



Technology **Staff & Faculty** User Guide



Microsoft 365

Download on five
personal devices.

Setting up VPN

Tech tips to assist
users.

RingCentral

Make calls from laptop
and mobile devices.

Connect**/IT**

One Campus. One IT. One Connection.

helpdesk@hc.edu or 281.649.3410

Table of Contents

| | |
|---|----|
| Introduction | 3 |
| ITS Help Desk Hours | 4 |
| Classroom Troubleshooting Checklist | 5 |
| Microsoft 365 Essentials for Getting Started | 6 |
| Wi-Fi Access | 7 |
| Free Office 365 for Students | 8 |
| Your HCU Microsoft Office 365 Benefit | 9 |
| Microsoft MFA Setup (Microsoft Authenticator) | 10 |
| LetMeIn Self-Service Password Reset Tool | 11 |
| Ring Central Phone & Messaging | 13 |
| Using GlobalProtect VPN Client | 15 |
| Canvas Learning Management System (LMS) | 16 |

Introduction

Welcome to the **Houston Christian University**! We are delighted to have you join our community of scholars and look forward to supporting you in your research and teaching.

As a member of our faculty or staff, you will play a crucial role in shaping the future of our institution and the lives of our students. We believe that by fostering a supportive and collaborative environment, we can help our staff and faculty members achieve their full potential and contribute to the academic success of our students.

In this user guide, we have compiled important information and resources for staff and faculty members at the Houston Christian University (HCU). Our goal is to provide you with a comprehensive overview of the software and hardware you will be using throughout your career at the University.

At the HCU, we understand that technology can be complex and overwhelming, especially for those who may not be as familiar with it. That's why we have created this guide to help you navigate the tools and systems you will need to use in your daily work.

The guide includes step-by-step instructions on how access system accounts, which will give you access to a variety of software applications and other resources that you will need for your work at the University. Additionally, we have included an overview of the software programs that you will be using.

We hope that this guide will be a valuable resource for you as you embark on your career at the HCU. If you have any questions or concerns, please do not hesitate to reach out to our team. We are here to support you every step of the way.

Thank you for choosing the HCU, and we look forward to working with you!

ITS Help Desk Hours

The Help Desk provides phone, email, and walk-in support to faculty, staff, and students. Our team offers direct consulting and can escalate or refer requests to the appropriate campus help desks and service providers. Student technicians assist with many support issues. If a problem cannot be resolved by the student technician, a support incident will be escalated to a full-time ITS employee.

Help Desk Hours:

Monday–Thursday: 8:00 a.m. – 10:00 p.m.
Friday & Saturday: 8:00 a.m. – 5:00 p.m.

HCU Information Technology Services (ITS)


Email: helpdesk@hc.edu

Phone: (281) 649-3410



Classroom Troubleshooting Checklist

At HCU, most of our classes are hybrid, meaning students can join either in person or online via Teams. However, sometimes things don't go as planned, and a system or tool may not work as expected. The following is a checklist for troubleshooting simple issues inside the classroom:

- **Make sure the Monitor or Projector is turned on.** Sometimes the monitor or projectors will be turned off. Similar to a TV, you will find a power button and simply press to turn the screen on.
- **Make sure the computer is turned on.** If the classroom has a computer attached to the monitor or projector. If the power button is white, the computer is functioning normally. If the power button is dim or not any color, press the power button to turn the computer on. If the power button is flashing in a rhythm or if the light is a solid yellow/orange, please contact the IT department. **(UAC 122 only)**
- **Set the computer's audio as needed.** Sometimes, the audio for the computer sounds too loud/quiet. You can increase or decrease the audio as needed by selecting the speaker icon on the Task Bar. Make sure that there is not an "X" on the side of the speaker icon.  Click speaker icon to turn speakers active.
- **Make sure the keyboard and mouse are turned on.** If the classroom has a keyboard and mouse contain a power switch; sometimes the switch is turned to the off position to conserve battery power. If the keyboard and mouse do not appear to function, please make sure that they are set to the proper channel **(channel 1)** by pressing the sync button (illustrated below) **(UAC122 and Dillon II).**



Microsoft 365 Essentials for Getting Started

Office 365 at the Houston Christian University brings innovative products to the HCU community. All faculty, staff, and students have access to Office 365.

How to log into Office 365 for HCU

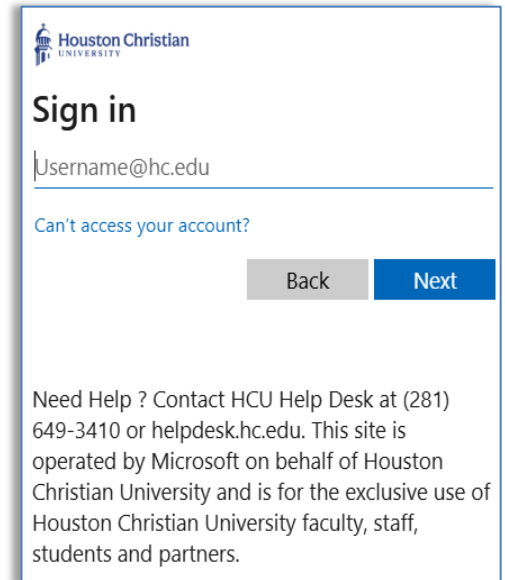
1. Navigate to my.hc.edu.
2. Enter your full HCU email (jdoe@hc.edu).
3. Once you enter your HCU email, you will see a password screen that has HCU branding as shown below.

4. To log in for the first time, you will need to know your HCU email address and have a temporary password.
5. Your password is your birth date (MMDDYY), first letter of last name capitalized, followed by the word "Husky".

Example: John **D**oe born April 5, 2002

Password would be **040502DHusky**

6. Once you have successfully entered your login, you will be prompted to change your password.
7. You will be prompted to add more information, click **Next**.
8. You will then be prompted to enter either your phone number, an alternative email address, or create and answer security questions.
9. At the next prompt, check the box that states, **Don't show this again**, click **Yes**.
10. You should see the Office 365 homepage upon completion.



Houston Christian UNIVERSITY

Sign in

Username@hc.edu

[Can't access your account?](#)

[Back](#) [Next](#)

Need Help ? Contact HCU Help Desk at (281) 649-3410 or helpdesk.hc.edu. This site is operated by Microsoft on behalf of Houston Christian University and is for the exclusive use of Houston Christian University faculty, staff, students and partners.

Wi-Fi Access

HCU GUEST



HCU SECURE



ITS Quick Links and Campus Map

QUICK LINKS



CAMPUS MAP



Free Office 365 for Faculty & Staff

As part of the HCU Faculty & Staff Benefit, you can download and use Office 365 at **no cost**.

How to Get Started Go to the Office 365 Website

Visit [Office 365 Education](#) for detailed information and step-by-step installation instructions. (Select Skip & go to Office 365 Education)

Sign In with Your HCU Credentials

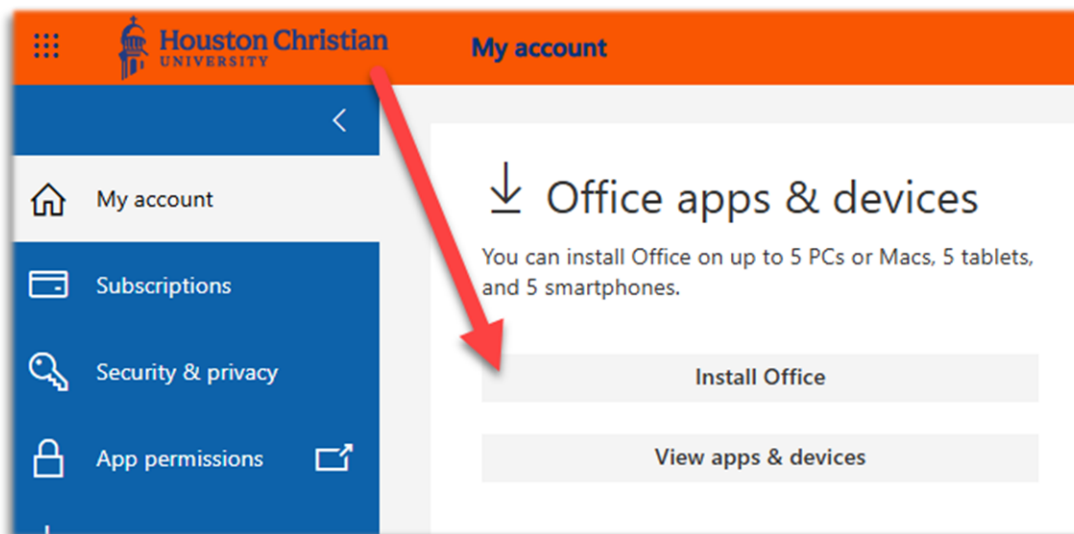
Use your HCU username and password to log in. You can also go directly to the HCU Office 365 Login Page.

Download Office 365

Once signed in, navigate to the Install Office section to download the software. Your free subscription includes:

- Office Online: Access Word, PowerPoint, Excel, and OneNote in your browser.
- 1TB OneDrive Cloud Storage: Store and share files securely.
- Full Office Suite: Install the latest version of Office on up to 5 PCs or Macs.

Tip: You can also download the Office mobile apps on your phone or tablet for on-the-go productivity.



Your HCU Office 365 Benefit

As a valued staff & faculty of the HCU community, you now have access to the complete **Microsoft Office 365** suite plus 1 TB (1,000 GB) of secure cloud storage on **OneDrive**.

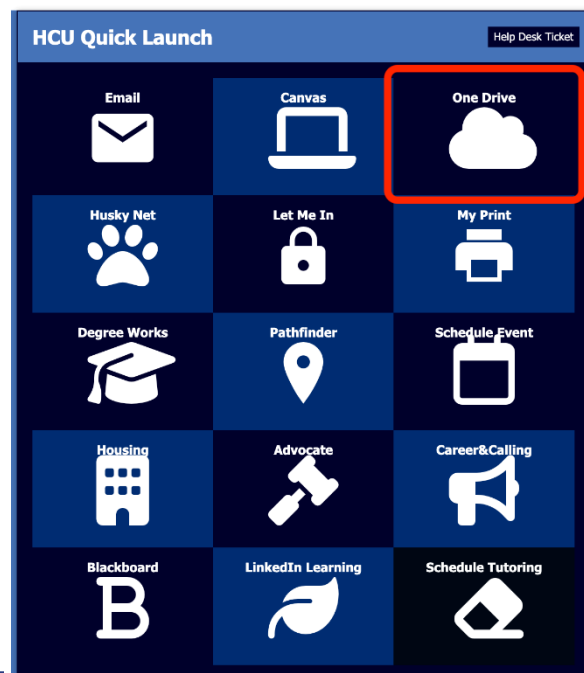
This benefit is **free** for all current students and employees, with **no trial periods or limited versions**. You can download and install the **full versions** of Office applications on **up to five devices**, including PCs, Macs, iPads, Surface Pros, and more.

Microsoft Office 365 suite:

- Word
- Excel
- PowerPoint
- Outlook
- OneNote
- Teams
- And more, through Office 365



Employee Portal Quick Launch



Microsoft MFA Setup (Microsoft Authenticator)

Questions? Contact the help desk at helpdesk@hc.edu or 281.649.3410 | 9

Microsoft Multi-Factor Authentication (MFA) adds an extra layer of security to your university account by requiring a second verification step after you enter your password. The recommended method is the Microsoft Authenticator mobile app.

1. Install Microsoft Authenticator

- **iPhone:** App Store → Search '**Microsoft Authenticator**' → Get
- **Android:** Google Play → Search '**Microsoft Authenticator**' → Install

2. Sign in to Your University Account

1. On a computer, go to: **<https://myaccount.microsoft.com>**
2. Log in with your University Email and Password.
3. Go to Security info → Add method.

3. Add Authenticator App

1. Select Authenticator app → Add.
2. Choose Mobile app → Receive notifications for verification → Next.

4. Scan QR Code

1. Open Microsoft Authenticator on your phone.
2. Tap + → Work or school account.
3. Scan the QR code displayed on your computer.
4. Tap Next on your computer.

5. Verify & Approve

1. Approve the test notification sent to your phone.
2. Click Next → Done.

Using MFA

- When signing in, after your password, open the app and tap Approve.



LetMeIn Self-Service Password Reset Tool

LetMeIn is HCU's self-service tool for resetting passwords or unlocking accounts after failed login attempts for **ONE LOGIN**. HCU's initiative to reduce the number of usernames and passwords for campus systems.

Navigate to my.hc.edu.

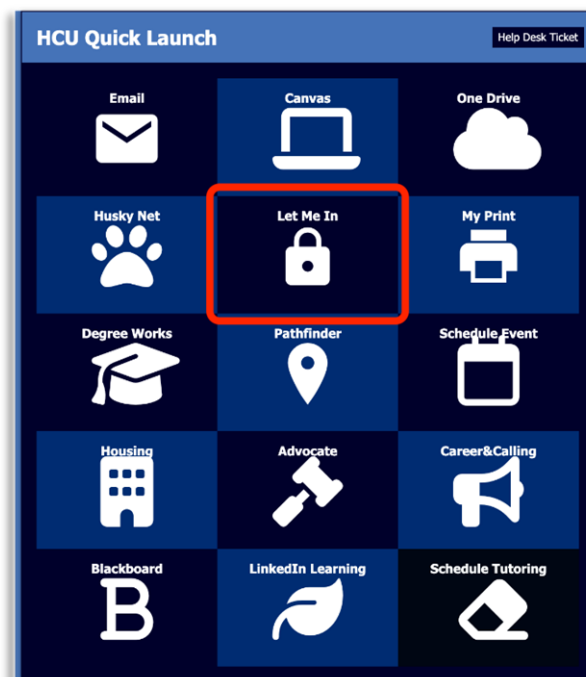
Enrollment is required for all HCU students, faculty, staff, and administrative users. During enrollment, you must:

- Provide an alternate (non-@hc.edu) email address
- Set up personal security questions
- Optionally, set up **Microsoft** or **Google Authenticator** for smartphone-based authentication (download from the iTunes Store or Google Play Store; link available on the enrollment screen)

Benefits:

- No need to call IT or wait for support.
- Quick setup – just a few security questions
- Once enrolled, you're good to go.
- Avoid lockouts and stay productive.

Employee Portal Quick Launch



RingCentral Phone & Messaging

RingCentral is the university's cloud-based phone and messaging system. It allows you to make and receive calls, send messages, host video meetings, and access voicemail from your desk phone, computer, or mobile device.

Getting Started

1. Accessing RingCentral

- **Desktop App:** Download from <https://www.ringcentral.com/download.html>.
- **Mobile App:** Available in the App Store (iOS) and Google Play (Android).

2. Devices

1. RingCentral can be used on your university-issued desk phone, desktop computer, or mobile device.
2. You may be asked to set up Multi-Factor Authentication (MFA) on first login.

Making & Receiving Calls

- **Dialing an Extension:** Enter the 4-digit extension of a university employee.
- **Dialing External Calls:** Dial the full phone number.
- **Answering Calls:** Click or tap the green phone icon on your device.
- **Transferring Calls:**
 - Click More → Transfer
 - Enter the extension or phone number
 - Choose Warm Transfer (introduce the caller) or Blind Transfer (directly send the call).

Voicemail

- **Accessing Voicemail:**
 - In the RingCentral app, go to **Voicemail**.
 - On desk phones, press the Message button.
- **Voicemail to Email:**
 - Voicemails are also delivered to your university email inbox as audio files.

Messaging & Fax

- **Team Messaging:** Use RingCentral to chat with individuals or groups.
- **Fax:** You can send digital faxes directly through the app or web portal.

Video Meetings

- RingCentral includes **video conferencing**.
- **To schedule or join a meeting:**

- Click Video → Schedule/Join in the app.
- Share the meeting link with attendees.

Schedule a meeting

1. Go to the Video tab in the navigation bar
2. Click Schedule on the Upcoming meetings page
3. Enter the meeting details
4. Click Schedule

Join a meeting:

1. Go to the Video tab in the navigation bar
2. Click Join at the top of the main panel
3. Enter the meeting ID or link, or select a meeting from the dropdown
4. Enter the password if required
5. Choose how to connect audio

Start a meeting instantly:

1. In the navigation bar, click Message
2. Select the name or team to start a meeting with
3. Click the Start video call icon
4. You can also schedule a meeting from your Outlook or Google calendar.

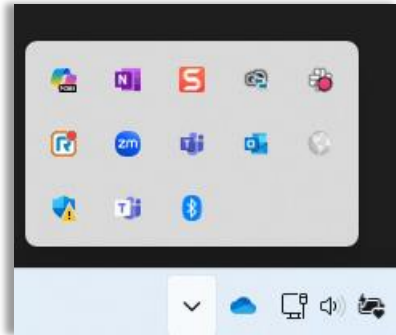
RingCentral Knowledge Base:

<https://support.ringcentral.com/>

Using GlobalProtect VPN Client

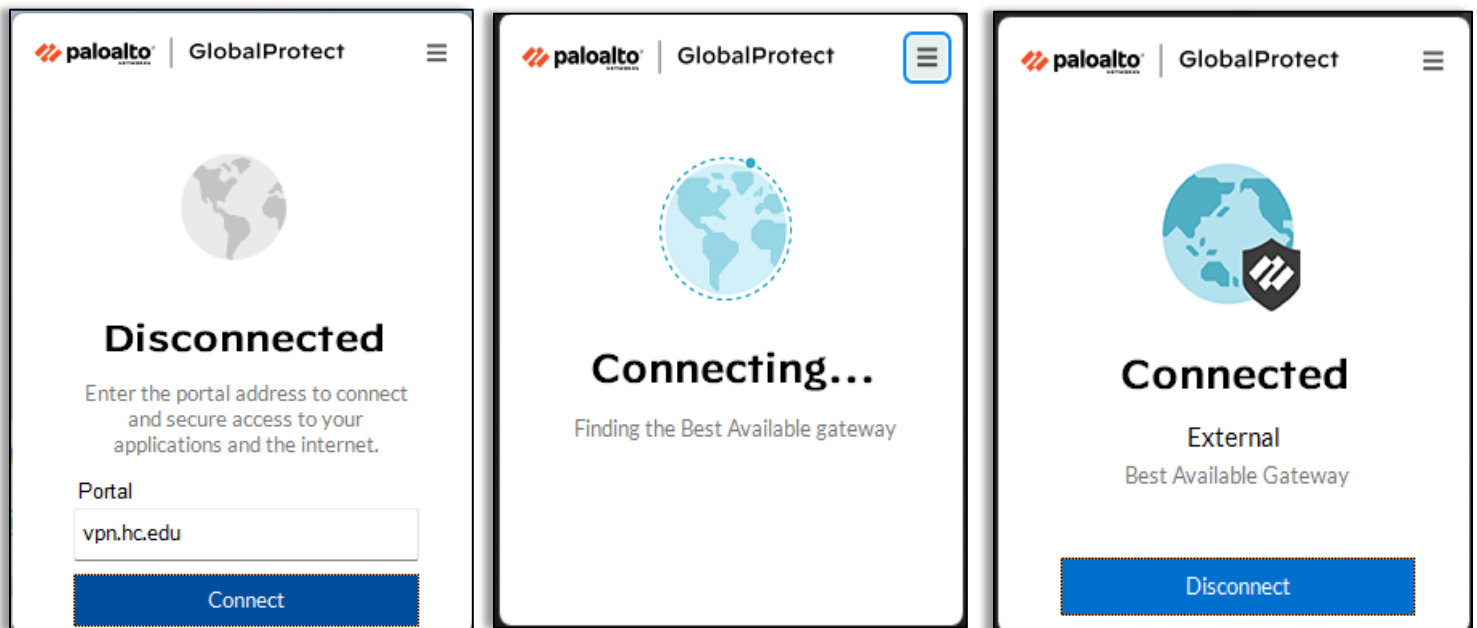
Launch GlobalProtect from the System Tray

1. On your Windows taskbar, click the up arrow near the clock to open the system tray.
2. Look for the globe icon (GlobalProtect).
3. Click the globe to open the GlobalProtect login window.



Connect to the VPN

1. In the Portal field, type: **vpn.hc.edu**
2. Click Connect.
3. Once connected, the GlobalProtect icon in your system tray will show as connected (a shielded globe).
4. You now have secure access to HCU resources.



Canvas Learning Management System (LMS)

Canvas is HCU official Learning Management System (LMS), providing a centralized platform for online learning, assignments, grades, and communication between Student and instructors. You can access Canvas anytime from your computer, tablet, or smartphone.

Using Canvas

- **Dashboard:** View your courses and quick links to assignments.
- **Course Pages:** Access class content, lecture notes, and multimedia resources.
- **Assignments:** Submit coursework and view feedback from instructors.
- **Grades:** Monitor your performance in each class.
- **Inbox:** Communicate with instructors and classmates.
- **Calendar:** Stay on top of due dates, events, and schedules.

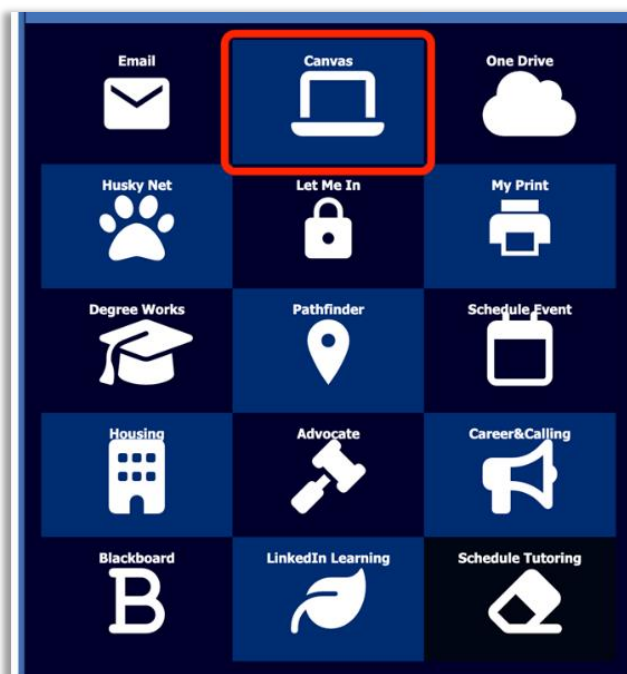
Accessing Canvas

Website: canvas.hc.edu

1. Open your preferred web browser.
2. Go to **canvas.hc.edu**.
3. If prompted, use your **HCU username** (without @hc.edu) and **One Login password**.

Canvas Mobile App: Download “Canvas Student” from the App Store (iOS) or Google Play (Android). Log in with HCU as your institution.

Student Portal Quick Launch



CONNECT^{IT}

One Campus. One IT. One Goal.

helpdesk@hc.edu
281.649.3410
hc.edu/information-technology-services/



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TECHNOLOGY SERVICES**