

Creating an Express Delivery

1. Type **fds.towson.edu** in your Internet browser address bar.
2. Type your **NetID (user name)** and **Password** and click **Sign in**.
3. If you receive a **Security Warning**, click **Run** or **Allow**.
4. The **File Delivery Service** home page will appear with the **Compose** link open.
5. The **Message** form will appear. Enter the recipient's TU Email address or external Email address in the **To:** box.
6. Fill in the **Subject** line.
7. To add files to the package, select the **Add file** button.
8. From the **Open** dialog box, maneuver to the correct drive and directory. Select the files you wish to add and click **Open**.
9. Click the **Send** button. A message will appear - Delivery created!

Phones

Cisco IP Phones are the standard for Towson University.

Setting Up Voicemail

1. Press the messages button.
2. Enter your pin number. If this is your first time going through this process, type **1234** on the keypad.
3. You will be guided through the mailbox setup. Record your first and last name. You will then be prompted to record a personal greeting although you can choose to use the default greeting.

Retrieving Voicemail

1. Press the **messages** button. While off-campus, dial 410-704-6200.
2. Enter your pin number.
3. You will be told how many new messages there are and how many are saved. New messages will begin to play.

Note: You will receive the voicemail message in your Outlook inbox as a .wav file.

Temporary Computer Admin Rights

The Temporary Computer Administrator Rights Tool allows faculty and staff to grant temporary administrator access to a workstation for up to 3 hours.

1. Go to <http://www.towson.edu/tcar> and log in with your **NetID** and **Password**.
2. Upon entering the tool, you will see a large red box. You must first agree to the terms and conditions as set forth and described in this box by clicking the selection box beside the statement.
3. Enter your computer name in the box beside **Type a Computer Name** and click **Verify Computer**. (**Computer found in Active Directory ... will appear.**)
4. Select **Yourself** or **Someone Else** under **Would you like to request Temporary Computer Administrator Rights for**. If you choose someone else, you will have to enter and verify their NetID.
5. Choose a value for how long access is to be granted and a reason why access is being granted.
6. Click **Submit Request**.
7. You must log off of the computer and then log back on for admin access to take effect.

Getting Help and Support

Via Tech Help

Help and support are only a click away.

1. Visit techhelp.towson.edu.
2. Login with your **NetID** and **Password**.
3. Choose a **Role** from the dropdown list.
4. Select a **Category** from the dropdown list.
5. Select a **sub-category** if asked.
6. In the **Request Detail** section, describe your issue.
7. Click the **Save** Button. Your request will be routed to the proper help department.

Via Phone

In the event you need immediate support, call the help desk at extension **4-5151**.

Getting Started at TU

Quick Reference Guide

Understanding Your NetID

During your time at Towson, you will use different computing systems and services. However, you **only** need to remember one set of login credentials: your TU **NetID** and **Password**. To keep your password secure, you will be prompted to change it every 90 days. You must use at least ten unique passwords before you are allowed to repeat one.

Note: Never share your password with others or let anyone login using your NetID.

Resetting Your Password

You may need to reset your password if you forget it or wish to change it.

1. From your browser, navigate to **www.towson.edu/netid**.
2. Under **Faculty/Staff NetID Tools**, click the **Reset a Forgotten or Expired Password**.
3. From the **Reset Your Password** page, fill in your **NetID (Username)**, the **Last 4 digits of Social Security Number or 7-digit TowsonID Number** and your **Date of Birth**.
4. Click **Next** and walk through the steps to complete the wizard.

NetID (Username):

Last 4 digits of Social Security Number or 7-digit TowsonID Number:

Date of Birth (MM/DD/YYYY):

Email

There are several ways to access Email on or off campus including:

- **Outlook Client (PC/Mac)** - best used on campus
- **Outlook on the Web** - used at home or away on business.
- **Mobile Devices** - You must download the Outlook app - this is the only supported method for accessing Towson email services on your Smartphone. For more information, visit www.towson.edu/otsselfhelp and click on the **Mobile Devices** link.
- The **Virtual Workspace** - used anywhere (see instructions on the proceeding page).

Outlook on the Web

1. Type **office.towson.edu** in the address bar of the browser of your choice.
2. From the **Office 365** login screen, type your **NetID** and **Password**.
3. Click the **Sign in** button.
4. Click the **Outlook** tile.

Understanding Network Drives

Network drives are extra storage containers located on a server where you can store data. Network drives are easily accessible both on and off campus and are backed up nightly.

H: Drive - This is the most common network drive. This drive is accessible only to you and available anywhere you log-on a TU machine.

O: Drive - This is a shared drive for members of your department.



Office 365

Office 365 is a set of cloud-hosted and office suite applications that allows you to work anywhere using your favorite device. Whether you are at the office, at home, or traveling, you can create and edit documents or collaborate with others.

Highlights of Office 365

- Download full Microsoft Suite on up to 5 personal devices for free
- Email allows for 50GB of storage
- One Drive offers 1TB storage capacity

To access Office 365

1. From your browser, type <http://office.towson.edu>.
2. Login with your TU **NetID** and **Password**.

Web Conferencing (Webex)

Webex is a web-based collaborative technology that allows users to share resources (documents, desktop, web browser, applications, etc.) remotely and communicate with each other using voice, video, and chat.

Activating Your Webex Host Account

You must activate your host account before using Webex. You only need to do this once.

1. From your web browser, type www.towson.edu/webex in the address bar.
2. Under **Activation and Login**, click **activate**.
3. Enter your **NetID (Username)** and **Password** in the **Log in to the Towson University WebEx Access Application** page and click **Login**.

Log in to WebEx

1. From your web browser type towson.webex.com in the address bar.
2. Click the **Log In** button in the upper right-hand corner.
3. Enter your **Username (NetID)** and **Password** and click **Login**.

For more information on how to schedule a meeting, etc. go to www.towson.edu/webex.

Virtual Workspace

The Virtual Workspace is Towson University's web-based, remote access product that allows TU users to remotely access the Towson Desktop, secure share drives and published applications from virtually any computer with an Internet connection and a browser.

Three Options for Accessing the Virtual Workspace

Web Browser – good for accessing from public devices where you can't install the client software.

Locally Installed Client – best performance. This is a great option to gain access from your office or home computer.

Mobile Device – install the client software to your iOS/Android device.

Accessing the Virtual Workspace via Web Browser (Public Devices)

In order to utilize the web browser-based Virtual Workspace, follow these steps:

1. From your web browser type vw.towson.edu in the address bar and press the ENTER key.
2. Login with your **NetID (Username)** and **Password** and click the **Sign in** button.
3. The **Virtual Workspace Launcher** will appear. Click on the desired application.

Installing and Accessing the VW Client (PC)

The **Virtual Workspace Client** is available on campus computers via the **Software Center**. If you wish to download the client to your **personal computer**, follow these steps:

1. From your web browser type vw.towson.edu in the address bar and press ENTER.
2. Login with your **NetID (Username)** and **Password** and click the **Sign in** button.
3. The **Virtual Workspace Launcher** will appear. Click the **Download Horizon Client** icon.
4. Follow the on-screen instructions to complete the installation.
5. Locate the **VMware Horizon Client** icon on your desktop or go to the **Start** button and choose **VMWare Horizon Client** from the menu

Wireless tu-secure

Windows should automatically detect the tu-secure network and you should only need to click connect and enter your NetID and password.

Remote Desktop Gateway

Remote Desktop Gateway allows faculty and staff to connect remotely to their Windows-based Towson computer from any other Windows-based computer. These instructions are for Windows 7 and above.

Adding the File to your Desktop

Towson provides a pre-configured Remote Desktop Connection file to allow you to easily connect to your office computer from a remote location (ex. Home).

1. From your browser, type <http://remotedesktop.towson.edu>.
2. Click **Downloads** to expand this category.
3. Under RDP Connection File, click Remote Desktop Connection File.
4. When the **File Download dialog box** appears, click **Save**. You can choose where to save the file Towson recommends the Desktop so that you can easily find the file in the future.
5. Click the **Close** button.

Connecting to your Computer

1. Double-click the **Towson Remote Desktop Connection (.rdp)** file you saved previously.
2. From the **Remote Desktop Connection dialog box**, type the full name of your office computer beside **Computer** and click **Connect**.
3. From the **Windows Security** box, type your **NetID** formatted as **towsonu\netID** and then type your **Password** and click **OK**.

The computer you are connecting to must remain turned on.

Note: Your computer name may be found by clicking on Start/All Programs and then clicking Towson System Information.

Software Center

The Software Center tool allows you to add new programs or update the applications you currently have on your computer.

1. Click the Windows **Start** button.

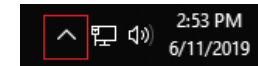
2. Click **All Programs** (Windows 7) or **All apps** (Windows 10), then navigate to the **Microsoft System Center folder**.
3. In the **Microsoft System Center** folder, click **Software Center**.
4. Click on the application you wish to install or update and then click the **Install** button.
5. Depending on the software selected, a **Windows Installation** window may appear. Follow the prompts for your particular software installation or upgrade.

PrinterLogic

PrinterLogic allows you to install printers with a few clicks.

Adding a Printer

1. Log on to a Towson University computer
2. Click the **Show Hidden Icons** button in the bottom right of your desktop in the notifications area.



3. Click the **Printer Icon** with the green plus sign. This will take you to the **Towson PrinterLogic** website.
4. Click on the folder for your building and floor, if applicable.
5. Scroll down the list of printers and select your desired printer to being installation.

Setting a Default Printer

1. During installation, check the **Set as default printer** box.
2. Confirm the installation by clicking **Yes**.
3. Wait for the installation to complete and then click OK.

File Delivery Service

The File Delivery Service is an outlet to securely share files too large to send as attachments through conventional delivery services such as Email (20GB maximum). FDS can be used by TU faculty and staff to send files (up to 10GB) to people both inside the Towson network and non-Towson members.