



How Do I...?

A Quick Sheet on Frequently Used Procedures

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=Shortcut =Advice =Caution

Introduction

When faculty, staff or student employees call the Help Center to resolve an issue, one or more of the Process Summary items are requested of the client. Listed below are frequent questions/statements of the client (**C**) posed to the help center and the typical initial responses of the OTS staff (**O**).

1. C: I can't send nor receive e-mails
O: Perhaps your mailbox is full. Let's check the size of your mailbox
2. C: I'm having problems connecting to the network from my office
O: Have you tried logging off and then back on? Is the network cable connected? Yes? Okay. Can I have your IP address and computer name so that I can create a TSR and have the appropriate division check your connection
3. C: The internet is moving awfully slow and I'm getting pop-ups
O: Okay, let's first clear your cache and take it from there
4. C: My computer is frozen
O: Let's reboot your computer
5. C: My computer won't let me reboot
O: Okay, let's force a shut down and then restart your computer
6. C: Can I access my e-mail and calendar from home?
O: Yes, by using Outlook Web Access

Summary

Outlook Mailbox Size

1. Outlook 2000
2. Outlook 2003

Check IP Address

1. Windows 2000 and XP
 - If logged on
 - If not logged on
2. Macintosh

Computer Name

Logoff, Reboot, Shutdown

1. Logoff
2. Reboot
3. Shutdown—Forced

Clearing Internet Cache

Outlook Web Access

Minimize, Maximize and Close a Browser

1. Internet Explorer 6.0
2. Netscape 7.0

Inserting .PDF file to Word Add location in Send To menu

How Do I...

Check Outlook Mailbox Size

Outlook 2000

1. From the "View menu", select **Folder List**.
2. In the "Folder List" column, right-click **Outlook Today-[Mailbox-Name]**, where Name is your name.
3. Select **Properties** or **Properties for Mailbox**.
4. Under the "General tab", click **Folder Size**.



Outlook 2003

1. From the mail tool bar choose **Tools >Mailbox Cleanup > View Mailbox Size.**

Check IP Address

Windows 2000 and XP

1. Go to a DOS prompt via **Start > Programs >Accessories >Command Prompt**
2. Type **ipconfig.**
3. Hit **Enter.**
4. When done, **type Exit.**

Macintosh

1. **Apple Menu >Control Panels >TCP/IP Control Panel.**
2. Open **System Preferences.**
3. Under "*Internet and Network*", click **Network.** It will show your IP address..

Obtain the Computer Name

Windows 2000 and XP

If logged in:

1. Right-click on **My Computer.**
2. Left-click on **Properties.**
3. Left-click on **Network Identification** (Windows 2000) or **Computer Name** (Windows XP).
4. The computer name is everything to the right of **Full Computer Name.**

If not logged in:

1. Press **Alt, Ctrl, and DEL/Delete** simultaneously.
2. Click the **down-arrow** to the right of "*Log on to:.*"
3. The computer name is everything to the left of "*(this computer).*"

Macintosh

1. **Apple Menu >System Preferences.**
2. Under "*Internet and Network,*" click the **Sharing** icon. The computer name is listed.
or
1. **Apple Menu >About this Mac.**
2. The computer name is listed below "*System Profile*" to the left.

Logoff, Shutdown, and Reboot

Windows

Log off

1. Press **Alt, Ctrl, and DEL/Delete** simultaneously.
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2. Click **Log Off**. The central processing unit (CPU) will still be powered on and the next user will be able to log in to the computer immediately.

Shutdown

1. Press **Alt, Ctrl, and DEL/Delete** simultaneously.
2. Click **Shut Down**. The CPU will be powered off.

Force a shutdown

1. Depress the **power button** on your computer for at least 6 seconds and release.

Clearing Internet Cache

Internet Explorer 6.0

1. On the Internet Explorer menu bar, select **Tools >Internet Options**.
2. Click the **General** tab.
3. Click **Delete Files**.
4. Select the checkbox labeled **Delete all offline content**.
5. Click **OK** on the Delete Files dialog box.
6. Click **OK**.

Netscape7.0

1. On the Netscape menu bar, select **Edit >Preferences**.
2. Click **Advanced**.
3. Click **Cache**.
4. Click the **Clear Memory Cache** button.
5. Click the **Clear Disk Cache** button.
6. Click **OK**.

Outlook Web Access

1. In the address bar of your browser, type **http://outlook.towson.edu**.
2. Click **Log on to Mailbox**.
3. Type in your TowsonU **Username**.
4. Type in your **Password**.
5. Click **OK**.

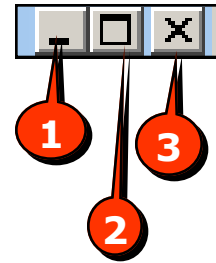
Online Password Reset

1. In the address bar of your browser, type <https://ps.towson.edu/servlets/clientservlet/SA8PRD/?cmd=login>.
2. Click on **Change your password**.

Minimizing, Maximizing and Closing a Browser

- To **Minimize**, click the **underscore** (**Figure 1, 1**) in the upper right of the browser.
- To **Maximize**, click the **box** (**Figure 1, 2**) in the upper right of the browser.
- To **Close**, click the **X** (**Figure 1, 3**) in the upper right of the browser.

Figure 1



! Inserting a .PDF File Into Microsoft Word

Caution this method only works for unprotected files and only inserts the first page of the document.

1. Open **My Computer** and Browse to your PDF file.
 2. Right-click on the file and choose copy.
 3. Open a Word document, right-click inside the document and choose paste.
- You may have to enter a password if the file is protected.

! Add a Location to the “Send To” Menu

When right-clicking on a file in Windows, a properties menu pops up. One of the choices is “Sent To”. To add locations to the “Send To” option:

1. Click **Start > My Computer**.
 2. Double-click the drive where Windows is installed (usually C drive).
- If the contents are hidden, click **System Tasks > Show contents of drive**.
3. Double-click the **Documents and Settings** folder.
 4. Double-click the folder of the user whose “Sent to” menu would want to change.
 5. Double-click the **Sent To** folder.

! The Sent to folder is hidden by default. If the folder is not visible, on to the Tools menu, click **Folder Options > View > Show hidden files and folders**.