

Your CCSU Windows Computer



Information
Technology



Windows is fast, secure and has several notable features:

1. Start Menu, Tiles and Tile Groups
2. Global Protect VPN and Bitlocker for Laptops
3. Chrome Default Web Browser & PDF Viewer
4. Microsoft OneDrive
5. Microsoft Teams
6. Weekly Thursday Night Updates
7. Software Center

Start Menu

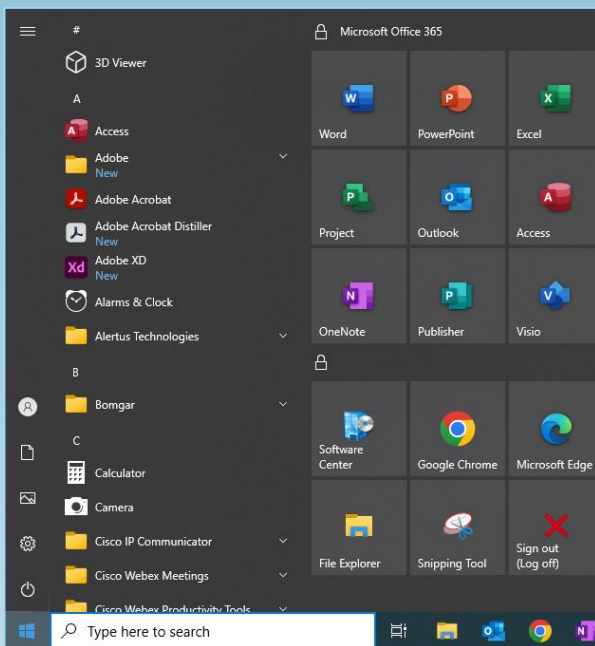
The Windows Start menu contains a listing of all applications and application Tiles, grouped into Tile Groups. A Tile is the icon used to access a program or resource on your computer and a Tile Group allows you to organize tiles.

Tiles and Tile Groups

By default, we have set up a Microsoft Office 365 Tile Group containing the most popular Office programs. The next Tile Group contains Software Center, web browsers and other resources. These Tile Groups are locked and cannot be changed.

To create new Tile Groups, right-click any application from the list of applications and select Pin to Start.

You may move Tiles around, add new Tiles, group them together differently, or completely remove Tiles you don't use. To move a Tile, click and hold it and drag it to the new location. To remove a Tile, right-click it and select Unpin from Start.



Laptops: Global Protect VPN and BitLocker Encryption



The Global Protect Virtual Private Network (VPN) is configured on all CCSU-issued laptops. The VPN allows your laptop to connect to campus resources both on and off campus.

When taking your laptop off campus, connect to an available network prior to logging in to ensure the VPN connects. If it does not, you may reconnect it by clicking the Global Protect icon from the Taskbar, then clicking the three lines to open the menu and selecting Refresh Connection.



BitLocker Encryption is configured on all CCSU-owned laptops. It provides protection for your computer's operating system as well as the data stored on it, ensuring that data remains encrypted even if the computer is tampered with when the operating system is not running. Your BitLocker PIN is your 8-digit Banner ID number.



Default Web Browser and PDF Viewer

Google Chrome is set as the default web browser and PDF viewer due to its built-in security features, speed, and reliability. Microsoft Edge is also installed on all Windows computers. Mozilla Firefox is available for installation via Software Center, though not recommended. You may change your default web browser and PDF viewer by running the “Disable Default File Associations” app from Software Center, then accessing the Default App section of Windows Settings and selecting a new default.



Microsoft OneDrive File Storage

Microsoft OneDrive is online file storage included in your CCSU Office 365 account. It is the preferred location to store your files because it is backed up and accessible from anywhere. Your Windows computer is configured to connect to OneDrive automatically when you log in, and files are synced with the “OneDrive – CCSU” folder on your computer. To access your OneDrive files from anywhere, navigate to <https://office.ccsu.edu> and log in with your CCSU email address and password.



Weekly Thursday Night Updates

Every Thursday starting at 11:59pm, important updates are sent to your CCSU-owned computer. Please save all data and sign out (log off) of your computer when ending your workday every Thursday as these updates often require a reboot. Whether the computer is on or off campus, it needs to be left powered on (do not shut down), connected to a power source and to a network (wired or wireless). Please be aware that if updates are not applied during the scheduled overnight period, the next time you log into your computer it may be unusable for an extended period while these updates are applied; interrupting the updates could result in corruption that would require further repair.



Microsoft Teams Collaboration Tool

Microsoft Teams is a unified collaboration and communication tool that combines audio/video meetings, chat, file storage, and applications. Teams gives you the ability to communicate and access files from anywhere with an internet connection. All campus departments have a dedicated Microsoft Team for file storage, collaboration, and communication. Teams may also be used with students, and you may invite guests to Teams meetings. Team owners are responsible for updating the membership as needed. Teams is installed by default on all CCSU-owned computers. To access Teams from anywhere, navigate to <https://office.ccsu.edu> and log in with your CCSU email address and password.



Software Center

In Windows, we are using Software Center to manage and deliver CCSU-supported software applications. To open Software Center, click on the Start Menu then click the Software Center tile from the left menu.

To install an application, simply click on the icon and then click on the Install button. Here are some common applications you may need to install via Software Center:



Adobe Acrobat DC: full-featured PDF viewer and editor.



Adobe Creative Cloud Suite: full suite of Adobe applications such as Photoshop, Illustrator, Dreamweaver and more.



WebEx Meeting Center

Need Help? Contact the IT Help Desk

860-832-1720 or techsupport@ccsu.edu

Regular Hours:

Monday through Thursday: 7:30am – 8pm

Friday: 7:30am – 4pm

Summer/Winter hours may vary; check web site for hours.

Visit www.ccsu.edu/it for self-help resources