

Knowledge Base, How-To Articles and Instructions

- Adobe Creative Cloud
 - How do I reset or change my Creative Cloud password?
 - Can I still request Adobe CS6 or other previous versions of software?
 - Do I have to upgrade to Adobe Creative Cloud from Adobe CS6 or other previous version?
 - How can I get Adobe Creative Cloud?
 - If I move to Adobe Creative Cloud can I still use CS6?
 - How many computers can I put Creative Cloud on?
 - What happens to my Creative Cloud account when I graduate or leave the University?
 - Who do I contact for help with using Adobe Creative Cloud?
 - How do I install Creative Cloud software on my personal computer?
 - What is the difference between a personal Adobe account and an enterprise Adobe account?
 - How do I create a signature in Adobe Acrobat Pro?
- Antivirus & Security
 - What is malware?
 - How does malware spread?
 - How do I protect my devices from infection?
 - Which antivirus software is on my university computer?
 - What is Windows Defender and who should I contact for help?
 - How do I run a virus scan with Windows Defender?
 - Is there antivirus I can use on my personal computer?
- Banner
 - How do I access Self Service Banner?
- Canvas
 - How do I log on to UNCSCA's Canvas or reset my password?
 - How do I receive announcements that I created in Canvas?
 - How do I see what classes I have in Canvas?
 - What do I do when the student roster in Canvas isn't correct?
 - How can I start an easy setup and post some basic information in Canvas?
 - When can students access new classes in Canvas?
 - When will my new courses appear in Canvas, and when I can start working on them?
 - How long will I have access to my Canvas classes?
 - How can I make sure Canvas is available for a student who has a grade of "Incomplete" to submit assignments and for me to grade them?
 - Who should faculty contact for help using Canvas?
- Computer Purchasing
 - Do employees/students receive a discount on personal computer purchases?
- Dropbox
 - What is UNCSCA's Dropbox for Education?
 - What's the difference between a personal Dropbox and Dropbox for Education account?
 - Do Guest Artists or student employees get a Dropbox for Education account?
 - What are my options if I already have a personal Dropbox account?
 - How Do I Switch My Dropbox Account Type?
 - Should I connect my UNCSCA Dropbox for Education account with my personal Dropbox account?
 - Can I set up two Dropbox accounts?
 - How much storage is available through Dropbox for Education?
 - What is a Dropbox badge and what is it used for?
 - How do I secure Dropbox files on my phone?
 - How do I add a files to my UNCSCA Dropbox for Education account?
 - How do I connect a personal account to a Dropbox for Education account?
 - How do I sync Dropbox files between computers?
 - How do I prevent a file/folder from syncing with the Dropbox Sync App?
 - How do I use Dropbox Selective Sync?
 - What is the difference between Dropbox Smart Sync and Selective Sync?
 - How do I use Dropbox Smart Sync?
 - How do I log into my UNCSCA Dropbox for Education account?
 - How do I remove Dropbox from my UNCSCA computer?
 - How do I set up my UNCSCA Dropbox for Education account?
 - How do I change the email address for my personal Dropbox account?
 - How do I share a file or folder in Dropbox?
- E-mail & Calendars
 - How do I check my email from off-campus?
 - How do I create an email signature in Outlook 2016?
 - How do I create a personal, non-UNCSCA e-mail?
 - How do I receive Delegate Access on my dean's account?
 - How do I report spam or phishing emails?
 - How do I reset my email password?
 - How do I set up an automatic reply to email messages?
 - What do I do if I am experiencing undeliverable email notices?
 - What is phishing, and how do I identify phishing emails?
 - What is the difference between delegate access and folder permissions?
- Internet Browsing & Web Browsers
 - How do I clear my browser cache and cookies?

- What is privacy mode in a web browser?
- Microsoft for Home
 - How do I install Microsoft Office applications on my personal computer?
 - How do I download and install Office 365 ProPlus on my personal computer?
 - How long does an employee have access to the Microsoft Office 365 ProPlus software?
 - How much does the Office 365 ProPlus Home Use Program cost?
 - What will happen to my Office 365 software if I buy a new computer?
- Monitors & Projectors
 - Why are my screens backwards and/or sideways?
- Network Drives
 - What is Superman?
 - What is the Z Drive?
 - Can students access Superman?
 - How do I connect to Superman?
- Technology Procedures
 - How do I check the status of my IT ticket?
 - How Do I Install a Printer for Mac or PC?
 - How Do I Install a Networked Printer on Mac?
 - How Do I Install a Networked Printer on PC?
 - How do I request a loaner?
 - How do I reset my domain password?
 - When should I reset my domain password?
 - How do I reset my domain password with a PC?
 - How Do I Reset My Domain Password via OWA?
- Software Center Self-Install Software and Automated Windows 10 Updates
- Wireless Network (WiFi)
 - How do I connect my Android cell phone to my email account?
 - How do I connect my Android phone to the wireless network?
 - How do I connect my gaming device to the campus wireless network?
 - How do I connect my iPad to the wireless network?
 - How do I connect my iPhone to the wireless network?
 - Connect an iPhone to an Email Account
 - Which wireless network should I use?
- Phone
 - Cisco 8851 Phone Information
 - General Dialing Instructions
 - How can I access my office phone remotely?
 - How do I change my PIN from the initial PIN?
 - How Do I Change My Ringtone
 - How Do I Pair a Bluetooth Device to my VoIP Phone
 - How Do I Reboot my Phone
 - How do I set up my voice mail on my desk phone?

A-B

acrobat
acrobat-signatures
adobe
android
antivirus
autoreply
banner
bounceback
bounce-back

C

calendar-permissions
calendars
calls
canvas
cell-phone
creativecloud
creative-cloud
cs6

D

delegate-access
digital-signature
distance
domain
dropbox
dropbox-android
dropbox-for-education
dropbox-ios

E-F

email
e-mail
email-access
email-login
ez-arts
faq
file-storage
firefox

G-I

gaming
gaming-device
google
google-chrome
graduation
help
international
internet
internet-explorer
ipad
iphone
itcrp

J-M

jira
kb-how-to-article
kb-troubleshooting-article
leave-uncsa
loaners
local
long
mac
mac-osx
malware
migrate-files
monitors-and-displays

N-O

network-printer
network-share
off-campus
outlook
outlook-folder-permissions
outlook-folders
owa

P-Q

password-registration
password-reset
pdf
personal-account
phishing
phone
policy
printer-installation
printers
procedures
purchasing

R

receipt
refresh
remote-access
reset

S

safari
security
service-desk
share-a-file
share-a-folder
shared-links
signatures
subscription
superman

T-Z

task-report
technology-services
ticket
tutorials
upgrade
voicemail
voip
wifi
windows-defender
wireless