Table of Contents
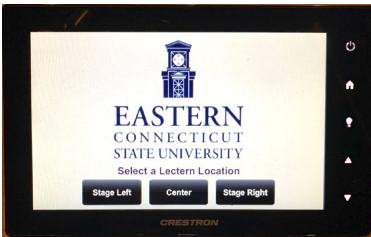
These guides describe the basic use of the Media Lecterns in Computer Classrooms:

[Lectern Guide (Buttons)](#)

[Lectern Guide (Touchscreen)](#)

[Concert Hall, Proscenium Theater, and Shaffer Auditorium (Touchscreen)](#)

Using the SMART Boards

About the SMART Boards
SmartBoards are currently installed in Webb 307, Webb 314, and Webb 206. With them you can write, draw, or type over any Windows application using one of the plastic pens (or even your finger), and you can create presentations that can be saved and printed.

Two SMART Board Programs
The Smartboards feature two programs which are accessible on the instructor's station; the Smart Board Driver prgram and the SMART Notebook program.

Smart Board Driver - Must be open or running in the background

- Enables alignment of the board with the projected image
- Converts finger contact into mouse clicks and displays electronic ink
- Floating tools and floating keyboard can be invoked from the Driver window

SMART Notebook - Not necessary for Board use

- Allows you to create, organize and save notes/presentations
- Provides object-creation tools
- Import and/or capture graphics, text, clip art, entire files from Windows applications

Online Help
Extensive online help documentation is available from the SMART Board Driver program.

Select Contents or Help Topics from the Help menu of the SMART Board Driver program
It contains detailed procedural information on every aspect of the SMART Board Driver program and the SMART Notebook.

Orienting the SMART Board
Before you begin using the board, the computer needs to know exactly where on the Board the projected image is located. Use the SMART Board Driver program to provide this information by performing an orientation procedure which involves touching firmly and precisely on a grid of large red crosses that appear on the screen.

Important Notes
Pens or objects must be in the tray. If one of them is lifted or missing from the tray, the board automatically goes into an "electronic ink" or eraser mode and you will not be able to use your finger to click on menus.
In addition, the small power supply and the communication cable must be connected to the tray before the Board will function.

Questions or Problems?
If you have questions or experience difficulty using the program, please contact the Help desk at extension 1-860-465-4346. If you are in session with a class, please inform them of this and that immediate help is required.

Note: The process below is for faculty and staff to request software purchases for Eastern-owned devices. Faculty and staff who wish to obtain software for their personal devices should refer to [Article 235: Purchasing Hardware and Software (Home Use)](.) .

To Request Software Purchases:

1. Specific software needs are identified by the faculty/staff member
2. Faculty/staff member identifies an appropriate funding source - no personal funding is allowed
3. Faculty/staff member makes a request for quote(s) to softwarecontacts@easternct.edu (ITS) and provides the relevant information.
4. ITS obtains a quote(s) and reviews the technical requirements. ITS works with fiscal affairs to ensure the software's legal terms comply with our state's rules and regulations. Once reviewed and any identified issue is resolved, ITS provides the approved quote to the faculty/staff member.
5. Assuming sufficient funding is available, the faculty/staff member will work with their department secretary/UA to create a requisition to purchase the software.
6. All software fulfillments must be sent to softwarecontacts@easternct.edu. This must be noted on the requisition. If there are any physical shipments related to the purchase, they must be sent to the **ITS Office Suite - Science 520 ATTN: softwarecontacts@easternct.edu**
7. Once the requisition has been sent to Purchasing, they will make the purchase - whether by University P-Card or by PO or wire transfer. They will select the best method.

To Request Software Installations:

1. Once the above steps have been completed and the software has been purchased, the faculty/staff member needs to complete the software installation request form:
    - **The software installation request form:** https://forms.office.com/Pages/ResponsePage.aspx?id=6Eq8AGxX40WUnU8SnYtnCpBTRKMUmvtAvElNY6wpOXBUOVg3TlE4OURTWDlNQzJVVktBRUE5WFkyNy4u
2. Once the fulfillments have been received by softwarecontacts@easternct.edu, ITS will develop an installation package and will push it to the device(s). The faculty/staff member will be contacted with the pertinent details prior to the push. There may be certain circumstances where a push installation is not practical or possible, in which case the faculty/staff member will be notified and asked to schedule an appointment for a hands-on installation.

To Request Free Software and Installations:

1. Acquire the software for installation if it is available.
2. Fill out and submit the appropriate form from step 8 in the above instructions.
3. Ensure that the software functions correctly. ITS requires that you test and certify that it runs properly after it has been installed. We ask the faculty member to do this because he/she best understands the required functionality and routines for the course and ITS may have little experience or no experience with the application. If the faculty member then reports problems after installation, we will work to resolve it.   However, in the case of unsupported freeware (no online support and telephone support numbers), our resolution efforts will be limited.

Additional Information:
Availability of the classroom, scheduling staff time, installation, testing, and resolving security issues often require advance planning and work.   Typically deployments will be completed within a minimum of 15 business days. ITS will ensure that the software is secure and that it does not conflict with other resident applications.

Scheduling:
The University uses the EMS Scheduling Software system. Any Eastern staff member, faculty member, or student can see the availability of spaces and request spaces by logging into the following web page: https://eschedule.easternct.edu/emswebapp/

If you are new to using EMS at Eastern and have questions about using the reservation system, please contact John Bazin, Associate Registrar and Scheduling Officer at 860-465-1490 or at bazinj@easternct.edu for activities related to a specific course being taught for credit. Questions about reservations for non-course related activities can be directed to John Beck, University Event Coordinator at 860-465-5565 or at beckjo@easternct.edu. Questions about reservations for student club events can be directed to Joshua Sumrell, Assistant Director of Student Activities at 860-465-4304 or at sumrellj@easternct.edu.

Facilities:
There are two types of classrooms that use technology. Instructional Computer Labs have an instructor's station, document camera, DVD, and a data/video projection unit, and ten to forty-five student workstations.

Multimedia Classrooms, also called Smart Classrooms, include a ceiling-mounted video/data projector, computer with Internet access, DVD player, document camera, notebook computer connections, and source switcher, but they do not contain student workstations.

Secure Rooms When Not Proctored:
Unless the room is proctored, classrooms that require PIN number or FOB access are to remain locked when class is not in session. Please lock these rooms if another class does not immediately follow your class session. Security is everyone's responsibility.

If You Cannot Get Into The Room:
If you cannot obtain access to your classroom for any reason, please attempt to contact the following people in the order listed below:

- ITS Help Desk, 1-860-465-4346
- Campus Police, 1-860-465-5310

Obtaining Assistance During Class Sessions:
To report any problem encountered in this room or request immediate assistance during a class session, please contact the ITS Help Desk at 1-860-465-4346 or the staff in Webb Hall 410 (the General Purpose Computer Lab) at 1-860-465-4619.

IMPORTANT: The links in this article are only accessible when using a computer within Eastern's Network (on-campus).

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.**

Library Guests

To print to the library printers: ** *Note - There is no longer a Coin operated printer available in the Library* **

1. Guest access is requested at the circulation desk. Photo ID is required.
2. A PIN number is supplied to access three PC's behind the reference desk.
3. Guest then selects a Library printer and hits print.
4. At the Pharos pop-up screen the Guest creates a job name and pin number.
5. Library staff member will then release the job for the Guest at the selected printer using the supplied job name and pin number.

Eastern Students, Faculty & Staff

Windows Computers:

Printing on campus to the Pharos printers listed below via a wireless connection:

1. Connect to the wireless network with your device, using your Eastern ID and password.
2. Install the correct executable file for the printer you wish to use.
3. Choose from the following printers:
   1. Library 107
   2. Library ASC 167
   3. Library 2nd Floor
   4. Library 2nd Floor Color
   5. Webb 410 Computer Lab
   6. Student Center Cafe
4. After the software is installed, be sure to select the printer you wish to use when sending your print job.
5. To uninstall the wireless printing software, use "add/remove programs" in your control panel.

Mac computers:

1. Connect to the wireless network with your device, using your Eastern ID and password.
2. You must download the file to your computer and execute the file from there.
3. Click here to download the installer file for Mac computers.

Campus Residents

1. Use the following guide to add wireless printing for your dorm building, Article 457: 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.

- 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.**

Labs and
Classrooms

As a response to faculty requests to minimize login times at Classroom lecterns, ITS has taken actions to relax DeepFreeze restrictions on all Windows computers in the nearly 70 Classrooms on-campus.

Note: This does not include lecterns in any of the computer labs.

The trade-off for this relaxation is it prohibits student accounts from logging in to Classroom lectern computers. ITS is aware that in certain circumstances students, as part of their instruction, will need to use the lecterns for class presentations.

In these cases, the faculty member will need to login and then allow the student(s) to make their presentation by following one of the two options below:

Option 1 (recommended)
The quickest and simplest option is to have the student bring their presentation materials on a flash drive.

Option 2
Students can connect their own laptop using the instructions found in Article 211: Lectern Console Quick Reference

Option 3
Students can also use their OneDrive or email to store their presentation. With this option, the Firefox browser must be used. If any other browser is used, the faculty member's OneDrive/email will appear automatically because of our O365 single-sign-on functionality.

When using Firefox, the student will be prompted to select a user account (see below). The student must click on the Use Another Account option. They will be prompted for their Eastern email address and password. Upon successful login, the My Apps portal, that provides access to their OneDrive and email, will load.

Note: When the student finishes their presentation, they must sign out of O365. Simply closing Firefox will not disconnect the student from their OneDrive or Eastern email.

For general information and to request access to remote control labs see Article 625 VPN and Citrix Access

Downloading and Installing Citrix Workspace

Choose the link below corresponding to your operating system to download the Citrix Workspace application.

Windows

https://www.microsoft.com/en-us/p/citrix-workspace/9wzdncrfj2kj

Android/Chrome OS

https://play.google.com/store/apps/details?id=com.citrix.Receiver&hl=en_US

iPhone/iPad

https://apps.apple.com/us/app/citrix-workspace/id363501921

macOS (10.15+)

https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html

macOS (10.13, 10.14, 10.15)

www.citrix.com/downloads/workspace-app/legacy-receiver-for-mac/workspace-app-for-mac-2008.html

All other platforms

https://www.citrix.com/downloads/workspace-app/

Using Citrix Workspace

1. Launch Citrix Workspace (icon below).

2. When prompted to add an account, enter **enclave.easternct.edu** as shown in the image below and click "Add".

3. You will then be prompted for your username and password - your username is the portion of your email address prior to the '@' symbol.

4. When asked to select an account, choose **ECSU External Store** and click "Select".

5. The Citrix Workspace application will then load and display your available lab desktop pools under the **Desktops** tab.
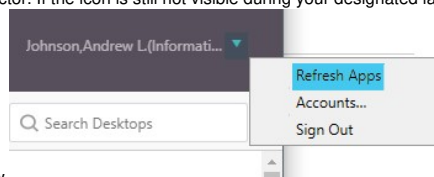

6. Clicking on a lab pool will launch a remote session into the next available computer in that lab. **Your lab pool will only be available during your designated lab time as requested by your instructor.**

Troubleshooting

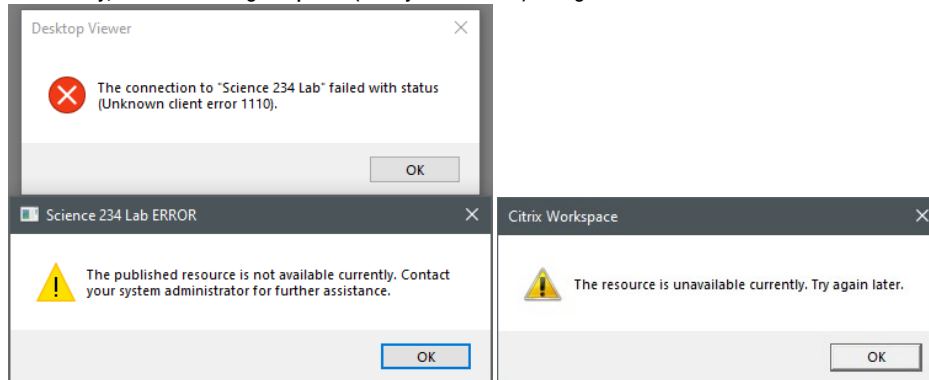**My lab pool icon is not showing up in the Citrix Workspace application.**
Your lab pools are only available during specific times designated by your instructor. If the icon is still not visible during your designated lab access time, click your name in the

top-right corner of Citrix Workspace and choose "Refresh Apps" as shown below.

I am receiving an error when clicking on my lab icon.

If you are receiving any of the errors shown below, then there are no more available computers in the designated lab pool. **Currently, each lab pool consists of only the remote-only, social-distancing computers (no keyboard/mouse) for a given room.**

I am receiving an error stating "The connection failed unknown client 0" when clicking on my lab icon.

Follow the instructions at the article linked below to reset your Citrix Workspace client.

Link: Resetting Citrix Workspace

For all other issues, please contact Andrew Johnson by email or Teams at: johnsonan@easternct.edu

ITS is now taking remote lab access requests for site-licensed software. If your students require remote access to site-licensed software during your scheduled course times, please fill out the form at the link below for each of your required course sections. Remote access to general purpose labs for homework-use can be requested by filling out the form below, selecting "General Purpose Labs" from the location dropdown menu, and providing your student roster.

https://forms.office.com/Pages/ResponsePage.aspx?id=6Eq8AGxX40WUnU8SnYtnCpBTRKMUmvtAvElNY6wpOXBUNDVWQ0lNQlgxSVU5RjZFTUwyUUZBVFFXRC4u

Fully-online courses

Instructors and students in fully-online courses will leverage the VPN to access their assigned lab computer for the duration of the requested time. Remote access will be granted at the beginning of the scheduled course time and removed at the end, after which all users will then be logged out of their remote sessions. Student and instructor device assignments will be delivered by email after the request form is processed. Additional instructions are available at the link below.
https://easternct.makekb.com/entry/192/

Hybrid-online courses

The disabled, social-distancing computers in each lab have been organized into remote device pools available using Citrix Workspace. As with fully-online courses, these device pools are only available during the requested timeframe, and students will be logged out at the specified end time. Remote students in hybrid courses will access the social-distancing computers by following the instructions at the link below.

https://easternct.makekb.com/entry/622/

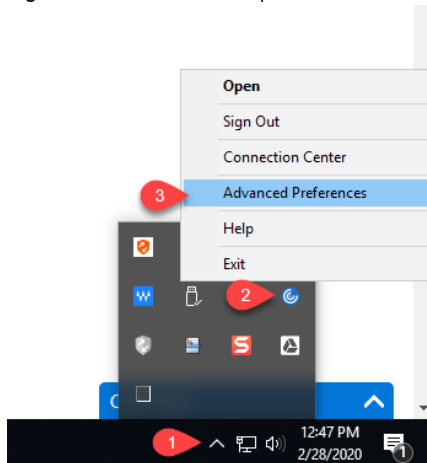**General-purpose labs (Webb 410, Library 1st & 2nd Fl)**

Access to general-purpose labs via the VPN and Citrix Workspace is automatically granted for all students presented in the request form roster. Students can identify an available general-purpose lab device for use with the VPN from the availability dashboard below. Clicking the "Connect" button will expose instructions for accessing the devices using the VPN.

Availability dashboard: https://remoteaccess.labstats.com/eastern-connecticut-state-university.html
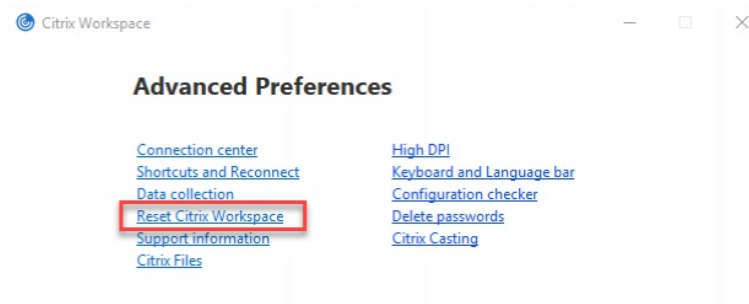
Some Citrix Workspace Errors (e.g. "The connection failed unknown client 0") can be resolved by resetting the Workspace client back to defaults. To do so, follow the instructions below.

Please note: Resetting your Workspace client will require you to complete the first-time setup steps once again.
See "Using Citrix Workspace for Remote Lab Access" for instructions on setting up Citrix Workspace.

1. In the lower right corner, near the clock, **open the task tray**.
2. **Right-click** on the Citrix Workspace icon

3. Select **Advanced Preferences**

4. Click on **Reset Citrix Workspace** and select **Yes** when prompted.

VPN Login and Remote Access Options/Processes

VPN & Citrix Course Access Request for Faculty:

ITS is now taking remote lab access requests for site-licensed software. If your students require remote access to site-licensed software during your scheduled course times, please fill out the form at the link below for each of your required course sections. Remote access to general-purpose labs for homework-use can be requested by filling out the form below, selecting "General Purpose Labs" from the location dropdown menu, and providing your student roster.

- https://forms.office.com/Pages/ResponsePage.aspx?id=6Eq8AGxX40WUnU8SnYtnCpBTRKMUmvtAvElNY6wpOXBUNDVWQ0lNQlgxSVU5RjZFTUwyUUZBVFFXRC4u

Fully-online courses

Instructors and students in fully-online courses will leverage the VPN to access their assigned lab computer for the duration of the requested time. Remote access will be granted at the beginning of the scheduled course time and removed at the end, after which all users will then be logged out of their remote sessions. Student and instructor device assignments will be delivered by email after the request form is processed. Additional instructions are available at the link below.

- **Use the following guide -** VPN Login and Remote Access for Students

Hybrid-online courses

The disabled, social-distancing computers in each lab have been organized into remote device pools available using Citrix Workspace. As with fully-online courses, these device pools are only available during the requested timeframe, and students will be logged out at the specified end time. Remote students in hybrid courses will access the social-distancing computers by following the instructions at the link below.

- **Use the following guide -** Downloading and Using Citrix Workspace for Remote Lab Access

General-purpose labs (Webb 410, Library 1st & 2nd Floor)

Access to general-purpose labs via the VPN and Citrix Workspace is automatically granted for all students presented in the request form roster. Students can identify an available general-purpose lab device for use with the VPN from the availability dashboard link below. Clicking the "Connect" button will expose instructions for accessing the devices using the VPN.

- **Availability dashboard:** https://remoteaccess.labstats.com/eastern-connecticut-state-university.html
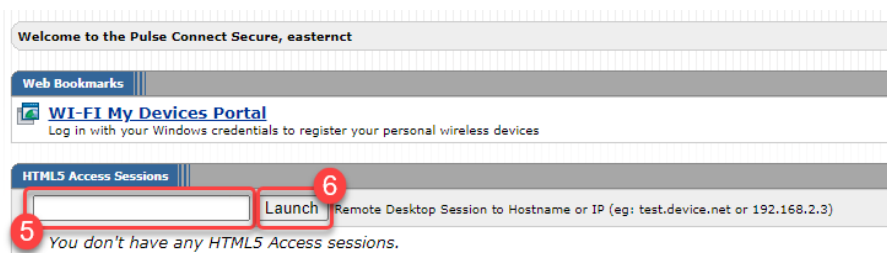
Back to Top

VPN Login and Remote Access for Students:

For general information and to request access to remote control labs refer to the VPN & Citrix Course Access Request for Faculty guide.
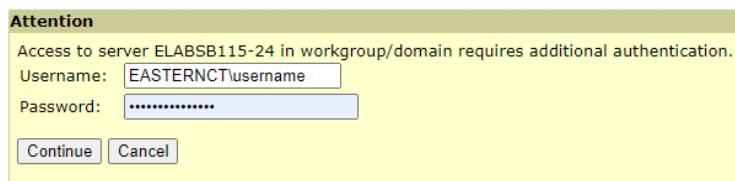
How to Connect to the ECSU VPN Server

1. Use your browser to connect to https://ecsu-vpn.easternct.edu/
   - NOTE: The first time you connect, your web browser may display a pop-up message asking if you would like to accept the site's security certificate. Click **Yes** to accept and proceed.
2. Enter your username and password once at the login screen for the VPN server.
   - NOTE: When typing your username, type only your Technology/ECSU Account username. **Do not use the @my.easternct.edu.**
   - Type your password just as if you were logging in to a computer on campus.
3. Click **Sign In** when complete.

4. Refer to VPN Access to General Purpose Labs for Students guide to find the device name and remotely access assigned lab devices.
5. Enter your assigned lab device name into the HTML5 Access Sessions field within the VPN user interface.
6. Click the **Launch** button to begin a remote session within your browser.

- NOTE: If prompted to provide credentials, do so using your full Eastern username preceded by **EASTERNCT** as shown below and click the **Continue** button.
  - NOTE: Do not use @my.easternct.edu within the username.

Back to Top

VPN Access to General Purpose Labs for Students:

ITS has a dashboard for displaying device availability for students to remotely access general-purpose computers in labs including Webb 410 and the Library 1st & 2nd floors. Clicking on the link below will allow students to identify an available device for use with the VPN. On the resulting page, clicking the Connect button beside an available device will display instructions, including a link to our knowledge-base article, for student VPN access.

- https://remoteaccess.labstats.com/eastern-connecticut-state-university.html
  - **NOTE:** Students will have first-come, first-serve access to all devices listed in the dashboard for homework/assignments as needed.

The list below provides an overview of the software installed in these areas:

Library 1st Floor

- ArcGIS Desktop 10.6.1
- IBM SPSS Statistics
- Minitab 19

Library 2nd Floor

- Minitab 19
- IBM SPSS Statistics
- Visual Studio Enterprise 2017 (.NET and C++)

Webb 410

- Anaconda3
- ArcGIS Desktop 10.6.1
- AutoCAD 2019
- Eclipse SimRel
- IBM SPSS Statistics
- Maple 2018
- Minitab 19
- Visual Studio Enterprise 2017 (.NET and C++)

Back to Top

Downloading and Using Citrix Workspace for Remote Lab Access:

For general information and to request access to remote control labs refer to the VPN & Citrix Course Access Request for Faculty guide.

To download the Citrix Workspace application, choose the link below corresponding to your operating system.

Windows

- https://www.microsoft.com/en-us/p/citrix-workspace/9wzdncrfj2kj

Android/Chrome OS

- https://play.google.com/store/apps/details?id=com.citrix.Receiver&hl=en_US

iPhone/iPad

- https://apps.apple.com/us/app/citrix-workspace/id363501921

macOS

- https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html

All other platforms

- https://www.citrix.com/downloads/workspace-app/

Using Citrix Workspace

1. Click the Citrix icon to launch the Citrix Workspace.

2. Enter **enclave.easternct.edu** when prompted to add an account.
3. Click the **Add** button

4. You will then be prompted for your username and password - your username is the portion of your email address prior to the '@' symbol.
5. Click **Sign In**

6. Choose **ECSU External Store** when asked to select an account.
7. Click **Select**

8. The Citrix Workspace application will then load and display your available lab desktop pools under the **Desktops** tab.
   - **NOTE:** Clicking on a lab pool will launch a remote session into the next available computer in that lab. **Your lab pool will only be available during your designated lab time as requested by your instructor.**
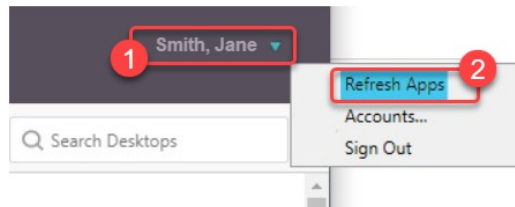
Troubleshooting Citrix Workspace:

My lab pool icon is not showing up in the Citrix Workspace application.
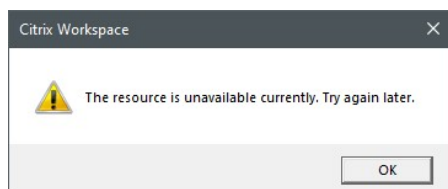
Your lab pools are only available during specific times designated by your instructor. If the icon is still not visible during your designated lab access time, follow the steps below:

1. Click your name in the top-right corner of Citrix Workspace
2. Choose **Refresh Apps**

I am receiving an error when clicking on my lab icon.

If you are receiving any of the errors shown below, then there are no more available computers in the designated lab pool. **Currently, each lab pool consists of only the remote-only, social-distancing computers (no keyboard/mouse) for a given room.**

I am receiving an error stating "The connection failed unknown client 0" when clicking on my lab icon.

Follow the instructions in the article linked below to reset your Citrix Workspace client.

- Resetting Citrix Workspace

For all other issues, please contact the Help Desk by email at helpdesk@easternct.edu.

Back to Top