# IT FAQs

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# 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.

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