# Tech Support & Self-Support Basics

Learn how to use IT Helpdesk Tickets, activate your SJSUOne Account, etc.

- IT FAQs
- Top Ten Tech To-Dos
- MLML Knowledge Base Guide for Viewers
- IT Helpdesk Ticket System User Guide
- IT Helpdesk Ticket Assignment Guidelines
- Keyboard and Mouse Shortcuts
- IT Equipment Checkout

# IT FAQs

****Select a topic from the list below or use your browser's find function (ctrl + F, ⌘ + F) to search for a keyword****

| | | |
|---|---|---|
| First Day Setup | Populi | User Accounts & Passwords |
| Email | Software | Printers |
| Gmail & Google | Operating Systems | Seminar Room |
| Network | Security | Phones & Faxing |
| Hardware | Electronic PDFs | Zoom |
| | | Image Use & Management |

# First Day Setup

**Q: What are some important links to get me started at MLML?**
**A:** Here are some links to get you started:

- MLML Intranet - Has links to many of the resources you will need here at MLML.
- Knowledge Base - A repository of IT Information, Guides, and FAQs.
- IT Website - The IT Department website, also a great resource for IT Information and links.
- IT Help Desk - Where to go for help if you are having IT problems requiring assistance.
  - Be sure to check out the Knowledge Base and IT Website first!
- Canvas - The location for the online components of your classes.
- Populi - Manage your class schedule, and review equipment checkouts from the Help Desk.

**Q: How do I connect to the MLML WiFi?**

**A:** How to connect to the MLML WiFi

**Q: How do I access the MLML Intranet?**

**A:** MLML Intranet or select the **My MLML** menu tab on the main website.

**Q: How do I access the MLML Knowledge Base?**

**A:** There are a few ways to get there: Type in “kb/” into your browsers address bar and press enter, select the Knowledge Base icon on the Intranet, or go here: Knowledge Base.

**Q: How do I access the IT Helpdesk Ticket system?**

**A:** IT Help Desk or select the IT Help Desk icon on the Intranet.

**Q: How do I access Canvas?**

**A:** Use this Canvas link.

Also check out these Canvas Resources for more info about Canvas.

**Q: How do I access Populi?**

**A:** Populi Site or select the Populi icon on the Intranet.

**Q: How do I get help with Populi?**

**A:** Populi Support Website

**Q: What is my 9-digit SJSU ID Number?**

**A:** How do I find my 9 digit SJSU ID

**Q: How do I activate my one.SJSU Account?**

**A:** one.SJSU Information

**Q: How do I find my CSUMB ID (aka Otter ID)?**

**A:** Go to this website, and use the form at the bottom to look up your Otter ID: CSUMB IT Accounts and Passwords

**Q: What Hardware is available for checkout and where do I pick it up?**

**A:** Browse our hardware available on the Populi Catalog.

**Q: As a student, how do I install Microsoft Office?**

**A:** Microsoft Office Installation for Students

**Q: Is there an IT Helpdesk Ticket system User Guide?**

**A:** IT Helpdesk Ticket System User Guide

# Email

**Q: If I want to email all of the students in my incoming class, is there a specific mailing list for that? If not, where can I find all of their email addresses?**
**A:** There are no separate email lists for incoming cohorts.
There are 2 student email lists:

- mlml-students@sjsu.edu: includes all MLML students
- mlml-msms-group@sjsu.edu: includes only MLML masters students

**Q: What if I want to email all of the students in my lab? My classes?**
**A:** Each lab at MLML has an email list (aka Google Group) which includes the faculty advisor and all the students in the lab. A list of the MLML Google Groups are located here. Currently, classes do not have their own lists. You will need to need to email your classmates individually.

**Q: What are all the Google Groups here at MLML? Is there a list of all of them?**

**A:** To see the full list of MLML Google Groups visit the Google Group Directory page.

# Gmail & Google

**Q: Where can I find information on Google G Suite?**

**A:** Click on the following link to find out more about G Suite

**Q: What is Google Drive and how do I use it?**

**A:** Getting started with Google Drive

**Q: How do I configure forwarding on Gmail?**

**A:** Configure forwarding in Gmail

**Q: How do I free up space in my Gmail account?**

**A:** Free up space in your Gmail account

# Network

**Q: How do I connect to the MLML WiFi?**

**A:** If the MLML WiFi login page (aka captive portal) does not load, you can go to https://1.1.1.1 in your web browser to access the login page.
**eduroam** - use your SJSU Email address and SJSUOne password or OtterID@csumb.edu as the username and your associated password.
**moss-guest** - enter your email

For more information visit: How to connect to the MLML WiFi

**Q: Which WiFi network should I connect to?**

**A:** MLML Students: connect to the **eduroam** network.

Faculty & Staff: connect to the **eduroam** network.

Visitors: All visitors should connect to the **moss-guest** network.

**Q: What other networks are offered at MLML?**

**A:** Refer to our Network Services Page.

**Q: What is my IP or MAC Address on the local WiFi Network?**

**A:** Determine the MAC address and IP address of your computer

# Hardware

**Q: What are some hardware upgrades that I can do for my own computer?**

**A:** Information about upgrading your computer's hardware

**Q: How do I check out hardware?**

**A:** Submit an IT Helpdesk Ticket with the request type as "Hardware." Provide a brief description what you need and how long you need it for. Once we have received your request, we will let you know when you can come by and pick it up at the HelpDesk. Visit our Equipment Checkout page for more information.

**Q: What items are available for checkout?**

**A:** Login to your Populi account, navigate to the Catalog page under the Library tab, and browse the hardware resources we offer for checkout. Visit our Equipment Checkout Page for more information.

**Q: How do I upgrade my workstation as an employee of SJSU?**
**A:** The SJSU Workstation Refresh Program provides Faculty and Staff to upgrade their computer workstation every 4 years. To learn more visit our Workstation Configuration Page.

# Populi

**Q: What is Populi and how do I access it?**
**A:** Populi is MLML's Student Information System.

You can access Populi by logging in here: https://mlml.populiweb.com/ or selecting the Populi menu icon from the Intranet.

**Q: What is the purpose of My Profile in Populi? How will it aid my experience at MLML?**

**A:** Your profile in Populi contains your personal contact information as well as your emergency contact information. This information is private and will be used to contact you and/or your designated contacts in the event of an emergency.

Please be sure to keep this information up to date. In addition, Populi has a catalog of items available for checkout in the Library section for technical needs.

**Q: How should I set up Populi in order to get the most help/use of it during my time at MLML?**
**A:** Add personal information such as emergency contact info, verified text message number, personal email, etc. Additionally, students may utilize Populi by creating to-do lists, managing their calendars and personal files, and creating events.

**Q: If I want to switch courses that I am enrolled in, do I need to do so with my consortium campus or MLML first?**
**A:** It is recommended that students switch courses at their consortium campus first.

**Q: How do I drop/add courses for MLML in Populi?**

**A:** In order to drop/add/switch a course, login to Populi. Then, navigate to My Profile → Registration. Select the trash can under "Remove" to remove a class from "My Courses". Select the "+" under "Enroll" in "Available Courses" to add a course.

# Software

**Q: What software is available for users?**

**A:** For information about available software at MLML, visit our Software Page.

Open Source Alternative Software

**Q: How do I check my AppleCare Status?**

**A:** Check your AppleCare status

**Q: Can I get information on secure password storage and password managers?**

**A:** Secure Password Storage

**Q: How do I install MatLab?**

**A:** How to install MATLAB (version R2011a)

**Q: How do I get started using Canvas?**

**A:** SJSU Canvas Resources and How to Access and Login to Canvas

**Q: How do I get started using WordPress?**

**A:** WordPress FAQs

**Q: How do I get started with DocuSIgn?**

**A:** DocuSign Instructions and FAQ

**Q: How do I fill out a fillable PDF form electronically?**

**A:** Filling PDF Forms Electronically

# Operating Systems

**Q: What operating systems does IT support?**
**A:** We currently support versions of the OS that are actively being patched and updated. This is generally limited to OS's from Microsoft and Apple. We also support some versions of Linux.

**Q: Which backup tool should I use?**

**A:** Backup tools

**Q: How do I backup my computer?**

**A:** Backing up your computer

**Q: How often should I backup my computer?**

**A:** When to backup your computer

**Q: How do I restore my Files?**

**A:** How to restore your files

**Q: How can I manage and view my computer's performance?**

**A:** Check out this page for information about computer performance.

**Q: How do I change my Operating System Login Password?**

**A:** Changing your Windows 10 Login Password

Changing your macOS Login Password

# Security

**Q: How do I keep my account secure?**

**A:** Secure Password Storage

Please also see our Security FAQ

# Electronic PDFs

**Q: How do I fill out an Electronic PDF or form?**

**A:** How to Fill PDFs Electronically

**Q: How do I use DocuSign?**

**A:** DocuSign FAQs; DocuSign - How it Works Video Tutorial

**Q: How do I create, send and use Envelopes in DocuSign?**

**A:** Create Envelope Tutorial - DocuSign

**Q: What is a Template in DocuSign and how do I create and manage them?**

**A:** Create Envelope Tutorial - DocuSign

**Q: What are the Signature policies when using DocuSign?**

**A:** Signature Policies for SJSU - DocuSign

**Q: How do I sign and send documents from Google Drive?**

**A:** DocuSign through Google Drive Tutorial Video

**Q: Where can I find more information on using DocuSign?**

**A:** Visit our DocuSign FAQ page or visit SJSU DocuSign Information

# User Accounts

**Q: For which services do I use my MLML user account?**
**A:** Your MLML user account provides you with access to the following services:

- WiFi network
- IT Help Desk
- IT Knowledge Base
- Intranet
- Populi
- Library Journals
- Digital Commons

Please also see our User Account FAQ for more information.

**Q: How do I reset/change my MLML user account password?**

**A:** You can change your MLML user account password here: https://changepass.mlml.calstate.edu/

**Q: How do I use the user account request forms properly?**

**A:** MLML user account request workflow

**Q: What services does my MLML User Account provide me access to?**

**A:** User Account Services. Please follow this link for the MLML service level agreements.

**Q: What is my username and password for my MLML User Account?**

**A:** User Name and Password for User Account

**Q: Can I get some introductory information on SJSU online services?**

**A:** SJSU User Accounts

**Q: How do I access the MLML network using a VPN?**

**A:** Access the MLML network using VPN

**Q: How do I manage Google Groups?**

**A:** Manage Google Groups

**Q: I'm moving to a new office space, who should I notify?**

**A:** Moving Procedure

# Printers

**Q: How do I install a printer or scanner?**

**A:** Printers & Scanners

**Q: Which printers should MLML students use?**

**A:** All MLML students should use the Library Kyocera Copier.

**Q: How do I install a Network Printer?**

**A:** How to install a Network Printer

**Q: What are the DNS Names of all the Network Printers at MLML?**

**A:** MLML Network Printer DNS names

**Q: How do I install A Kyocera Copier as a Printer on Windows?**

**A:** Installing a Kyocera Copier as a Printer (Windows OS)

**Q: How do I install A Kyocera Copier as a Printer on Mac OS X?**

**A:** Installing a Kyocera Copier as a Printer (Mac OS X)

**Q: How do I create a scan to email account on the Kyocera copiers?**

**A:** Create a scan to email account on the Kyocera copiers

**Q: How do I scan a document using the Kyocera copiers?**

**A:** Scan a document using the Kyocera copiers

# Seminar Room

**Q: Is there a guide for Seminar Room presenters?**

**A:** Seminar Room Presenter's Guide.

**Q: How do I set up the Seminar room Audio System?**
**A:** Please submit an IT Helpdesk Ticket. The IT department will get the audio system set up and ready for you.

**Q: Is there a guide for troubleshooting the Seminar Room equipment?**

**A:** Seminar Room Equipment Troubleshooting Guide.

**Q: How do I reserve the seminar room?**

**A:** Go to the Calendars & Reservations tab on the Intranet.

**Q: How do I convert my powerpoint to widescreen (16:9)?**
**A:** When presenting in the seminar room, for recording purposes the best screen size is widescreen (16:9).

1. Open your powerpoint.
2. Select the Design Tab.
3. Select Slide Size and click on widescreen (16:9).

# Phones & Faxing

**Q: How do I access the Cisco voicemail system from any phone?**

**A:** Access the MLML Cisco voicemail system from any phone.

**Q: How do I make a call using the conference phone?**

**A:** Instructions on making calls using the conference phone.

**Q: What are some phone alternatives?**

**A:** See the Phone Alternatives Knowledge Base page.

**Q: How do I send a fax?**

**A:** See the Fax section of the Phones & Faxing Guide on the IT Website.

**Q: How do I change the speed dials on my phone?**

**A:** Follow this link to request a change in your speed dials.

**Q: Can I request help with setting up my phone?**

**A:** Follow this link to request setup help.

**Q: Is there info on the Cisco Phones?**

**A:** Cisco Phone & Voicemail Info and Training.

# Zoom

**Q: What is Zoom?**

**A:** Zoom FAQs

**Q: How do I host a conference call?**
**A:** You can host a conference call on any phone, but they only support three-way calling. If you need more people than three, use Zoom.

Here's the Link: How to Host a Zoom Meeting

**Q: How do I host a video conference?**

**A:** You can use the MPU in the Group Study room, or use Zoom: How to Host a Zoom Meeting

**Q: How do I set up a Zoom Conference?**

**A:** Setting up a Zoom conference.

# Image Use and Management

**Q: What images are allowed on MLML websites?**

**A:** The images we use on our website must be used legally, according to their copyright and licensing. See the Image Use Guidelines page for more information on image requirements and specifications.

**Q: How can I manage my images?**

**A:** See our Image Management, Search, & Use Best Practices Page.

**Q: Where can I backup my images?**

**A:** See the backup section on our Image Management, Search, & Use Best Practices Page.

**Q: How can I backup my images on my phone?**

**A:** See the phone backup section on our Image Management, Search, & Use Best Practices Page.

# Top Ten Tech To-Dos

With a consistently increasing number of hacks, scams, malware and more, the Internet can feel like a dangerous place these days. The following list is provided as a suggestion to safely and efficiently navigate your way through the “Information Age”. By taking precautions you can significantly reduce your chances of security breaches or personal data loss. Additionally, the provided suggestions will allow you to efficiently problem solve and keep your machine running smoothly.

## 1. Backup your devices

- Scheduling routine backups can protect you from the unexpected. Always keep a few months' worth of retrievable backup for your computer to ensure that you don’t lose important files. It is also a good idea to backup your cell phone as well.
- Follow the instructions here to learn more.

## 2. Use a password manager

- It is important to create a unique password for all you accounts to maximize security. LastPass is a password manager that can keep track of all your various passwords so you don’t have to—and it's free!
- Follow the instructions here to keep your passwords secure and in one place.

## 3. Keep your computer secure

- Keeping your accounts and information secure should be a top priority. By implementing best practices for account and network security, you not only protect yourself but also others who are connected to the same network. It is also important to not leave your computer or phone logged in and unattended in a public place.
- Follow the instructions here to improve your computer’s security.

## 4. Monitor your computer’s performance

- There are a lot of factors as to why your computer may be running slow. A quick and easy way to identify what might be the root of your computer’s poor performance is investigating through your computer’s Task Manager or Activity monitor.
- Follow the instructions here to view your computer’s performance.

5. ## Use Google search to help resolve errors or problems

   - Many errors and inconveniences you face can be solved by using google to troubleshoot. Simply type the error or problem into google's search engine and look through the results. You have a wealth of information at your fingertips - don't be afraid to use it!
   - Follow the instructions here for tips to find the solution you need.

6. ## Keep the operating system (OS) and software up to date

   - It is important to always use the most up-to-date version of your computer's operating system and software. This will not only ensure you have the best software available, but can also protect the security of your computer.
   - For information about Windows updates, go here.
   - For information about macOS updates, go here.

7. ## Manage your Gmail inbox efficiently

   - Having multiple email accounts and a cluttered inbox can cause important emails to get lost in the mix. Setting up automatic forwarding and filtering of incoming messages can help keep your inbox organized.
   - Follow the instructions here to learn how to make gmail work for you.

8. ## Make use of web browser extensions

   - Many different web browsers offer a suite of extensions that can aid in everything from security to blocking unwanted ads to finding the cheapest prices on products. Be careful about which extensions you install though, and read the user reviews.
   - Here is a list of popular extensions to get you started. At the end of the linked article is a section about how to stay safe when installing browser extensions.

9. ## Delete cookies and clear your cache regularly

   - Many websites will store information that you provide online in your web browser. This storage is known as a cookie. Browsing history is also stored in your computer's hard drive in what is called a cache. Regularly clearing these can help keep your computer running smoothly.
   - Follow the instructions here to learn how to clear both.

10. ## Learn keyboard shortcuts to make your life easier

- Both Windows and Apple have an assortment of keyboard shortcuts that can aid in everyday browsing as well as more intensive activities. Learning some key shortcuts can streamline and simplify your work.
- Learn some basic shortcuts for various programs here.

# MLML Knowledge Base Guide for Viewers

MLML is using BookStack as a Knowledge Base to organize and provide information to staff, faculty, and students. You can find information about different IT-related and internal resource topics that will make your work or studies at MLML run smoothly and efficiently.

## Login

Most of the IT Knowledge Base is publicly accessible, but certain pages are restricted to the MLML community. Login to the KB with your MLML Username and Password to access these pages.

## What are Shelves, Books, Chapters, & Pages?

- **Shelves**: Bookshelves are used to organize books into different categories
    - When you select Shelves you will see a list of MLML Shelves
    - When you select a specific Shelf you will be directed to all Books in that Shelf
- **Books**: Each book covers a topic and will contain different chapters and pages that cover information about that topic

    - When you select Books you will see a list of MLML Books
    - When you select a specific Book you will see a list of Chapters in that book and Pages that are not subcategorized within a specific Chapter

- **Chapters**: Contains Pages that are grouped together in a subcategory of a Book
    - You may select a Chapter to see all Pages within that subcategory

- **Pages**: The actual Posts that contain information relating to a certain category of IT information or internal MLML resources

# How to Navigate the Knowledge Base (BookStack):

1. Landing page displays static page with links to all IT KB Books, and "Top Pages”
2. Use buttons at **top right** to navigate to **Shelves and Books**
3. **Search a topic quickly** by using the **Search Tab** at the top of the page and all Shelves, Books, Chapters, and Pages that pertain to that topic will appear
    1. You can **select filters** on the left-hand menu to further refine your search
4. As you navigate through the site a **Navigation Banner** will appear at the top of the page underneath the “MLML Knowledge Base” banner
    1. This banner shows the trail of Book, Chapter, or Page so you can easily go back to a Chapter or Book that a Page was in
5. Once you navigate to a list of Pages within a Book or Chapter, a **“Book Navigation” tab** will appear on the left-hand menu
    1. This tab shows you what Book and, if applicable, Chapter that the Pages fall under for easy navigation
6. After selecting a Page, a tab **“Page Navigation”** will appear on the left-hand menu
    1. This tab can be used to navigate to different headers within a Page if you want to jump to a specific section
7. **Comments are encouraged** on Pages if you have questions or feedback on how IT could improve the Page or what information is missing

# IT Helpdesk Ticket System User Guide

## Introduction to IT Helpdesk Tickets

IT Helpdesk Tickets are submitted by users, through the HelpDesk website, to request assistance with technical issues. Once an IT Helpdesk Ticket has been submitted, they are used by the IT Services team to centralize correspondence (with clients and within the IT Services Team) as well as track progress on technical issues. In order to improve the service we can provide, the IT Services Team requests that IT Helpdesk Tickets be submitted to request assistance with any and all technical issues, including (but not limited to) the following:

- Technical issues or service outages
- User account or email list changes
- Website access or updates
- Help with a special project (Please provide advance notice)
- Changes or upgrades to teaching/learning facilities
- Software and licensing requests
- IT item checkout services

## Get Help... Submit an IT Helpdesk Ticket

There are 2 ways to submit an IT Helpdesk Ticket:

1. Login to https://isupport.sjsu.edu/mlml/Dashboard using your MLML username and password and fill out the web form.
2. Send an email to mlml-helpdesk (a) sjsu dot edu. The subject will be the title of the IT Helpdesk Ticket and the body will be the detailed description of the issue.

IMPORTANT! Please be sure to include any relevant information to facilitate the solution to your issue.
The most common cause the delay of an IT Helpdesk Ticket solution is a lack of information provided when the IT Helpdesk Ticket is submitted.
Helpful information to include in the IT Helpdesk Ticket:

- error message
- path to file or directory
- operating system version
- software version

# Add a Note to an IT Helpdesk Ticket

To add a note to an existing IT Helpdesk Ticket:

...from the web interface:

1. Login to the WebHelpDesk web interface using your MLML username and password.
2. Click **History**.
3. Click the link to the specific ticket number.
4. Click the **Add Note** button.
5. Compose the note and click **Save** to save the note to the IT Helpdesk Ticket.
   (An email will be sent to the assigned HelpDesk technician.)

...from an email client (not Gmail webmail):
(NOTE: If you use Gmail's webmail interface, please add notes to your IT Helpdesk Ticket using the web interface as described below.)

1. Click the "Add Note" link the IT Helpdesk Ticket email from the MLML HelpDesk
2. Leave the email subject as it is (if the subject is changed, the note will not be added to the IT Helpdesk Ticket)
3. Replace any text in the body of the email (including your signature) with your note.
4. Send the email to add a note to the IT Helpdesk Ticket.

# Cancel an IT Helpdesk Ticket

There are 2 ways a user can cancel an IT Helpdesk Ticket:

Using the web interface:

1. Login to: https://helpdesk.mlml.calstate.edu
2. Click **History**.
3. Click the IT Helpdesk Ticket number for the IT Helpdesk Ticket you want to cancel.

4. Click **Cancel Ticket** and confirm.
   = You will receive an email indicating that the IT Helpdesk Ticket has been canceled.

Using an email client:

1. Open the email from the MLML HelpDesk corresponding with your Help Desk request.
2. Click the Cancel Ticket button or link.
   = You will receive an email indicating that the IT Helpdesk Ticket has been canceled

# IT Helpdesk Ticket Status Definitions

- **Open** - An IT Helpdesk Ticket has been submitted and is awaiting attention from a HelpDesk Technician.
- **Accepted** - A HelpDesk Technician has accepted the IT Helpdesk Ticket and agreed to help the user resolve the issue, but has not yet started working on the IT Helpdesk Ticket.
- **Waiting For Response** - A HelpDesk Technician working on the IT Helpdesk Ticket has requested more information about the problem from the user.
- **In Progress** - A HelpDesk Technician is currently working to resolve the issue.
- **Canceled** - An IT Helpdesk Ticket has been canceled by the user or by a HelpDesk Technician.
- **Resolved** - A HelpDesk Technician has found a solution to the issue, added it as a note on the IT Helpdesk Ticket, and emailed the information to the user. The user receives an email containing the solution and links requesting feedback as to whether the solution suggested by the HelpDesk Technician successfully solved the issue. The email contains two links at the top of the email:
  - **Yes** - Clicking the yes link indicates that the issue was successfully resolved and the IT Helpdesk Ticket is closed.
  - **No** - Clicking the no link re-opens the IT Helpdesk Ticket and sends an email to the HelpDesk Technician communicating that the suggested solution did not solve the issue and that the IT Helpdesk Ticket has been re-opened.
- **Closed** - The issue has been resolved and the IT Helpdesk Ticket has been closed. (Resolved IT Helpdesk Tickets will automatically close after 1 week.)

# IT Helpdesk Ticket Assignment Guidelines

The assignment of IT Helpdesk Ticket go directly to the **Help Desk Administrator** with the expectation that 70-80% of the tickets will be successfully resolved by the Help Desk Administrator and Help Desk Techs. These would be the "Tier 1" incidents: this includes troubleshooting network physical layer issues (is the cable patched in and power is on), classroom and seminar room use, resolving username and password problems, uninstalling/reinstalling basic software applications, verification of proper hardware and software set up, printing and printer maintenance, and assistance with navigating around application menus. Generally, the Help Desk Administrator is Tier 1 Support for most issue categories, but there are exceptions.

Using the basic method of "5 W's: Who, What, Where, When, Why" to evaluate the IT Helpdesk Ticket and do basic troubleshooting most tickets can be closed quickly. If not they can be escalated to the appropriate "Tier 2" IT Services staff as outlined below:

## *Tier 2 Support*

### Help Desk Techs:

- Classroom and Seminar Room Setup & Use

### IT Staff:

***IT Consultant***

- Library
- Islandora
- Populi Issue
- New Website Request
- License Servers
- Phones

- VPN
- Network
- WiFi
- Ethernet
- Servers & File Services
- Help Desk Administration
- Password Reset
- Duo two-factor authentication
- QuickBooks
- Website Change Request
- Printers
- Email Reports
- Antivirus/Spyware/Adware
- Classroom
- Web Issues
- Broken Link
- Google Account Issue
- Email & Email List Updates
- Academic Technology
- Software
- Hardware

# Keyboard and Mouse Shortcuts

Keyboard and mouse shortcuts are automatically built into your computer's operating system and can greatly increase your efficiency and streamline your workflow.

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## Keyboard Shortcuts

- There are a lot of resources online to learn shortcuts
- There are subtle differences between Windows and MacOS
- Below is a table of common shortcuts for both Windows and MacOS

### Working with Text

| **Function** | **Windows (CTRL +)** | **MacOS (command +)** |
|---|---|---|
| Cut selected text | X | X |
| Copy selected text | C | C |
| Paste selected text | V | V |
| Select all text on the active window | A | A |
| Bold selected text | B | B |
| Italicize selected text | I | I |
| Underline selected text | U | U |
| Beginning of the current line | Home* | Left Arrow |
| End of the current line | End* | Right Arrow |
| Beginning of the next word | Right Arrow | Option + Right Arrow* |
| Beginning of the previous word | Left Arrow | Option + Left Arrow* |

| | | |
|---|---|---|
| Select the next word | Shift + Right Arrow | Shift + Option + Right Arrow* |
| Select the previous word | Shift + Left Arrow | Shift + Option + Left Arrow* |

*Do not require pressing the CTRL/command key

## Working with Files and Applications

| **Function** | **Windows (CTRL +)** | **MacOS (command +)** |
|---|---|---|
| Quit a frozen application | Alt + Delete | Option + Command + Esc* |
| Send selected file to the Recycle Bin | Delete* | Delete |
| Open selected file or application | Enter* | Down Arrow |
| Create a new file | N | N |
| Open an existing file | O | O |
| Print an open file | P | P |
| Save the current file | S | S |
| Undo the previous action | Z | Z |
| Redo the previous action | Y | Y |
| Fine a word or phrase | F | F |
| Zoom out | - | - |
| Zoom in | = | = |
| Quit the current application | Alt + F4* | Q |
| Search for application or file | C (search the web & Windows w/ Cortana) | Spacebar |
| Open the start menu | Windows key* | N/A |
| Close the current file or window | | W |
| Switch between open windows | Alt + Tab* | Tab |

*Do not require pressing the CTRL/command key

## Internet Shortcuts

| Function | Windows (CTRL +) | MacOS (command +) |
|---|---|---|
| Find a word or phrase | F | F |
| Open a new browser tab | T | T |
| Open a new browser window | N | N |
| Reload the current browser page | R | R |
| Skip to the next field in a web form | Tab* | Tab* |
| Bookmark the current page | D | D |
| View bookmarks | B | B |
| View browsing history | H | Y |
| View downloads | J | |
| Scroll to the top of the webpage | Home* | Home* |
| Scroll to the bottom of the webpage | End* | End* |

*Do not require pressing the CTRL/command key

You can customize and add keyboard shortcuts by opening System Preferences > Keyboard > Shortcuts tab.

# Mouse Shortcuts

- Mouse shortcuts can vary between what type of mouse you are using as well as whether you are using a laptop trackpad. Feel free to google your specific model and learn more.
- Here are some universal mouse commands:
  - Select a word: double-click
  - Select a paragraph: triple click
  - Select a large chunk of text: Shift+click at the beginning, scroll, Shift+click at the end
  - Define a word: Right-click + Look Up "..."

# IT Equipment Checkout

**Follow this link to the IT equipment check-out and check-in procedures from the HelpDesk Cubicle.**