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Titan Digital Signage
Titan Digital Signage Terminology & Structure

This article covers Titan Digital Signage terminology and a diagram of the channel setup.

Structure

This diagram shows how the content of the information on digital signs is structured.

Terminology

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block</td>
<td>Individual areas within a bulletin template. Types of blocks include text,</td>
</tr>
<tr>
<td></td>
<td>images, shapes, or videos.</td>
</tr>
<tr>
<td>Term</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Bulletin</td>
<td>Content that you add to the zones. Types of bulletins include text, images, videos, Twitter feeds, weather information, clocks, and more.</td>
</tr>
<tr>
<td>Channel</td>
<td>Everything that is shown on a digital sign when it is turned on. It is comprised of one or more zones placed together in an arrangement that makes up the boundaries of the channel.</td>
</tr>
<tr>
<td>Crawl</td>
<td>Scrolling single line text-only zone appearing at the top or bottom of the screen, similar to a news ticker.</td>
</tr>
<tr>
<td>Digital Sign</td>
<td>Indoor and outdoor digital display that shows text, images, videos, and dynamic content.</td>
</tr>
<tr>
<td>Full Screen Alert</td>
<td>Content designed to override a channel layout. They are typically used for urgent information such as emergencies/disasters or emergent information such as breaking news alerts.</td>
</tr>
<tr>
<td>Layout</td>
<td>A design for the arrangement of content on a channel or zone.</td>
</tr>
<tr>
<td>Tag</td>
<td>Zones can be grouped by tags to allow users to access all zones with a particular tag.</td>
</tr>
<tr>
<td>Template</td>
<td>A design for the arrangement of content on a bulletin which has been saved as a bulletin template.</td>
</tr>
<tr>
<td>Wayfinding Kiosk</td>
<td>Indoor and outdoor interactive digital display that is used solely to assist with campus navigation. *Note that the Titan Digital Signage system is NOT used to manage Wayfinding Kiosks. These kiosks are managed by Information Technology using another system.</td>
</tr>
<tr>
<td>Term</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>Zone</td>
<td>Individual areas within a channel. All of your content is placed into zones.</td>
</tr>
</tbody>
</table>

**Need More Help?**

Access built-in help guides by clicking on the Help button at the top right in Carousel.

![Help Button](image)

**Additional Resources**

[Carousel Help Site](#)

Visit the [Titan Digital Signage webpage](#) for more information on the system, including available layouts, best practices, and how to get access to manage content on a digital sign.

Contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777.
Accessing Titan Digital Signage

This article covers how authorized users can access the Titan Digital Signage web application (Carousel) to modify content on a digital sign.

⚠ Accessing the system using campus wireless or from off-campus? You will need to sign in to the campus VPN in order to access the Titan Digital Signage system.

1. Open your web browser to the Titan Digital Signage website.

Open your web browser to the Titan Digital Signage website.
2. Enter your campus username and password. Then click Log In.

![Login page](image1.png)

2.1. If you are not taken directly into Carousel, click Carousel.

![Main menu](image2.png)
3. You can now access your Zone(s) and make changes. Use the Help button to access additional user guides.

1. Click on the Help button for more user guides and assistance with using Carousel.
2. If you have multiple zones, be sure to check which Zone is selected before making changes.

Need More Help?

Access built-in help guides by clicking on the Help button at the top right in Carousel.
Additional Resources

Carousel Help Site

Visit the [Titan Digital Signage webpage](#) for more information on the system, including available layouts, best practices, and how to get access to manage content on a digital sign.

Contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777.
Microsoft Office
Installing Office 2016 on your campus desktop or laptop Mac

This article covers how campus employees can install Office 2016 on their campus Mac.

System Requirements for Office 2016

⚠️ If you have not yet been upgraded to OS X Yosemite, contact the IT Help Desk at x7777 or helpdesk@fullerton.edu for assistance.

You must be on campus with a wired connection to follow these instructions.

Don't have permission to download programs on your computer? Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.
1. Uninstall previous versions of Office and then restart your computer.

If you have Office 2011 on your computer, you will need to uninstall it. After uninstalling, restart your computer.

View this article from Apple on how to uninstall apps on OS X Yosemite.
2. Click on the Go menu and select Connect to Server.

1. Click Go on your desktop menu.
2. Select Connect to Server....

3. Enter afp://apple.fullerton.edu in the Server Address and then click Connect.
1. In the Server Address, enter **afp://apple.fullerton.edu**.
2. Then click **Connect**.

4. Enter your campus username and password. Then click **Connect**.

![Login Screen]

1. Select the **Registered User** radio button.
2. Enter your campus username and password.
3. Then click **Connect**.
5. Select Office 2016 (Campus Only) and click OK.

![Image showing the selection of Office 2016 (Campus Only)]


![Image showing the double-click on the ISO file]
The Office 2016 folder opens in your Finder. Double click on the 
SW_DVD5_Office_...MLF_X20-44037.ISO file.

7. Double click on the installer package.

[Image]

Double click on Microsoft_Office_2016_Volume_Installer.pkg.

8. The installation wizard starts. Click Continue.

[Image]

9. Read the Software License Agreement and then click
Continue.

10. Click Agree to accept the license agreement.

To continue installing the software you must agree to the terms of the software license agreement.

Click Agree to continue or click Disagree to cancel the installation and quit the Installer.
11. Select a destination drive and then click Continue.

1. Click on the drive where you want to install Office (usually this is your default hard drive).
2. Click **Continue**.
12. Click Install.

13. Enter your installation password. Then click Install Software.

1. Your computer will prompt you to enter your password to allow the installation. This is often the same as your campus password.
2. Click **Install Software**.

**14. Once the installation is complete, click Close.**

![Install Microsoft Office 2016 for Mac with installation successful message]

**15. Run Microsoft Update to install any updates.**

![Microsoft Outlook with Help and Check for Updates options highlighted]

1. Open any Microsoft program and click on **Help**.
2. Select **Check for Updates**.

Software Guides // Downloaded: 09-14-2019 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.
15.1. Click Check for Updates.

![Microsoft AutoUpdate screen](image)

16. Restart your computer.

It is recommended that you restart your computer before using any Microsoft programs.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

View the Microsoft Office Help & Resources article.
Installing Office 2016 on a PC for Students

This article covers how CSUF students can remove previous versions of Office, and download & install Microsoft Office 2016 on a PC workstation.

Remove previous versions of Office from your computer.

If you do not have a previous version of Office installed, proceed to Download Office 2016.

If you have any other version of Office on your computer/laptop (i.e. Office 2013, Office 2010, Office 2007 or even Office 365, etc.) you need to remove it before installing Office 2016. This will help avoid potential clashes between multiple versions. Screenshots for these steps were taken with Windows 7, but the steps are generally the same for Windows 10.

Why do I need to uninstall Office 2013/ Office 365 etc if I have it already?

This new version of Office 2016 includes additional programs but it also uses a different licensing system than the serial numbers that you probably used for your previous Office installation. To avoid any licensing conflicts, uninstall your previous Office installation and install a new version from Office 365.

What if these instructions don’t work for me?

1. Open the Control Panel.
2. In the Programs menu, select Uninstall a program.

3. Select the older version of Office.

Click **Uninstall**.
4. Click Yes to begin the uninstall process.
5. Click Close when the uninstall wizard is finished.

![Uninstall Wizard](image)

6. Restart your computer.

   You will need to restart your computer to complete the uninstall process.

   **NOTE:** You MUST restart your computer before installing Office 2016.

Download Office 2016

Follow the instructions below to log on to Office 365, download Office 2016, and then follow the installation wizard instructions. Screenshots for these steps were taken with Windows 7 and Internet Explorer. The steps are generally the same for Windows 10 and with other web browsers.
7. Open your browser to the STS software page and click Office 365.

Open your browser to the Student Technology Services software page. Click Office 365.

8. Click Get Started.
9. Click Install Office 365.

10. Sign into Microsoft Office Student Sign In with your current CSUF portal account.

1. Enter your campus username and password.
2. Click Sign In.

**NOTE:** A current CSUF portal account means you must be a currently enrolled student actively taking classes at CSUF this semester.
11. Click Install Now.

NOTE: There are some default options, such as making Bing your default search engine, that are checked above the Install Now button. Review this and uncheck as necessary.
Install Office 2016

12. Follow the steps to install Office.

Installation Steps:

1. Click **Run**.
2. Click **Yes** to begin installation.
3. Download my take a while, be patient.

Click **Close** after reviewing steps.

**NOTE:** The instructions above are for Internet Explorer, if using a different browser see: [Depending on your browser your pop-up will be different...](#)
12.1. Depending on your browser, your pop-up will be different...

<table>
<thead>
<tr>
<th>Internet Explorer</th>
<th>Chrome</th>
<th>Firefox</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Internet Explorer" /></td>
<td><img src="image2" alt="Chrome" /></td>
<td><img src="image3" alt="Firefox" /></td>
</tr>
</tbody>
</table>

1. Click Run (in Internet Explorer), **Setup** (in Chrome), or **Save File** (in Firefox).

Go to the install pop-up in the browser.

13. You will see a We're getting things ready...

![Office](image4)

Please wait while Office prepares your Office.
14. The Office applications that are being installed will show on the Installing Office screen.
Launch Office 2016

15. Office Installation is complete.

Click Close.
16. Launch an Office 2016 application.

Click **Start** > **All Programs**.

**NOTE:** *Shortcut icons are also created on the taskbar for the major Office applications.*
17. Open any Office application to accept the Microsoft License Agreement.

Click **Accept**.

CONGRATULATIONS!! You have successfully installed and validated your Microsoft Office 2016.

**NEED HELP WITH THE INSTALLATION:** If you are experiencing problems with your Office installation? Try these helpful tips: [http://support.microsoft.com/kb/2822317/en-us](http://support.microsoft.com/kb/2822317/en-us)

**Update Office 2016**

It’s likely that there are some security and bug fix updates for your Office installation. It is recommended that you check for Office updates before you start using Office 2016 applications.

**How do I update Office 2016?**

When you run Windows Update, it will now check for Office updates as well. Open your **Control Panel** and go to **Windows Update**. There may be several updates, so be patient as your system installs them. Some updates may require you to restart your computer.
Once your computer has installed your Office updates, you’re done! Start using your Office 2016 applications.

**Need More Help?**

Contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.

Visit the Student Genius Center on the first floor of the Pollak Library North. View their website for their hours: [http://sts.fullerton.edu/sgc](http://sts.fullerton.edu/sgc).

*The Student IT Help Desk and Student Genius Center can assist with:*

- issues with logging into Office 365
- issues with your Office software installation

For additional help and resources, view the [Microsoft Office Help & Resources article](http://sts.fullerton.edu/sgc).
Installing Office 2016 on a Mac for Students

This article covers how CSUF students can install Office 2016 on a Mac desktop or laptop.

1. Remove other versions of Office from your computer.
   If you have any other version of Office on your computer/laptop (i.e. Office 2008 or even Office 2016 etc.) you need to remove it before installing Office 2016. This will help avoid potential clashes between the two versions.

   1.1. Move all of the Office applications from the Applications folder to the Trash.
       View How to delete apps on your Mac for detailed information on deleting apps.

   1.2. Empty the trash and restart your computer.

2. Download Office 2016 from your CSUF Microsoft account.

   2.1. Open your internet/web browser to the CSUF Office 365 webpage.
       Open the CSUF Office 365 webpage.
2.2. Click on Students.
2.3. Enter your student email address and password. Then click Sign In.

2.4. Click Install Office and select Install software.
2.5. Your download will begin. Depending on your internet connection, the download may take some time.

You'll see general steps that outline the process you'll follow. Depending on which browser you are using, you may see the download at the bottom of your browser or in the Downloads menu in the web browser.

☐ 3. Install Office 2016 using the installation wizard.
3.1. Double click on the Microsoft Office installer package once it finishes downloading.

![Installer package in Downloads folder]

You should be able to locate the installer in your Downloads folder.

3.2. Click Continue to start the installation wizard.

![Installation wizard]

Software Guides // Downloaded: 09-14-2019 // Disclaimer: This document is only valid as of the day/time when it is downloaded. Please view the original web document for the current version.
3.3. Click Continue after reading the software license agreement.
3.4. Click Agree to agree to the terms of the software license agreement.

3.5. Choose if you want to install Office for all users on your computer or just you. Then click Continue.

💡 Most users will choose "install for all users of this computer."
3.6. Click Install to start the installation.

⚠️ Be sure you have enough space on your computer before installing!
3.7. Depending on your computer’s security setup, you may need to enter your computer’s keychain password. Then click Install Software.

⚠️ Note that this is the password for your computer which may not be the same as your campus password.
3.8. The installation process may take some time. Be patient!
3.9. Once the installation is complete, click Close.

![Installation Successful](image1.png)

3.10. If prompted, you can click Move to Trash to delete the installer.

![Move to Trash](image2.png)

The installer takes up quite a bit of room, so it can free up space on your computer to delete it once the installation is complete.

4. Open an Office application and sign in with your CSUF email and password to activate Office.
You'll only need to activate Office in one application and then you'll be signed in to the other applications.

4.1. Open up an Office application such as Excel. Click Get Started.
4.2. Click Sign In.
4.3. Enter your student email address and then click Next.
4.4. Enter your student email address and password. Then click Sign In.

![CSUF Student Authentication](image-url)

Sign in with your username and password

harry.potter@csu.fullerton.edu

***************

Sign in
4.5. You’re all done! Click Start Using Excel.

Need More Help?

Contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.

Visit the Student Genius Center on the first floor of the Pollak Library North. View the SGC website for their hours and more information.

For additional help and resources, view the Microsoft Office Help & Resources article
Installing Office 2016 for At Home Use (Faculty & Staff)

This article covers how faculty and staff can download and install Microsoft Office 2016 for Mac or PC on their personal desktop or laptop computers at home.

NOTE: This installation may take up to an hour or more depending on your computer's processing speed and the speed of your internet connection. Most installations take less than an hour.

1. Open your browser to the CSUF Office 365 page.

Open your web browser to the CSUF Office 365 page.

2. Click Get Started for Faculty/Staff.
3. Enter your campus username and password. Then click Sign In.

![Microsoft Office Faculty/Staff Sign In](image)

1. Enter your campus username and password.
2. Click **Sign In**.

4. Click on the Install Office 2016 button at the top right.
4.1. Don't see the Install Office 2016 button? Click on the Settings icon and search for "install."

1. Click on the Settings gear icon at the top right.
2. Enter the search term "install" in the search box.
3. Click on Software.
4.2. Click Install in the Software tab/window that opens.

A new Software tab/window will open. Scroll down and click **Install**.
5. The Office 2016 installation file will start downloading. Follow the on-screen instructions.

The system will automatically detect your system and start downloading the appropriate version of Office 2016 (PC or Mac).

Depending on which browser and system you are using, the screen will show you the instructions on how to continue your installation. In the screenshot above, notice that the downloaded file for Chrome appears at the bottom of the screen.
6. Follow the installation wizard instructions.

Depending on your installation type (PC or Mac), the appropriate installation wizard will open. You may need to click "Continue" or "Next" so be sure to wait until the actual installation starts before walking away from your computer.
7. Open an Office application (e.g. Word, Excel, etc.) to make sure you have activated it properly.

After the installation completes, open an Office application such as Word or Excel to make sure that the activation has completed.

Click **Sign In** if you see an activation message.
7.1. Enter your campus email address and click Next.

1. Enter your campus email address (e.g. keverdeen@fullerton.edu).
2. Click **Next**.
7.2. Choose your Office theme and then click Continue.
7.3. You're done!

Your Office 2016 installation is complete and you can now start using the downloaded applications.

NOTE: When you change your campus password as part of the campus password campaign, you may be prompted to enter your new password when you use your Office applications on your home computer.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

Want to set up Outlook to connect to your campus email account at home? Follow our directions on setting up Outlook at home for faculty/staff.

View our Microsoft Help & Resources article for links to more Office 2016 training guides and tutorials.
Students: How to Access and Use OneDrive

This article covers how CSUF students can access their campus OneDrive account, create documents in OneDrive, upload files to OneDrive, and share a file/folder with another student.

How do I set up my OneDrive @ Cal State Fullerton account?

The only way to use the OneDrive @ Cal State Fullerton account is to install Office 365. You can find instructions and the link to install Office 365 on the STS website.

💡 I already have Office 365/Office 2013/Office 2011. Why do I need to use your version?

CSUF has an agreement with Microsoft to provide a version of Office 365 with specific products available, including the most recent desktop version of Office applications and 1 TB of storage on OneDrive. In order to qualify for this agreement, students need to install Office 365 using the instructions at the STS website.

How do I access my OneDrive @ Cal State Fullerton?

1. Open your internet/web browser to the CSUF Office 365 webpage.

Open the CSUF Office 365 webpage.
2. Click on Students.
3. Enter your student email address and password. Then click Sign In.
4. Click on the OneDrive app.

![Office 365](image)

5. You're in!

![OneDrive](image)

How do I create documents in my OneDrive @ Cal State Fullerton?

Creating and saving documents to your OneDrive @ Cal State Fullerton account can get confusing, especially if you have a personal OneDrive account. The steps below
may seem a little complicated, but this is the simplest way to make sure that your documents save properly. If you are comfortable trying something that requires more advanced computer skills, stop by the Student Genius Center in the Library and we’ll show you how!

1. **Click New** and then choose the type of document you want to create.

1. Click **New**.
2. Select the type of document you want to create.
2. The document opens and you can begin working. The document will automatically be saved every few minutes. To open the document in the full version of the Office application, click the "Open In" link.

1. Every few minutes, your document will automatically be saved.
2. Not all features are available in the online version of the application. Click the relevant Open In button to open your document in the desktop version of the application. For example, in Microsoft Word Online, click Open in Word.

2.1. Click Yes if you see a warning message.
2.2. You are now editing the document in the full version of Office on your computer.

Notice the Save icon looks slightly different than usual. It is indicating that when you save you are saving the document back to your OneDrive @ Cal State Fullerton account and not to your computer’s hard drive.

2.3. You may see a message in your web browser that the file has been opened in the desktop application. Click X to close the message.

All done. You can close the tab now.

We opened this file in Microsoft Word on your computer.

Resume editing here

Try launching Microsoft Word again
How do I upload files from my computer to my OneDrive @ Cal State Fullerton?

View information on how to upload files and photos to OneDrive.

How do I share a file/folder with another student?

Sharing a file or folder with another student or group of students is easy. Of course, you will need to know the campus username of the other student(s) that you want to share with before you get started.

1. Place a checkmark next to the folder or file you want to share. Either click the share icon or click the actions menu and select Share.

1. Place a checkmark next to the folder or file you want to share.
2. Click the share arrow icon.
3. Or click the actions menu and select Share.
2. Type the email addresses of the people you want to share the folder/file with. Once the system finds the student (or you've typed the full email address), you can select the student's username. You can also specify the permissions you want to give them.

1. Type the email address of each student that you want to share the folder/file with. As you type, the system will search for the student. Once they appear, select the student you want to add.
2. The default sharing access will allow the students to edit the folder/file, but you can click to change the sharing permissions.

3. Once you have entered all of the students you want to share the folder/file with, you can add an optional comment that will be sent with the sharing invitation email. Then click Send.

Note that until the other students accept the sharing invitation, you won't see them listed as sharing with you.
1. Optional: enter a comment to be added to the sharing invitation email.
2. Then click **Send**.

**4. You'll see a confirmation that the sharing link was sent.**

Need More Help?

Contact the Student IT Help Desk at **StudentITHelpDesk@fullerton.edu** or 657-278-8888.

Visit the Student Genius Center on the first floor of the Pollak Library North. View the **SGC website** for their hours and more information.
For additional help and resources, view the Microsoft Office Help & Resources article
Microsoft Office Help & Resources

This article provides contact information and resources for additional assistance with Microsoft Office.

Office for Students Contact

Contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.

Visit the Student Genius Center on the first floor of the Pollak Library North. View their website for their hours: http://sts.fullerton.edu/sgc.

The Student IT Help Desk and Student Genius Center can assist with:

• issues with logging into Office 365
• issues with your Office software installation

Office for Faculty/Staff Contact

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance with:

• issues with logging into Office 365
• issues with your Office installation on your campus-issued rollout desktop or laptop computer

Resources

CSUF Resources

Microsoft Office 365 Login for CSUF Faculty/ Staff and Students
Office 365 information for CSUF Student
Office 365 information for Faculty/Staff

Microsoft Resources
Microsoft's Office support website
Microsoft's Office training website
Microsoft Office YouTube Videos
Microsoft Office 2016 for PC Quick Start Guides
Microsoft Office 2016 for Mac Quick Start Guides
LinkedIn Learning Resources
Microsoft Office training courses and tutorials
Office 365 training courses and tutorials
More about CSUF LinkedIn Learning accounts
Microsoft Windows
Downloading Windows 10 Education for Students

This article covers how CSUF students can obtain a product key and download of Windows 10 Education.

For installation information, please view the Windows 10 Help article from Microsoft.

1. Go to the Microsoft Windows 10 Education webpage and click Get Windows 10 Education.

Microsoft Windows 10 Education

As an enrolled student at CSU Fullerton you are eligible to install Microsoft Windows 10 Education.

Windows 10 is designed to be compatible with the hardware, software, and peripherals you already own.

1. Open your browser to the Microsoft Windows 10 Education webpage.
2. Click Get Windows 10 Education.
2. Enter your campus username and password. Then click Sign In.

![Sign In]

3. Click Start Shopping.

---

Welcome to your Academic Software Center!

This is your school's software distribution website, which allows students, faculty and staff to purchase software at significant discounts off standard retail prices.

Please note that the pricing provided on this site is made available exclusively through an agreement between your academic institution and select software publishers.

Start Shopping
4. Click on the Windows 10 icon.

5. Click Add to Cart.
6. Decide if you want extended access or not. Then click Check Out.

1. This product key and download are only available for 30 days for free. If you want to purchase an extended access which gives you 24 months of access to the key and download, click Add.
2. Click Check Out.

NOTE: The Extended Access option is not free so you will need to enter a credit card number or use PayPal if you choose this option. After the initial 30 days, you will only have the ability to get a 60 day extension that costs roughly $12 so be sure to add this option before the 30 days are up to get the best deal!
7. Read the User Acceptance Form and scroll down.

<table>
<thead>
<tr>
<th>Product</th>
<th>Agreement Number</th>
<th>Enrollment Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Windows 10 Education (Multilanguage) - Download - Product Key</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Grant of license. Licensor hereby grants student the right to run one copy of the version number and language of the software identified below which student has installed on student's PC per the rights granted to student by the educational institution under their volume licensing agreement. Student's right to use the software shall be governed by and subject to the relevant section(s) of the most current Product Use Rights which student can view at [http://microsoft.com/licensing/](http://microsoft.com/licensing/) or [http://www.msemeala.com/currentpurs.htm](http://www.msemeala.com/currentpurs.htm). For graduating students, the right to use the software is perpetual and shall be governed by and subject to the relevant section(s) of the most current Product Use Rights, which the student can view at [http://www.microsoft.com/licensing](http://www.microsoft.com/licensing).

2. Description of rights and limitations.
   - Limitations on reverse engineering, recompilation, and disassembly. Student may not
8. Enter your campus username and your name. Then click I Accept.

1. Enter your campus username.
2. Enter your name as it appears in the grey text below this field.
3. Click I Accept.
9. Scroll down to verify your contact information. Then click Proceed With Order.

1. Scroll down to verify that the information in the Contact Information section is correct.
2. Click Proceed With Order.
10. Scroll down to locate your product key. Then click Get started.

1. Scroll down your receipt to locate the product key. Print it or take a screenshot so you have it handy!
2. Click **Get started**.

**NOTE:** The expiration date for access to the download and product key is shown in the **Items** section. You do not need to install Windows 10 Education before that day; you simply need to download Windows 10 Education and print the product key before then. The product key itself does not expire. You will receive an email with information on how to access your account to retrieve the product key and download but the product key itself will not be in the email.
11. Follow the instructions relevant to you.

The Upgrading to Windows 10 Education page will appear in a new tab/window. Click on the link that matches your situation and follow the instructions to install Windows 10 Education.

**NOTE:** The upgrade process to Windows 10 Education may take quite a long time so be sure you have a couple of hours before starting. You can return to the Kivuto webstore to begin the process at a later time; you don't have to install it when you order it. However, remember there is an expiration date to access your product key and the download!

### Need More Help?

Contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.

Visit the Student Genius Center on the first floor of the Pollak Library North. View the SGC website for their current hours.

**NOTE:** The Student IT Help Desk and Student Genius Center can only assist with issues in getting a product key for Windows 10; they are unable to assist with installation or issues that arise during or after installation.

For installation issues, visit the Windows 10 Help article from Microsoft.

For additional help and resources, view the Microsoft Windows Help & Support article.
Microsoft Windows Help & Support

This article provides contact and support information for Microsoft Windows.

Windows for Students Contact

Contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.

Visit the Student Genius Center on the first floor of the Pollak Library North. View their website for their hours: http://sts.fullerton.edu/sgc.

NOTE: The Student IT Help Desk and Student Genius Center can only assist with issues in getting a product key for Windows 10; they are unable to assist with installation or issues that arise during or after installation.

Windows for Faculty/Staff Contact

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance with:

• issues with your Windows installation on your campus-issued rollout desktop or laptop computer
• issues with obtaining the product key to install Windows on your personal home desktop or laptop computer

Resources

Microsoft's Windows 10 support website
Microsoft Windows main support website
Windows 10 training courses and tutorials on LinkedIn Learning
More about CSUF LinkedIn Learning accounts
Windows 10 Rollout (User Guides & LinkedIn Learning videos)

This article provides contact and support information for Microsoft Windows.

Windows for Students Contact

Contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.

Visit the Student Genius Corner on the first floor of the Pollak Library North. View their website for their hours: http://sts.fullerton.edu/sgc.

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Windows for Faculty/Staff Contact

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance with:

- issues with your Windows installation on your campus-issued rollout desktop or laptop computer
- issues with obtaining the product key to install Windows on your personal home desktop or laptop computer

Resources

Microsoft's Windows 10 support website
Microsoft Windows main support website
Windows 10 training courses and tutorials on LinkedIn Learning
More about CSUF LinkedIn Learning accounts
Mobile Print
Printing Documents Using Mobile Print

Mobile Print allows campus faculty and staff to print documents on the go by emailing them to the Mobile Print service and then printing them on a nearby campus Xerox multifunction copier.

This article covers how faculty and staff can use the Mobile Print service to print documents.

1. Attach the document you wish to print to an email and send the email to mobileprint@fullerton.edu.

NOTE: You must send the email from your campus email account, but you can send the email from any device including a mobile device or laptop.
2. Within a few minutes you will receive an email with your Confirmation Number.

Within a few minutes you will receive an email with your Confirmation Number. You can now go to a copier to print your document(s).

NOTE: Save your Confirmation Number! You will need to enter it to print your document(s). This is the confirmation number you will use for all future Mobile Print requests as well.
2.1. Check to see if any documents were not accepted.

1. At the top of the email, the list of documents that have been accepted is shown.
2. Towards the bottom of the email, the list of documents that were not accepted is listed.
3. At the bottom of the email is a list of the supported document extensions.
3. Go to a nearby campus Xerox multifunction copier and press the Mobile Print button.

Go to a nearby campus Xerox multifunction copier and press the Mobile Print button.

**NOTE:** If you do not see the Mobile Print button, the service is not available on that copier. Please locate another copier.
3.1. If a User ID or Passcode is required to use the copier, enter the User ID.

If a User ID or Passcode is required to use the copier, enter the User ID. Do NOT enter the confirmation number in this field.

If you do not know the User ID/Passcode for the copier please contact the Responsible Party listed on the label on the copier for assistance.
4. Enter your Confirmation Number and then press Enter.

Enter your **Confirmation Number** and then press **Enter**.

**NOTE:** Refer to the email you received in step 2 for your Confirmation Number. You can repeat step 1 if you deleted the email.
5. Choose which document(s) to print, specify your print settings, and then press Print.

1. Place a checkmark next to each document in the list of available documents that you wish to print.
2. On the right you can specify print settings such as the color, 2-sided printing, or stapling.
3. Press the **Print** button when you are ready to print.
6. Wait while your print job is submitted to the print queue for the copier.

It may take several minutes for your print job to be submitted.
7. Once your print job has been successfully submitted, press Exit.

If there are other documents in the print queue you may need to wait for other documents to print before yours prints.

Once your print job has been successfully submitted, press Exit.

**Need Help?**

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.
Changing Your Confirmation Number

This article covers how to change your Mobile Print confirmation number. It is not necessary to change your confirmation number, but you may wish to change this number if you have shared it with someone for troubleshooting purposes.

1. In your confirmation email, click on Change Confirmation Number.

Mobileprint
To: Lori Arthur-Carmichael

Confirmation Number 123456
Today at 9:55 AM

All of the documents that you submitted were accepted.

Thank you for the job submission. Please visit a Xerox copier/printer that supports Mobile Print and enter your confirmation number to print your document. Your confirmation number is: 123456. The list of Mobile Print supported devices can be found at https://titans.service-now.com/sys_report_display.do?sysparm_report_id=e7555c9344971d00a0ad0be91b32394. If you need further assistance, please contact the IT Helpdesk at 657-278-7777 or helpdesk@fullerton.edu.

Change Confirmation Number
2. Click Send.

```
<table>
<thead>
<tr>
<th>Cancel</th>
<th>MPRT0AIQAB1gWYTmVCS3GFNL5JVqi8D2c0aq00A</th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
<td><a href="mailto:mobileprint@exchange.fullerton.edu">mobileprint@exchange.fullerton.edu</a></td>
</tr>
<tr>
<td>Cc/Bcc, From:</td>
<td><a href="mailto:iarthur@fullerton.edu">iarthur@fullerton.edu</a></td>
</tr>
<tr>
<td>Subject:</td>
<td>MPRT0AIQAB1gWYTmVCS3GFNL5JVqi8D2c0aq00A</td>
</tr>
</tbody>
</table>
```

Send this email to be assigned a new User Confirmation Number.

Click **Send** to send the confirmation number change request email.

3. You will receive an email with your new confirmation number.

```
Mobileprint
To: Lori Arthur-Carmichael more...

New Confirmation Number: **654321**
Today at 9:56 AM

Your new assigned User Confirmation Number is **654321**

Change Confirmation Number
```

You will receive an email with your new confirmation number. You can use this new confirmation number for all future mobile print requests.
Need Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.
Skype for Business
What is Skype for Business?

This article contains an overview of Skype for Business.

What is Skype for Business and why would I use it?

Microsoft Skype for Business is a communications tool that not only offers instant messaging (IM), but many other features to enhance collaboration and communication in your organization.

Benefits and Key Features:

• Host online meetings and view attendees in HD
• Share your desktop
• Make phone calls from your cell phone over Wi-Fi for free
• Send instant messages (IM) to other campus users

These are some of the many exciting features that Skype for Business has to offer.
Requirements

- Windows client: Windows 7 or 8; [Skype for Business software support details](#)
- Mac client: Mac OS X v10.5.8 (Leopard) or later; [Mac OS detailed requirements](#)
- Web access to Skype for Business meetings: Internet Explorer 9 or 10; Mozilla Firefox; Safari; [Skype Web App detailed requirements](#)
- Mobile clients: See [Microsoft’s mobile clients requirements pages](#) or specific device/client downloads for current information

Training

To get the best experience out of using Skype training is required. Once training is completed an account will be created for you and will be ready for use.

[SfB Basic Training (18m)](#)

[Find out more about how to get access to Skype for Business.](#)

Need More Help?

Contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact [telecom@fullerton.edu](mailto:telecom@fullerton.edu).

For additional resources view the [Skype for Business Help and Resources article](#).
What is Skype for Business Enterprise Voice?

This article contains an overview of Skype for Business Enterprise Voice which allows users to connect their Skype for Business account with their campus desk phone/extension.

NOTE: Only users who have a campus-issued mobile device are eligible for Enterprise Voice. To confirm your eligibility, please email telecom@fullerton.edu.

What is Skype for Business Enterprise Voice and why would I use it?

Skype for Business Enterprise Voice connects your campus desk phone/extension to your Skype for Business account. This allows you to make and receive regular phone calls using your Skype for Business desktop app or mobile app (see below).
• Answer your campus extension using the Skype for Business desktop app or mobile app!
• Make on-campus phone calls for free...from anywhere in the world!
• Off-campus calls are charged as if you called the phone number from your desk phone which is useful if you are overseas!

Skype for Business Mobile App

![Skype for Business Mobile App](image)

A huge benefit of Skype for Business Enterprise Voice is the ability to use the Skype for Business mobile app to make and receive calls when you are away from campus or just away from your desk.

• Traveling internationally? Consider using the Skype for Business mobile app to make/receive phone calls from campus; instead of being charged international phone rates for each call, you'll be charged as if you made the phone calls from your desk phone.
• You can also send/receive instant messages when you are away from your desk.

Need to ask someone in your office a quick question while you’re in a meeting? Try sending them an instant message via Skype for Business instead of an email!

NOTE: The Skype for Business mobile app works best with a good Wi-Fi connection. If you choose to use your mobile device’s cellular data with Skype for Business, be aware of how much data usage that your data plan allows to avoid being charged for overages. You
may also find that the video portion of Skype for Business does not work on a cellular data connection. If you are using a campus-issued device and traveling (especially internationally), contact telecom@fullerton.edu to explore your options.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact telecom@fullerton.edu.

For additional resources view the Skype for Business Help and Resources article.

Created by: LAC
Getting Access to Skype for Business

The article covers how CSUF faculty and staff can get access to Skype for Business.

1. Install Office 2013 on your PC or Office 2016 on your Mac.

You will need to have either Office 2013 or Office 2016 on your computer to use Skype for Business.

- [How to install Office 2013 on your campus PC](#)
- [How to install Office 2016 on your campus Mac](#)

For your Mac, you will also need to download Lync 2011 as it is a separate download.

- [How to install Lync 2011 on your campus Mac](#)

*Don't have permission to download programs on your computer? Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.*

1.1. Download the Skype for Business update on your PC

After installing Office 2013, you will need to download the update that converts Microsoft Lync 2013 to Skype for Business 2015.

[Follow the instructions in this article to download the Skype for Business updates.](#)

1.2. Download the Lync update on your Mac

After installing Office 2016, you will need to run Microsoft Update to get the latest version of Lync 2011.

For more instructions on installing/setting up Lync 2011, [view the instructions.](#)
NOTE: The Skype for Business Mac client is scheduled to be released sometime in 2016.

2. Watch the LinkedIn Learning training.

1. Access the online training on LinkedIn Learning.
2. Enter your campus username and password; then click Sign In.
3. Watch all of the videos in the collection. Note: you must watch each video from start to finish in order for your completion to be properly recorded.

3. Within 2-3 business days, you will receive a welcome email from IT.

IT will be running reports to see who has completed watching the LinkedIn Learning playlist and then generate Skype for Business accounts. Once your account is available, you will receive a welcome email from IT with further instructions.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact telecom@fullerton.edu.

For additional resources view the Skype for Business Help and Resources article.
Installing Skype for Business 2015 on your campus PC

This article covers installing Skype for Business 2015 on your campus PC.

1. Install Office 2013.

Please follow these instructions for installing Office 2013 on your campus PC. The Office 2013 installation includes Lync 2013 which can be updated to Skype for Business.

2. Install the Skype for Business updates.

2.1. Click on the Start menu and then enter the file path in the Search field.

1. Click on the Start menu.
2. In the Search field, enter `\adselect\CampusTech\Microsoft\Office2013Pro_32bit\Skype For Business updates` and then press the Enter key on your keyboard.
2.2. Double click on the first KB installation file.

2.3. Accept the license terms and then click Continue.

1. Click the checkbox to accept the license terms.
2. Then click Continue.

Once the installation is complete, click Close.
2.4. Double click on the second KB installation file.

2.5. Accept the license terms and then click Continue.

1. Click the checkbox to accept the license terms.
2. Then click Continue.

Once the installation is complete, click Close.
3. Follow the rest of the Getting Access to Skype for Business instructions.

Please see this article on getting access to Skype for Business for additional steps you will need to follow to get Skype for Business.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact telecom@fullerton.edu.

For additional resources view the Skype for Business Help and Resources article.
Installing Lync for Mac (Skype) on your campus Mac

This article covers how to install Lync 2011 on your desktop or laptop Mac. Lync 2011 is the version of Skype for Business that is available for Mac computers at this time.

NOTE: You must have Office 2016 installed on your Mac in order for Lync 2011 to work the best.

You must also be on campus with a wired connection to follow these instructions.

1. Click on the Go menu and select Connect to Server.

1. Click **Go** on your desktop menu.
2. Select **Connect to Server**...
2. Enter afp://apple.fullerton.edu in the Server Address and then click Connect.

![Connect to Server Dialog Box]

1. In the Server Address, enter afp://apple.fullerton.edu.
2. Then click Connect.

3. Enter your campus username and password. Then click Connect.

![Enter Name and Password Dialog Box]

1. Select the Registered User radio button.
2. Enter your campus username and password.
3. Then click **Connect**.

4. Select Lync for Mac (Skype) and click OK.

![Image of volume selection]

5. Double click on the DMG file.

![Image of Lync for Mac (Skype) folder]

The Lync for Mac (Skype) folder opens in your Finder. Double click on the **lync_mac_2011_all.dmg** file.
6. Double click on the Lync Installer.
7. The installation wizard starts. Click Continue.
8. Read the Software License Agreement and then click Continue.

9. Click Agree to accept the license agreement.
10. Click Install.

11. Enter your installation password. Then click Install Software.

1. Your computer will prompt you to enter your password to allow the installation. This is often the same as your campus password.
2. Click Install Software.

12. Once the installation is complete, click Close.

13. Run Microsoft Update to install Lync updates.

1. Open any Microsoft program (other than Lync) and click on Help.
2. Select Check for Updates.
13.1. Click Check for Updates.

13.2. Select the Lync updates and then click Install.
1. Select any Lync updates (you may see different ones than the one shown above).
2. Then click **Install**.

### 13.3. When prompted, enter your installation password. Then click OK.

![Password input screen]

1. After the update is downloaded, your computer will prompt you to enter your password to allow the installation. This is often the same as your campus password.
2. Click **OK**.

### 13.4. Click Done.

![Installation complete]

Once the installation is complete, click **Done**.
14. Need a Lync account?

If you need a Lync/Skype for Business account, view the Getting Access to Skype for Business article.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact telecom@fullerton.edu.

For additional resources view the Skype for Business Help and Resources article.
Installing Skype for Business on your Apple device

This article covers how to install Skype for Business on your Apple mobile device (iPhone and iPad). Skype for Business (formerly Lync 2013) from Microsoft Office is not yet available for Android devices.

You must have Enterprise Voice enabled to use the Skype for Business mobile app. Contact telecom@fullerton.edu to see if you are eligible for Enterprise Voice.

NOTE: Your Apple device must be on OS 8.1 or higher to use Skype for Business.

1. Download Skype for Business from the Apple App Store.
NOTE: When searching the App Store, use the search term *Skype for Business* to locate the correct app. The regular Skype app will not work with your Skype for Business account.

2. Tap on the Skype for Business app.
3. Enter your campus email address and password. Then tap Show Advanced Options.

1. Enter your campus email address (i.e. ckent@fullerton.edu) and campus password.
2. Tap Show Advanced Options.

4. Enter your ad\username. Then tap HTTP Proxy.

1. In the User Name field, enter ad\username (i.e. ad\ckent).
2. Tap HTTP Proxy.
5. Enter your domain, username, and password. Then tap the arrow to return to the main Skype login screen.

1. In the domain field, enter **AD**. In the User Name field, enter your campus username (i.e. ckent). In the Password field, enter your campus password.
2. Tap the left arrow to return to the main Skype login screen.

6. Tap Sign in.
7. You're now signed in to Skype for Business.

NOTE: You will need to update your password in both steps 3 and 5 when you change your campus password during the campus password campaign.

Need More Help?

If you need a Lync/Skype for Business account, view the article on getting access to Skype for Business.

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact telecom@fullerton.edu.

For additional resources view the Skype for Business Help and Resources article.
Requesting Skype for Business Hardware Accessories

This article covers how to request hardware accessories (i.e. headset or webcam) to be used with Skype for Business.

This form is for users requesting their own accessories. If you are a Department IT Coordinator (DITC), view this article on requesting a Skype for Business account on behalf of a user.

⚠️ You must have completed Skype for Business training and have a Skype for Business account in order to request hardware. View this article to find out more about getting a Skype for Business account.

1. In your portal, click on Online IT Help.
2. Enter your campus username and password. Then click Login.

3. Click on Telephones and Mobile Devices.

Locate the IT Request Forms section and click Telephones and Mobile Devices.
4. Select Skype for Business Accessories.

4.1. Pictures of the available accessories will appear at the top of the form.
5. Use the drop-down menu to indicate if you need a webcam.

![Webcam menu]

NOTE: iMac desktop computers have a built-in webcam so you do not need to order one.

6. Select the radio button next to the headset option you want.

![Headset options]

7. Enter the location where the accessories should be delivered.

![Delivery location]

If you want these accessories to be delivered to a location other than your office, enter the delivery location.
You must be present to accept delivery of the hardware accessories as you will need to sign an electronic form indicating you received the accessories.

8. Click Submit Order.

Click **Submit Order** at the top right of the form.

8.1. If a request has already been submitted for you, a pop-up window will appear. Click OK.

If there is already an order for Skype for Business hardware accessories for you, a pop-up window will appear showing you the REQ number for the other request. You can check with the IT Help Desk to see who placed the other REQ, although it is likely that it was one of the Department IT Coordinators (DITCs) in your department.

A Department IT Coordinator (DITC) can request Skype accessories on your behalf. Only one request per user can be submitted.
9. Double check that your name is in the Requested For field. Then click Checkout.

1. Double check that your name appears in the Requested for section.
2. Then click Checkout.

10. You're done!
You will receive an email confirmation of your order. Within 5 business days, you should receive a call or email from a Help Desk technician to make an appointment to deliver your hardware accessories.

You may want to note the REQ number of your request. You can give this number to the IT Help Desk to check on the status of your order.

**Need Help?**

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact telecom@fullerton.edu.

For additional resources view the Skype for Business Help and Resources article.
Scheduling Skype Meetings Using Outlook 2013

This article covers how to schedule a Skype Meeting from your Microsoft Outlook 2013 calendar.

1. Open the Skype for Business desktop client.

You must be signed in to Skype for Business in order to schedule a Skype meeting.
2. Open your Outlook calendar and click New Skype Meeting.

3. Select the attendees and enter meeting details. Then click Send.

1. Select attendees and enter meeting details.
2. You can write above the "Join Skype Meeting" line but do not make any changes below.
3. Click Send.
4. Attendees will receive the link to join the Skype meeting in the meeting request.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact telecom@fullerton.edu.

For additional resources view the Skype for Business Help and Resources article.
Scheduling Skype/Lync Meetings Using Outlook 2016

This article covers how to schedule a Skype Meeting from your Microsoft Outlook 2016 calendar.

NOTE: When created in Outlook 2016, Skype meetings are labeled as "Online Meetings."


You must be signed in to Lync 2011 in order to schedule a Lync/Skype meeting.
2. Open your Outlook calendar and click Meeting.

3. Click Online Meeting.
4. Then select Add Online Meeting.

5. Select the attendees and enter meeting details. Then click Send.

1. Select attendees and enter meeting details.
2. You can write above the "Join online meeting" line but do not make any changes below.
3. Click **Send**.

6. **Attendees will receive the link to join the Skype meeting in the meeting request.**

![Meeting Invitation](https://lyncmeet.fullerton.edu/larthur/STSHZFWD)

**Need More Help?**

Contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact [telecom@fullerton.edu](mailto:telecom@fullerton.edu).

For additional resources view the [Skype for Business Help and Resources article](#).
Attending a Skype for Business Meeting for Users without a Skype for Business Account

This article covers how users who do not have a Skype for Business account can attend a Skype for Business meeting using the Skype for Business Web App.

**Minimum hardware/software requirements:** Windows 7 or Mac OS X 10.8 with Internet Explorer 11 or Firefox 12 or Safari 5 or Chrome 18. For more on requirements, view this article from Microsoft.

**Other requirements:** microphone and speakers. **Optional accessories:** webcam or headset.

💡 *These instructions are intended for non-CSUF users who do not have a Skype for Business account.*
1. Open the meeting request and click Join Skype Meeting.

2. If you see an authentication required pop-up window, click Cancel.
3. Click Sign in as a guest to the meeting.
4. Enter your name, select Install Skype for Business Web App plug-in, and then click Join the meeting.

1. Type your name.
2. Check the box next to Install Skype for Business Web App plug-in.
3. Click Join the meeting.

5. Download and install the plug-in.
Download and run the installation wizard. The specific steps will vary depending on your browser.

6. Click Allow.

![Image of Skype for Business Web App]

Depending on your browser, you may need to click **Allow** to run the Skype for Business Web App.

7. Click Allow and Remember.

![Image of Allow and Remember]

You may need to click **Allow and Remember**.
8. Click Cancel.

If you see the authentication required screen again, click **Cancel**.

9. Type your name and click **Join the meeting**.

You may need to enter this information again.

1. Type your name.
2. Click **Join the meeting**.
10. Click Allow.

Click **Allow** to allow the Skype for Business Web App to work with your microphone, speakers, webcam, and/or headset.

10.1. If prompted, click Allow access.
Users on a Windows machine may be prompted to allow the firewall access to Skype for Business. Click **Allow access**.

11. You're now connected to the meeting.

![Skype for Business interface](image-url)

**Need More Help?**

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact telecom@fullerton.edu.

For additional resources view the [Skype for Business Help and Resources article](#).
Changing your Skype for Business PIN

This article covers how to change your Skype for Business PIN. When you are the moderator/presenter for a Skype audio conference/meeting, you will use your PIN to join the meeting as a moderator from a regular phone.

1. In your Outlook calendar, click on New Skype Meeting

1. Open Outlook.
2. Open the Calendar.
3. Click on New Skype Meeting.
2. Click Forgot your dial-in PIN?

In the body of the meeting, click on the **Forgot your dial-in PIN?** link.

3. Click on Sign In.
In the Personal Identification Number (PIN) section, click **Sign In**.

4. Click **Sign In**.

5. Enter your campus username and password. Then click **OK**.

1. Enter your campus username as `ad\username` (i.e. `ad\ckent`).
2. Enter your campus password.
3. Then click **OK**.
6. Click Reset your PIN.

In the Personal Identification Number (PIN) section, click Reset Your PIN.

7. Enter a new PIN and click OK.

1. Enter a new PIN and then confirm the new PIN.
2. Click OK.
8. You're done!

You'll see a confirmation that your PIN was changed successfully.

Need More Help?

If you need a Lync/Skype for Business account, follow the steps outlined in this article.

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact telecom@fullerton.edu.

For additional resources view the Skype for Business Help and Resources article.

Created by: LAC
Skype for Business Help and Resources

This article contains help and resource information such as the contact information for additional assistance and links to external websites in the Skype for Business articles.

Contact Information

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

For assistance with Enterprise Voice, including finding out if you are eligible, please contact telecom@fullerton.edu.

Resources

CSUF Skype for Business Information:

- IT's Skype for Business webpage

Microsoft's Skype for Business Information:

- Discover Skype for Business
- Windows requirements: Skype for Business software support details
- Mac requirements: Mac OS detailed requirements
- Skype for Business on the Web requirements: Skype Web App detailed requirements
- Mobile device requirements: Microsoft's mobile clients requirements pages

Training

- Basic Training (required): SfB Basic Training (18m)
Get your SPSS Statistics & SPSS AMOS Authorized Software Code

This article covers how to retrieve a Authorized Software Code for SPSS & AMOS for CSUF faculty/staff.

** This is CSU's official SPSS software. The trial download is the FULL VERSION of SPSS Statistics & SPSS AMOS once activated with your CSUF Authorized Software Code.

NOTE: These instructions are identical for SPSS Statistics and SPSS AMOS (and can be retrieved at the same time if available or not previously ordered).

1. Go to the Faculty & Staff Software page and click Get Adobe or SPSS Software Codes.

1. Open your browser to the Faculty & Staff Software page.
2. Click Get Adobe or SPSS Software Codes.
2. Type your Portal username and password.

In the Faculty and Staff Sign In box:

- Type your Campus Portal username: (i.e. lanalane)
- Type your Campus password

Click Sign In.
3. Find IBM SPSS software.

1. Locate the desired IBM SPSS software to order. Select one of the software titles, IBM SPSS Statistics or IBM SPSS Amos, to add to your cart (or you can add both items to your cart on the same purchase if desired and if available).

2. Click Add to Cart.

**NOTE:** Selections must be made one at a time for processing purposes.

4. Click View Your Cart.
NOTE: If you ordered your software previously, click View ordered license to view a history of your Ordered Software Licenses.

4.1. You can also click View Cart & Place Order at the top left of this page.

You can also click View Cart & Place Order at the top left of this page.

5. Review IBM SPSS order.

**IMPORTANT:** Please review the items in your cart below carefully. You CANNOT cancel the order once you have submitted the order.

Once the payment has been successfully processed, the software license/membership subscription has been successfully ordered and a license serial number/redeem code has been assigned to you, there will be absolutely NO REFUND and NO EXCHANGE for the software license/membership subscription fee.

Review your order at the top of the page, read the user agreement.
Scroll towards the bottom of the page to continue.

6. Place your order.

1. Place a check mark in the box indicating you have read and understand the agreement.
2. Click **Place your Order**.

7. Submit your order.

Click **OK**.
8. SPSS License Serial Number (display window and email confirmation).

View your ordered software license. You will receive a display window and email confirmation with your SPSS Statistics License Serial Number/ Redeem Code (or SPSS AMOS License Serial Number/ Redeem Code). Have this license serial number handy when installing IBM's SPSS Statistics, you will need it to validate your software installation.

- To download SPSS Statistics, proceed to the next step: Downloading SPSS Statistics
- To download SPSS AMOS, proceed to the next step: Downloading SPSS AMOS

**NOTE:** Your SPSS License Serial Number (Authorization Code) will be emailed to the CSUF account you signed into the Software Licensing Provisioning site as (i.e. lanalane@exchange.fullerton.edu).

**Need More Help?**

Visit the Faculty/Staff Academic Technology Center located on the second floor of Pollak Library South (PLS-237).
Contact CSUF's Information Technology Help Desk at 657-278-7777 or e-licensing@fullerton.edu.

For additional help and resources visit Need More IBM SPSS Help?
Downloading SPSS Statistics

This article covers how to download SPSS Statistics software on a computer.

** This is CSUs official SPSS software. The trial download is the FULL VERSION of SPSS Statistis & SPSS AMOS once activated with your CSUF Authorized Software Code.

*NOTE:* These instructions were done on a PC, however instructions on a Mac are similar.

Minimum System Requirements

1. Go To SPSS Statistics website to check the desktop platform minimum requirements.

Open your browser and go to [SPSS Statistics System Requirements](#) to find more detailed requirements on specific systems, hardware and operating systems. You will need to know this information to make sure your system meets the software's minimum requirements.
2. Click Operating Systems tab.

1. Click the **Operating Systems** tab.  
2. Find your current operating system.  
3. Click **View**.
3. Go to the SPSS website and click Free SPSS Trials.

1. Open your browser to the SPSS website.
2. Click Free SPSS Trials.

4. Supported operating system.

<table>
<thead>
<tr>
<th>Operating System Service Packs</th>
<th>Components</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product support for service packs, current and future</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Deployment Unit</th>
<th>Component</th>
<th>Bitness</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop</td>
<td>IBM SPSS Statistics Client</td>
<td>64-Exploit, 64-Tolerate</td>
<td>✓</td>
</tr>
</tbody>
</table>
When you see green checks, IBM SPSS Statistics is supported for the operating system service packs.

4.1. Unsupported operating system.

<table>
<thead>
<tr>
<th>Operating System Service Packs</th>
<th>Components</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Desktop</strong></td>
<td><strong>IBM SPSS Statistics Client</strong></td>
</tr>
</tbody>
</table>

Product support for service packs, current and future →

<table>
<thead>
<tr>
<th>Deployment Unit</th>
<th>Component</th>
<th>Bitness</th>
<th>Base</th>
<th>SP1</th>
<th>SP2</th>
<th>SP3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop</td>
<td>IBM SPSS Statistics Client</td>
<td>32</td>
<td>ncols</td>
<td>ncols</td>
<td>ncols</td>
<td>ncols</td>
</tr>
</tbody>
</table>

**Notes:**

This operating system is no longer in service. Please refer to IBM's policy on unsupported operating systems: [http://www.ibm.com/support/customercare/sas重点handbook/policies.html#unsuported](http://www.ibm.com/support/customercare/sas重点handbook/policies.html#unsuported)

When you see red checks, IBM SPSS Statistics is not supported for this operating system service packs.

**NOTE:** Windows XP is no longer a supported operating system by IBM or Microsoft.

**Downloading SPSS Statistics Trial Software**

**NOTE:** This trial download is CSU's full version of SPSS Statistics once activated with your CSUF Authorized Software Code. If you do not have your Authorized Code, visit: [Get your SPSS Statistic & SPSS AMOS Authorized Software Code](http://www.ibm.com/support/customercare/sas重点handbook/policies.html#unsuported).
5. Go to IBM SPSS Statistics box, then click Start Trial.

Browser Certificate Issue (Optional)

If you encounter any certificate issues on the IBM website, please follow these steps...
6. Internet Explorer: Click Continue to this website.

Click **Continue to this website (not recommended)** to proceed to the next page to download **SPSS Statistics**.

Continue to **Create an Account**.
7. Google Chrome: Click Advanced.

Click Advanced, then click Proceed to ibm.com (unsafe).

Continue to Create an Account.
Click Add Exception... to add ibm.com to your exception list.

Continue to Create an Account.
Create an Account

9. Fill out Business Contact Information.

1. Fill out all required business information.
2. Check/un-check the boxes as per your preferences.
10. Accept SPSS License terms.

After filling out the contact information, scroll down to accept the terms of the license.

1. Check the box **I agree**.
2. Click **I Confirm**.

**Downloading SPSS Statistics (con't)**

The following instructions continue the download instructions for SPSS Statistics.
11. Download SPSS Statistics software based on your operating system.

SPSS Statistics will try to detect your operating system. You will be asked to select the appropriate software installation file for your computer's operating system.

Click **Download for <your operating system>**.

Proceed to the next step: **Installing SPSS Statistics for Windows & Mac**

**Open file after download...**

If you need assistance with opening a file after download go to: [How to Find the File I Downloaded in My Browser?](#)

**Need More Help?**

Visit the Faculty/Staff **Academic Technology Center** located on the second floor of Pollak Library South (PLS-237).
Contact CSUF's Information Technology Help Desk at 657-278-7777 or e-licensing@fullerton.edu.

For additional help and resources visit Need More IBM SPSS Help?
Installing SPSS Statistics for Windows & Mac

This article covers how to install SPSS Statistics on a PC (Windows) or Mac computer.

- Installing SPSS Statistics (Mac)
- Installing SPSS Statistics (Windows)

** This is CSUs official SPSS software. The trial download is the FULL VERSION of SPSS Statistis once activated with your CSUF Authorized Software Code.

**NOTE:** These instructions were done on a PC, however instructions on a Mac are similar.

Installing SPSS Statistics (Mac)

1. Double click to extract SPSS_Statistics_24_mac.dmg.

Once your SPSS Statistics file has been downloaded, double click to extract SPSS_Statistics_24_mac.dmg.
2. Open SPSS Statistics.

![SPSS Statistics icon]

**NOTE:** The SPSS Statistics Drive will appear on your desktop or on your Finder window.

3. Double click SPSS_Statistics_Installer.

![SPSS Statistics Installer window]

The rest of the installation process for the Mac is similar to the PC (Windows) installation.

Continue the installation process at: [Open IBM SPSS Statistics file](#).
Installing SPSS Statistics (Windows)

4. Open IBM SPSS Statistics file.

Once your SPSS Statistics file has been downloaded find and after the installation has been prepared, a new window will appear.

Click Next.

**NOTE:** If you need assistance with finding a file after download, go to: [How to Find the File I Downloaded in My Browser?](#)
5. Click I accept the terms in the license agreement.

The Software License Agreement will appear.

Click I accept the terms in the license agreement in order to install SPSS Statistics on your device.

Click Next.
6. Select  IBM SPSS Statistics Essentials for Python. (optional)

By default, **IBM SPSS Statistics - Essentials for Python** will install. (optional)

If you would like to opt out of this add-on installation, click **No**, then click **Next**.

- Proceed to: **Installing SPSS Statistics (Windows) (con't)**

Otherwise, click **Yes**, then click **Next**.

- Proceed to: **Installing IBM SPSS Statistics Essentials for Python (optional)**
Installing IBM SPSS Statistics Essentials for Python (optional)

7. Click I accept the terms in the license agreement.

Click I accept the terms in the license agreement.
Click Next.
8. Click I accept the terms in the license agreement (con't)

Click I accept the terms in the license agreement.

Click Next.
Installing SPSS Statistics (Windows) (con't)

9. Choose your destination folder (optional).

Leave the default destination folder as is or choose a new destination folder path to install SPSS Statistics (optional).

Click Next.
10. Click Install to begin the installation.
11. The Installation process can take a few minutes.
12. Installation is complete.

Make sure the Start IBM SPSS Statistics 24 Now box is checked.

Click Finish.

Proceed to the next step: Authorizing SPSS Statistics Trial Software (Enter Authorization Code)

** Make sure you have an Internet connection before proceeding to Authorizing SPSS Statistics.

**NOTE**: This trial download is CSU's full version of SPSS Statistics once activated with your CSUF Authorized Software Code. If you do not have your Authorized Code, visit: Get your SPSS Statistic & SPSS AMOS Authorized Software Code.

Need More Help?

Visit the Faculty/Staff Academic Technology Center located on the second floor of Pollak Library South (PLS-237).
Contact CSUF's Information Technology Help Desk at 657-278-7777 or e-licensing@fullerton.edu.

For additional help and resources visit Need More IBM SPSS Help?
Authorizing SPSS Statistics Trial Software (Enter Authorization Code)

This article covers how to Authorize your Trial software version of SPSS Statistics.

- Once the software has been installed, you will be prompted to authorize it.
- **OMG I can’t find my Authorization Code!**
  - Don’t panic! First, check your student email account. You should have received an email with the license serial number when you placed the order.
- **I think I deleted that email!**
  - Okay. Go to the [CSUF e-Licensing site](#) and select Faculty & Staff. Log on with your Portal username and password. Click **View Purchased License** on the left. Voila! There are all of the serial numbers for software that you purchased through CSUF.

** This is CSUs official SPSS software. The trial download is the FULL VERSION of SPSS Statistics once activated with your CSUF Authorized Software Code.

*NOTE: These instructions were done on a PC, however instructions on a Mac are similar.*
1. Launch SPSS.

Once SPSS Statistics has been **installed**, launch SPSS Statistics.

If your Firewall appears when SPSS Statistics is running, click **Allow Access** for the program to continue.
2. Click License Product.

Click **License Product** under the Section: **Already purchased IBM SPSS Statistics?**
3. Click Next.

(If you receive a pop-up asking you if you want to make changes to your computer, click Yes to continue.)
4. Select Authorized User License.

Click Next.
5. Enter your Authorization Code.

Enter your Authorization Code you received in your email.

Click Next.

**NOTE:** Don’t have your code? Visit: Get your SPSS Statistics & SPSS AMOS Authorized Software Code
6. Your Authorization Code will be processed.

Once your **Authorization Code** has finished processing, click **Next**.
7. Click Finish.

Congratulations! You have installed and authorized your SPSS Statistics software.

Need More Help?

Visit the Faculty/Staff Academic Technology Center located on the second floor of Pollak Library South (PLS-237).

Contact CSUF’s Information Technology Help Desk at 657-278-7777 or e-licensing@fullerton.edu.

For additional help and resources visit Need More IBM SPSS Help?
Downloading SPSS AMOS

This article covers how to download SPSS AMOS software on a computer.

** This is CSUs official SPSS software. The trial download is the FULL VERSION of SPSS AMOS once activated with your CSUF Authorized Software Code.

NOTE: These instructions were done on a PC, however instructions on a Mac are similar.

Minimum System Requirements

1. Go To SPSS Statistics website to check the desktop platform minimum requirements.

   ![SPSS Statistics System Requirements]

Open your browser and go to [SPSS Statistics System Requirements](#) to find more detailed requirements on specific systems, hardware and operating systems. You will need to know this information to make sure your system meets the software's minimum requirements.
2. Click Operating Systems tab.

1. Click the **Operating Systems** tab.
2. Find your current operating system.
3. Click **View**.

3. Supported operating system.

When you see green checks, IBM SPSS Statistics is supported for the operating system service packs.
3.1. Unsupported operating system.

When you see red checks, IBM SPSS Statistics is not supported for this operating system service packs.

**NOTE:** *Windows XP is no longer a supported operating system by IBM or Microsoft.*

**Downloading SPSS AMOS Trial Software**

**NOTE:** *This trial download is CSU's full version of SPSS AMOS once activated with your CSUF Authorized Software Code. If you do not have your Authorized Code, visit: [Get your SPSS Statistics & SPSS AMOS Authorized Software Code](#)*
4. Go to the SPSS website and click Free SPSS Trials.

1. Open your browser to the SPSS website.
2. Click Free SPSS Trials.

Note: Instructions prepared using Firefox.
5. Go to IBM SPSS AMOS box, then click Start Trial.

Certificate Issue (Optional)

If you encounter any certificate issues on the IBM website, please follow these steps...
6. Internet Explorer: Click Continue to this website.

Click **Continue to this website (not recommended)** to proceed to the next page to download **SPSS Statistics**.

Continue to **Create an Account**.
7. Google Chrome: Click Advanced.

Click **Advanced**, then click **Proceed to ibm.com (unsafe)**.

Continue to **Create an Account**.
8. Mozilla Firefox: Click Add Exception...

Click **Add Exception...** to add **ibm.com** to your exception list.
Continue to [Create an Account](#).
Create an Account

9. Fill out Business Contact Information.

1. Fill out all required business information.
2. Check/un-check the boxes as per your preferences.

Downloading SPSS AMOS (con't)

The following instructions continue the download instructions for SPSS AMOS.
10. Select the software and platform.

Click Continue.
11. Accept AMOS License terms.

1. Check/un-check the boxes as per your preferences.
2. Check the box I agree.
3. Click I Confirm.

12. Click 'Download using http' tab.
Click I agree. This will begin your process for downloading SPSS AMOS on your computer.

Proceed to the next step: Installing SPSS AMOS

Open file after download...

If you need assistance with opening a file after download go to: How to Find the File I Downloaded in My Browser?

Need More Help?

Visit the Faculty/Staff Academic Technology Center located on the second floor of Pollak Library South (PLS-237).

Contact CSUF’s Information Technology Help Desk at 657-278-7777 or e-licensing@fullerton.edu.

For additional help and resources visit Need More IBM SPSS Help?
Installing SPSS AMOS

This article covers how to install SPSS AMOS on a computer.

** This is CSUs official SPSS software. The trial download is the FULL VERSION of SPSS AMOS once activated with your CSUF Authorized Software Code.

**NOTE:** These instructions were done on a PC, however instructions on a Mac are similar.

1. Open IBM SPSS AMOS file.

Once your SPSS AMOS file has been downloaded find and after the installation has been prepared, you will see the IBM SPSS Amos- InstallShield Wizard window.

Click Next.
NOTE: If you need assistance with finding a file after download, go to: How to Find the File I Downloaded in My Browser?

2. Click I accept the terms in the license agreement.

The software License Agreement will appear.

Click I accept the terms in the license agreement in order to install SPSS AMOS onto your device.

Click Next.
3. Choose your destination folder (optional).

Leave the default destination folder as is or choose a new destination folder path to install SPSS AMOS (optional).

Click **Next**.
4. Click Install to begin the installation.
5. The Installation process can take a few minutes.
6. Installation is complete.

Make sure the **Start IBM SPSS Amos 24 Now** box is **checked**.

Click **Finish**.

Proceed to the next step: **Authorizing SPSS AMOS Trial Software (Enter Authorization Code)**

** Make sure you have an **Internet connection** before proceeding to Authorizing SPSS AMOS.**

**NOTE:** This trial download is CSU's full version of SPSS AMOS once activated with your CSUF Authorized Software Code. If you do not have your Authorized Code, visit: **Get your SPSS Statistic & SPSS AMOS Authorized Software Code.**

**Need More Help?**

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Contact CSUF's Information Technology Help Desk at 657-278-7777 or e-licensing@fullerton.edu.

For additional help and resources visit Need More IBM SPSS Help?
Authorizing AMOS Trial Software (Enter Authorization Code)

This article covers how to Authorize your Trial software version of SPSS AMOS.

• Once the software has been installed, you will be prompted to authorize it.
• **OMG I can’t find my Authorization Code!**
• Don’t panic! First, check your student email account. You should have received an email with the license serial number when you placed the order.
• **I think I deleted that email!**
• Okay. Go to the [CSUF e-Licensing site](#) and select Faculty & Staff. Log on with your Portal username and password. Click View Purchased License on the left. Voila! There are all of the serial numbers for software that you purchased through CSUF.

** This is CSUs official SPSS software. This is the FULL VERSION of SPSS AMOS.

NOTE: These instructions were done on a PC, however instructions on a Mac are similar.

1. Locate the SPSS AMOS License Authorization Wizard.
By default, the application should be in **Program Files > IBM > AMOS > 24 > law.exe**.

You can also use the search function to locate the wizard.

Run the application.

**NOTE:** If you have two Program Files folders, check the folder **Program Files (x86)** in order to locate the **IBM > AMOS** folder after installing SPSS AMOS. This is usually the case if you have a 64-bit PC OS system.

**These instructions were made on a Windows 7 OS system.**

2. License Status, click Next.
3. Select Authorized User License.

On the **Product Authorization** window, select **Authorized user license**. Click **Next**.

**NOTE:** You must be connected to the internet before you can authorize your software.

Enter your **Authorization Code** you received in your email.

Click **Next**.

**NOTE**: Don’t have your code? Visit: [Get your SPSS & AMOS Authorized Software Code](#)
5. Your Authorization Code will be processed.

Once your **Authorization Code** has finished processing, click **Next**.

Congratulations! You have installed and authorized your SPSS AMOS software.

Need More Help?

Visit the Faculty/Staff Academic Technology Center located on the second floor of Pollak Library South (PLS-237).

Contact CSUF's Information Technology Help Desk at 657-278-7777 or e-licensing@fullerton.edu.

For additional help and resources visit Need More IBM SPSS Help?
Need More IBM SPSS Help?

** This is CSUs official SPSS software. This is the FULL VERSION of SPSS Statistics & SPSS AMOS.

CSUF Contact Information

Visit the Faculty/Staff Academic Technology Center located on the second floor of Pollak Library South (PLS-237).

Contact CSUF's Information Technology Help Desk at 657-278-7777 or e-licensing@fullerton.edu.

Resources

CSUF Guides

- IBM SPSS - Get your CSUF SPSS Statistics & SPSS AMOS Authorized Software Code

SPSS Statistics

- Downloading SPSS Statistics
- Installing SPSS Statistics for Windows & Mac
- Authorizing SPSS Statistics Trial Software (Enter Authorization Code)

SPSS AMOS

- Downloading SPSS AMOS
- Installing SPSS AMOS
- Authorizing SPSS AMOS Trial Software (Enter Authorization Code)

For Technical Support please contact IBM SPSS Customer Support

- Customer Support
- CSUF Site# (3280711)
- CSUF Customer# (1363353)
Course Attendance
Adding Course Attendance to TITANium

This article will show faculty how to add the course attendance activity to a TITANium course.

1. Click on TITANium in your campus portal and select TITANium Summer 2017 to Fall 2017.
2. Select a course.

3. Add Course Attendance Activity to Your Course

3.1. Click on the Settings icon and select Turn editing on.

1. Click on the Settings gear icon at the top right of the course.
2. Select **Turn editing on**.
3.2. Select Add an activity or resource.

Decide where you want the course attendance to appear and click **Add an activity or resource**.

3.3. Select External Tool and then click Add.

1. Select **External Tool**.
2. Click Add.

3.4. Enter a name for the activity, select Course Attendance Report as the Preconfigured Tool, and then choose Hide for the visibility. Then click Save and return to course.

1. Enter a name for the activity.
2. Select **Course Attendance Report** under Preconfigured Tool.
3. Under Common Module Settings, set the Visible field to **Hide**. This ensures your students will not see the Course Attendance feature but you will be able to view it.
4. Click **Save and return to course**.
3.5. Turn editing off in the Settings menu.

![Image showing settings menu with 'Edit settings' and 'Turn editing off' options]

3.6. Click on the Course Attendance Report activity that you just created.

![Image showing the Course Attendance Report in the course menu]
3.7. The current attendance data will show in the report.

![Course Attendance Report](image)

<table>
<thead>
<tr>
<th>CWID</th>
<th>Name</th>
<th>Absent</th>
<th>Tardy</th>
<th>Scan Room/Time</th>
<th>Modify Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Arthur-Carmichael, Lorien</td>
<td>Absent</td>
<td></td>
<td></td>
<td>Add Attendance</td>
</tr>
<tr>
<td></td>
<td>Badal, Matthew</td>
<td>Absent</td>
<td></td>
<td></td>
<td>Add Attendance</td>
</tr>
<tr>
<td></td>
<td>Bush-Hamblin, De Lana</td>
<td>Absent</td>
<td></td>
<td></td>
<td>Add Attendance</td>
</tr>
<tr>
<td></td>
<td>Calucag, Nicole</td>
<td>Tardy</td>
<td></td>
<td>PLS238 - May 26 2017 1:06:54</td>
<td>Remove Attendance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>CP900B - May 26 2017 2:04:18</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>CP900A - May 26 2017 2:12:18</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>E022 - May 26 2017 2:12:43</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>CPAC170 - May 26 2017 2:27:14</td>
<td></td>
</tr>
</tbody>
</table>
4. Add a Student's Attendance

4.1. Click on the Course Attendance Report and select the date (if other than today).

![Course Attendance Report]

4.2. Click Add Attendance next to the student whose attendance you are adding.

![Attendance Table]
4.3. The student's attendance is added.

<table>
<thead>
<tr>
<th>CWID</th>
<th>Name</th>
<th>Absent</th>
<th>Tardy</th>
<th>Scan Room/Time</th>
<th>Modify Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Arthur-Carmichael, Lorien</td>
<td></td>
<td></td>
<td>May 26 2017 12:00:00</td>
<td>Remove Attendance</td>
</tr>
<tr>
<td></td>
<td>Badal, Matthew</td>
<td>Absent</td>
<td></td>
<td></td>
<td>Add Attendance</td>
</tr>
<tr>
<td></td>
<td>Bush-Hamblin, De Lana</td>
<td>Absent</td>
<td></td>
<td></td>
<td>Add Attendance</td>
</tr>
</tbody>
</table>

5. Remove a Student from Attendance

5.1. Click on the Course Attendance Report and select the date (if other than today).
5.2. Click Remove Attendance next to the student whose attendance you are removing.

<table>
<thead>
<tr>
<th>CWID</th>
<th>Name</th>
<th>Absent</th>
<th>Tardy</th>
<th>Scan Room/Time</th>
<th>Modify Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Arthur-Carmichael, Lorien</td>
<td></td>
<td></td>
<td>May 26 2017 12:00:00</td>
<td><strong>Remove Attendance</strong></td>
</tr>
<tr>
<td></td>
<td>Badal, Matthew</td>
<td>Absent</td>
<td></td>
<td></td>
<td><strong>Add Attendance</strong></td>
</tr>
<tr>
<td></td>
<td>Bush-Hamblin, De Lana</td>
<td>Absent</td>
<td></td>
<td></td>
<td><strong>Add Attendance</strong></td>
</tr>
</tbody>
</table>

5.3. The student's attendance is removed.

<table>
<thead>
<tr>
<th>CWID</th>
<th>Name</th>
<th>Absent</th>
<th>Tardy</th>
<th>Scan Room/Time</th>
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<tr>
<td></td>
<td>Arthur-Carmichael, Lorien</td>
<td><strong>Absent</strong></td>
<td></td>
<td></td>
<td><strong>Add Attendance</strong></td>
</tr>
<tr>
<td></td>
<td>Badal, Matthew</td>
<td>Absent</td>
<td></td>
<td></td>
<td><strong>Add Attendance</strong></td>
</tr>
<tr>
<td></td>
<td>Bush-Hamblin, De Lana</td>
<td>Absent</td>
<td></td>
<td></td>
<td><strong>Add Attendance</strong></td>
</tr>
</tbody>
</table>

6. To return to your main course homepage from the Course Attendance screen, use your browser's Back button.
Using iFullerton App to Add Course Attendance

This article covers how students can add attendents for a course using the iFullerton app.

1. Download iFullerton App

1.1. Students will need to download the iFullerton app from the Apple App Store or Google Play Store

1.2. Open the app after downloading.

2. Allow Location Services & Notifications

2.1. Tap Allow to allow iFullerton to access location.

If prompted, tap OK to turn on Bluetooth.

2.2. Tap Allow to allow iFullerton to send notifications.

3. Log in to iFullerton

3.1. At login screen, students enter campus username and password; then tap Sign In.

Username does NOT include @csu.fullerton.edu (e.g. harry.potter not harry.potter@csu.fullerton.edu)
4. Verify Bluetooth is Enabled

4.1. Open phone settings.

4.2. Select Bluetooth and make sure it is turned on.

5. Add Class Attendance

5.1. Open the iFullerton application and then shake device or tap the '+' in the top left corner of your device.

1. If student does not see the '+', they will need to update their iFullerton app.
2. Update iFullerton app from Apple App Store or Google Play Store.
3. After update click Open.

5.2. Tap Add Class Attendance.

5.3. Tap the appropriate class from the list of available iBeacons based on the student’s location and enrollment.

1. If class session is not being held in the classroom listed in the class schedule, instructor can advise the students on the appropriate iBeacon to select.
2. If student cannot find appropriate or any iBeacon, they can try the following:
   1. Restart phone
   2. Turn off Bluetooth, then turn on again
   3. Uninstall the iFullerton app and reinstall; they will need to repeat setup steps above.
3. If none of the above steps resolve the issue, the instructor can also manually add the student’s attendance in Titanium.
Google Apps
Accessing Your CSUF Employee Google Apps

This article covers how CSUF faculty and staff can access Google Apps (also known as Titan Apps) using their CSUF account.

CSUF students can find information on accessing their Google Apps account at the STS website.

1. Log in to the campus portal.

View information accessing the campus portal.

2. Type Titan Apps in the portal app search box on the left of the portal homepage. Then select Titan Apps Employee.

💡 If you are also a CSUF student, you will see the Titan Apps portal app for students.
3. Select the Google App you want to use.

Need More Help?

Faculty and staff can contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.
Adding Grackle Docs to Your CSUF Google Account

This article covers how faculty and staff can add the Grackle Docs add-in to their CSUF Google Account to check the accessibility of their documents.

You can also visit the G Suite Marketplace and search for "Grackle" to install the add-in.

1. Log in to your CSUF Google Docs account and open a document.

View more information on accessing your CSUF Google Apps.

2. Click on Add-ons, select Grackle Docs, and then click Launch.
3. Click Continue.

The add-on Grackle Docs needs your permission to run in this document.

4. Choose your CSUF Google Account from the list.
5. Click Allow.

6. Click Sign in with Google at the top right of your document.
7. Choose your CSUF Google Account from the list.

Choose an account from fullerton.edu
to continue to Grackle Docs

Lori Arthur
larthurg@fullerton.edu

To continue, Google will share your name, email address, language preference, and profile picture with Grackle Docs. Before using this app, you can review Grackle Docs's privacy policy and terms of service.
8. Click Allow.
9. Grackle Docs is now enabled and it will automatically start checking the current document for accessibility issues.

![Grackle Docs interface]

**Need More Help?**

Faculty/Staff - contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

Students - contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.
TITANium Engagement
Faculty: Using TITANium Engagement

This article covers how faculty access and view TITANium Engagement. TITANium Engagement shows a student’s usage of a TITANium course relative to their classmates.

Accessing TITANium Engagement for a Course

1. Log in to your portal and select TITANium Faculty.

2. Click the TITANium Engagement you want to view.
3. Select the desired TITANium Engagement semester to view.

4. Click on the course you want to view.
Interpreting the Engagement Information for a Course

1. The Engagement Indicators legend details what each indicator shows. Click on What does this mean? for a further explanation of the engagement indicators.
2. The student's TITANium Engagement Alternative view, identified by number.
3. The CWID and name of each student enrolled in the course, sorted alphabetically.
4. The student’s level of engagement for each week of the course.
5. The student’s cumulative level of engagement for the entire course.
6. The student’s individual grade for the course.
7. The Export to Excel button allows you to export this data into an Excel spreadsheet.

TITANium Engagement Alternative View

The alternate view of TITANium Engagement is displayed in numeric format.
1. The Alternative Engagement Indicators legend details what each indicator shows. Click on What does this mean? for a further explanation of the engagement indicators.

2. The student’s numeric level of engagement for each week of the course.

3. The student’s numeric cumulative level of engagement for the entire course.

**Need More Help?**

Contact the IT Helpdesk at 657-278-7777 or helpdesk@fullerton.edu.
Advisor: Using TITANium Engagement

This article covers how advisors access and view TITANium Engagement.

TITANium Engagement shows a student’s usage of a TITANium course relative to their classmates.

Accessing Your TITANium Engagement

1. Log in to your portal and select TITANium.

2. Click TITANium Engagement Advisor.
3. Type the student's CWID you want to view, then click Submit.

4. Select the desired TITANium Engagement semester to view.

⚠️ You will only be able to view a student's TITANium Engagement for the semesters in the current academic year (Summer to Spring).
Interpreting the Engagement Information for a Student's Course(s)

1. View a semester of TITANium Engagement for the semesters in the current academic year (Summer to Spring).
2. The Engagement Indicators legend details what each indicator shows. Click on What does this mean? for a further explanation of the engagement indicators.
3. The student's TITANium Engagement Alternative view, identified by number.
4. The student enrolled courses for the selected term, sorted alphabetically.
5. The student's level of engagement for each week of the course.
6. The student's cumulative level of engagement for the entire course.

TITANium Engagement Alternative View

The alternate view of TITANium Engagement is displayed in numeric format.
1. The Alternative Engagement Indicators legend details what each indicator shows. Click on **What does this mean?** for a further explanation of the engagement indicators.
2. The student’s numeric level of engagement for each week of the course.
3. The student’s numeric cumulative level of engagement for the entire course.

**Need More Help?**

Contact the IT Helpdesk at 657-278-7777 or helpdesk@fullerton.edu.
Student: Using TITANium Engagement

This article covers how students access and view TITANium Engagement. TITANium Engagement shows a student’s usage of a TITANium course relative to their classmates.

Accessing Your TITANium Engagement

1. Log in to your portal and select TITANium.

2. Click TITANium Engagement.
3. Select the desired TITANium Engagement semester to view.

You will only be able to view your TITANium Engagement for the semesters in the current academic year (Summer to Spring).

Interpreting the Engagement Information for your Course(s)

By default when you access TITANium Engagement, you will see a summary view of your engagement for the term selected.

1. The Engagement Indicators legend details what each indicator shows. Click on What does this mean? for a further explanation of the engagement indicators.
2. Shows an alternative view of your TITANium Engagement, identified by number.
3. Your enrolled courses for the selected term, sorted alphabetically.
4. Your weekly engagement level/indicators for each course.
5. Your overall cumulative activity level for each TITANium course enrolled.

TITANium Engagement Alternate View

The alternate view of TITANium Engagement displays your level of engagement in numeric format.

1. The Alternative Engagement Indicators legend details what each indicator shows. Click on What does this mean? for a further explanation of the engagement indicators.
2. The student’s numeric level of engagement for each week of the course.
3. The student’s numeric cumulative level of engagement for the entire course.
VMWare
These instruction are for CSUF campus techs with the proper access.

These instructions will show you how to download, install and configure VMware vSphere client, a virtual machine (vm).

The VMware vSphere client is a console for your virtual machine (vm) and allows the user to perform the functions listed below:

- Power ON,
- Power OFF
- Create snapshots,
- Delete snapshots
Download VMware vSphere Client

1. Go to https://vmhmgmt03.fullerton.edu.

Click Continue to this website (not recommended).

**NOTE:** If vm is on Development (Dev) network go to https://vmhmgmt02.fullerton.edu and follow same steps. Development networks will use IP 137.151.120.xxx.
2. Click Download vSphere Client.

Click **Run** to start installation.

**Install VMware vSphere Client**

3. Select Setup Language then click OK.
4. Installation Wizard Opens.

Click **Next** to continue.
5. Click Next.
6. Select "I agree to the terms in the license agreement".

Click Next.
7. Click Next.
8. Click Install.
9. Installation will take a few minutes.
10. Click Finish.
Open VMware vSphere Client

11. Open VMware vSphere Client application.

Click **Start** > **All Programs** > **VMware** > **VMware vSphere Client**.

![Screenshot of the VMware vSphere Client application being opened from the Start menu.](image-url)
12. Login to VMware vSphere Client.

1. Type your information to login:
   • IP Address/ Name: **vmhmgmt03**
   • User name: (i.e. *titomartinez*)
   • Password: (i.e. *password*)

2. Click **Login**.

**NOTE:** If vm is on Development (Dev) network, type IP Address/ Name as: **vmhmgmt02**
12.1. Login to the Virtual Machine.

1. Select Virtual Machine (VM).
2. Select the Console tab.
3. Login to the virtual machine.

Proceed to work on your virtual machine. If further assistance is needed, review the links under **Need More Help**.

**Need More Help?**

Snapshot Best Practices


This article is a test of the table feature.

**TITLE: Test Table**

<table>
<thead>
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<th>Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
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<td>This is the filter name.</td>
<td>This is the description</td>
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