Getting Started at TU
Quick Reference Guide

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**.

4! 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.

Via Phone

In the event you need immediate support, call the help desk at **410-704-5151**.

Via Chat

Go to https://www.towson.edu/fshc and click on **Chat** at the bottom right of the screen.

Understanding Your NetID

As a new TU employee, you must activate your TU NetID account once to gain access to many TU resources such as TU computing services.

First-Time Account Activation

1. Navigate to **www.towson.edu/netid** and click the **Activate** link.

2. Verify your identity by entering your **user information** into the required fields.

Note: Your **TUID** is the bolded number on your TU One Card.

3. Click the checkbox beside **I'm not a robot** and **Verify** your identity.

4. Click the **SUBMIT** button, review the **Acceptable Use Policy** and **ACCEPT** the terms.

5. Click the **NEXT** button to configure your **Security Questions**, **Profile** and **Password** for the first time.

6. There are three default security questions. To change the question, click the **Pencil** icon beside a question and then click the drop-down arrow beside the existing question.

Question 1

Who was your childhood hero? / Click on the ✏ button to select a different question. / Answer for Question 1

7. Answers are **not** case-sensitive. If you click on the **SHOW ANSWERS** button at the bottom of the page, all answers will appear in lower case.

8. Repeat the process for Questions 2 and 3 and then click the **SUBMIT** button at the bottom of the screen. The **Password Recovery Information** screen will appear.

Password Recovery Information

The Recovery Email and Phone are used for recovering a forgotten or expired password. Use a personal email address and/or personal mobile phone number that can receive a SMS text message.

1. Add a **Recovery Email** and/or a **Recovery Phone** number in the designed fields.

2. Click the **SUBMIT** button at the bottom of screen.

DISCARD CHANGES | SUBMIT | SKIP

3. Enter the **one-time passcode** you received in your personal email into the **Recovery Email** field.

4. Enter the **one-time passcode** you received in your text messages into the **Recovery Phone** field.

Note: This step must be completed within 5 minutes.

5. Click the **VALIDATE** button.

6. Click the **CLOSE** button on the **Attention** pop-up window. The **Create New Password** screen will appear.

Creating a Password

The final step of the one-time account activation process is to create a unique password. Passwords must be changed every 6 months and the length requirement is 12 characters min – 128 characters max.

1. From the **Create New Password** screen, enter a new password in the **New Password** field.

1. Repeat the password in the **Re-type Password** field.

2. Click the **RESET PASSWORD** button. Two **Attention** dialog boxes will appear.

3. Finally, the **TU NetID Activation Complete** page will appear as confirmation that you have successfully completed your TU NETID activation process.

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

TU offers two web conferencing solutions available for faculty, staff and students – Webex and Zoom. Both are web-based collaborative technologies that allows users to share resources (documents, desktop, web browser, applications, etc.) remotely and communicate with each other using voice, video, and chat.

Webex

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.

Zoom

Activating your Zoom Account

1. Go to **zoom.towson.edu**, click **Sign In**.
2. Login using your NetID through TU's secure Single Sign-On.

Refer to the TU Zoom website (towson.edu/zoom) for instructions on how to download the Zoom desktop client and additional resources.

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.