

Information Technology LAN Support at MnSCU System Office

This is a list of the most Frequently Asked Questions (FAQ) that the Information Technology LAN team receives.

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- [Where can I find information regarding MnSCU acceptable use procedure?](#)
- [Can I approve terms and conditions \(click through agreements\) for purchased software or “free” open source software](#)
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General Information:

Question: How do I get my question added to the FAQ?

Answer: Send an e-mail to tac-ooc@mnsu.edu in the subject line please add FAQ.

Question: What is Windows 7?

Answer: Windows 7 is the current release of Microsoft Windows operating systems produced by Microsoft for use on personal computers, including home and business desktops, laptops, netbooks, tablet PCs, Windows 7 was released to manufacturing on July 22, 2009.

Question: Where can I find information regarding MnSCU acceptable use procedure?

Answer: <http://www.mnsu.edu/board/procedure/522p1.html>

Question: Can I approve terms and conditions (click through agreements) for purchased software or “free” open source software

Answer: There is a webinar posted on the MnSCU General Council website <http://www.ogc.mnsu.edu/> that deals with “Contract Basics and Best Practices” that has good information on software agreements.

Question: What is Equitrac PrintAssistant and follow-you printing?

Answer: Equitrac provides a print management and cost recovery software solution that enables organizations to effectively manage their printing environments, reduce costs, increase document security and promote sustainability. When printing a document at the Wells Fargo and MCTC locations you will see the “PrintAssistant” popup showing you the amount of money your printed output will cost. You must click the accept button to print. Once you go to the printer, you will need your security card/fob to retrieve your printed document

Account Information:

Question: I have a new position, name, work location, phone number, how can I get any of these changed in the outlook e-mail system?

Answer: Please complete the employee status change form to change your title, name, department, and work location <http://www.its.mnsu.edu/lan/employeestatusform.html>

Question: How do I change my account password?

Answer: From your computer enter ctr-alt-delete (all at the same time); you will then be presented with the option to change your password. Passwords cannot contain any part of the user's account name or full name, must be at least 8 characters long and use three (3) of the following:

- English uppercase characters (A through Z)

- English lowercase characters (a through z)
- Base 10 digits (0,1,2,3,4,5,6,7,8,9)
- Non-alphabetic characters (for example, !, \$, #, %)

Question: What is a computer administrator account?

Answer: The computer administrator account is intended for someone who can make changes to their computer, install software, and access all files on the computer. Only a user with a computer administrator account has full access to the computer and operating systems. By default all system office has granted everyone administrator access to their computers.

Question: Can I request to have default administrator rights removed from my workstation account

Answer: Yes, by sending a request to the LAN Staff via <http://www.its.mnscu.edu/lan/helpdesk.html> you may have your default administrative rights removed from your workstation.

Support Information:

Question: How do I request system office computer support help?

Answer: Go to <http://www.its.mnscu.edu/lan/helpdesk.html> you will be presented with a request form. Please fill in as much information as you can about you and the problem you are experiencing. Please remember your request will be entered into the queue and we will do our best to get back to you as soon as possible. If it is urgent, please document this in the form. If your computer is assessable to enter a request, please ask your office neighbor to enter one on your behalf.

Email Information:

Question: How do I get access to my work (outlook) email from my home computer?

Answer: Go to <https://webmail.ooc.mnscu.edu/owa> enter in the domain name with your ID for your ID and then your password. (Example: John Doe would enter oocad\doejo for his ID and then enter in his account password).

Question: Where can I get information and instructions on subscribing to MnSCU e-mail lists?

Answer: Information and instruction on subscribing to MnSCU public lists can be found at <http://www.its.mnscu.edu/technical/listservlists.html>

Network Information:

Question: How do I get access to my share (S:) and home (H:) drives remotely?

Answer: Go to <https://mars.mnscu.edu>. Install the Xen app client for citrix if needed and enter in your MnSCU System Office account ID and password, select the “desktop” tab for access to a complete window 7 desktop and click on desktop, or select the application shortcut from the applications tab.

Question: How do I get access to the Consolidated Access Point (CAP) servers?

Answer: You must have your supervisor request that you have access and enter in a LAN request form from <http://www.its.mnscu.edu/lan/helpdesk.html>. Access can be made to the WFPCAP servers from your workstation if you are in the admin network, if not you will need to connect to the Citrix system <https://mars.mnscu.edu> and then remote into the CAP server you need access to. *(departmental needs require specific network access and you can only be in one network at a time, example: if you are in the developer network, you will not be able to access the admin network and you will need to use the Citrix system for remote access to the CAP servers)* From Citrix or your workstation, you will need to use the “Remote Desktop Connection application. Click on the Start button, select All Programs, Select Accessories, click on “Remote Desktop Connection”. Enter in the name of the CAP server you need access to and click on “Connect”. (Click on the options button for addition remote options you may need to use before clicking on the “Connect” button).