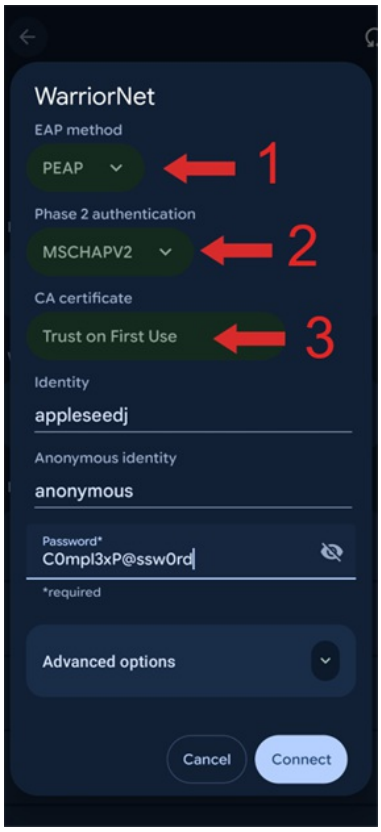


5. Click **Connect**

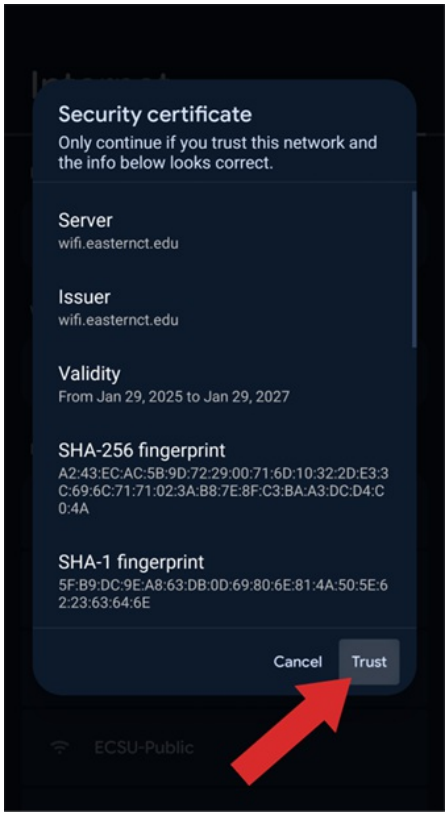
You are now connected!

For Google Pixel Devices

1. EAP Method: PEAP
2. Phase 2 Authentication: MSCHAPv2
3. CA Certificate: Trust on first use
4. Sign in with your Eastern username and password.
    - Your username/identity is everything before the "@" in your Eastern email address
    - Example: if your email is appleseedj@easternct.edu, your username is appleseedj



5. A security certificate will pop up —> Click Trust



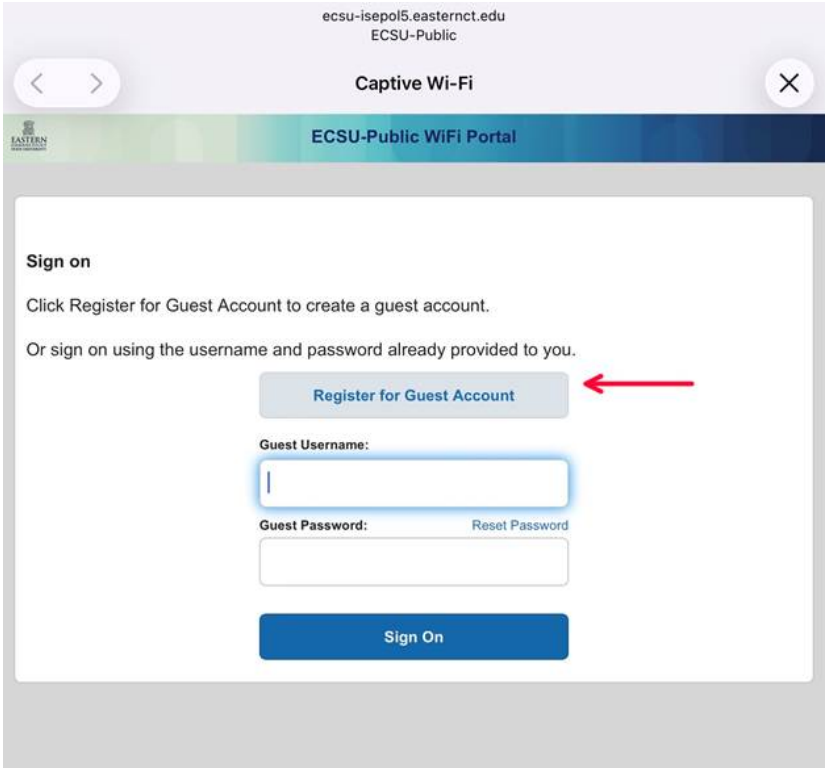
You are now connected!

"ECSU-Public" Wi-Fi Network

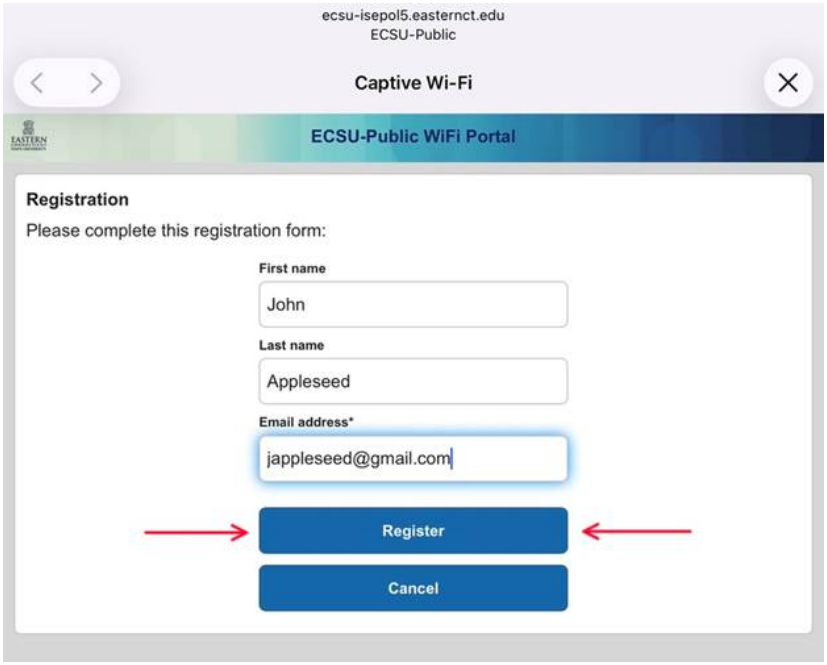
This network is for guests and visitors.

Click the ECSU-Public SSID
Wait for the pop up to pop up

1. Click **Register for Guest Account**
    - **NOTE:** If you already have guest credentials from a previous sign in within the last 24 hour window, you can use them in the "Guest Username" and "Guest Password" fields.

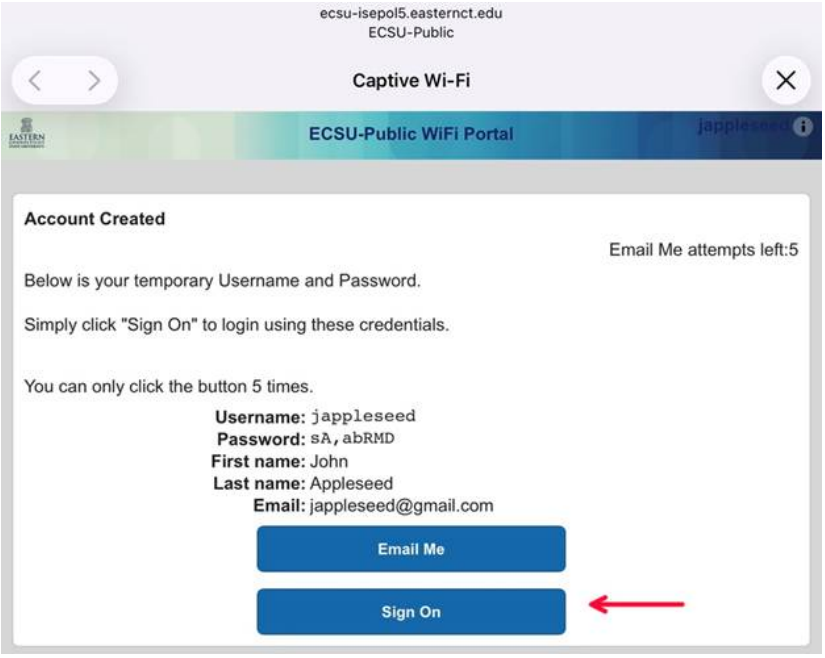


2. Enter Your First Name, Last name, and email address, and then click **Register**

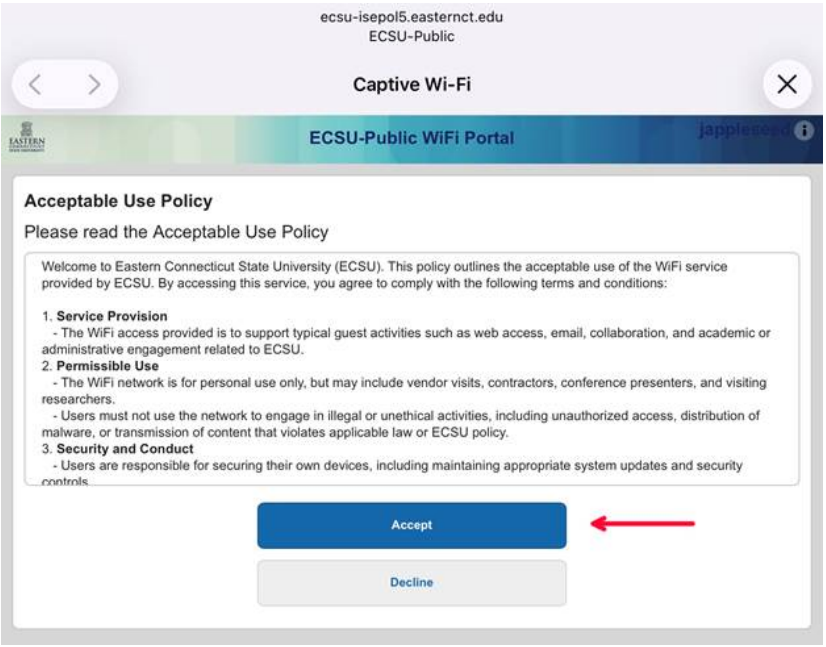


3. Click **Sign On**

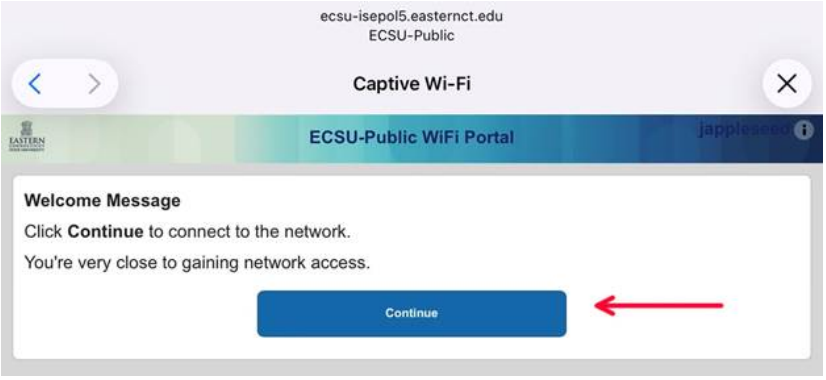
- **NOTE:** The username and password displayed on this page, can be re-used for other devices that you plan to put on the ECSU-Public network. You can put these credentials in, in the beginning of step one, instead of clicking "Register for Guest Account"
- These guest account credentials will be sent to the associated email. The credentials will be valid for 24 hours.



4. **Accept** the Acceptable Use Policy



5. Click **Continue**



6. Click out of the pop-up if it does not close automatically



"Eduroam" Wi-Fi Network

Visitors that have been assigned login credentials at other educational institutions can login to this network using those credentials.

The instructions are the exact same process as "WarriorNet"

- You must use your **full home institution email address** and password to sign into Eduroam

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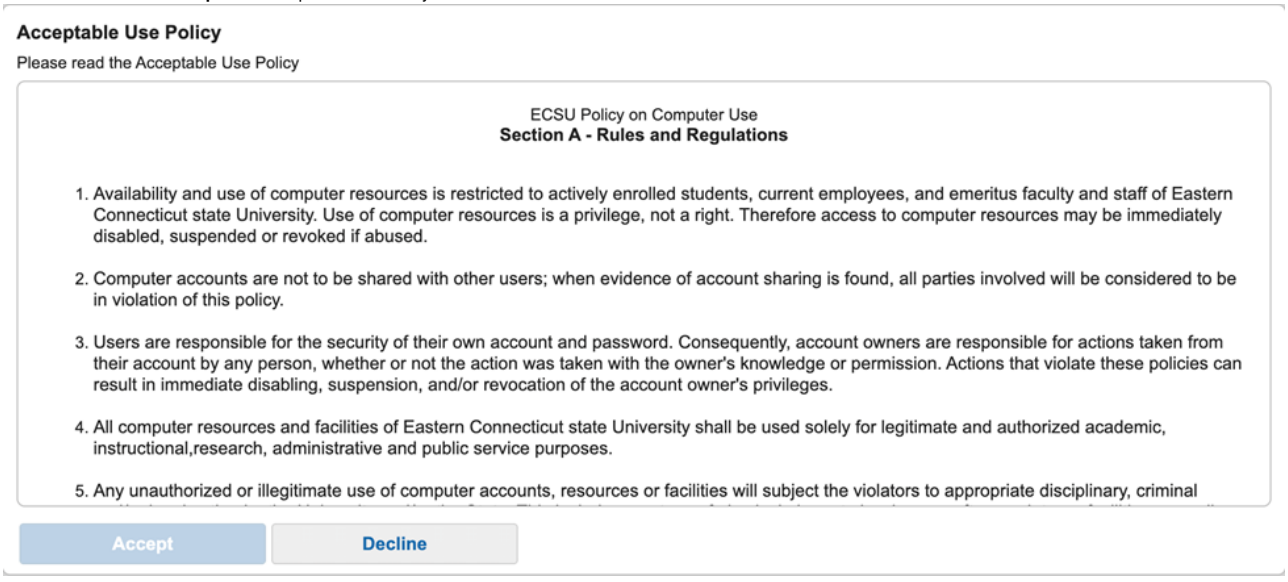
How to Connect a Gaming/Smart Device to ECSU-Public:

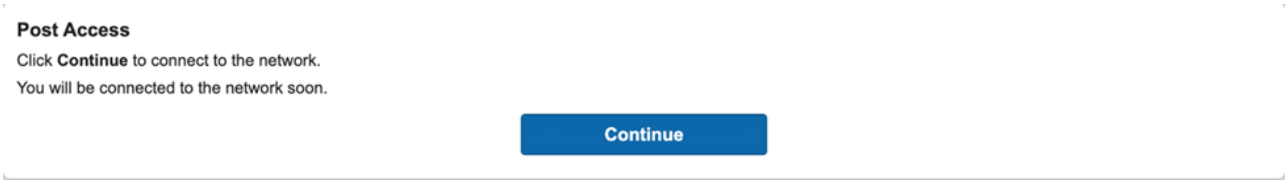
1. Obtain the Mac Address of your device
    - It is in a format like this: 76:73:af:bc:82:fb
    - Usually it is under the network settings of a device
    - Google is the best tool to find the location of the device's mac address
        - **Example:** "How to find mac address of Playstation 5"
2. Scan the QR code **-OR-** go to: mydevices.easternct.edu

mydevices.easternct.edu

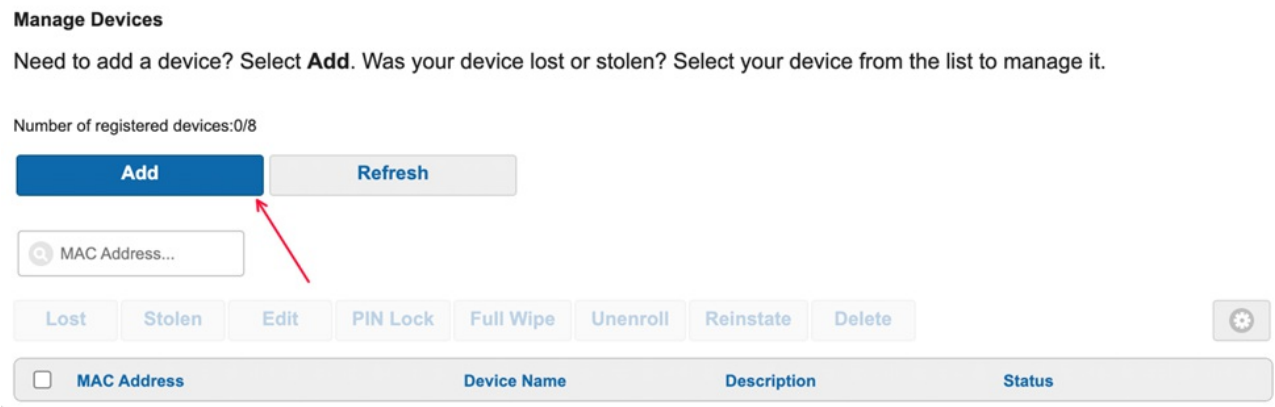
3. Scroll Down and **Accept** the "Acceptable Use Policy"



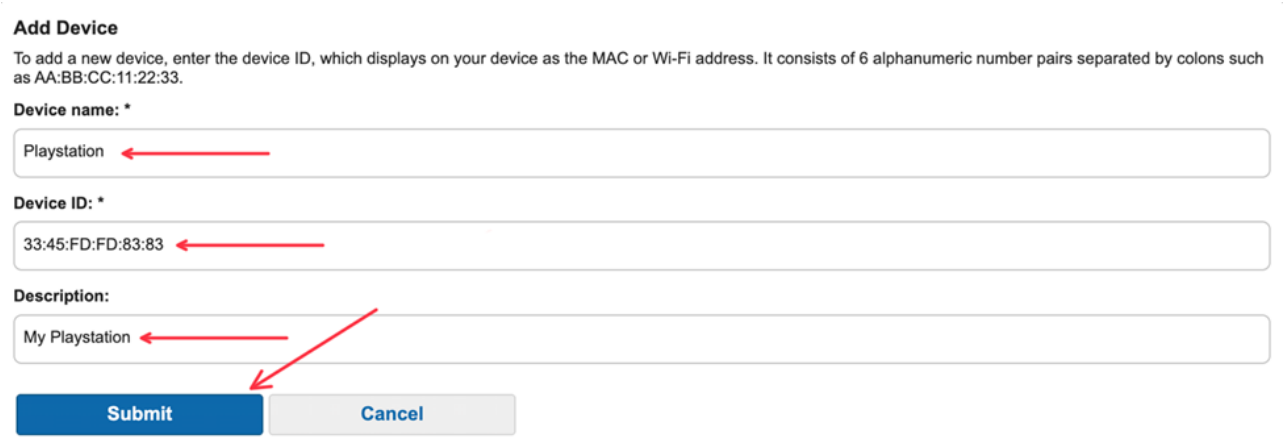
4. Press Continue



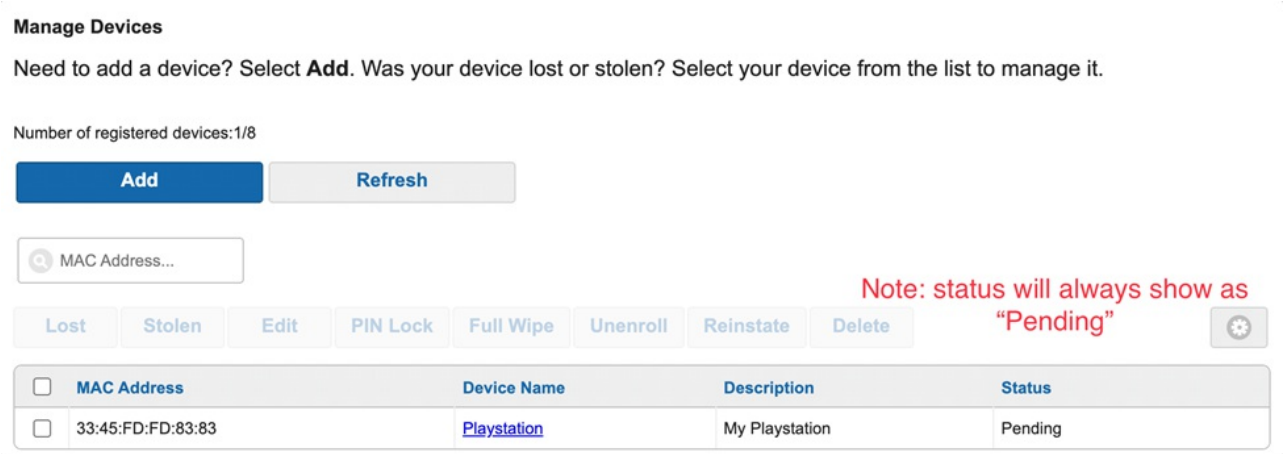
5. Click the "Add" button



6. Enter your device details, and then click "Submit"



7. Once you see this screen, your device has been successfully registered. You will see them listed in the format as shown below.



8. On the device you can now join the "ECSU-Public" WIFI network.
   - **NOTE:** If you want to add more gaming/smart devices (up to 8 total devices) click the add button in step 7 and repeat the process.

PCs

Email Quotas and Restrictions

The following restrictions apply to faculty and staff email account:

- Individual emails cannot be greater that 35 MB including attachments. Faculty and staff are restricted to less than 1000 recipient email addresses per email and 5000 recipients per day. Students are restricted to less than 300 emails a day.
- Blocked file extensions: inf, ink, scf, msp, cpl, msh2xml, msh1xml, mshxml, msh2, msh1, msh, psc2, psc1, ps2xml, ps1xml, ps1, wsh wsc, wsf, ws, jse, vbs, vb, cmd, jar, hta, msi, scr, bat, Macros, com, js, exe

If you need to email a file with one of these extensions, you must change the extension to .txt and instruct your recipient to change it back to the original once they receive it. To change a file extension refere to the following instuctions:

- Make sure you can see file exentions. If you see a period followed by two three or four letters at the end of your file name (e.g., .doc), then you can see them. If you don't see the extension you need to turn on the ability to see them. To turn this on:
  - Click on My Computer.
  - Click on the Tools menu.
  - Choose Folder Options.
  - Click on the View tab.
  - Scroll down to Hide Extensions for Known File Types
  - Uncheck Hide Extensions for Known File Types
- Locate the file you want to attach to your email.
- Select it by clicking on it once (don't open it). It should be highlighted.
- Press F2 (rename) on your keyboard.
- Move your cursor over to the file extension and change it to .txt
- Press Enter on your Keyboard

You can now safely send the attachment over email. Remember to instruct your recipient to change the extension back to the original.

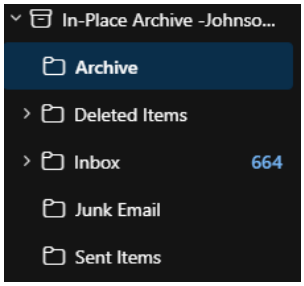
Email Archiving and Managing Storage Space

Users who email large files or have long standing accounts may eventually reach a storage limit. To address this, Outlook has an Archive feature that will free up space by archiving items older than a selected number of years. Additionally, deleted items and junk mail are automatically archived. Archived material still appears in Outlook search results.

To archive email, right-click any folder in Outlook, choose Assign Policy and select either the one year, three year, or five year policy. Each of these will auto-archive items within the selected folder based on their age, archiving items older than one, three or five years respectively. An Online Archive folder will contain the archived email, but will not count against your quota.

The Online Archive mailbox comes with a default capacity of 100 GB (in addition to your 50 GB main mailbox quota) and will preserve the folder structure of archived items. For example, items archived from an Inbox, Deleted Items, and Junk Mail folders that are older than five years appear in the archive folder similarly structured as shown in the image below.

Mailbox selection pane



When you search your mailbox using the search bar in Outlook, your Online Archive will automatically be included within the results. You can find more information about using the Online Archive mailbox folder in Outlook here: Manage email storage with online archive mailboxes - Microsoft Support

Installing Adobe Acrobat DC and Creative Cloud Applications

All university-owned Windows computers have the main Adobe Creative Cloud application installed, which manages the individual Adobe applications. However, due to the size, the standard Eastern package only includes some of the individual applications. If the application you need is not on your machine, you may download and install it from the Adobe Creative Cloud Application using the steps below.

Adobe Applications include the following:

- Acrobat DC
- Aero (Beta)
- After Effects
- Animate
- Audition
- Bridge
- Camera Raw
- Character Animator
- Dimension
- Dreamweaver
- Illustrator
- InCopy
- InDesign
- Lightroom
- Lightroom Classic
- Media Encoder
- Prelude
- Premiere Rush
- XD
- Photoshop
- Premiere Pro

Installing the Main Creative Cloud Application for Home Use Installation

If you are trying to get Adobe applications for home use, you will first need to download and install the main Creative Cloud Application from the following link and then follow the rest of the instructions:

NOTE: These products are provided to faculty and staff at no cost to them. If during the process, you are prompted to pay for anything, then you have made an error.

Link to download the main Creative Cloud Application (Home Use Installation Only): https://creativecloud.adobe.com/apps/download/creative-cloud

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Instructions for Eastern-owned machines or home use machines after installing the main Creative Cloud Application:

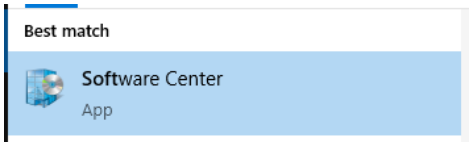
1. Launch the Creative Cloud Application from your Start Menu
2. Enter your email address and choose **Company or School Account** when prompted
3. Enter your email address as the username and your Eastern Email password whenever prompted.
4. Click on Apps to see the list of Apps you can download and install.

NOTE: These instructions are only for Eastern owned PC desktops and Mac products. If you have an Eastern owned PC laptop, please fill out the Software Request Form in Article 221: Requesting Software Purchases and Installations in Offices, Computer Labs, and Classrooms

The Software Center is a program on your PC that allows you to receive software and updates from ITS. It enables us to keep you up to date and allows you to install certain software yourself. Mac users have a different application for this purpose called Self Service.

On a PC:

- Click the search icon on the Windows search bar 
- Start typing the words: Software Center
- Click on Software Center



- Select the application you would like to install from the list, and then click the Install button
- The status will change to Installed once the installation is completed. You can now use your program

On a Mac and iOS:

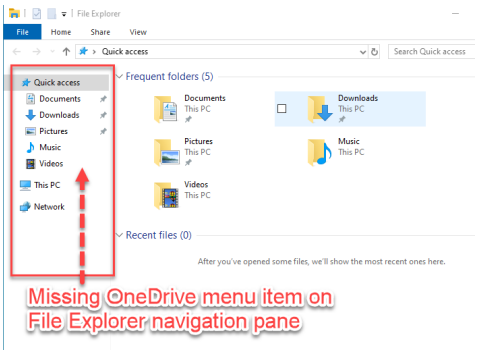
- Using the search tool  in the upper right corner, search for the **Self Service** application. From the search result, click the Self Service icon to launch the application.
- If prompted, enter your **username** and **password**. *Your username is the part of your Eastern email before the @easternct.edu, not your full email.*
- Locate or search for the application you want to install.
- Click Install under the logo for the application
- The status will change to reinstall when the installation is completed. You can now use the application.

Recover a File or Folder Deleted from the Z-Drive

The following instructions require that you log into a Windows computer on the network at Eastern:

- Go to the start menu and click on Computer.
- Right-click on the Z-Drive if the file was in the main directory. If the file was in a subfolder, right-click the subfolder.
- Click Properties.
- Click on the Previous Versions tab, then highlight the previous version in which you wish to pull the previous document from.
- Click Open. A window will appear showing the contents of the version of that folder.
- Highlight the file you want to recover.
- Right-click the file and select Copy.
- Open a new Windows Explorer window. Find the file location in which you wish to put the copied folder.
- Right-click inside the folder and select Paste.

Workaround fix for missing OneDrive link on lectern computers

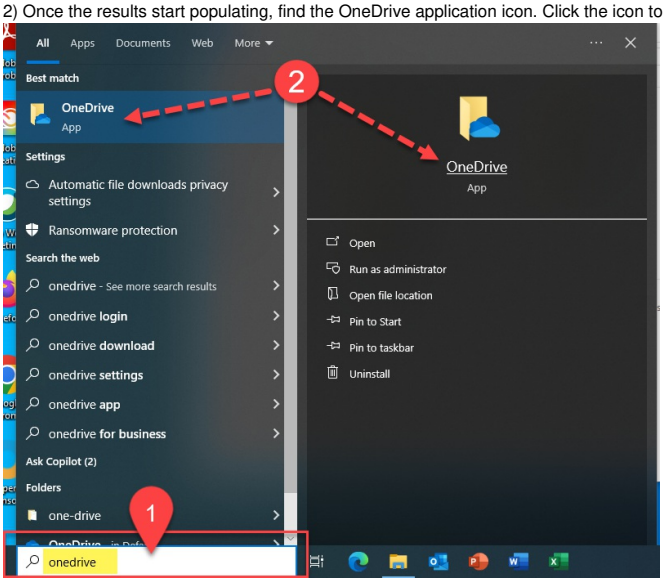


Thank you to those who reported the missing OneDrive link on the lectern computers. We are actively working to identify the source of the issue and implement a resolution.

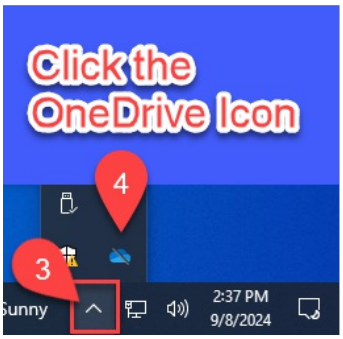
Workaround Steps

We've identified a workaround. Here are those steps.

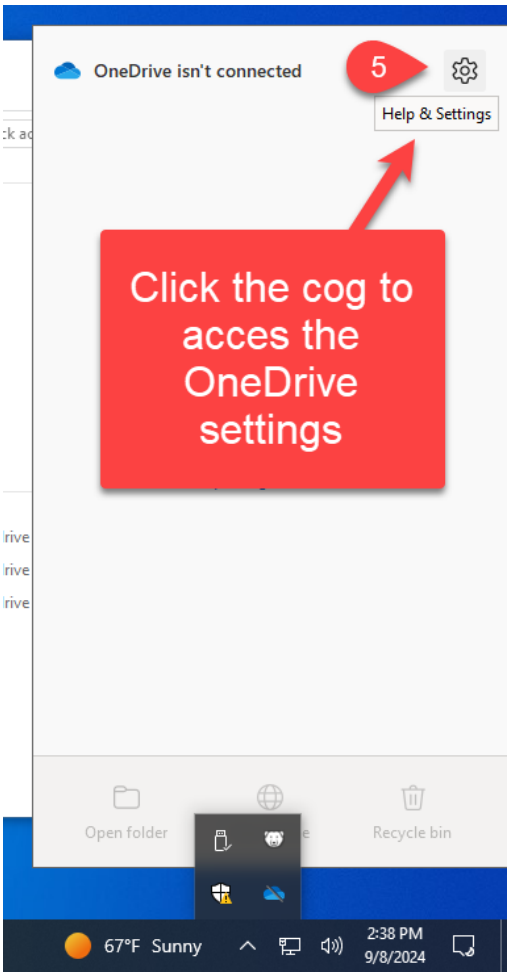
1) Locate the Search tool in the toolbar in bottom left hand of your screen. Start typing OneDrive.
2) Once the results start populating, find the OneDrive application icon. Click the icon to launch the OneDrive application. It might seem like nothing happens, this is expected behavior.



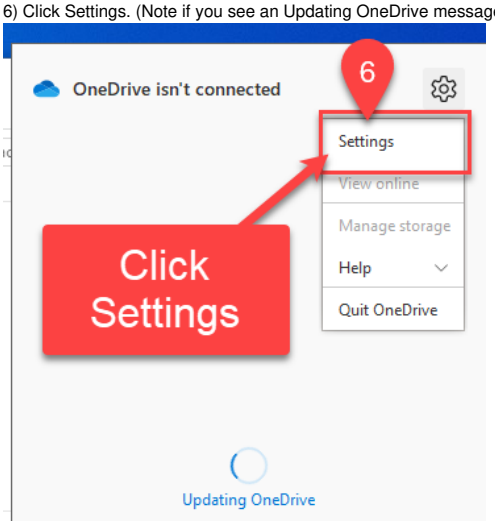
3) On the toolbar in the bottom right of the screen, locate the system tray chevron. Click to expand and access the system tray.
4) Once you've expanded the system tray, click the blue cloud OneDrive icon.



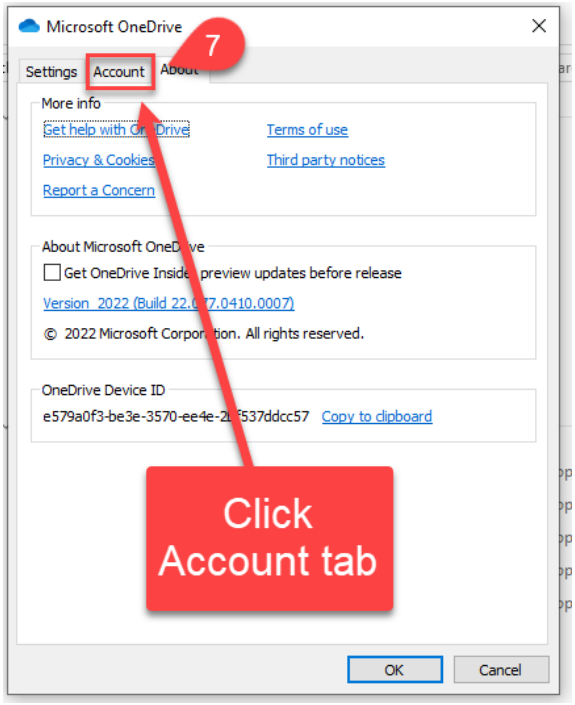
5) On the resulting window, click the help and setting cog in the upper right hand corner.



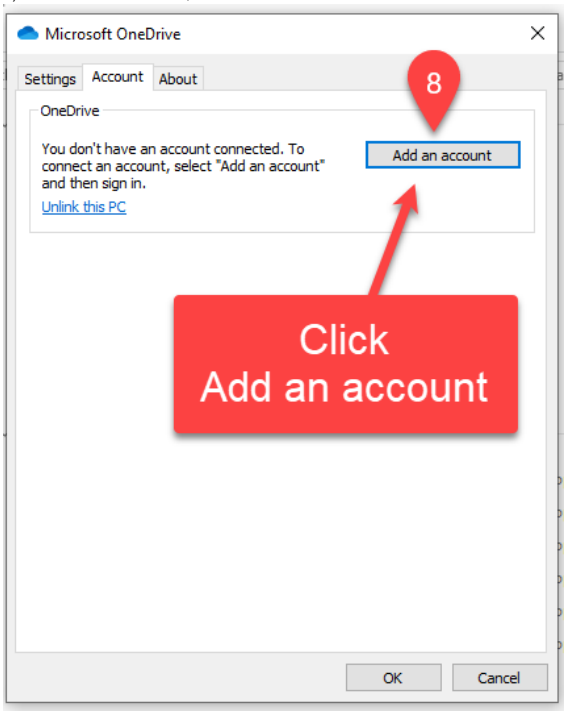
6) Click Settings. (Note if you see an Updating OneDrive message, ignore it and continue with these steps)



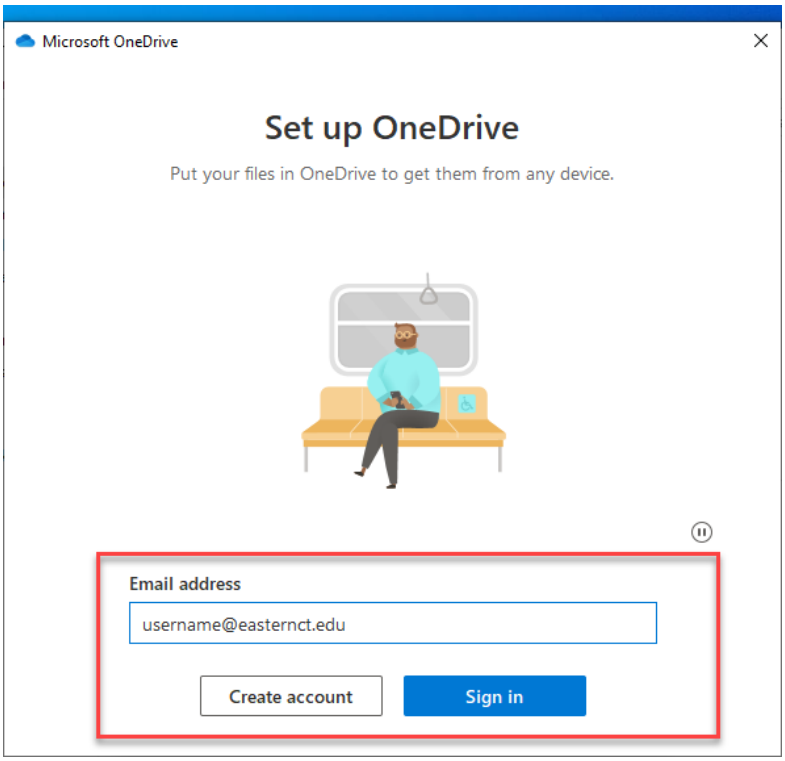
7) On the resulting window, click the Account tab.



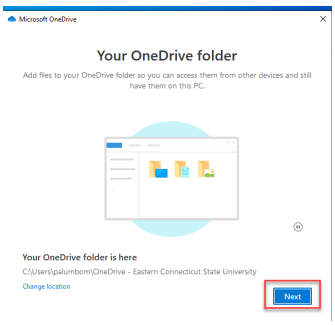
8) From the Account tab, Click Add an account.

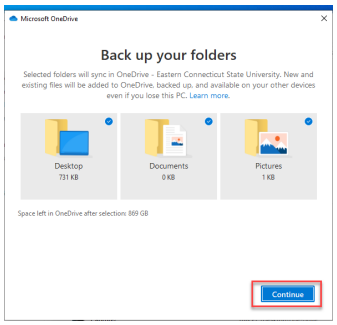


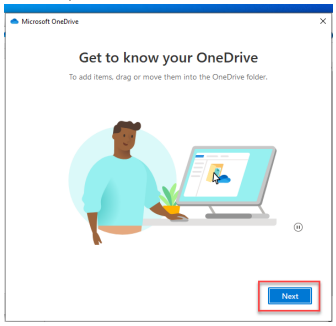
9) Proceed with to Set up OneDrive by authenticating with your Eastern credentials. Click Sign In.



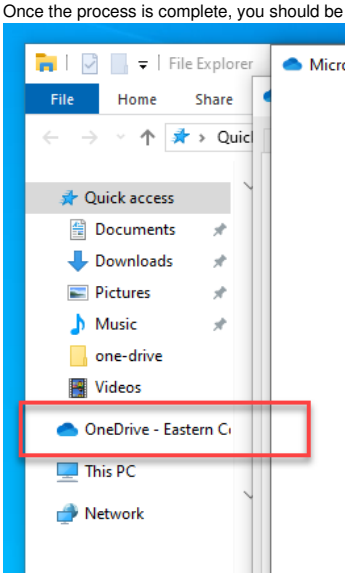
Follow the prompts and click the blue buttons to progress through the setup. (Next, Continue & Next)







Once the process is complete, you should be able to access your OneDrive from the File Explorer navigation pane.



Macs

Enabling the Character Viewer and Phonetic Alphabet - OS X Yosemite

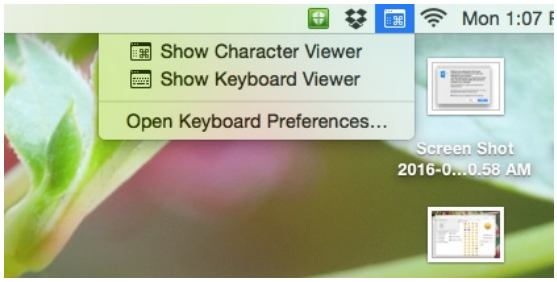
The newer versions of OS X hid a few key system features, including the Character Viewer and Phonetic Alphabet list item therein. Below are the steps to first enable the Character viewer, then enable the phonetic characters, in OS X Yosemite.

Enabling the Character Viewer:

1. Go to the Apple menu and open Systems Preferences.
2. Click the Keyboard option.
3. In the Keyboard window, check the option Show Keyboard and Character Viewers in menu bar at the bottom of the window.

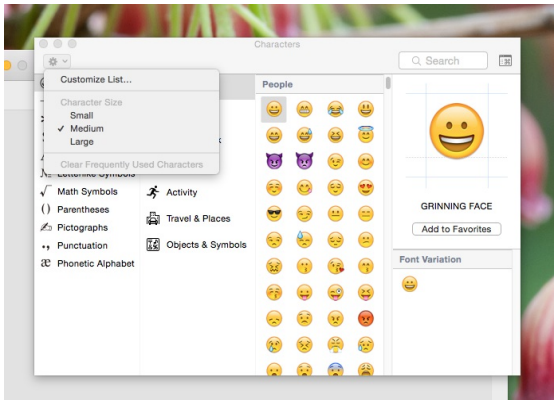


The Character Viewer will now be present in the menu bar as shown below:

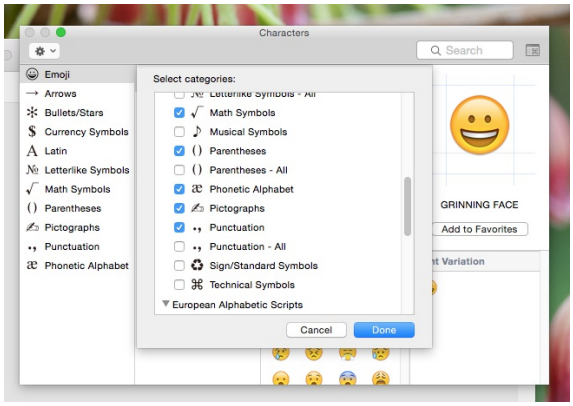


Enabling the Phonetic Alphabet Characters:

1. Select Show Character Viewer from the menu item shown.
2. Hold the Option key, and click the settings button in the top-left of the new window.



3. Choose Customize List from the drop down menu.
4. Scroll down and select Phonetic Alphabet as shown below:



5. Click Done.

Keychain Access asks for keychain

Posted on **September 21, 2015** by **gutierrezm**

Learn what to do if Keychain Access asks for your keychain password after you've changed your login password.

If you change your account's password using your Mac OS X Install disc (or if your network-based account password is changed due to a network admin forcing a password change), your default keychain password (which uses the same initial password as your user account) does not change. Because of this, you will be prompted to enter a keychain password each time an application requires authentication that your keychain would normally provide.Note: This doesn't happen if you change your account password using Accounts preferences.If you want your default keychain to be unlocked automatically when you log in, synchronize your Keychain Access and account login passwords by doing this:

1. Open Keychain Access (you can get to it by choosing Utilities from the Go menu in the Finder).
2. From the Edit menu, choose Change Password for Keychain "login."
3. Type the *former* password of the account that you are currently logged in to, then click OK.
4. If you entered the correct password, a new window appears; enter the original password again in the Current Password field.
5. In the New Password field, type the password that matches your current account password.
6. Re-enter the newer password in the Verify field, then click OK.

If you don't remember your original (former) account password

If you don't remember your original password, you'll need to delete the keychain. Deleting a keychain also deletes all the password data saved in that keychain.

1. In Keychain Access, choose Preferences from the Keychain Access menu.
2. If available, click the Reset My Default Keychain button. This will remove the login keychain and create a new one with the password provided.
3. If Reset My Default Keychain is not available, choose Keychain List from the Edit menu.
4. Delete the "login" keychain.

The next time you log in to the account, you can save your current password in a keychain.

View Only Your Account Doesn't Allow Editing on a Mac - Office 365 Error

After installing Office 365 apps on a personally owned Mac some users get an error that says:

> **View Only. Your account doesn't allow editing on a Mac. To learn more, contact your admin about your Office plan**

This article lists possible solutions to the issue.

First verify that you are using the proper account:

1. Click Use Another Account and sign in with Eastern email address and password
2. Alternately, click the Activate button in Word and sign in with credentials.

If that does not work, you can attempt to clear credential caches and reactivate office 2016 for the Mac:

You can attempt to clear credential caches and reactivate office 2016 for mac to see if there is any improvement.

1. Open finder > applications > utilities > keychain access and remove the following application passwords.
   - Unknown
   - Microsoft office identities cache 2
   - Microsoft office identities settings 2
   - search for all occurrences of adal in the keychain and remove all those entries if present.

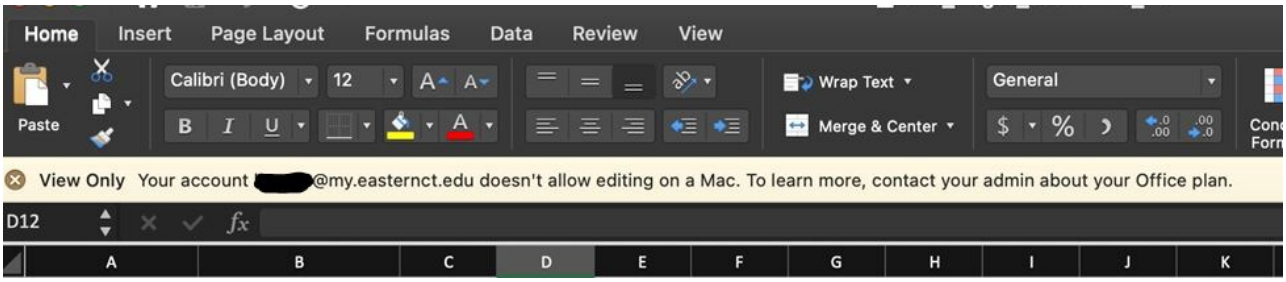
2. Open finder > click go on the top menu bar> go to folder> input the following path: ~/library/containers/
3. Right-click each of the folders below if present, and then click move to trash.
   - ubf8t346g9.ms
   - ubf8t346g9.office
   - ubf8t346g9.officeosfwebhost

If that doesn't work the last option is to try uninstalling office 2016 for mac completely then re-install and re-activating office 2016.

Your Account Doesn't Allow Editing on the Mac error

Users of the desktop version of MS Excel on the Mac have issues using certain features producing the error:

View Only Your account username@easternct.edu doesn't all editing on a Mac. To learn more, contact your admin about your Office Plan.



The issue is often resolved by following the steps below:

1. Launch each Office app installed on your Mac, click on the application name (eg Word) menu and choose Sign Out. Then quit the application.
2. In the Finder, click on the Go menu and choose Go to Folder
3. In the box, type: ~/Library
4. Click on the Group Containers folder
5. Locate the following three files/folders and drag them to the Trash
    - UBF8T346G9.ms
    - UBF8T346G9.Office
    - UBF8T346G9.OfficeOsfWebHost
6. Empty the Trash and launch an Office application to check if you can now edit documents.

If that does not solve the problem, follow Microsoft's support guide below to remove any lingering licensing info before attempting to re-authenticate:

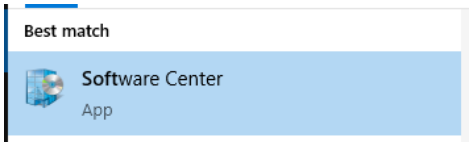
- How to remove Office license files on a Mac (microsoft.com)

NOTE: These instructions are only for Eastern owned PC desktops and Mac products. If you have an Eastern owned PC laptop, please fill out the Software Request Form in Article 221: Requesting Software Purchases and Installations in Offices, Computer Labs, and Classrooms

The Software Center is a program on your PC that allows you to receive software and updates from ITS. It enables us to keep you up to date and allows you to install certain software yourself. Mac users have a different application for this purpose called Self Service.

On a PC:

- Click the search icon on the Windows search bar 
- Start typing the words: Software Center
- Click on Software Center



- Select the application you would like to install from the list, and then click the Install button
- The status will change to Installed once the installation is completed. You can now use your program

On a Mac and iOS:

- Using the search tool  in the upper right corner, search for the **Self Service** application. From the search result, click the Self Service icon to launch the application.
- If prompted, enter your **username** and **password**. *Your username is the part of your Eastern email before the @easternct.edu, not your full email.*
- Locate or search for the application you want to install.
- Click Install under the logo for the application
- The status will change to reinstall when the installation is completed. You can now use the application.