Houston Christian
UNIVERSITY

INFORMATION TECHNOLOGY SERVICES

Technology Student User Guide

Microsoft 365
Download on five personal devices.

Student Resources
Tech tips to assist users.

Laptop Kiosk
Check out a laptop in campus.

ConnectIT
One Campus. One IT. One Connection.

helpdesk@hc.edu or 281.649.3410

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Introduction

Welcome to the **Houston Christian University**! We're thrilled to have you join our student community and excited to support you throughout your academic journey.

As a new member of our student community, you will play a crucial role in shaping the future of our institution. We believe that by fostering a supportive and collaborative environment, we can help our students 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 students 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 to set up your HCU 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 future 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 Houston Christian University. We're so glad you're here, and we look forward to seeing all the ways you'll grow and contribute during your time with us.

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 at 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 for Student Orgs.

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).**
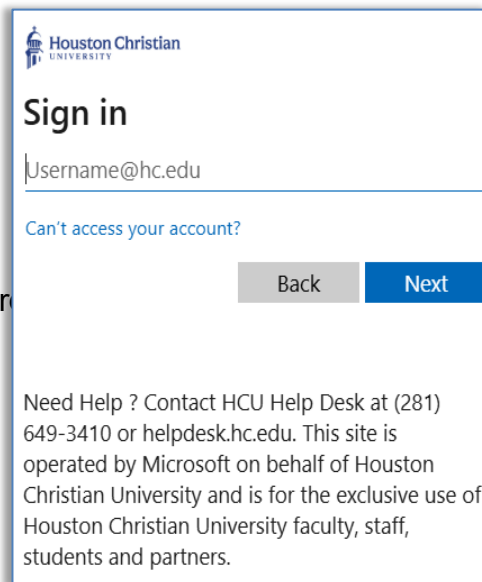
Microsoft 365 Essentials for Getting Started

Microsoft 365 at HCU brings innovative products to the university community. All 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 Doe 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.

Wi-Fi Access

HCU GUEST

HCU SECURE

(Faculty, Staff, & Students)

WI-FI

ITS Quick Links and Campus Map

QUICK LINKS

CAMPUS MAP

Free Office 365 for Students

As part of the HCU Student 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.
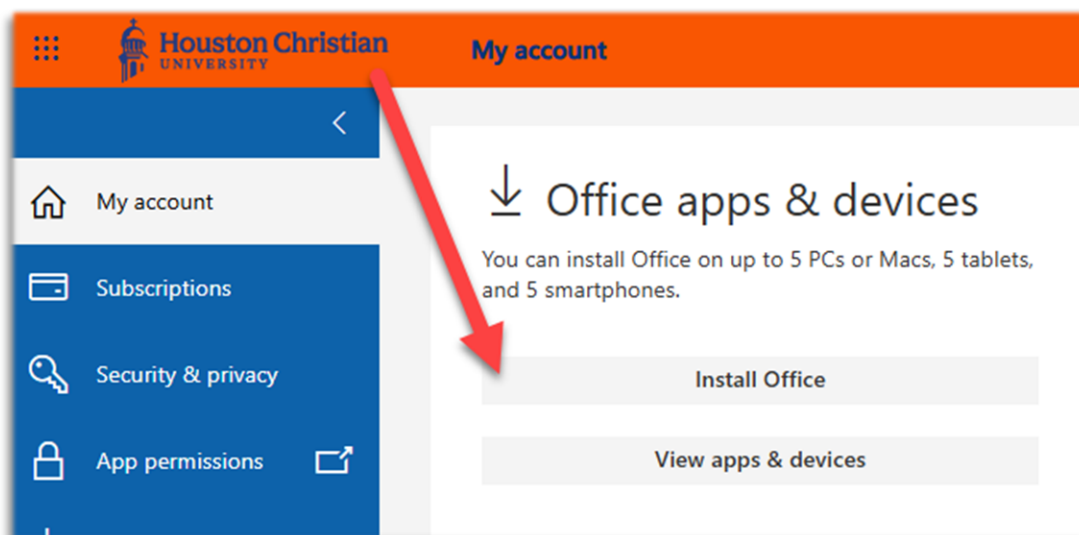
Your HCU Microsoft Office 365 Benefit

As a valued students 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

Student Portal Quick Launch
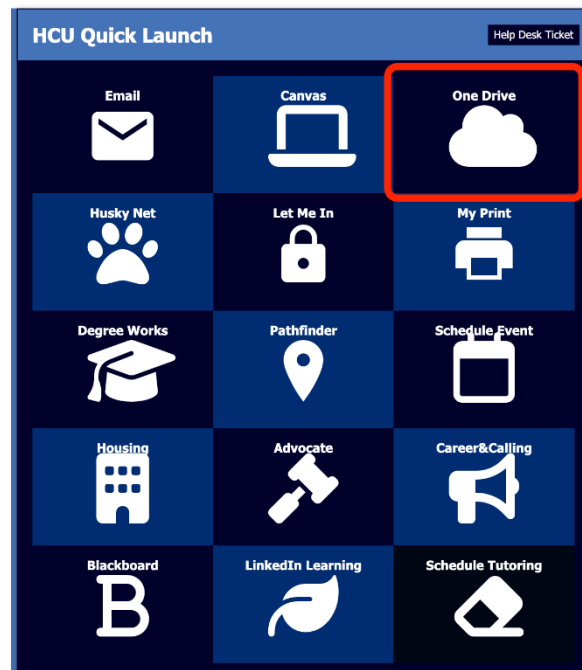
Microsoft MFA Setup (Microsoft Authenticator)

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.

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.

Go to: https://letmein.hc.edu

Enrollment is required for all HCU 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)

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.

Student Portal Quick Launch
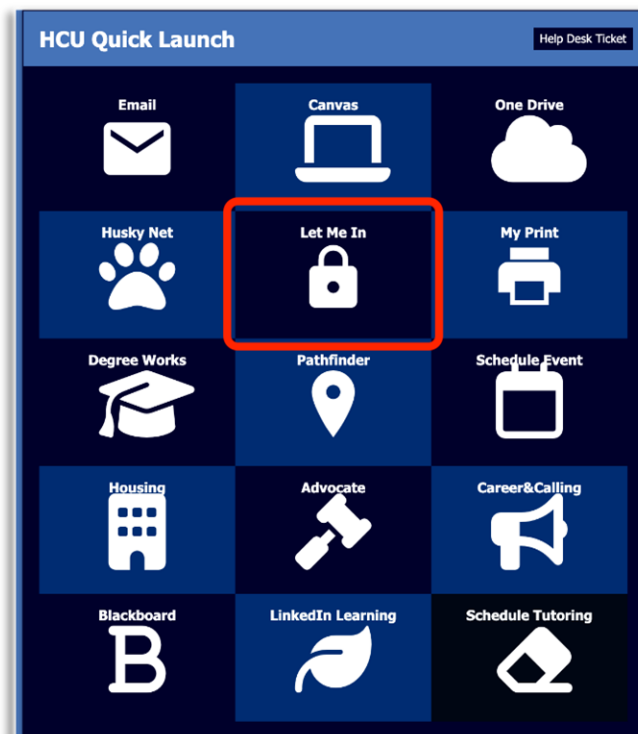
Laptop Self-Service Kiosks

These kiosks allow you to check out a portable laptop using your HCU Student ID card

and work individually or with your study group throughout the Learning Commons, Academic Support and Resources, MD Anderson Student Center, and study areas in Hodo Residence College.

Two self-service laptop kiosks are available for Student use:

- **Learning Commons**
- **Learning Lab #114 in Hodo Residence College**

Checkout Guidelines

- **Loan Period:** Laptops may be checked out for **up to 4 hours**.
- **Return Location:** You must return the laptop **to the same kiosk** from which it was checked out.
- **Late/Missing Laptops:** Late returns or unreturned laptops may result in charges to your student account.
- **Receipt:** A check-in receipt will be automatically emailed to your HCU email account.

MyPrint Printing & Scanning on Campus

HCU offers student printing through the MyPrint service. To print, log in to my.hc.edu and access **MyPrint**. If you experience any issues and need a refund, submit a Help Desk ticket with the printer's name, the issue, the refund amount, and your contact information.
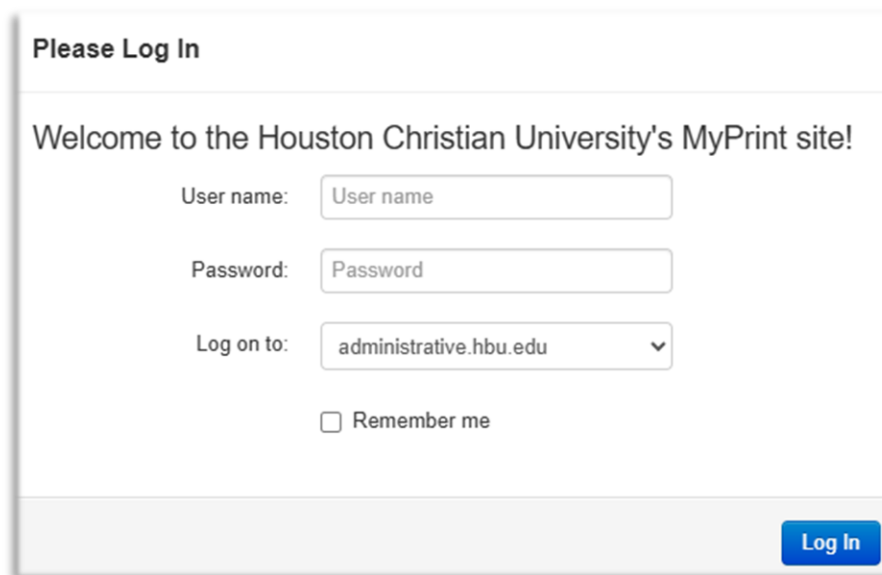
Where to Find Student Printers
Student printers are available in the following locations:
- **Moody Library**
- **Learning Commons**
- **Learning Lab #114** in the Hodo Residence College
- **Founders Hall #1** in Student Lounge (3rd Floor)

How to Print to On-Campus Printers
1. Go to **my.hc.edu**.
2. Log in using your university credentials.
3. Select **MyPrint** to send your document to an on-campus printer.
4. Go to any Student printer and release your print job.

Direct link to MyPrint: https://myprint.hbu.edu/

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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.
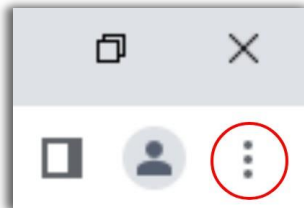
Student Portal Quick Launch
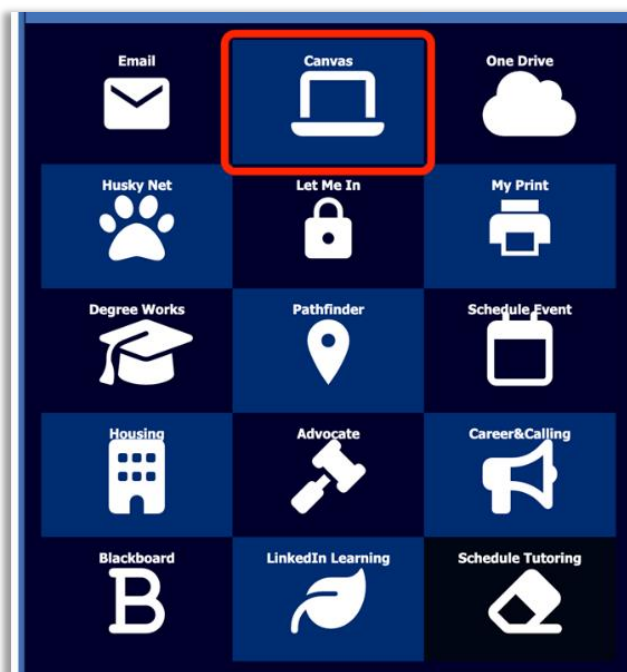

Clearing Browser Cache and History

Disclaimer: The browsers listed are desktop & laptop versions only. Mobile and tablet browsers are not included in this documentation.

Clear cache in Google Chrome

1. Launch Chrome on your computer.
2. At the top-right, click on the three dots that look like the following:

3. Select **Delete browsing data** then click **Delete data**.
4. At the top of the **Delete browsing data** box, select the **Time range** dropdown and then click **All time**.
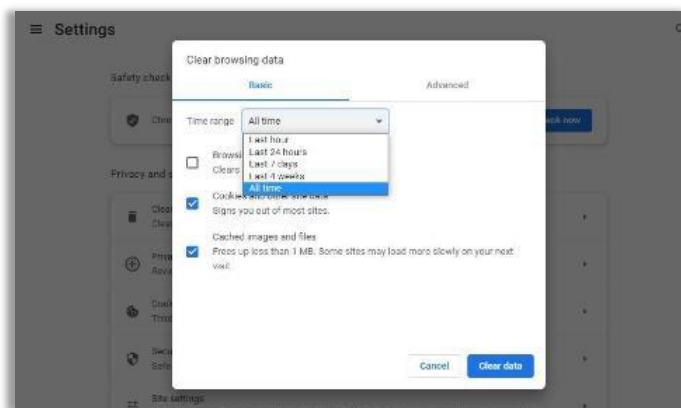
5. Check the boxes next to **Cookies and other site data** and **Cached images and files**. You can check **Browsing history** as well if you would like, but please be aware that doing this will clear your browsing history along with cookies and cache. Click **Clear data**.

Clear cache in Mozilla Firefox

1. Open Mozilla Firefox and click on the **three horizontal lines** in the top-right corner of the window to open the menu.
2. Click on **Settings**.
3. In the **Settings** menu, click on **Privacy & Security** on the left side of the window.
4. Scroll down to the **Cookies and Site Data** section.
5. Click on the **Clear Data** button.
6. In the **Clear Data** window, check the box next to **Cached Web Content**.
7. Click on the **Clear** button to clear the cache.

Clear cache in Safar (Mac OS X)

1. To clear the history in Safar on your Mac, select **Clear History** from the **History menu**, then click the **pop-up menu**.
2. Select the time frame for which you want to clear your browsing history.

Clear cache in Microsoft Edge

1. Open Microsoft Edge and click on the **three dots** in the top-right corner of the window to open the menu.
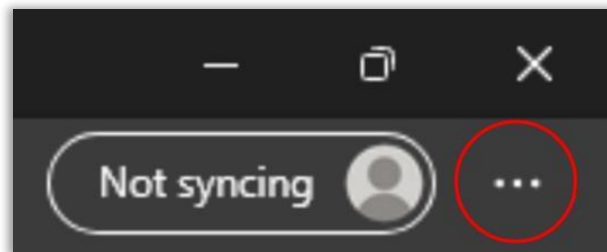
2. Click on **Settings**.
3. In the **Settings** menu, click on **Privacy, search, and services**.
4. In the **Privacy, search, and services** section, scroll down to the **Clear browsing data** section.
5. Click on **Choose what to clear**.
6. In the **Clear browsing data** window, check the boxes next to **Cached images and files** and **Cookies and other site data.**
7. Choose the time range, **All time**.
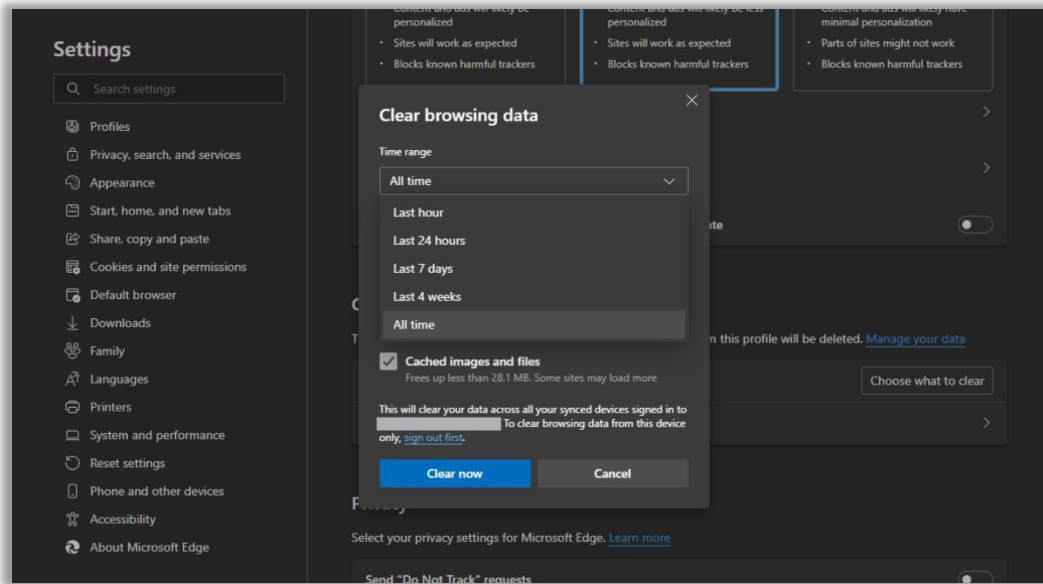
8. Click on **Clear now** to clear the cache.

Any Other Browsers

For any other web browsers that have not been listed, go to the following URL or scan the QR code.

https://www.pcmag.com/how-to/how-to-clear-your-cache-on-any-browser

Be Part of the Next Generation of IT Leaders!

HCU IT Student Technicians

The HCU IT Student Technicians are a dedicated group of Students who provide technical support to the university community. Whether it's troubleshooting computer problems or assisting with software installations, our team is here to help. We understand the importance of technology in today's world and strive to ensure that students, faculty and staff have access to the resources they need.

Several of our student workers have secured IT internships as a result of their experience with us. This role offers valuable hands-on learning in a professional IT environment while contributing to the success of the HCU community.

How to Become a Student Worker

If you are interested in joining our IT Student Technicians team, follow these steps:

1. **Check Eligibility** – You must be a currently enrolled HCU Student in good academic standing.
2. **Prepare Your Resume** – Highlight any technical skills, coursework, or prior experience.
3. **Apply Online** – Visit HCU's Student employment page or search for open positions on Handshake.
4. **Submit Your Application** – Send your application and resume to **helpdesk@hc.edu**.
5. **Interview** – Qualified applicants will be contacted for an interview.

We welcome inquiries from students who are passionate about technology and eager to gain valuable experience in the field.