

Campus Knowledge Base



Hello, and welcome to IT Services Campus Knowledge Base! This is the repository of IT Services documentation designed to help you look up the answer to a wide variety of questions about the technology services available on campus. To get started, search for your topic of choice in the search bar below, or look for articles on the relevant topic the topic tag list.

Frequently asked questions

- [How do I install SPSS?](#)
- [How do I install PrintAnywhere?](#)
- [How do I install Microsoft Office 365?](#)
- [How do I setup the Duo Two-Factor Authentication Client?](#)

[See all "How do I..." articles](#)

Hot Topics--VPN and Two-Factor Authentication

- [VPN \(Virtual Private Network\) at CNU](#)
 - [Set Up VPN Access--MacOS](#)
 - [Access My Computer via VPN - MacOS](#)
 - [Set Up VPN Access--Windows](#)
 - [Access My CNU Computer via VPN - Windows](#)
- [Duo Two-Factor Authentication Client Setup](#)

Contact IT Services

[Submit a helpdesk ticket](#)

- **Phone:** (757) 594-7079
- **General Email:** ITService@cnu.edu
- **Helpdesk ticket email:** SDIncidents@cnu.edu
- **Helpdesk:** Tribble Library, 24 / 7 room
- **Hours:**

Day	Hours
Sunday	1-8 pm
Monday - Thursday	8 am - 9 pm
Friday	8 am - 5 pm
Saturday	10 am - 3 pm

Browse by topic

Recently updated articles

[Understand Google Hangouts/Meet basics](#)

Apr 27, 2021 • updated by Janna Dougherty • [view change](#)

[Install Google Drive File Stream \(Drive for Desktop\)](#)

Apr 26, 2021 • updated by Janna Dougherty • [view change](#)

[Install Mathematica on a CNU-owned computer](#)

Apr 26, 2021 • updated by Janna Dougherty • [view change](#)

[Install Mathematica on my personal computer--Faculty](#)

A

adaptive-release
announcement
antivirus
apple
archive
assign
assignment
av
avtech

C

calendar
camera
classroom
clicker
cnu-connect
cnulive
collaborate
collaboration
computer
conference-call
configuration
contacts
copy
customize

G

game-console
games
google
google-calendar
google-contacts
google-docs
google-drive
google-drive-file-stream
google-forms
google-hangouts
google-mail
google-meet
google-sheets
google-team-drive
grade
grade-center
groups
g-suite

L

labels
license
licensing
links
lockdown
log-in

B

backup
badges
banner
blackboard
blackboard-collaborate
blog
blogs
browser

D-F

dba
dining
discussion
document
duo
email
eset
excel
exception
export
files
first-time
forwarding

H-K

helpdesk
hosted
how-to
how-to-article
how-to-article-dba
import
it
jamf
journal
kb-article

M

mac
macos
mac-os
mathmatica
matlab
mfa
microsoft
monitor
move

N-O

namespace
network
network-drive
new-computer
non-standard
nxt
office
oracle

Apr 26, 2021 • updated by Janna Dougherty • view change

[Install Mathematica on my personal computer--Students](#)
Apr 23, 2021 • updated by Janna Dougherty • view change

[Use SPSS from off campus](#)
Apr 23, 2021 • updated by Janna Dougherty • view change

[Download and Install SPSS--Students](#)
Apr 23, 2021 • updated by Janna Dougherty • view change

[Fix Commuter Licenses for SPSS 24 on Windows](#)
Apr 23, 2021 • updated by Janna Dougherty • view change

[Installing Mathematica on a CNU-Owned Computer](#)
Apr 23, 2021 • updated by Janna Dougherty • view change

[Creating rubrics in Scholar](#)
Apr 23, 2021 • updated by Janna Dougherty • view change

[Use Turning Technologies clickers with Powerpoint](#)
Apr 23, 2021 • updated by Janna Dougherty • view change

[Grade with rubrics in Scholar](#)
Apr 22, 2021 • updated by Janna Dougherty • view change

[Install MatLab on my personal computer](#)
Apr 20, 2021 • updated by Janna Dougherty • view change

[Use SMART podiums with Microsoft Powerpoint](#)
Apr 20, 2021 • updated by Janna Dougherty • view change

[Manage Google Groups Mailing List Memberships](#)
Apr 20, 2021 • updated by Janna Dougherty • view change

P-Q

password
permissions
pharos
phone
photo-roster
portfolio
powerpoint
print
printanywhere
printing
quiz
qwickly
qwickly-attendance

R

recording
remote-access
reset
respondus
retention
retention-center
rubric

S

safari
safeassign
scholar
script
security-questions
selfservice
shoretel-client
smart
smart-tv
software-development
spam
spss
standard
student
surplus

T-V

telephone
television
test
transact
transfer
troubleshooting
turningpoint
tv
username
video-conferencing
voicemail
vpn

W-Z

web
webassign
web-browser
windows
windows-10
youtube

0-9

10s
2fa
365