CCSU Computers at Home

First Log In:
1. Power on computer
2. Press CTRL+ALT+DEL and OK to the use agreement
3. Click the Wireless icon in the bottom-right corner
4. Select your home wireless, enter password (if required) and click Connect.
5. Wait for confirmation you are connected, the click the Power icon in the bottom-right and select Restart
6. Press CTRL+ALT+DEL and OK to the use agreement, then log in with your BlueNet username and password

Two-Factor Authentication (MFA)

Microsoft

Add authentication methods:
1. Go to www.ccsu.edu/2step
2. Log in with your Office 365 account and verify using current MFA method
3. Set up Alternate Phone and Authenticator App

Reset MFA if no access to current authentication method:
1. Go to www.ccsu.edu/pipeline
2. Click on Accounts Management and select Manage Your Account
3. Log in with BlueNet username and password
4. Click on Reset O365 MFA
5. Follow on-screen prompts to reset MFA
6. Use instructions above to add authentication methods

Duo Security

Add authentication methods:
1. Go to https://secureapps.ccsu.edu
2. Log in with your BlueNet username and password
3. Click Add a New Device and verify using current MFA method
4. Set up alternate authentication methods

Reset Duo if no access to current authentication method:
1. Email techsupport@ccsu.edu to request reset
2. Follow instructions in Duo email to set up with new methods

Remote Desktop/Real VNC

Request Access:
1. Get your CCSU campus computer name (also called Hostname):
   a. Windows – search for INFO app and open it
Using Remote Desktop (campus computer is Windows):
1. Go to https://apps.ccsu.edu
2. Log in with your BlueNet username and password
3. Open the IT folder, then open Remote Desktop – Full Screen
4. Enter the CCSU campus computer name and click Connect
5. Enter BlueNet username and password

Using Real VNC (campus computer is Mac):
1. Go to https://apps.ccsu.edu
2. Log in with your BlueNet username and password
3. Open the IT folder, then open Real VNC
4. Enter the CCSU campus computer name and hit Enter
5. Enter BlueNet username and password

WebEx
Account Creation/Password Reset
1. Go to https://ccsu.webex.com
2. Click Sign In
3. To request an account, click Sign Up and follow on-screen instructions
4. To reset password, click on “Forgot username or password” link and follow on-screen instructions

Configure WebEx
Computer
1. Go to https://ccsu.webex.com
2. Sign in with your CCSU WebEx account (username is first part of email address, no @ccsu.edu; password is one you created)
3. From the Home screen, click the Downloads link on left then the Download button to install the WebEx Meetings app

Mobile App
1. Open the App store on your mobile device
2. Install the Cisco Webex Meetings app on your device
3. Open the app and click Sign in
4. Enter your CCSU email address and click Next
5. Select the “ccsu.webex.com” site and enter your password, then click Next

Set up a Meeting
1. Go to https://ccsu.webex.com
2. Sign in with your CCSU account (username is first part of email address, no @ccsu.edu; password is one you created)
3. Select a meeting type:
   a. Start a Meeting – use this to open the Personal Room and meet immediately
      i. Copy your meeting URL to email or give to participants
      ii. Click Start a Meeting button, when meeting opens click Start Meeting
   b. Schedule – use this option to schedule a future meeting and invite participants
      i. Click Schedule
      ii. Enter meeting topic, date, time. Leave default password or set your own.
      iii. Enter participant email addresses
      iv. Click Schedule, meeting will be placed on your calendar and invite will be sent to participants.

Start a Meeting

From Outlook Calendar:
1. Open the Meeting from your calendar
2. Click on the Start Meeting button

From the WebEx site:
1. Go to https://ccsu.webex.com
2. Sign in with your CCSU WebEx account
3. From the Home screen, click the Start button next to your meeting

From the mobile app:
1. Open the app on your mobile device
2. If you aren’t signed in, sign in with your CCSU WebEx account
3. Click Start Meeting

Microsoft Teams

Accessing Teams

Computer
1. Open Microsoft Teams from the Start menu (Windows) or Applications folder (Mac)
2. Sign in with your CCSU Office 365 email address and password

Mobile app
1. Open the App store on your mobile device
2. Install the Microsoft Teams app on your device
3. Open the app and click Sign in
4. Enter your CCSU Office 365 email address and password

Online Meetings/Screensharing

Using Chat (instant meetings)
1. Open Chat from the left menu
2. Click on the New Chat button and enter the name(s) of the person/people to Chat with
3. Use the Chat bar at the bottom to send text, images in the Chat
4. To start a Meeting, click the Video or Audio call button at the top of the Chat screen
5. To initiate screensharing, click the Share button at the top of the Chat screen

Using the Calendar (schedule meetings)
1. Open the Calendar from the left menu
2. Click on New Meeting
3. Enter details of meeting and invite people
4. Click on Schedule
5. At the time of the meeting, open the appointment on the calendar and click Join
6. While in the meeting, click on the Share Screen button to initiate screensharing

Online Systems
Online systems such as Blackboard, WebCentral-Banner Web, and Core-CT work the same whether you are on or off-campus.

Full Instructions
Full instructions for all systems may be found in the IT Service Catalog at https://itservices.ccsu.edu.