

Table of Contents

Table of Contents	1
Software and Hardware	2
Installing Adobe Acrobat DC and Creative Cloud Applications	3
Labs and Facility Locations	4
NetOp Vision Software	5
Purchasing Hardware and Software (Home Use and On Campus)	6
Requesting Software Purchases and Installations in Offices, Computer Labs, and Classrooms	7
Reserving and Using Labs and Multimedia Classrooms	8
Mobile Scanning Applications	9
Software Center (PC) Self Service (Mac and iOS) - How To Self-Install Programs	10
SPSS License Renewal for Home Use	11
Combining, Modifying and Bookmarking PDFs - Adobe Acrobat Tutorials	12

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>

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 Enterprise ID 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.

To request a software installation in a lab or classroom fill out the [Software Installation Form](#).

IMPORTANT: For a printable quick reference guide to using the technology in the lecterns see [Article 211: Lectern Console Quick Reference](#).

For a complete list of labs and computer classrooms go to <http://www1.easternct.edu/registrar/facilities/>

These classrooms include a ceiling mounted video/data projector, computer with Internet access, VHS/DVD player, document camera, notebook computer connections, and a source switcher.

NetOp Vision Software

NetOp Vision is installed in computer classrooms in Webb Hall. Using NetOp, the instructor can prevent the student from using the machine while lecturing, broadcast his or her screen, or the screen of another student, to all the other screens in the class, mark up the featured screen to highlight a lesson, monitor activity on the student screens, chat with students, or remote control a student PC for one-on-one instruction.

Benefits for the Instructor

You can control, from your teaching station, the computers within your classroom. With NetOp Vision, you can run demonstrations of any installed software application, PowerPoint presentations, videos or web pages without the use of an overhead projector. NetOp also empowers the instructor to disable student keyboards and mice, focusing the class on the material you are presenting. You can start a text chat with students on a one-to-one or one-to-many basis. This can be used to provide help or individual instruction from the teaching station. Students may also request help from the instructor by clicking the Help icon located in the system tray.

NetOp Vision Features

- Give demo to instruct one, several or all students in the classroom
- Choose between two options: Send your demo in full-screen to the students for a fully controlled demo or send your demo in a window for the students to follow your instructions step-by-step
- You may also demo any student screen to the class by using NetOp School in conjunction with the ceiling-mounted LCD projection unit
- You may start programs on student PCs from the NetOp Teacher Control Panel
- For individual student instruction you may choose to remote control the student's PC
- The Attention Button located on the Teacher Control Panel sends a customizable text or graphic message and locks all student keyboards and mice
- The Teacher Control Panel also allows for file transfers between you and students
- Using the Marker Mode the instructor is able to annotate student screens which can be useful when using the Demo mode.
- The Student Module is already installed and automatically starts on each of the computers in the classroom. As students logon to their computer, they are automatically discovered by the Teacher module without any intervention by the instructor. This is transparent to both students and instructors.

Feature Demonstration and How To Video

Purchasing Hardware and Software

Faculty requests for new hardware and software should be directed to the department chair. Requests are prioritized by the department chair and forwarded to the Dean's office. CIT offers consultation on technical issues related to potential purchases.

Please note that ITS does not purchase departmental-specific software for use in the instructional computer classrooms or desktop computers. As noted above, requests for departmental-specific software should be directed to the department chair.

Requests for Software Purchasing for classrooms, labs, or individually assigned university computers or devices should refer to [Article 221: Requesting Software Installation in Offices, Computer Labs, and Classrooms](#)

Site-Licensed Software

Some site-licensed software is available for professional use through ECSU negotiated contracts. Some of the software on these contracts may be available to faculty for home use on personally-owned computers. Eastern and the CSU system hold site-licensed software contracts with Microsoft, Adobe, Apple, and others.

Obtaining Software for Home Use

Microsoft software titles are available to Faculty, Staff, and Students and can be obtained via [Office 365 downloads](#). Please be sure to do your downloads from your personal device and not your office machine. Adobe Products are available to Faculty and Staff and can be obtained via [Creative Cloud downloads](#).

All home use entitlement verification will be done through your Eastern email account please use when creating accounts with Microsoft and Adobe to ensure you get the proper discount and product.

Available Software:

- Office 365 (Windows, Mac, iOS, and Android)
- Windows 10 (Upgrade version)
- Adobe Creative Cloud (Faculty and Staff only)
- SPSS (Faculty and Staff only)
- Maple (Faculty and Staff only)
- EndNote

To get Office 365:

- [See Article 477: Office 365](#)

To get Office SPSS, Maple, Endnote, and other titles:

- Other home-use software titles are available at the [CIT Sharepoint site](#)

To get Adobe Creative Cloud:

- Follow the same instructions for installing Adobe products on an Eastern owned machine, located in [Article 467: Installing Adobe Creative Cloud Applications](#).

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 and Installations:

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)
4. A quote(s) will be obtained and provided 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.
8. When all the prior steps have been completed, the faculty/staff member needs to complete a software installation request form:
 - <https://forms.office.com/Pages/ResponsePage.aspx?id=6Eg8AGxX40WUjU8SnYtnCpBTRKMUmvtAvEINY6wpOXBUOVg3TIE4OURTWDINQzJVVktBRUE5WFKyNy4u>
9. 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.

Mobile scanning applications offer a great way to capture information from documents, whiteboards, business cards, receipts, menus, signs, handwritten memos, or anything else containing text that you want to import but not manually type out yourself. These two options are available for both iOS and Android devices.

Adobe Scan

About

Here's a link to a video about Adobe Scan: <https://acrobat.adobe.com/us/en/mobile/scanner-app.html#adobeTv18742t1>

Instructions

<https://www.adobe.com/devnet-docs/adobescan/android/en/scan.html>

Downloads

You can download the app from the Apple App Store or Google Play

- iOS devices: <https://apps.apple.com/app/apple-store/id469337564>
 - Android devices: https://play.google.com/store/apps/details?id=com.adobe.reader&referrer=utm_source%3DAdobe.com%2520DC%26utm_medium%3DWeb%26utm_term%3DAcrobatReader%26utm_content%3DGet%2520App%26utm_campaign%3DFY18
-

Microsoft Office Lens

About

Learn about Microsoft about Office Lens:

Instructions

- Android: <https://support.microsoft.com/en-us/office/microsoft-office-lens-for-android-ec124207-0049-4201-afaf-b5874a8e6f2b>
- iOS: <https://support.microsoft.com/en-us/office/microsoft-office-lens-for-ios-fbdca5f4-1b1b-4391-a931-dc1c2582397b>
- Windows: <https://support.microsoft.com/en-us/office/office-lens-for-windows-577ec09d-8da2-4029-8bb7-12f8114f472a>

Where to Download

You can download the app from the Apple App Store or Google Play

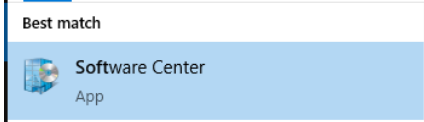
- iOS devices: <https://support.microsoft.com/en-us/office/microsoft-office-lens-for-ios-fbdca5f4-1b1b-4391-a931-dc1c2582397b>
- Android devices: <https://support.microsoft.com/en-us/office/microsoft-office-lens-for-android-ec124207-0049-4201-afaf-b5874a8e6f2b?ui=en-us&rs=en-us&ad=us>

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:

- Go to Applications and Open Self Service (go to the Self Service icon on iOS)
- Enter your username and password
- Locate the application
- Click Install under the logo for the application
- The status will change to reinstall when the install is complete. You can now use the application.

Home use licenses for SPSS expire at the end of December every year. To renew your license, contact cit@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.

The following link contains information from Adobe about modifying pdf files using Adobe Acrobat DC.

This article requires the full version of Adobe Acrobat DC (not Acrobat Reader). All university-owned Windows computers have the main Adobe Creative Cloud application installed, which manages the individual Adobe applications. If Acrobat DC is not on your machine, you may download and install it from the Adobe Creative Cloud Application using the steps in [Article 467: Installing Adobe Creative Cloud Applications](#). Additionally, faculty and staff have home use rights and may install the applications on their personally owned machines. There is no cost, if at any point in the process, you are asked to pay, please review the steps and try again.

Adobe Acrobat DC

- **Add, replace, rotate, delete, and move pages** in a PDF using Adobe Acrobat DC
https://helpx.adobe.com/acrobat/how-to/organize-add-delete-pages-pdf.html?playlist=/services/playlist.helpx/products:SG_ACROBAT_PK~12/learn-path:intermediate-advanced/set-header:ccx-designer/playlist:orientation/en_us.json&ref=helpx.adobe.com
- **Combine multiple files into a single PDF** with Adobe Acrobat DC.
You can combine multiple PDF documents or a wide variety of file types, including spreadsheets, images, and emails.
<https://helpx.adobe.com/acrobat/how-to/combine-files-into-pdf.html>
- **Page thumbnails and bookmarks in PDFs** with Adobe Acrobat DC.
<https://helpx.adobe.com/acrobat/using/page-thumbnails-bookmarks-pdfs.html>
- **Extract a single page or multiple pages** from a PDF file using Adobe Acrobat DC.
<https://helpx.adobe.com/acrobat/how-to/extract-pages-from-pdf.html>
- **Convert Microsoft Word, Microsoft Excel, and Microsoft PowerPoint documents** to PDF.
<https://helpx.adobe.com/acrobat/how-to/create-pdf-files-word-excel-website.html>
- **Acrobat DC tutorials**: more how-to videos and instructions regarding Adobe Acrobat DC can be found at link below.
<https://helpx.adobe.com/acrobat/tutorials.html>

