

General IT Help

Printers, Network Drives, and other items not covered in other sections.

- [How to Retrieve and Set Up the OWL and/or Laptop](#)
- [How to Install the Konica Minolta Printers](#)
- [How to Find and Use the Pharmacology Internal Webpage](#)
- [How to Scan to Email with the Konica Minolta Printers](#)
- [How to Use the Pharmacology Equipment Reservation System](#)
- [How to Report Spam and Phishing Emails](#)
- [How to Use SharePoint as a Shared Drive](#)

How to Retrieve and Set Up the OWL and/or Laptop

Note: The OWL needs to be reserved using the department's equipment reservation system, please see [this article](#) on reserving the OWL before retrieving it.

1. The OWL and Laptop are kept in locker BM2-13 at the entrance to the labs in the north tower. These lockers are immediately to your right when entering the lab from the elevators (close to P18-6205).



2. Use the code you received to unlock the padlock on locker BM2-13 and retrieve the equipment. (The code is emailed when you reserve the OWL). Re-lock the locker before you leave.
3. Place the OWL on the conference room table between 3 and 8 feet away from the screen. Plug in the power and USB cables into the bottom of the OWL.
4. Plug the power cable into a wall socket and the USB cable into the computer running the meeting.



5. Start your meeting and make sure that the OWL is selected for video, microphone, and speakers.
6. To show the meeting on the screen, connect the same computer to the projector with an HDMI cable or USB-C adapter (provided with the OWL).
7. If you are using the departmental laptop, the generic username and password are labeled near the touchpad. If you connect to Wi-fi, you can also sign into this laptop using your University account. Please use the supplied charging cable since the laptop does not charge while in the locker.
8. After your meeting/reservation is finished, please neatly pack the OWL back in the box and return the items to locker BM2-13 and re-engage the padlock.

How to Install the Konica Minolta Printers

Using the Konica Minolta printers involves two main steps. First, installing the drivers and printer. Then setting it up to use your lab's tracking code.

The department uses tracking codes for prints and copies in order to fairly charge printer expenses in excess of \$150 a year to the appropriate labs.

If you do not complete the tracking code step, you will not be able to print!

This guide is split into a [Windows section](#) and [Mac Section](#).

1. North Tower: 140.226.99.12
South Tower: 10.35.106.164
-

Windows Guide

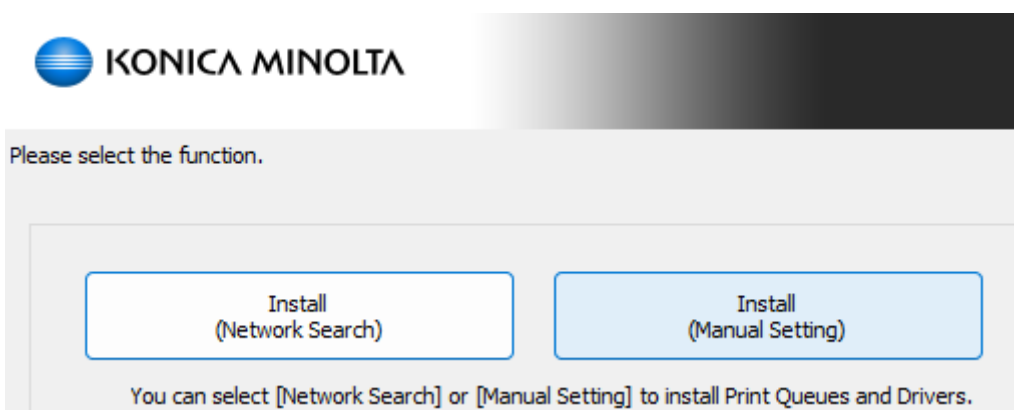
Start by downloading the Windows Drivers files by clicking [here](#).

Run the Installer

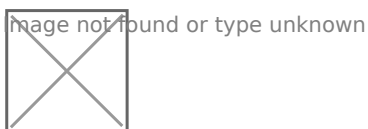
1. Once the download is completed, right-click the zip file File Explorer and select "Extract All," then press the "Extract" button on the pop-up. This will give you a folder named Windows11. Open the folder and double-click on "Setup64.exe"

driver	File folder
Manual	File folder
Readme	File folder
sub	File folder
Setup.exe	Application
Setup64.exe	Application
SetupARM64_Win11.exe	Application

2. Check the "Agree" box and click Next when the program opens. Then click "Install (Manual Setting)":



3. The program will attempt to automatically find the printer, but won't succeed. You need to click "Specify manually" choose the third option (IPv4,IPv6 Address), and type in the IP Address manually (see top of this document), then click "Next."

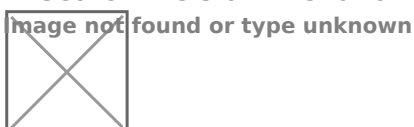


4. Follow the rest of the prompts to finish adding the Konica Minolta printer. Note that you can rename the printer to anything that helps you remember which printer it is.

Before you can print on Windows, there are a few more settings to change. Go back to "Printers & Scanners" and click "Manage" for your printer.

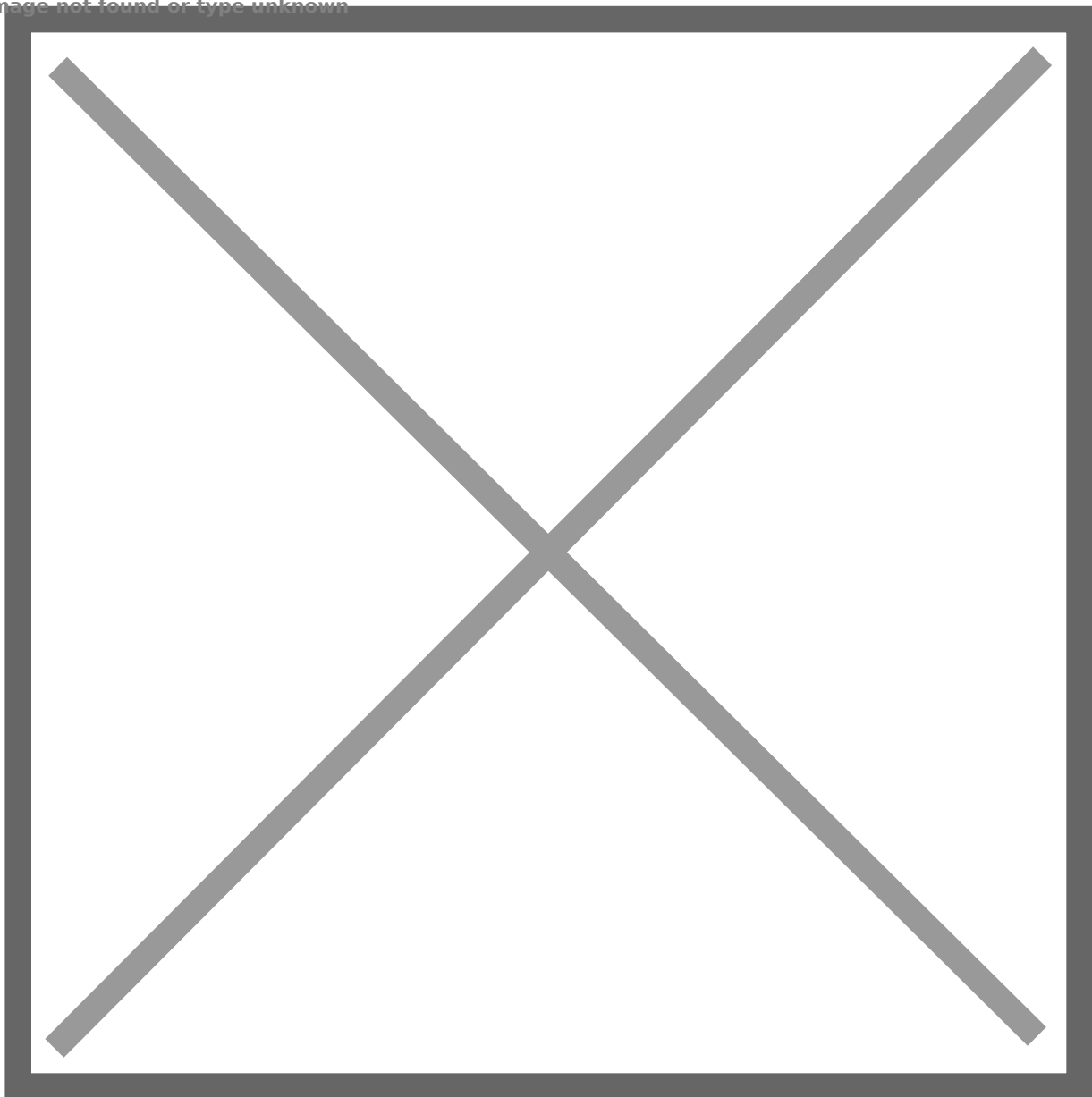
Configuring the Printer with your Lab Code

1. Search the start menu for "Printers & Scanners" and go to those settings:



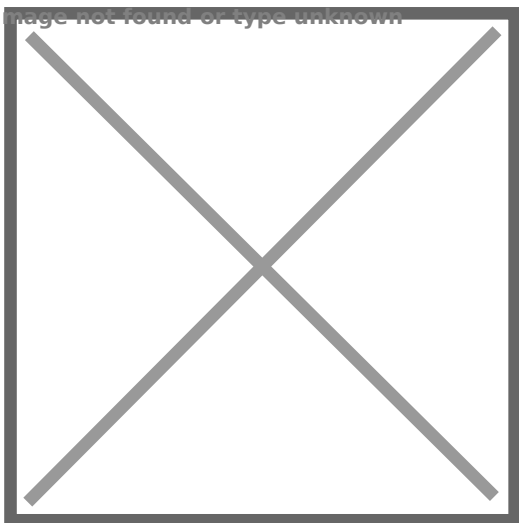
2. Click on your printer and select "Manage"

Image not found or type unknown



3. Select "Printer Properties"

Image not found or type unknown



4. On this screen, click the “Configure” tab, then the “Obtain Settings...” button in the lower left. Uncheck the “Auto” box and click OK.



5. Click the Settings tab and then “Authentication Settings...”



6. Check the fourth box for “Popup Authentication Dialog when printing”



7. Click OK twice, this time go to “Printing preferences”



8. Click the “Basic” tab, and then the “Authentication/Account Track...” button on the right side:



9. Enter your lab's copier code in the password field and click OK.



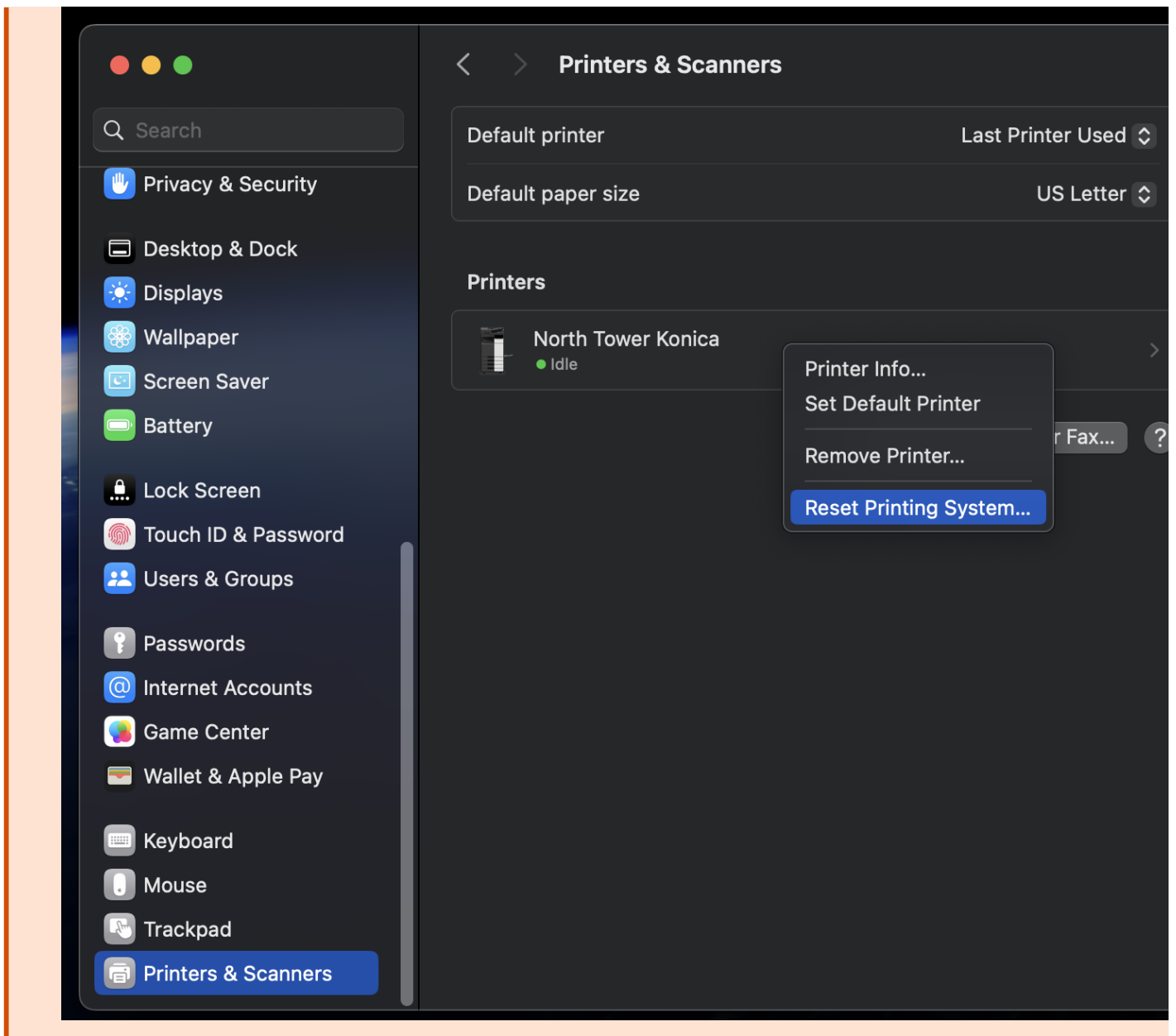
10. Click OK once more and the printer should now be ready to use!

Mac Guide

Start by downloading the Mac Drivers files by clicking [here](#). (Or [here](#) if you are on MacOS Catalina or earlier)

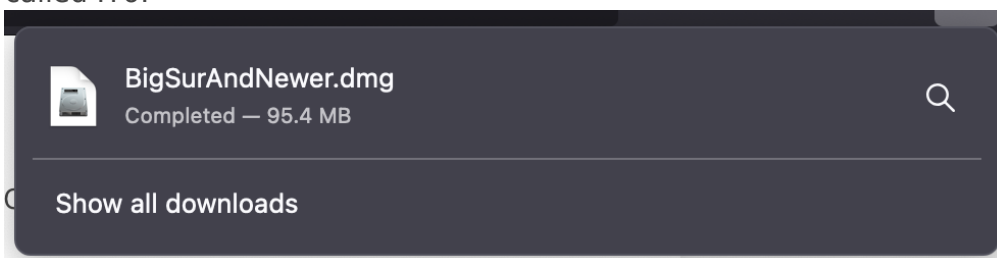
You may not need to install these files if you have previously connected to one of the Konica Minolta 360i machines.

If your Mac has stopped printing after a MacOS update, you may need to reset the printing system and then follow the rest of the steps below. To reset the printing system, right click anywhere inside of the Printers & Scanners window and select "Reset Printing System" and confirm. Please note that this will remove ALL your current printers.

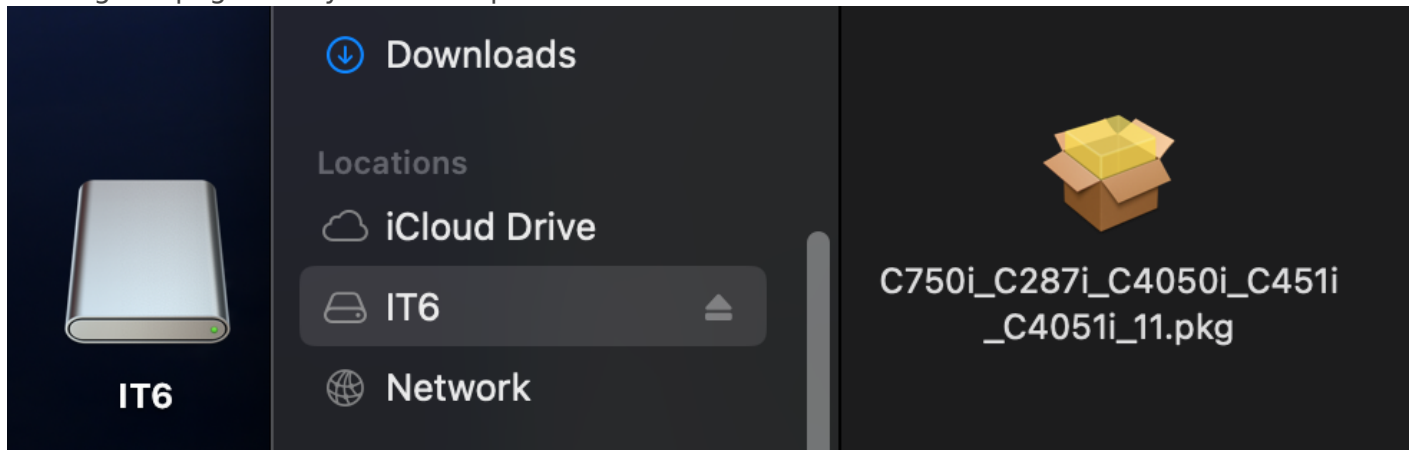


Installing the Drivers

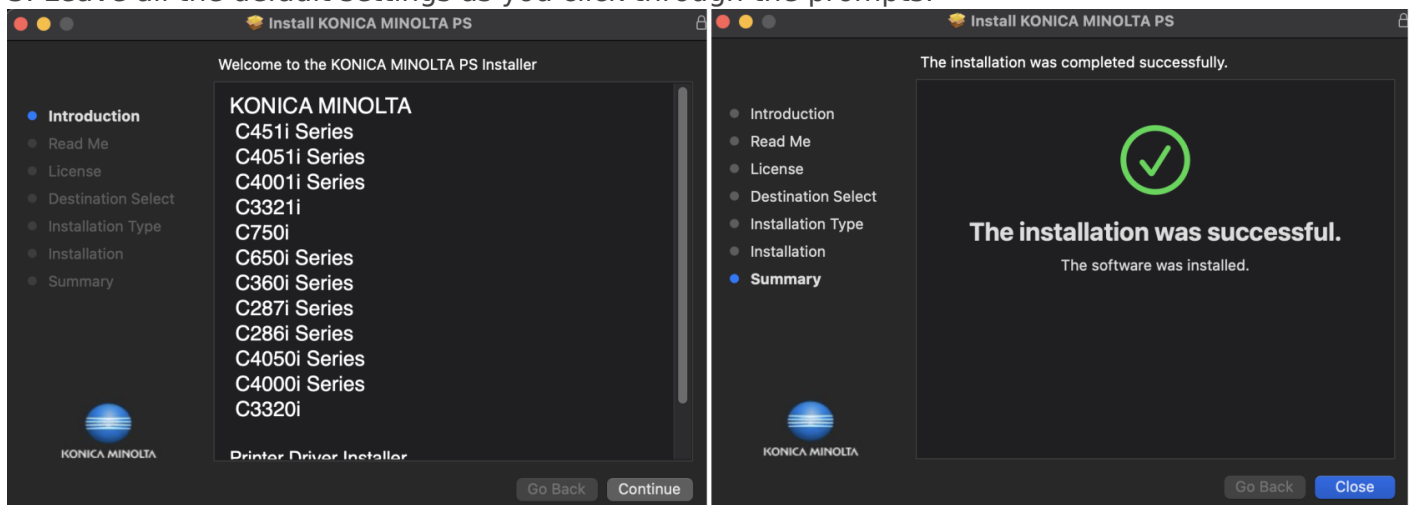
1. Open the dmg file that you downloaded (Monterey link above) earlier, it should mount a drive called IT6:



2. Drag the pkg file to your desktop and double-click it:



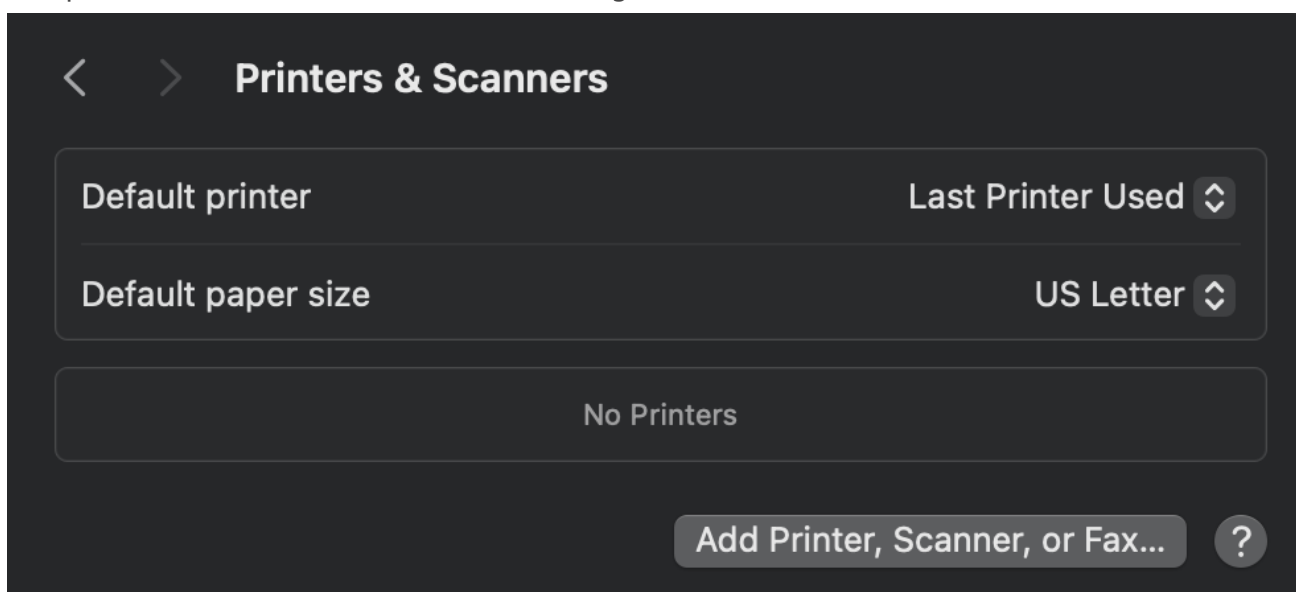
3. Leave all the default settings as you click through the prompts:



You may now close the installer and eject the IT6 drive.

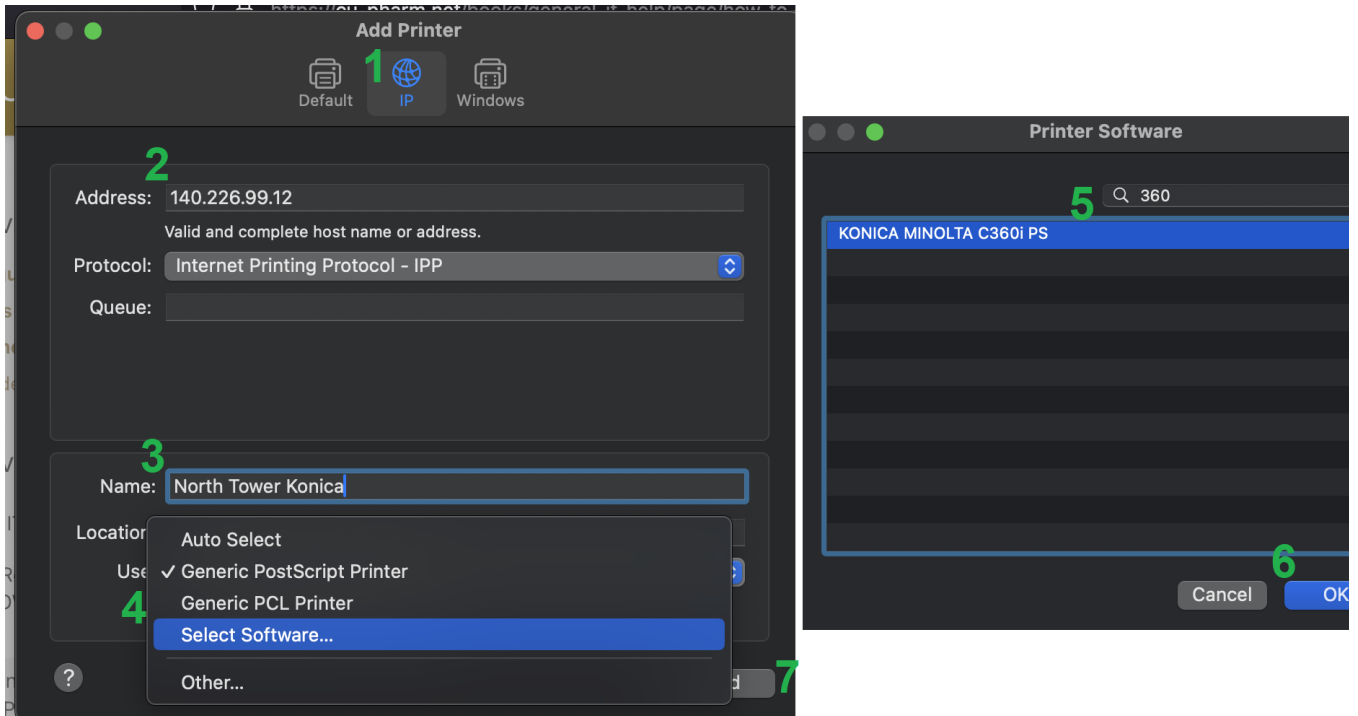
Adding the Printer

1. Open "Printers & Scanners" in the Settings and click "Add Printer, Scanner, or Fax..."

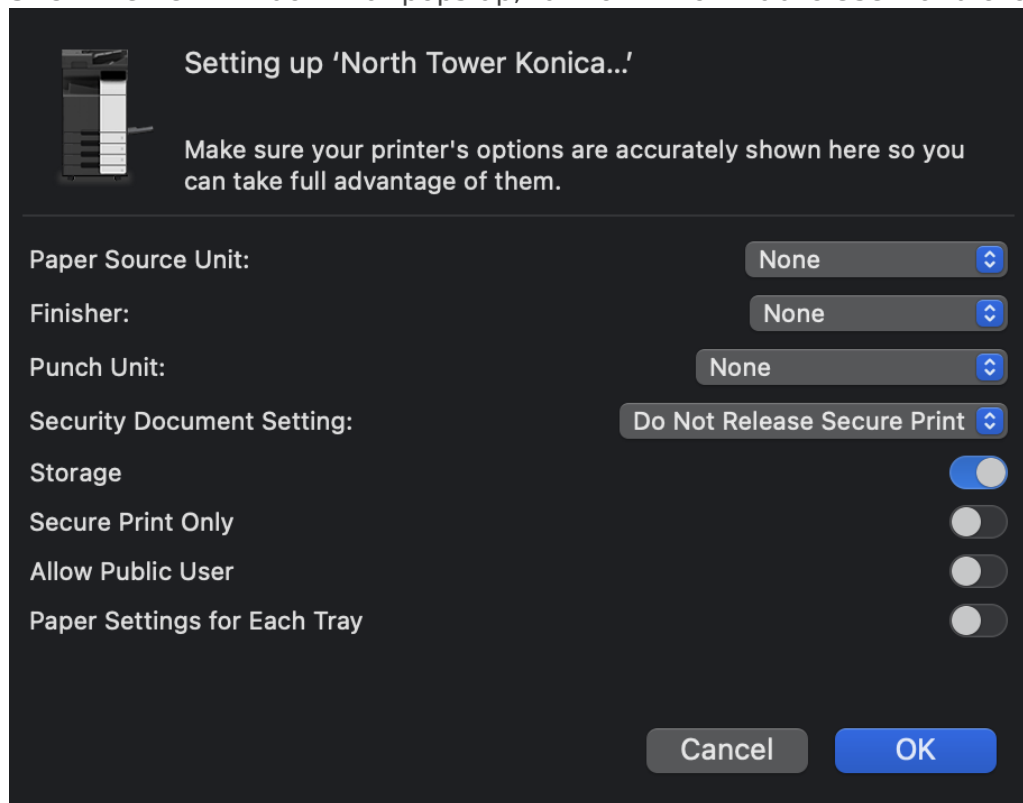


2. On this next window you will:

1. Click the Globe IP icon in the center at the top
2. Type in the IP address of the printer you want to install (140.226.99.12 for North tower or 10.35.106.164 for South Tower)
3. Name the Printer (optional)
4. Click the "Use" dropdown menu and select "Select Software"
5. Find and select "KONICA MINOLTA C360i PS" from the list of options that appear.
6. Click OK
7. Click Add

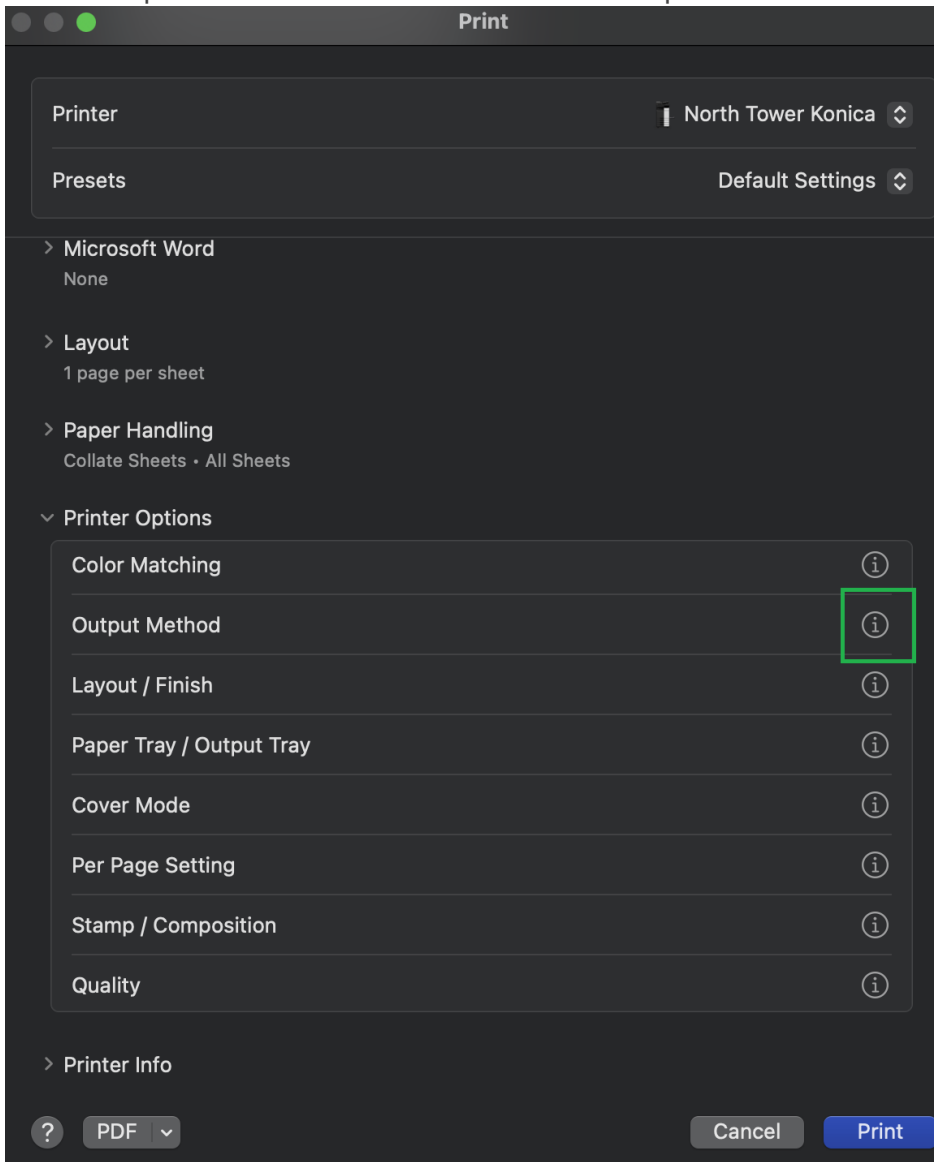


3. On the next window that pops up, turn off "Allow Public User" and click OK:



Configuring the Printer with your Lab Code

1. Now open Microsoft Word and press CMD+P as if to print a blank page. Scroll down and expand "Printer Options" and select the 'i' next to "Output Method."



If you do NOT see "Printer Options" or "Output Method" here, you will need to use a different program. It is simplest to go to google.com in a browser and press CMD+P. Then select "Print using the system dialog..." You should then see the same settings as the screenshot above for "Output Method." If you still don't see "Output Method," you will need to reset the printing system and reinstall the drivers.

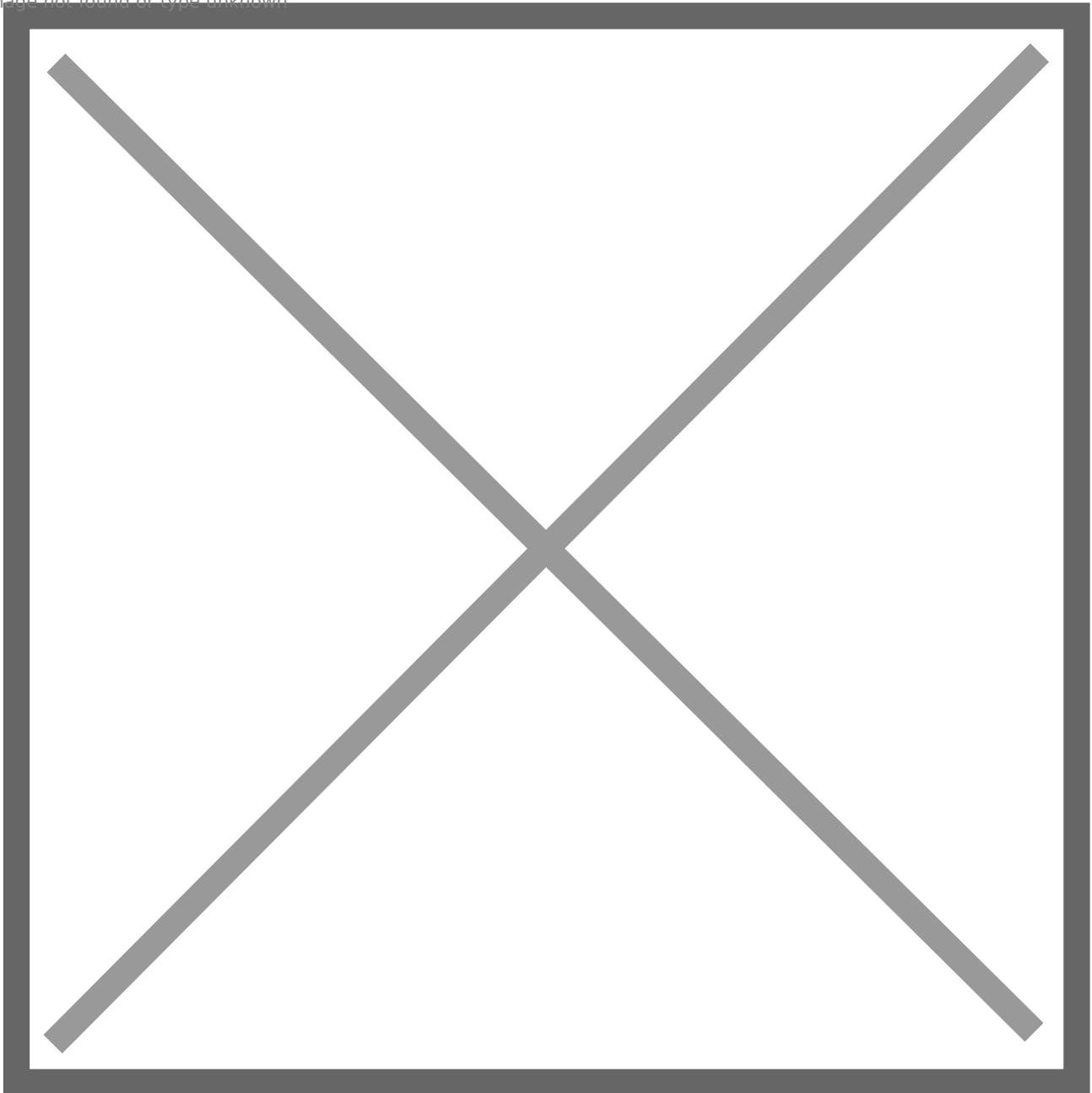
[Print using the system dialog...](#)



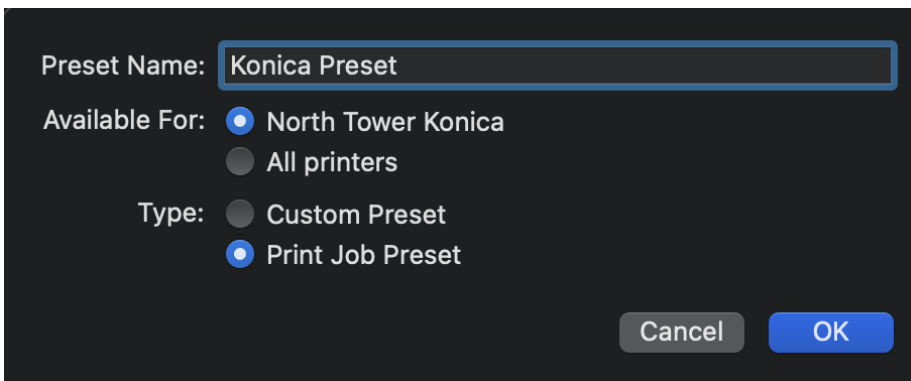
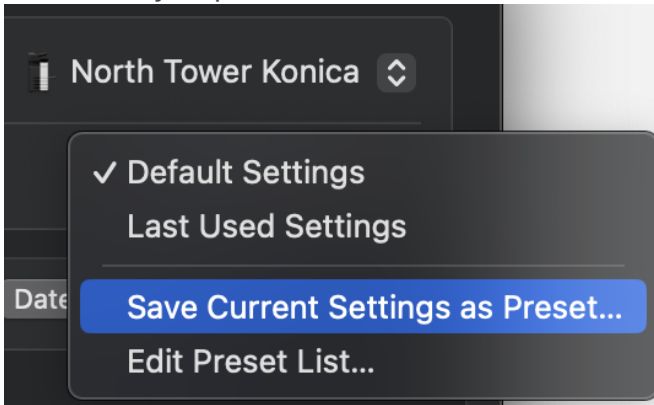
2. On the next pop-up screen, check the box for "Account Track." Then put in your lab's copier code for the password and check the box for "Save Settings" before pressing OK twice.

If the "Save Settings" checkbox is greyed out, you will need to reset the printing system and reinstall the drivers.

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3. Back on the main printing window (Microsoft word or system dialog), change "Default Settings" to "Save Current Settings as Preset..." Name it something easy to remember and use that preset each time you print:



4. You can now close the print window, and the printer should now be ready to use!

Ensure you select the preset you created whenever you print to the Konica Minolta Printer since it has your lab code password saved.

How to Find and Use the Pharmacology Internal Webpage

The Department of Pharmacology has an Internal website to make it easy to find department forms, events, and other information. Hosting internal resources in this way is also better security practice. On the department's public website, the Resources tab has now been updated:

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Accessing the Internal Webpage

Click on the "[Internal Resources](#)" link to go to the internal page. You will then need to login with your University credentials. You can also click "Yes" if you see the "Stay signed in?" option so that you will not have to sign in again on the computer/browser you are using.

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Overview of the Page

You should now see the internal resources page. See the picture below (click to enlarge) for a quick overview of what is on the page. There are four types of resources at this time: Forms, Guides, Events, and the List of Shared Equipment.

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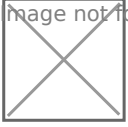
Your page may look slightly different based on permissions.

image not found or type unknown



You can still bookmark any resource within the internal page to access it directly. You do not need to use this internal page first to access them (it is not a portal).

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The Equipment Reservation system is the exception to "no additional logins" as it requires a unique login to use. If you do not have a login and need to use this system, please contact Matthew.Witt@cuanschultz.edu

How to Scan to Email with the Konica Minolta Printers

If you have your email box saved on the Konica Minolta machine(s), you scan quickly to your email address.

Setting up Scanning

First, you will need your lab's copy code. Your PI should have this code, but IT can help find this as well. These codes are used for keeping track of printer usage.

1. Go to the printer you would like to scan with and enter the 4-digit copy code.

image not found or type unknown



2. Press the physical "Fax/Scan" button on the bottom row

image not found or type unknown



3. To check if you've already registered your email, you can tap the sets of letters (email addresses are sorted by first name)

image not found or type unknown



4. If you don't see your name, you can register your email by tapping the dark blue "Addr.Reg." button.

image not found or type unknown



5. Tap "New" in the bottom left

image not found or type unknown



6. Tap the black box next to "Address Type" and select "E-mail"

image not found or type unknown



7. Tap the black box next to "Name" and type in your name (first name first, then last name)

image not found or type unknown



8. Tap the black box next to "E-mail" and enter your email address

image not found or type unknown



To get the @ symbol, you need to use "shift" on the virtual keyboard

image not found or type unknown



9. Tap "Register" in the bottom-right and you now have quick access to your email address from this scanner.

Scanning after Setup

To scan a document, follow these steps:

1. Place the document in the top feeder
2. Enter your copy code
3. Press physical "Fax/Scan" button
4. Select your name from the address book
5. Press the physical "Start" button

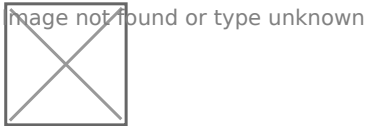
The document will show up in your inbox from the machine.

How to Use the Pharmacology Equipment Reservation System

The Equipment Reservation system is used to schedule various equipment owned by the Department including:

1. Spinning Disk Confocal
2. Department Incucytes
3. OWL Conference cam
4. Department Laptop
5. Epi/Slide Scanner
6. Zoom Room L18-6121
7. 2-Photon Scope

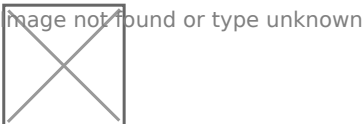
In order to use the system, you will first need an account. If you do not have an account, please fill out [this quick form](#).



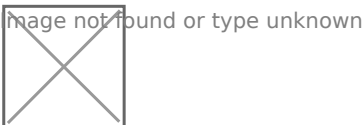
An older implementation of this system synchronized with your University account, this is no longer the case.

Once you have an account you can log in at <https://pharmacology.ucdenver.edu/bookroom/>, this link is also available on the [Pharmacology webpage](#) under Resources.

1. Click on "Log In" in the top right:



2. Enter your username and password (not necessarily the same as your University password)



3. Find the equipment or room you want to reserve by using the dropdown menus (left menu is category, right menu is the actual equipment)



image not found or type unknown

4. You should get a month view showing all the current reservations for that equipment, you can change this view in the upper right:



image not found or type unknown

5. Click on a day (in month view) or time (in day view) to start creating a reservation. Enter a title and description for your reservation and doublecheck that you have the correct times selected:



image not found or type unknown

6. Once filled out, click "Save" to book the equipment. If you receive an error message, it is usually because you tried to reserve the equipment when it had already been reserved by another person. You can often contact the other person directly to see if you can work out a schedule that works for both of you, or alter your reservation to an open slot.
7. If you are reserving the OWL or Laptop, see [this article](#) on retrieving them.

How to Report Spam and Phishing Emails

<https://www.cuanschutz.edu/offices/office-of-information-technology/it-security/phishing>

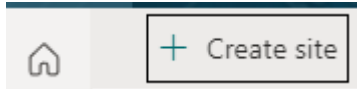
How to Use SharePoint as a Shared Drive

Instructions for the IT Admin, PI, and/or Lab Manager
(expand box below):

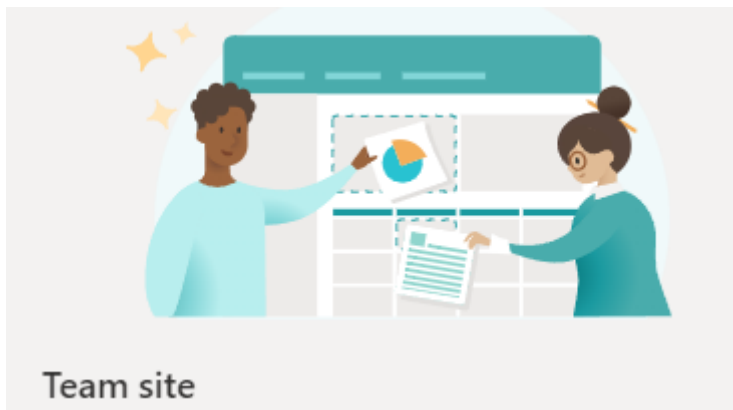
Setting up a Lab Share

Navigate to the [SharePoint Landing Page](#):

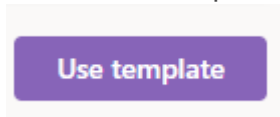
Click "+ Create Site" in the top left corner:



Choose "Team Site" and then "Standard team"



Click "Use template"



Fill in the details for your site, be sure to take a note of the site address:

Site name *

Kennedy Lab

The site name is available.

Site description

Shared Files for the Kennedy Lab

Group email address *

KennedyLab

The group alias is available.

Site address *

https://olucdenver.sharepoint.com/sites/ KennedyLab

The site address is available.

Back

Next

Leave the next page of settings on "Private" and click "Create site"

Privacy settings

Private - only members can access this site

Select a language

English

Select the default site language for your site. You can't change this later.

Back

Create site

You can add members now, or follow the rest of the setup steps first (in this guide we'll skip adding members for now). You will see the site page with several pop-ups and options for customization. You can alter these if you like, but for our purposes (file sharing), we will leave everything as is for now.

Kennedy Lab

Home

- Conversations
- Documents
- Notebook
- Pages
- Site contents
- Recycle bin
- Edit

News

Keep your team engaged by sharing content and updates

Add News

Quick links

- Learn about a team site
- Learn how to add a page

Documents

New All Documents

Your files will

Drag and drop files here to

Activity

Add real-time chat

Add Microsoft Teams to collaborate in real-time and share resources across Microsoft 365 with your team.

Add Microsoft Teams

The new Kennedy Lab group is ready

Welcome to the Kennedy Lab group. Use the group to share ideas, files, and share resources.

SitePages

Kennedy Lab

Next steps

- Apply a site template**
Quickly enhance your site using a scenario-specific site template.
[Get started](#)
- Invite team members**
Engage with your team by adding them to your site's group.
[Add members](#)
- Upload files**
Collaborate on shared content with your team.
[Upload a document](#)
- Post news**
Communicate with your team by sharing updates and announcements.
[Create a news post](#)
- Add real-time chat**
Add Microsoft Teams to collaborate in real-time and share resources across Microsoft 365 with your team.
[Add Microsoft Teams](#)
- Change the look**
Customize the look of your site by updating the theme and logo.


Once you have everything the way you'd like, you can add members by click the number of members in the top right (which should be 1):

 1 member

Then click "Add members"

Group membership

1 member

 Add members

Start typing the person's email that you are inviting, and click the correct result. (Note that you can only invite people to your share if they have a @cuanschultz or @ucdenver email address).

Add members

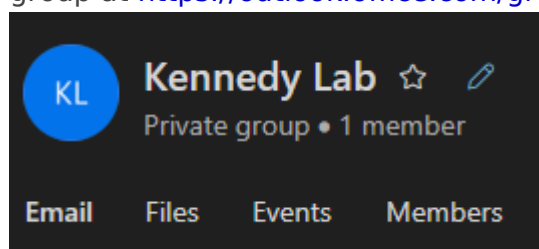
@cuanschultz.edu

INSTRUCTOR

Keep adding names until all the appropriate lab members have been added.

It is a good idea to have a second owner of the site as well. Generally, the owners will be the IT Admin, lab manager, and/or PI. Use the dropdown under the person's name to select "owner" for these individuals.

After you click "save," the individuals will receive a welcome email. If they use outlook on the web, they can access the same features of the SharePoint site by clicking the name of the group at <https://outlook.office.com/groups>



These SharePoint groups also include a shared email inbox that can be used if desired. Users will need to manually navigate to the group inbox to see new messages. Our purposes here are just to utilize the "Files" tab.

For Lab Members

For more streamlined use, we recommend following [this guide](#) to use Rclone instead of OneDrive. OneDrive instructions are provided below if you would rather use it.

SharePoint files will be synced to your PC or Mac through the use of the OneDrive app. If you do not already have OneDrive installed, download it from [here](#), install it, and sign in with your University account. On Macs, make sure to allow the appropriate permissions when they pop up.

If you have a lot of files in your OneDrive, the initial sync may take a long time. Please wait for it to finish before following the rest of these steps!

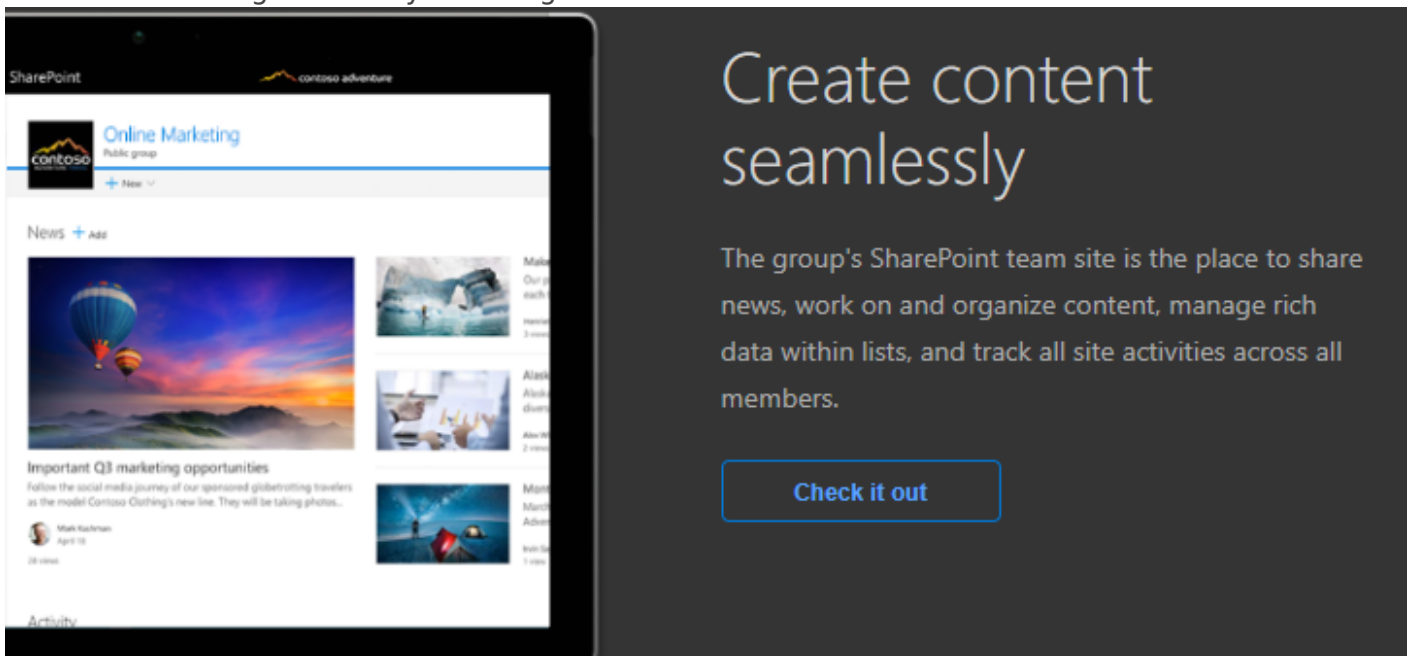
Request from your Lab Manager to be added as a member to your Lab SharePoint page if you haven't already received the welcome email:



Kennedy Lab

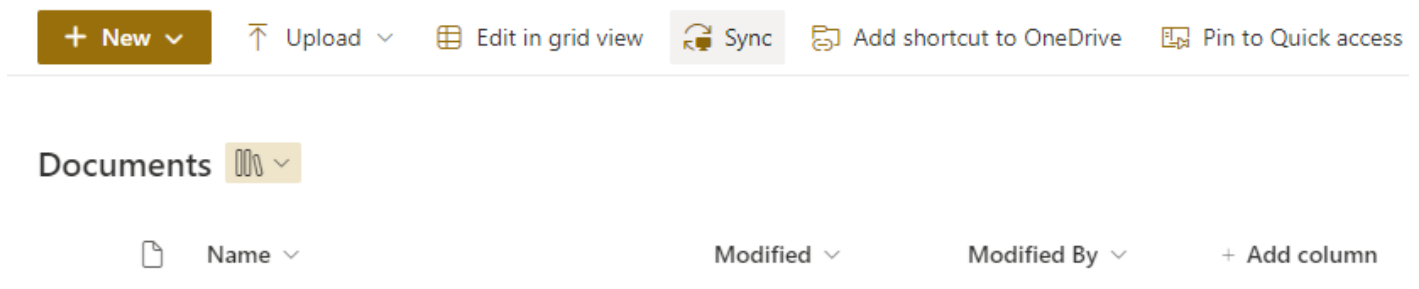
You've joined the Kennedy Lab group

If you do not know the address of your lab's SharePoint page, ask your Lab Manager or IT Admin. You can also navigate to it by following the link in the welcome email that looks like this:

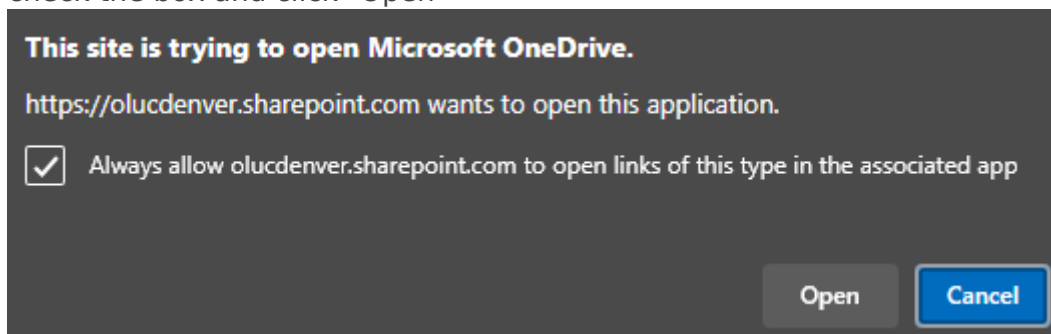


You can bookmark the site for future reference.

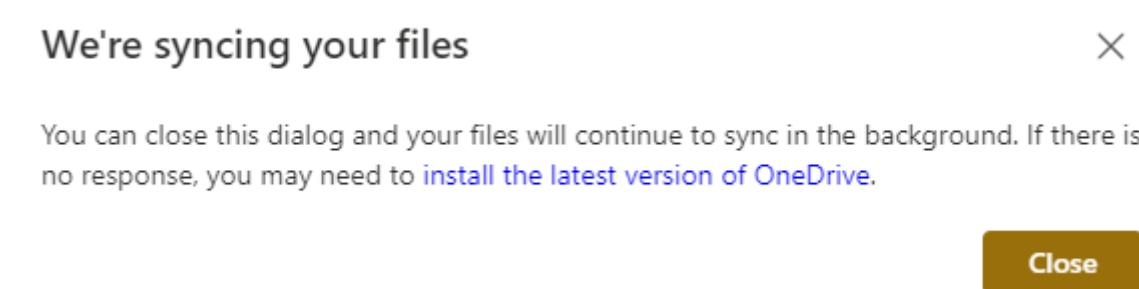
After you have OneDrive installed, go to the SharePoint page (see above) and click on "Documents" on the left side. Then click the "Sync" button on the ribbon:



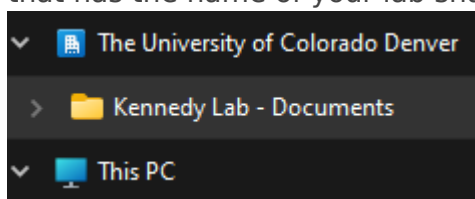
You will get a popup asking for permission to use OneDrive (make sure you've [installed OneDrive](#)), check the box and click "Open"



After some loading, you should then see a pop-up confirming that files are now being synced:

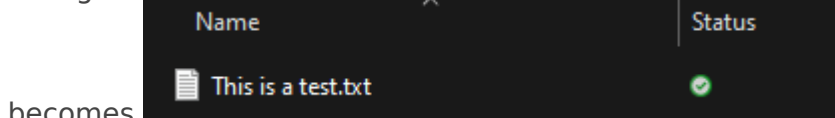


Now open file explorer and there should be a new drive called "The University of Colorado Denver" that has the name of your lab share inside:



If you copy a file into this folder (or save a file into this folder) it will sync with the share. Syncing will be a bit slower than using Isilon drives, but after

change from the sync icon to a green checkmark:

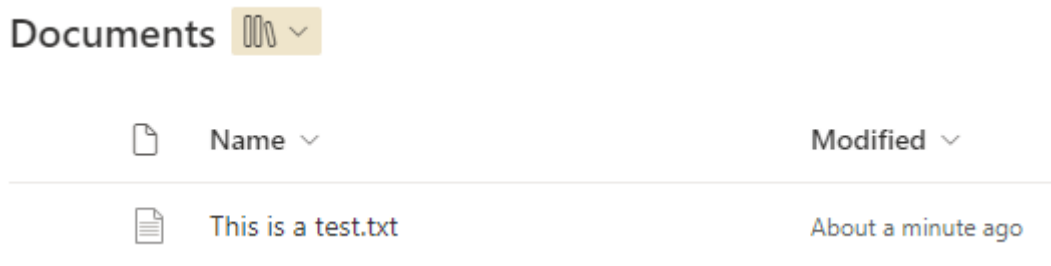


becomes

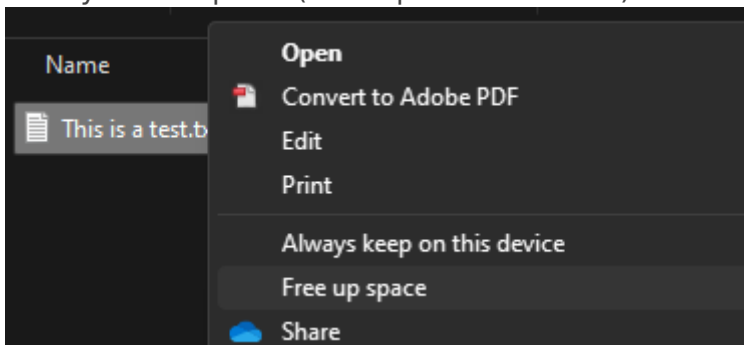


The process is the same on a Mac computer, but looks slightly different:

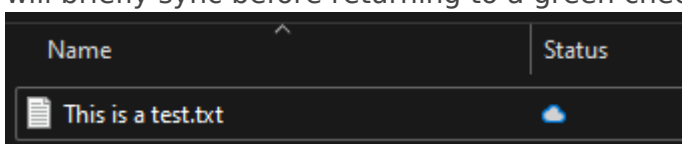
If you look back at the SharePoint site, you will see the file(s) in the list. If you want to drag and drop files directly into the documents folder on the SharePoint site (instead of using File Explorer), that is an option as well.



The advantage to using OneDrive is that you can remove the file from your computer entirely while still keeping it in SharePoint, freeing up computer space. Any files that have a green check mark icon are saved locally. You can right-click them and choose "Free up space" and it will be deleted from your computer (but kept in SharePoint):



Now the icon will be a cloud. If you need to access the file, double-click on it and it will be downloaded on demand (changing back to a green checkmark). Any time you save any changes, it will briefly sync before returning to a green checkmark.



In file explorer and on the SharePoint site, all lab members can be simultaneously working with files. Keep in mind that when you see the sync icon on a file, it is likely open by another lab member or in the process of saving.

Keep in mind that each computer that you want to sync to the SharePoint files will need to go through these steps. Think of it as mounting the drive on that computer.