# Table of Contents

Titan Digital Signage .......................................................................................................................... 5  
  Titan Digital Signage Terminology & Structure .................................................................................. 6  
  Accessing Titan Digital Signage ......................................................................................................... 9  

Microsoft Office ........................................................................................................................................ 13  
  Installing Office 2016 on your campus desktop or laptop Mac ............................................................ 14  
  Installing Office 2016 on a PC for Students ......................................................................................... 25  
  Installing Office 2016 on a Mac for Students ....................................................................................... 40  
  Installing Office 2016 for At Home Use (Faculty & Staff) ..................................................................... 56  
  Students: How to Access and Use OneDrive ......................................................................................... 66  
  Microsoft Office Help & Resources ..................................................................................................... 77  

Microsoft Windows .................................................................................................................................. 79  
  Downloading Windows 10 Education for Students .............................................................................. 80  
  Microsoft Windows Help & Support ..................................................................................................... 89  
  Windows 10 Rollout (User Guides & LinkedIn Learning videos) ......................................................... 90  

Mobile Print .............................................................................................................................................. 91  
  Printing Documents Using Mobile Print ................................................................................................. 92  
  Changing Your Confirmation Number .................................................................................................. 101  

Skype for Business .................................................................................................................................... 104  
  What is Skype for Business? ................................................................................................................ 105  
  What is Skype for Business Enterprise Voice? ....................................................................................... 107  
  Getting Access to Skype for Business ................................................................................................. 110  
  Installing Skype for Business on your Apple device ............................................................................. 112  
  Scheduling Skype Meetings Using Outlook 2013 .................................................................................. 118  
  Scheduling Skype/Lync Meetings Using Outlook 2016 ....................................................................... 121  
  Attending a Skype for Business Meeting for Users without a Skype for Business Account ................ 125  
  Changing your Skype for Business PIN ............................................................................................... 133  
  Skype for Business Help and Resources ............................................................................................. 138  

IBM SPSS Statistics & AMOS (Faculty & Staff) .................................................................................... 139
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get your SPSS Statistics &amp; SPSS AMOS Authorized Software Code</td>
<td>140</td>
</tr>
<tr>
<td>Downloading SPSS Statistics</td>
<td>147</td>
</tr>
<tr>
<td>Installing SPSS Statistics for Windows &amp; Mac</td>
<td>159</td>
</tr>
<tr>
<td>Authorizing SPSS Statistics Trial Software (Enter Authorization Code)</td>
<td>171</td>
</tr>
<tr>
<td>Downloading SPSS AMOS</td>
<td>179</td>
</tr>
<tr>
<td>Installing SPSS AMOS</td>
<td>191</td>
</tr>
<tr>
<td>Authorizing AMOS Trial Software (Enter Authorization Code)</td>
<td>198</td>
</tr>
<tr>
<td>Need More IBM SPSS Help?</td>
<td>204</td>
</tr>
<tr>
<td>Course Attendance</td>
<td>205</td>
</tr>
<tr>
<td>Adding Course Attendance to TITANium</td>
<td>206</td>
</tr>
<tr>
<td>Using iFullerton App to Add Course Attendance</td>
<td>215</td>
</tr>
<tr>
<td>Google Apps</td>
<td>217</td>
</tr>
<tr>
<td>Accessing Your CSUF Employee Google Apps</td>
<td>218</td>
</tr>
<tr>
<td>Accessing Your CSUF Student Google Apps</td>
<td>224</td>
</tr>
<tr>
<td>Adding Grackle Docs to Your CSUF Google Account</td>
<td>230</td>
</tr>
<tr>
<td>Video: Titan Apps: How Faculty and Staff Log In</td>
<td>236</td>
</tr>
<tr>
<td>Video: Titan Apps: How Students Log In</td>
<td>237</td>
</tr>
<tr>
<td>Google Hangouts Meet</td>
<td>238</td>
</tr>
<tr>
<td>Creating a Recurring Google Hangouts Meet Session</td>
<td>239</td>
</tr>
<tr>
<td>Starting a Scheduled Google Hangouts Meet Session</td>
<td>245</td>
</tr>
<tr>
<td>Joining a Google Hangouts Meet Session for Students</td>
<td>250</td>
</tr>
<tr>
<td>TITANium Engagement</td>
<td>259</td>
</tr>
<tr>
<td>Faculty: Using TITANium Engagement</td>
<td>260</td>
</tr>
<tr>
<td>Advisor: Using TITANium Engagement</td>
<td>264</td>
</tr>
<tr>
<td>Student: Using TITANium Engagement</td>
<td>268</td>
</tr>
<tr>
<td>Everbridge</td>
<td>271</td>
</tr>
<tr>
<td>Accessing Everbridge</td>
<td>272</td>
</tr>
<tr>
<td>Creating, Updating, and Closing an Incident in Everbridge</td>
<td>274</td>
</tr>
<tr>
<td>Sending a Notification with Everbridge</td>
<td>286</td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>VMWare</td>
<td>298</td>
</tr>
<tr>
<td>VMware vSphere Client (techs only)</td>
<td>299</td>
</tr>
<tr>
<td>Table Test</td>
<td>312</td>
</tr>
</tbody>
</table>
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.

2.1. If you are not taken directly into Carousel, click Carousel.
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 or 657-278-7777.
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.


7. Double click on the installer package.

![Installer Package]

Double click on Microsoft_Office_2016_Volume_Installer.pkg.

8. The installation wizard starts. Click Continue.

![Installation Wizard]

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**.

![Successful installation message](image)

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

![Microsoft Update](image)

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

![Microsoft AutoUpdate dialog box](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 screenshot]

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.png" alt="Image" /></td>
<td><img src="image2.png" alt="Image" /></td>
<td><img src="image3.png" alt="Image" /></td>
</tr>
</tbody>
</table>

Go to the install pop-up in the browser.

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

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

![Image](image4.png)

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.

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
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.

![Microsoft Office 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.
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.

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

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

![Excel Start](image)

**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.

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.

5. You're in!

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](mailto: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](http://sgc.fullerton.edu) 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](https://example.com/win10education)

- 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](image)

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](image)
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.msemeals.com/currentpurs.htm](http://www.msemeals.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.

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
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.

1. Attach the document you want to print to a new email.
2. 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.

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.

![Image of copier interface]

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=e7555c9344971d00ae0ad0be91b32394. If you need further assistance, please contact the IT Helpdesk at 657-278-7777 or helpdesk@fullerton.edu.

Change Confirmation Number
2. Click Send.

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

3. You will receive an email with your new 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 8 or above; [Skype for Business software support details](#)
- Mac client: Mac OS X El Capitan or later versions; [Mac OS detailed requirements](#)
- Web access to Skype for Business meetings: view the [Skype Web App detailed requirements](#).
- Mobile clients: See [Microsoft’s mobile clients requirements pages](#) or specific device/client downloads for current information.

Access

Find out more about how to get access to Skype for Business.

Training

[LinkedIn Learning Skype for Business Basic Training collection/playlist (18m)](#)

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](#).
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

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. Check that you have Skype for Business installed on your campus PC or Mac.

All campus rollout computers and laptops (PC and Mac) should have Skype for Business installed. However, please double check that you have it installed.

💡 Don't have Skype for Business installed? Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.

2. Fill out the Skype for Business request form to request an account.

View the Skype for Business request form in the Software & Access section of the IT Service Request Forms. (Requires campus login)

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

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 on your Apple device

This article covers how to install Skype for Business on your Apple mobile device (iPhone and iPad).

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.

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.

---

Software Guides // Downloaded: 04-15-2020 // 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. Enter your campus email address. Then tap Advanced Options.

1. Enter your campus email address (i.e. larthur@fullerton.edu) and campus password.
2. Tap Advanced Options.
4. Enter your ad\username. Then tap the X to close the window.

1. In the User Name field, enter ad\username (i.e. ad\larthur).
2. Tap the x to close the window.

5. Enter your campus password. Enable the option to save your password. Then tap Sign In.

💡 You will need to update your password on this screen when you change your campus password during the campus password campaign.
6. To complete the sign-in process, tap Sign in to your Exchange account to see your upcoming meetings.
7. Check that your username is set as username@fullerton.edu. Enter your campus password. Then tap Sign in.

1. Check that your username is username@fullerton.edu (e.g., larthur@fullerton.edu).
2. Enter your campus password.
3. Then tap **Sign in**.
8. You're now successfully signed in to Skype for Business.

Need More Help?

If you need a 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.
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.**

![Image of a Skype meeting request]

**Join online meeting**
https://lyncmeet.fullerton.edu/arthur/3TSH7FWD

**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](https://example.com/screenshot1.png)

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

7. Click Allow and Remember.

![Image](https://example.com/screenshot2.png)

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 meeting](image)

**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](#).
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.**

![Dial-in Conferencing Settings and PIN Management](image)

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

![Authentication Required](image)

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

- LinkedIn Learning Skype for Business Basics Collection/Playlist (18 min)
- Microsoft's Skype for Business training videos and guides for PC, Mac, and Web
IBM SPSS Statistics & AMOS (Faculty & Staff)
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 CSUs 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.

   ![SPSS Software](image)

   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.

Review your order at the top of the page, read the user agreement.
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 Statistics & 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.
When you see green checks, IBM SPSS Statistics is supported for the operating system service packs.

### 4.1. 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 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](#).
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**.
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.
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 Statistics 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 SPSSStatistics.

![SPSSStatistics Icon]

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

3. Double click **SPSS_Statistics_Installer**.

![SPSS_Statistics_Installer]

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) (cont)

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.

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.

![IBM SPSS Amos](image)

IBM SPSS Amos lets easily use structural equation modeling (SEM) to test hypotheses on complex variable relationships and gain new insights from data.

**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?

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?
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.

3.6. Click on the Course Attendance Report activity that you just created.
3.7. The current attendance data will show in the report.

<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>
</tbody>
</table>
4. Add a Student's Attendance

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

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

5.3. 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>
<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>
</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.

Accessing Google Apps from Google

View instructions on accessing Google Apps from Google

1. Click Sign in.

The screenshot below is from the Google homepage, but you can sign in from any supported Google app (e.g., Gmail, Drive, Calendar, etc.).
2. Enter your campus email address. Then click Next.
3. Enter your campus username and password on the Titan Apps sign-in screen. Then click Sign In.

4. Click Continue if prompted to verify it's your account.

If you have set up two-step verification with Google for your CSUF Google account, you may be prompted to verify your account using a second method such as a text message.
5. You're logged into your CSUF Google account!
Access Google Apps through the campus portal

⚠️ Note that there are only direct links to Google Drive, Google Docs, and Hangout Meet from the landing page in the portal; however, once you log in to Titan Apps through the portal you can go directly to any Google App (e.g., calendar.google.com).

View instructions on accessing Google Apps through portal

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.

If you have questions regarding Titan Apps, please contact Help Desk at helpdesk@fullerton.edu or (657)278-7777.

Need More Help?

Faculty and staff can contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.
Accessing Your CSUF Student Google Apps

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

Accessing Google Apps from Google

View instructions on accessing Google Apps from Google

1. Click Sign in.

The screenshot below is from the Google homepage, but you can sign in from any supported Google app (e.g., Gmail, Drive, Calendar, etc.).
2. Enter your campus email address. Then click Next.
3. Enter your campus username and password on the Titan Apps sign-in screen. Then click Sign In.

4. Click Continue if prompted to verify it's your account.

💡 If you have set up two-step verification with Google for your CSUF Google account, you may be prompted to verify your account using a second method such as a text message.
5. You're logged into your CSUF Google account!

We would like to confirm the referenced account is yours. If you recognize this account, please press continue.

I don't recognize this account

Continue
Access Google Apps through the campus portal

⚠️ Note that there are only direct links to Google Mail, Calendar, and Docs from the landing page in the portal; however, once you log in to Titan Apps through the portal you can go directly to any Google App (e.g., meet.google.com).

View instructions on accessing Google Apps through portal

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.

💡 If you are also a CSUF faculty/staff, you will see the Titan Apps Employee portal app for faculty and staff.
3. Select the Google App you want to use.

**Important Information**
Welcome to Titan Apps, powered by Google!
Here are some features available on Titan Apps:

**Need More Help?**
Students - contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.
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.

![Grackle Docs Add-in Installation](image)
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.
8. Click Allow.
9. Grackle Docs is now enabled and it will automatically start checking the current document for accessibility issues.

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.
Video: Titan Apps: How Faculty and Staff Log In

This article contains a link to view a training video on how CSUF faculty and staff can log in to Titan Apps to access Google apps.

View Titan Apps: How Faculty and Staff Log In video.

Need More Help?

Faculty and staff can contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.
Video: Titan Apps: How Students Log In

This article contains a link to view a training video on how CSUF students can log in to Titan Apps to access Google apps.

View Titan Apps: How Students Log In video.

Need More Help?

Students - contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.
Google Hangouts Meet
Creating a Recurring Google Hangouts Meet Session

This article covers how faculty can create a recurring Google Hangouts Meet web conference session for their classes.

1. Log in to Google Apps with your CSUF account.
   View detailed instructions for faculty/staff to sign in to Google Apps

2. Click on the Google App selector and choose Calendar.

![Google Apps App Selector and Calendar Icon](image-url)
3. Click Create.

4. Click More Options.

The quick event add screen is difficult to use for recurring meetings, but works well for a single meeting.
5. Enter the details about the date, time, and recurrence. Then click Add conferencing.

6. Choose Hangouts Meet.
7. A Meet session is created. Click on the meeting to view more details about it.

8. Share the meeting information with your students by copying the meeting information and pasting it into an email or TITANium. Or you can add your students' email addresses to the

![Google Meet Meeting Link]

---

⚠️ If you send your students the meeting information, you will need to admit each student into the session when it starts. The student will click "ask to join" and you will click "admit."

To avoid this, you will want to instead add their email addresses to the Guests section. This will allow the students to join the meeting without you having to admit them.
1. Copy and paste the meeting information into an email or TITANium to share it with your students.
2. OR enter the students' email addresses to send them a calendar invite.
3. You can also click **Add live stream** to add a live stream to your meeting.

9. Click **Save** to save your meeting. This will also send the calendar invite to anyone listed in the Guests section.
Need More Help?

Google Hangouts Meet Support
Google Hangouts Meet Training and Help
Switching to Hangouts Meet from Zoom
Schedule a video meeting in Google Calendar
Add Hangouts Meet video meetings to Outlook

Problems logging in to CSUF Google Account

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.
Starting a Scheduled Google Hangouts Meet Session

This article covers how faculty start a Google Hangouts Meet web conference session that they previously scheduled.

1. Log in to Google Apps with your CSUF account.
   View detailed instructions for faculty/staff to sign in to Google Apps

2. Click on the Google App selector and choose Calendar.
3. Click on the calendar event and then choose Join Hangouts Meet.
4. Click Allow to enable your microphone and camera. You may also want to allow notifications.
5. Click Join Meeting.

6. If you sent a link to your students, you will need to click Admit to let them into the meeting.

Need More Help?

Google Hangouts Meet Support
Google Hangouts Meet Training and Help
Switching to Hangouts Meet from Zoom

Problems logging in to CSUF Google Account
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.
Joining a Google Hangouts Meet Session for Students

This article covers how students can join a Google Hangouts Meet session that was set up by their instructor.

I received a calendar invitation from my instructor

View instructions for joining a meeting from a calendar invitation

1. Log in to Google Apps with your CSUF account.

View detailed instructions for students to sign in to Google Apps
2. Click on the Google App selector and choose Calendar.

3. Click on the calendar event and then choose Join Hangouts Meet.
4. Click Allow to enable your microphone and camera. You may also want to allow notifications.

5. Click Join Now.
6. You're now in the meeting.

I received a link/URL and phone number from my instructor

View instructions for joining a meeting using a link/URL

1. Log in to Google Apps with your CSUF account.

View detailed instructions for students to sign in to Google Apps
2. Click on the Google App selector and choose Meet.
3. Click Join or start a meeting.

4. Enter the meeting link/URL. Then click Continue.

 иногда вы можете ввести только код встречи или ник, но лучше использовать полную ссылку/URL для лучшего результата.
5. Click Allow to enable your microphone and camera. You may also want to allow notifications.
6. Click Ask to Join.

7. The instructor will admit you to the session.
Joining from a smartphone?

Joining on an Apple iOS Device
Joining on an Android Device

Need More Help?

Google Hangouts Meet Support
Google Hangouts Meet Training and Help
Switching to Hangouts Meet from Zoom

Problems logging in to CSUF Google Account

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.

![TITANium Engagement Semester Selection](image)

- Fall 2017
- Summer 2017

4. Click on the course you want to view.

![TITANium Engagement Course List](image)

- BUAD 201 Sec 13 (12035)
- COMM 362 Sec 04 (12890)
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.
Everbridge
Accessing Everbridge

This article covers how authorized campus users can access the Everbridge notification system.

⚠ To get authorized for Everbridge, please contact the IT Help Desk at helpdesk@fullerton.edu with your name, department, and purpose for using Everbridge.

1. Open a web browser to the Everbridge login page.

Open a web browser to the [Everbridge login page](#). You can also go to the [main Everbridge homepage](#) and click [Login](#).

2. Enter your Everbridge username and password. Then click Sign In.

⚠ Note that your Everbridge username and password may be different from your campus username and password.
Enter the username and password that you set up when you registered for Everbridge. Then click **Sign In**.

3. You are now logged in to Everbridge.

Need More Help?

Faculty and staff can contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.
Creating, Updating, and Closing an Incident in Everbridge

This article covers how authorized campus users can create, update, and close incidents in Everbridge.

⚠️ To get authorized for Everbridge, please contact the IT Help Desk at helpdesk@fullerton.edu with your name, department, and purpose for using Everbridge.

1. Log in to Everbridge.

Open a web browser to the Everbridge login page. Then sign in with your Everbridge username and password.

View Accessing Everbridge for more detailed instructions on logging in.
Create an incident

View detailed instructions on creating an incident

1. Select the Incidents menu and choose New Incident.

💡 If you have templates created, you can click Templates to select one.
2. Choose the scenario or individual incident from the menu on the left.

3. Each incident type will have different fields to be filled out. Fill out the required fields. Then click Next.

Note that Exercise Mode will allow you to send a notification with "Drill" added to the beginning of the incident notification.
4. Scroll down to review the settings for the incident notification. You cannot make any changes to these settings. Choose to send it now or schedule it. Then click Send.

5. You will be taken to the Incident Details screen where you can track the notifications and incident details. Click Refresh to update the results or enable Auto Refresh to automatically update them.
You can also leave this screen and return to it later.
Update an incident

View detailed instructions on updating an incident

1. Select the Incidents menu and choose Open/History.

2. Locate the incident you want to update. Click on Actions, and choose the Send Update.

💡 If you are already on the Incident Detail screen, click Send Update.
1. Locate the incident and click Actions.
2. Choose Send Update.

3. If applicable, fill out any required fields for the updated incident notification. Then click Send.
4. You will be taken to the Incident Details screen where you can track the notifications and incident details. Click Refresh to update the results or enable Auto Refresh to automatically update them. You can also leave this screen and return to it later.
Close an incident

View detailed instructions on closing an incident

1. Select the Incidents menu and choose Open/History.

2. Locate the incident you want to update. Click on Actions, and choose either Close - send notification or Close - without a notification.

💡 If you are already on the Incident Detail screen, click Close and then choose Send a notification or Without a notification.
1. Locate the incident and click **Actions**.
2. Choose **Close - send notification** or **Close - without a notification**.

3. Click **Yes** to confirm you want to close the incident.
4. If you chose to send a notification, fill out the required fields for the incident notification. Then click Next.

5. Review the details of the incident notification. Then click Send.
Need More Help?

Faculty and staff can contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.
Sending a Notification with Everbridge

This article covers how authorized campus users can send a notification to campus individuals and groups using Everbridge.

⚠️ To get authorized for Everbridge, please contact the IT Help Desk at helpdesk@fullerton.edu with your name, department, and purpose for using Everbridge.

1. Log in to Everbridge.

Open a web browser to the Everbridge login page. Then sign in with your Everbridge username and password.

View Accessing Everbridge for more detailed instructions on logging in.
2. Select the Notifications menu and choose New Notification.

![Diagram showing Everbridge Suite with highlighted options: Notifications and + New Notification]

3. Enter the Title for your notification, and the verbiage for the notification.

💡 You will see icons with an i or a question mark throughout Everbridge. For information (i) icons, hover your mouse over them for more information. For question mark (?) icons, click on the icon for more information.
1. Enter the title for your notification. This is the Subject for email notifications and the first line of the message for text notifications.

2. Check **Include a separate message for email notifications** to use different verbiage for the text notification and email notification.

3. The recommended length of text notifications is 120 characters to keep it to a single text message. You can keep track of how many characters you have left at the bottom right of the text box.

4. You have more options for formatting with the email notification, including bold, color, and highlight.

5. Click **Clear Contents** to clear all of the verbiage from both the text notification and email notification boxes.

6. Check **High Priority** to give the notification higher priority in the Everbridge delivery queue and flag the email when it is delivered to users.

7. If you have message templates set up, click **Use a message template** to select a template.
4. Choose your speech, message type, and publishing settings.

1. For notifications delivered by phone call, choose how you want to present the audio: text-to-speech or use a voice recording. For voice recordings, you can then choose how you want to record the message.
2. There are several options for the type of message: standard, polling, and conference bridge. Most users will use standard.
3. Optionally, you can publish the notification to social media channels.

5. Click on the type of contacts you want to use for the notification.

💡 You will be able to view all types of contacts regardless of which option you choose.
6. Place a checkmark next to each individual, group, or rule that you want to include.

💡 You can have a mix of individuals, groups, and rules in the list of contacts.

**Individuals**: you specify the individual users you want to notify

**Groups**: choose one or more groups of users that have been created by an admin in Everbridge. Groups must be updated manually to add/remove users.

**Rules**: choose one or more rules to send to. Rules are dynamic lists of users based on a rule such as "all enrolled students" or "all faculty" or "all contacts." Sending to a rule means you send the notification to all users in the Everbridge system who meet the criteria for the rule as of today.
ALL CONTACTS is just that: your message will be sent to ALL contacts in Everbridge.

6.1. When adding individuals or groups, you can search by name to find the specific individuals or groups.

For individuals, the External ID will be their Campus-Wide ID (CWID).
7. Double check the list of contacts that will receive the notification. Then click OK.

💡 If an individual is listed twice, they will only receive one notification. However, if a phone number is listed for two different individuals, the phone number will be contacted twice.
1. Double check the list of contacts you have chosen. You can select a contact and click Remove to remove it.
2. Click OK.

8. You should now see the number of individuals, groups, or rules in effect for your notification.

💡 Click Preview contacts to view all of the individuals who will receive the notification.
9. Click Edit to change the settings for your notification.
10. Validate the settings for the notification.

1. **Sender E-Mail Display**: this is the name that will be displayed along with the "no reply" email address for email notifications.
2. **Sender caller ID**: this is the phone number that will display on notification phone calls. 657-278-2011 is the main campus phone number for CSUF.
3. **Request Confirmation**: indicate whether or not individuals need to confirm that they received the notification. If you select yes, the individual will repeatedly get notifications until they acknowledge it.
4. **Delivery methods**: choose which methods you want to use to notify users. At minimum, you should include the first three methods to cover the three main methods of communication (text, email, and phone call).
11. Review all of the fields for your notification to ensure accuracy. Choose your Send options and click Send. Or save as a template and click Save.

1. **Send**: choose to send it Now, Later (specify a date and time to send it), or Recurring (specify the repeat pattern). Then click **Send**.
2. **Save**: choose to save it as a notification template. Choose a category for the template and then click **Save**.

12. You will be taken to the Active/History page where you can monitor the notification. Click Refresh to update the results.
Need More Help?

Faculty and staff can contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777 for additional assistance.
VMWare
VMware vSphere Client (techs only)

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