

Introduction

The purpose of this document is to assist you with common problems that occur and questions that you might have about the laptop you have checked out. Most of the information is covered briefly, so if you find that you still have questions and need further assistance, you may contact the IT@Sam Service Desk at 936-294-HELP or e-mail us at helpdesk@shsu.edu. Additionally, you can request remote support by going to our support portal website at <http://support.shsu.edu>.

Logging On

When you first power on the laptop, you will have to create a password for the SHSU account that will be used to login. To set the password, select the 'SHSU' account from the Windows 7 welcome screen. You will be prompted with a screen to ask you to create a new password. Leave the top blank space that says "Password" empty. Then create a password that is complex enough so that others are not able to decipher but easy enough to remember. Once you set the password, you will log into the laptop.

NOTE: This password is not tied to your current SHSU username and password. So changing your password here will not affect your current account password. Additionally, this password cannot be retrieved by IT@Sam so please be sure that you remember your password.

Installed Software

All laptops that are checked out will have the following software preinstalled.

- Adobe Acrobat X Professional
- Adobe Creative Suite 6
- IBM SPSS Statistics 20 and Amos 20
- Microsoft Lync 2010
- Microsoft Office 2010 including Microsoft Visio and Project
- Sam Menu

Additional software that we are licensed for can be installed onto the machine upon request, prior to picking up the laptop. Please make a note of what is needed in your request for the laptop.

Built-in Hardware

All laptops are equipped with a built-in microphone and webcam. This will allow you to use software such as Skype for video conference calls. It also has a DVD-RW that will allow you to burn DVDs.

Projector/Monitor Setup

Setting up your laptop to work with a monitor or projector is fairly simple. On the back of your laptop will be a VGA port (see photo below). There will also be one on the monitor or your projector that you want to use.



Your monitor or projector will come with a VGA cord that will connect the two devices. Once you have the two devices connected, power on your laptop and your monitor or projector. If you are having trouble with the display you may have to press the key combination of Function key (Fn) which is located between the CTRL and ALT key + F4 key to get it set up correctly. It may take pressing that key combination (Fn + F4) more than once to toggle between the different settings.

NOTE: SHSU does not provide VGA cords. If you require such cables please contact your department secretary for purchasing.

Remote Desktop Connection

With remote.shsu.edu, you can connect to your SHSU profile from off campus using the Remote Desktop Connection utility available with Windows. You will also be able to access your S: drive, the T: drive and programs such as SecureCRT, Banner INB, and Cognos.

To connect, go to **Start -> All Programs -> Accessories -> Remote Desktop Connection**. This launches the Remote Desktop Connection software. It will ask for the computer you wish to connect with. You will need to enter remote.shsu.edu as shown below. Click on Connect.



Once you click on Connect a window will be launched on your desktop that will have the SHSU Secure Network Notice. Click on OK and then enter your SHSU username and password as you would on any Windows campus machine.

NOTE: If you would like to print to the local printer attached to your laptop you may do so by clicking on **Options > Local Resources >** then check the box next to **Printers** under **Local devices and resources**.

Connecting to SamNet

When you connect to the SamNet wireless network, you will be prompted to enter your SHSU credentials. You will only have to do this once for each machine you connect to the wireless. After this, the network will recognize your computer and authenticate you immediately. If you have issues connecting, try placing SHSU\ or SHSU.EDU\ in front of your username when entering your log on credentials.



Laptop FAQ

Q: Can I install applications of my own?

A: Yes, you can install any application of your own because the SHSU account that you log into has Administrator level access. However, you need to have the proper licensing for the application. Most licenses allow software to be installed on only one computer at a time. If you want to install software on the laptop which has already been installed on another computer, you may want to consult the software vendor to guarantee that you will not be pirating software.

Q: Can I print to a printer from my laptop?

A: Yes, you can print to either networked printers on-campus or standalone printers. To print directly to a network printer you will need to first connect to SamNet wireless. Then you can follow the instructions in the **Wireless printing** guide which can be accessed by going to the main SHSU homepage (www.shsu.edu) then selecting **Technology Tutorials** from the **Fast Links**. Go to **Getting Started and Connected** then select **Wireless Printing – PC** or by going to the following link:

http://www.shsu.edu/~ucs_www/tech_tutorials/SHSUTechTutorials/wirelessprinting_7.html.

To print to a standalone printer, you will first need to install the printer drivers for the printer before you can print.

Q: Will I have any virus protection?

A: Yes. The laptops come installed with Microsoft Forefront Endpoint Protection 2010 which will update its virus definitions automatically when it can detect an Internet connection. Microsoft Forefront will actively scan your computer for anything defined as a virus. If Microsoft Forefront should ever detect a virus, follow the onscreen prompts to remove the virus.

As a reminder, since the SHSU account does have Administrator level access you will need to be extra cautious when browsing the Internet.

Q: Where can I find more information regarding the information in this guide?

A: For additional information or guides, please visit our Technology Tutorials page which can be accessed by going to the main SHSU homepage (www.shsu.edu) then selecting Technology Tutorials from the Fast Links or by going to the following link:

http://www.shsu.edu/~ucs_www/tech_tutorials/