IT App Support

Adobe, Global Protect, Office, and other University Licensed Software Guides.

- How to Re-install Global Protect (VPN)
- Adobe Licenses Explained
- How to Install Microsoft Office 365 (Now called Apps 365)
- How to Install Adobe Acrobat (& Other Adobe Apps)
- Docusign 101
- How to Open/View PST Files
- Admin Team: How to Add/Update Guides on CU-Pharm.net

How to Re-install Global Protect (VPN)

1. In the type here to search box, type in add or remove programs and press enter. You should see a window that looks like this:

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2. Scroll down until you see Global Protect.

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3. Click on GlobalProtect and click on Uninstall, then on Uninstall again

Image not found or type unknown

4. Click yes on the popup, then let the uninstaller run it's course.

5. Once it is uninstalled, go to https://www.ucdenver.edu/offices/office-of-information-technology/software/how-do-i-use/vpn-and-remote-access and click on install VPN for Windows 64-bit to download the installer.

6. Once it is downloaded, double-click on the downloaded file and you should see this:

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7. Click Next

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8. Click Next

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9.Click Next and click Yes on the prompt that pops up.

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10. Click close. You should now see the Global Protect window in the bottom right corner of your main monitor.

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11. Use amc-vpn.ucdenver.edu as the portal address.

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12.Click connect and sign-in to the VPN.

Adobe Licenses Explained

Adobe Acrobat Pro licenses available for faculty and staff by request at no cost and the Adobe Creative Cloud software suite available for faculty and staff at a reduced annual cost of $100.

> Note: Students can Access Creative Cloud using this same process. To only use Acrobat as a student, see this link.

Your current Creative Cloud license will automatically renew each July. The three options for your situation are listed below:

A. You need to use multiple Adobe products (Illustrator, Photoshop, etc.)

To request a new license of this type, please contact Matthew Witt by email (Matthew.Witt@cuanschutz.edu) indicating that you need a "full Creative Cloud license" and include a speedtype ($100 per year).

B. You only need the ability to edit and manipulate PDFs (Acrobat)

To request a new license of this type, please contact Matthew Witt by email (Matthew.Witt@cuanschutz.edu) indicating that you need a "free Adobe Acrobat Pro" license. No speedtype is needed.

C. You only need to **view** PDFs on occasion.

You do not need to take any action. If you only need to view PDFs, you can download "Adobe Reader" for free from https://www.adobe.com/acrobat/pdf-reader.html

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> Licenses are assigned to individuals. Each individual is allowed to be signed into their Adobe account on two computers simultaneously. If you need Adobe products running on multiple computers (i.e., for a lab), you can request licenses for multiple lab members. (Lab member A signs into computers 1 and 2 - Lab member B signs into computers 3 and 4, etc.)

> Note that students follow the same process for the full Creative Cloud license.

OIT has an excellent list of Frequently Asked Questions at this link: https://www.cuanschutz.edu/offices/office-of-information-technology/tools-services/adobe-creative-cloud---faculty-staff

How to Install Microsoft Office 365 (Now called Apps 365)

This article will walk you through installing the Office 365 (also referred to as "O365") suite using your University email account.

If you already have a version Office installed on your computer, you will need to uninstall it before completing the following steps.

1. Log into your email at myemail.ucdenver.edu
2. Click the grid icon in the top left corner of the screen then click Office 365
   Screen_Shot_2020-12-18_at_9.45.40_AM.png
   Image not found or type unknown
3. Click Install Office on the top right corner of the screen then click Office 365 apps
   Screen_Shot_2020-12-18_at_9.47.17_AM.png
   Image not found or type unknown
4. Run the installer the download to install the O365 applications on your computer.

How to Install Adobe Acrobat (& Other Adobe Apps)

Before you begin, make sure you have an active license for either the Creative Cloud suite or Adobe Acrobat. The University no longer licenses Adobe products to specific computers, it is now licensed to users. Matthew can check to see your license status and place an order for you if you provide a Speedtype. You should eventually receive an email titled "Get started with All Apps EDU" which indicates that you can now take the following steps:

> Note that this process looks slightly different on a Mac, but functions the same.

1. Go to Adobe.com and click the "Sign In" link in the top-right corner.

2. Sign in using your anschutz.edu email address:

mceclip0.png
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3. Click on the grid icon in the top-right and select "Creative Cloud" (Skip this step if you logged directly into creativecloud.adobe.com)

mceclip1.png
Image not found or type unknown

4a. If you need only Adobe Acrobat DC (or that is the license you have), you can use the Download link for it:

mceclip4.png
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4b. If you will need more than just Acrobat, use the download link for Creative Cloud:

mceclip3.png
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In either case, you will end up installing the Creative Cloud app first, which will then install the other Adobe programs for you. It will automatically install Acrobat if you use the Acrobat link.

5. Open the file that you downloaded

mceclip5.png
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6. Click "Continue" and then the OK that pops up.

mceclip6.png
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7. Assuming you are still signed in, you should see this:

mceclip7.png
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If not, you will need to sign in again.

8. While it is installing, you can skip the questions.

mceclip8.png
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9. Once the installer finishes, you will get a welcome pop-up, click ok

mceclip9.png
Image not found or type unknown

10. Now you can find the programs that you want to install and click the Install button for each one.

> Note: If you had an older version of Acrobat installed, make sure you uninstall it before installing the new one.

mceclip10.png
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11. You may get a pop up if you are using any Microsoft Office programs, so you will need to save your work and close them before continuing.

12. Wait for the installation to complete, you will see a percentage in the top-right part of the program:

mceclip11.png
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You can queue up other programs you want to install while it is working.

13. While installing or after installing, we recommend the following steps to save computer processing power. Go to File > Preferences and turn off both of the toggles there. This will prevent the Creative Cloud program from running in the background since it is not needed after installation.

mceclip12.png
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mceclip13.png
Image not found or type unknown

14. Once the install is complete you should see it listed similar to this:

mceclip14.png
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You should also find a desktop shortcut.

15. Exit the Creative Cloud program by going to File > Exit Creative Cloud. Pressing the X in the top right will not close the program, only hide it.

mceclip15.png
Image not found or type unknown

16. When you open the newly installed program, in a few minutes it should sign you in automatically. You can see a message with your name or click the blue pie chart icon to see if you're logged in.

mceclip16.png
Image not found or type unknown

17. Acrobat will ask if you want to make it the default PDF application, click Yes. Then click Continue, Change, Ok, then Ok.

mceclip17.png
Image not found or type unknown

> In some cases, the pop up won't go away automatically, press esc or the X to close it.

And that is all the steps! If you run into an issue that isn't covered in this guide, please send Matthew an email.

Docusign 101

DocuSign is a HIPPA-compliant resource that allows users to view, create, send, manage, and sign documents electronically.

Use the links below to learn more about DocuSign. Want sending and template access? Fill out this form to request access.

DocuSign vs Adobe | Getting Started | Tutorials | Frequently Asked Questions

DocuSign versus Adobe Digital IDs

DocuSign and Adobe Acrobat both are/have electronic signature solutions, but they are separate programs. DocuSign is a HIPPA-compliant, web-based platform aimed specifically at creating and sending envelopes for electronic signatures. Adobe Acrobat is a standalone program that includes functionality to electronically sign documents, called Adobe Digital IDs. Acrobat is not provided to all School of Medicine users, but if you're interested in a license, please reach out to support@medschool.zendesk.com.

For more information about Adobe Digital IDs, including how to create one, please visit this link.

Getting Started

Navigate to docusign.com in a browser and click Log In located in the top-right corner of the screen.

Enter your @cuanschutz.edu email address into the box and click Continue.

You will be redirected to a CU Passport login page. Log in with your credentials.

That's it!

To learn more about how to utilize DocuSign, click the Tutorial links below or check out the DocuSign instructional videos here.

Tutorials

Signing a document/envelope

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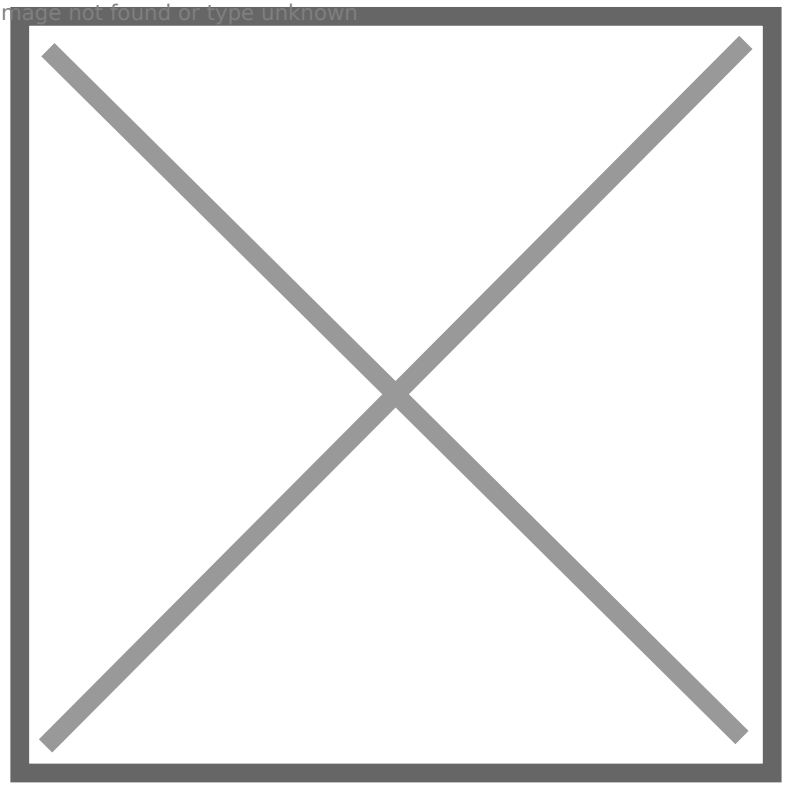

More on signing a document: https://support.docusign.com/en/articles/How-do-I-sign-a-DocuSign-document-Basic-Signing

Sending an envelope

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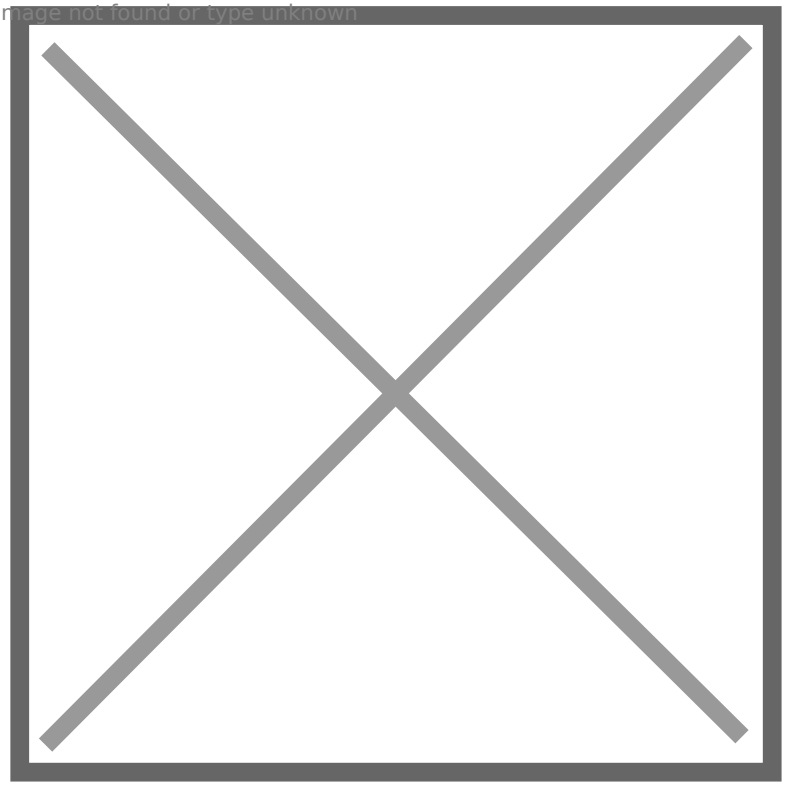

More on sending an envelope: https://support.docusign.com/en/articles/How-do-I-get-signatures-on-a-document-New-DocuSign-Experience

Fields and Labels

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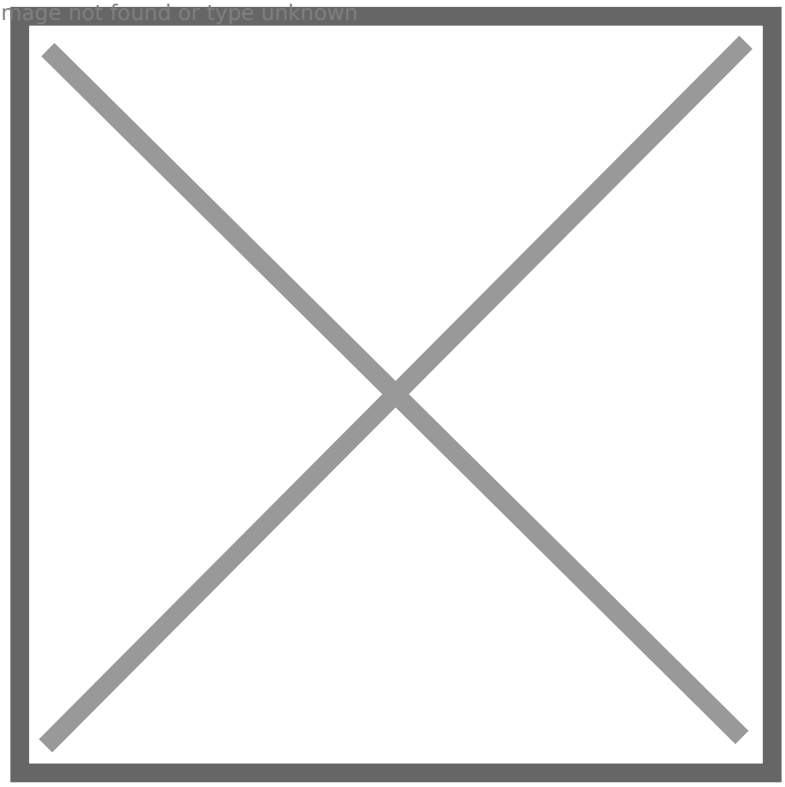

Placing Fields

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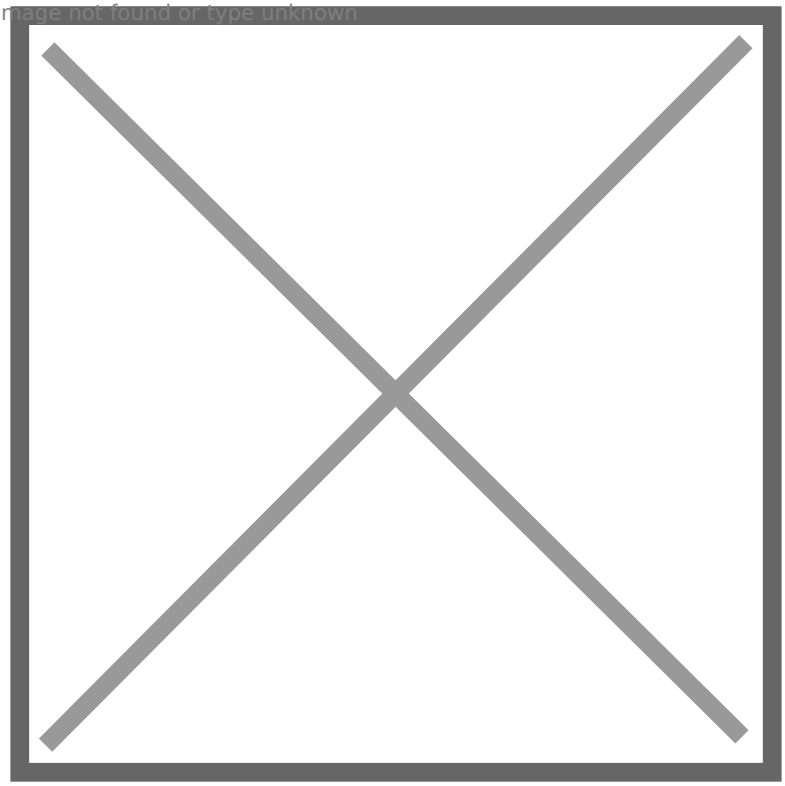

More on adding fields to envelopes: https://support.docusign.com/en/guides/ndse-user-guide-add-fields

Creating Templates

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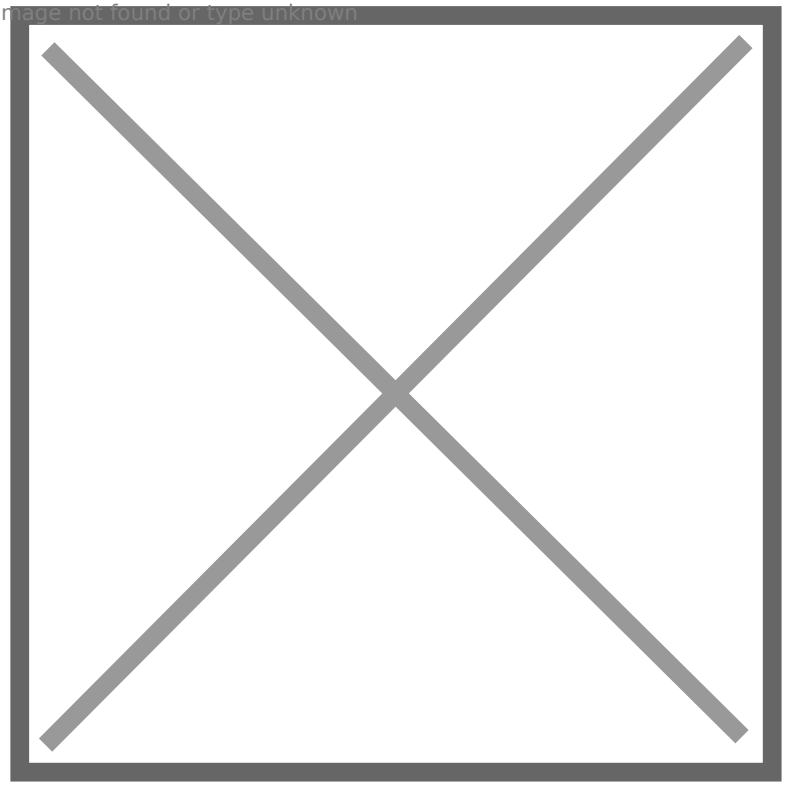

More on creating templates: https://support.docusign.com/en/guides/ndse-user-guide-create-templates

Send Envelope Using a Template

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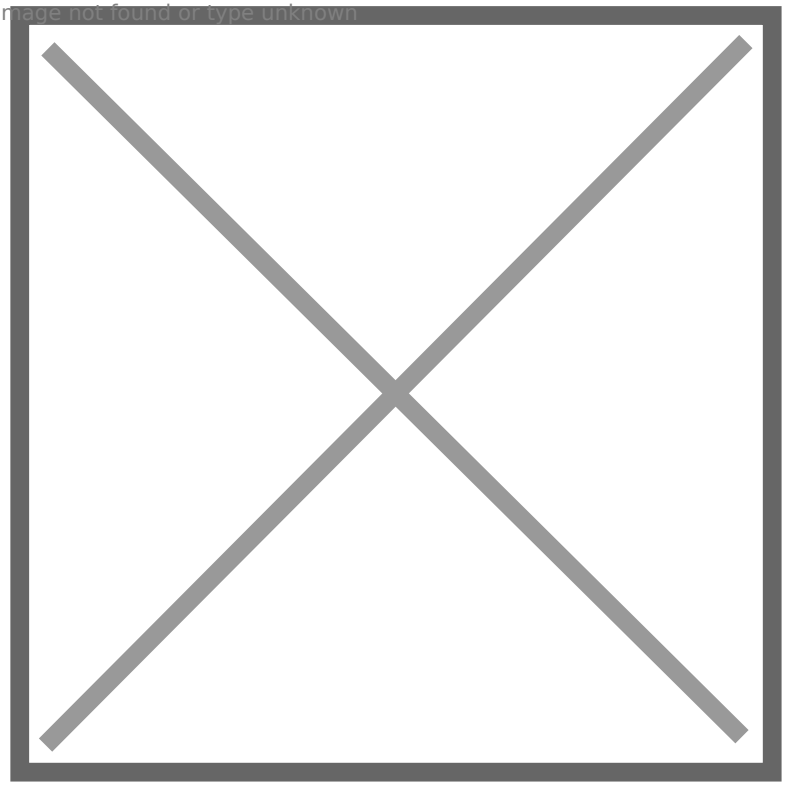

More on adding supplemental documents to an existing template:

https://support.docusign.com/en/guides/ndse-user-guide-add-files

Editing a Template

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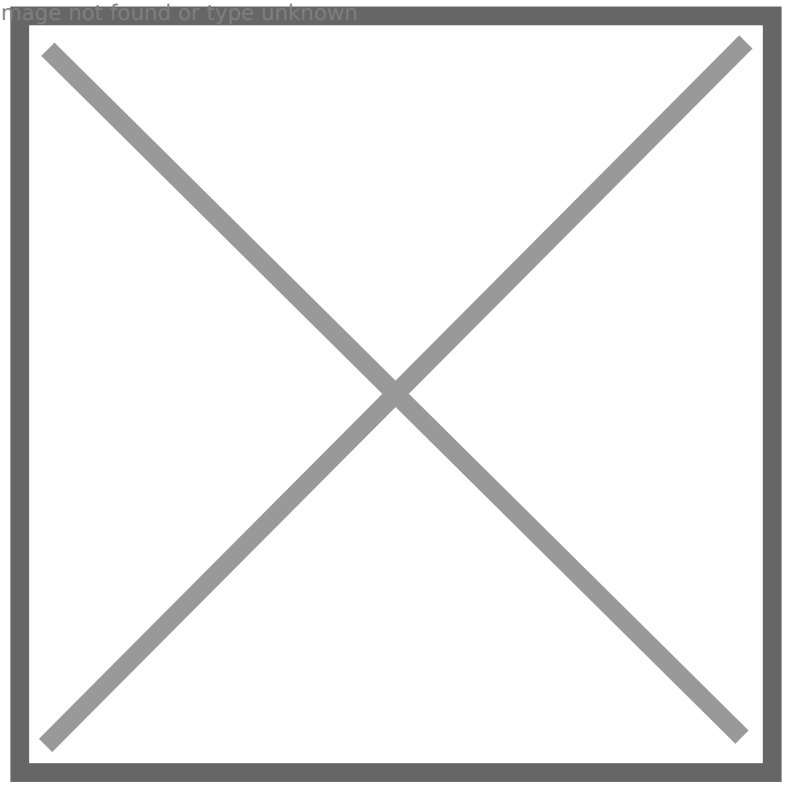


More on editing a template: https://support.docusign.com/en/guides/ndse-user-guide-edit-templates

Frequently Asked Questions

Q: Is DocuSign HIPPA-compliant?
A: Yes, DocuSign is HIPPA-compliant.

Q: Are there other resources I can use for HIPPA-compliant electronic signature forms?
A: RedCap

Q: Is our DocuSign 21 CFR Part 11 compliant?
A: No, the School of Medicine's instance of DocuSign is not Part 11 complaint.

Q: Do we have to pay for CU users to have access to DocuSign?
A: No, DocuSign accounts are provided for users in the School of Medicine.

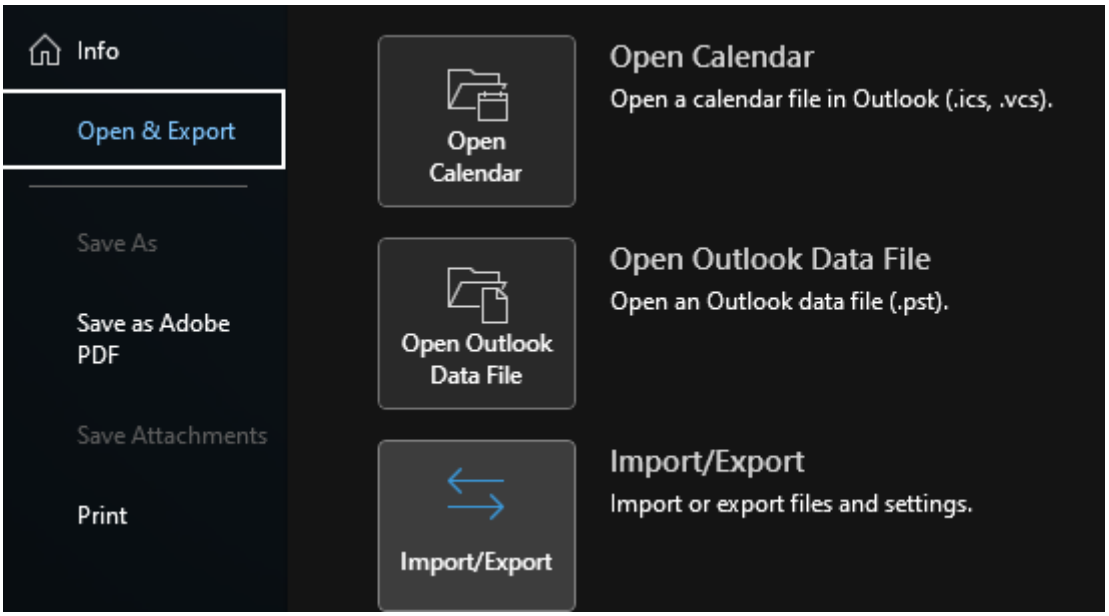
Q: What is an envelope?
A: An envelope is a term that refers to a document package that needs a signature or signatures.

Q: We have multiple people authorized to sign certain documents for our group/department. Can all users receive alerts when a document needs to be signed?
A: Yes, this is possible. Please put in a ticket at support@medschool.zendesk.com for information about this.

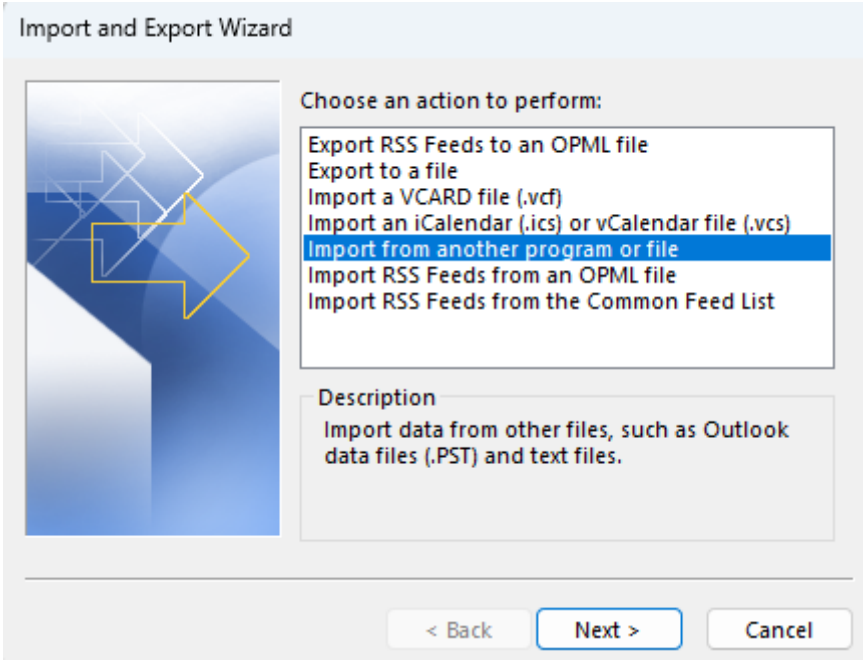
Q: I logged into DocuSign using my credentials but I cannot send envelopes. What's going on?
A: The default user type is Viewer. If you did not request a DocuSign account with upgraded permissions, you will only be able to view and sign envelopes. If you need upgraded permissions to allow you to send envelopes or create templates, please fill out this form.

How to Open/View PST Files

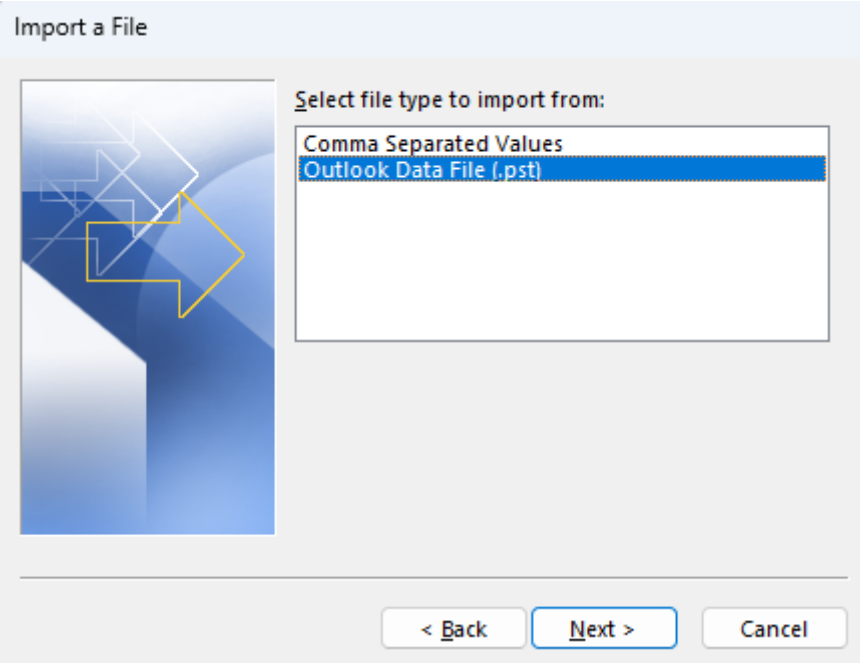
Open the Desktop application for Microsoft Outlook and click File > Open & Export > Import/Export:



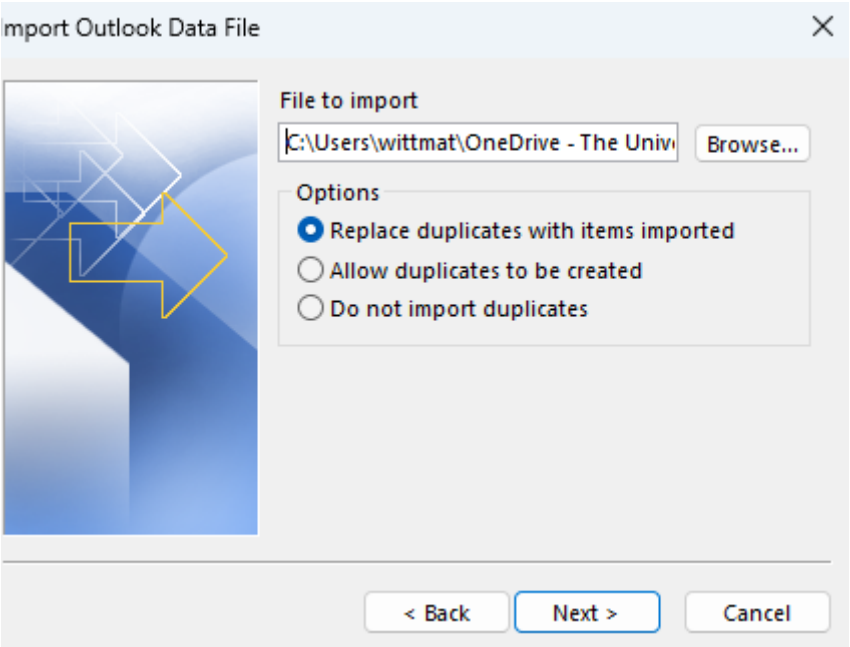
Keep the default selection of "Import from another program or file" and click Next >



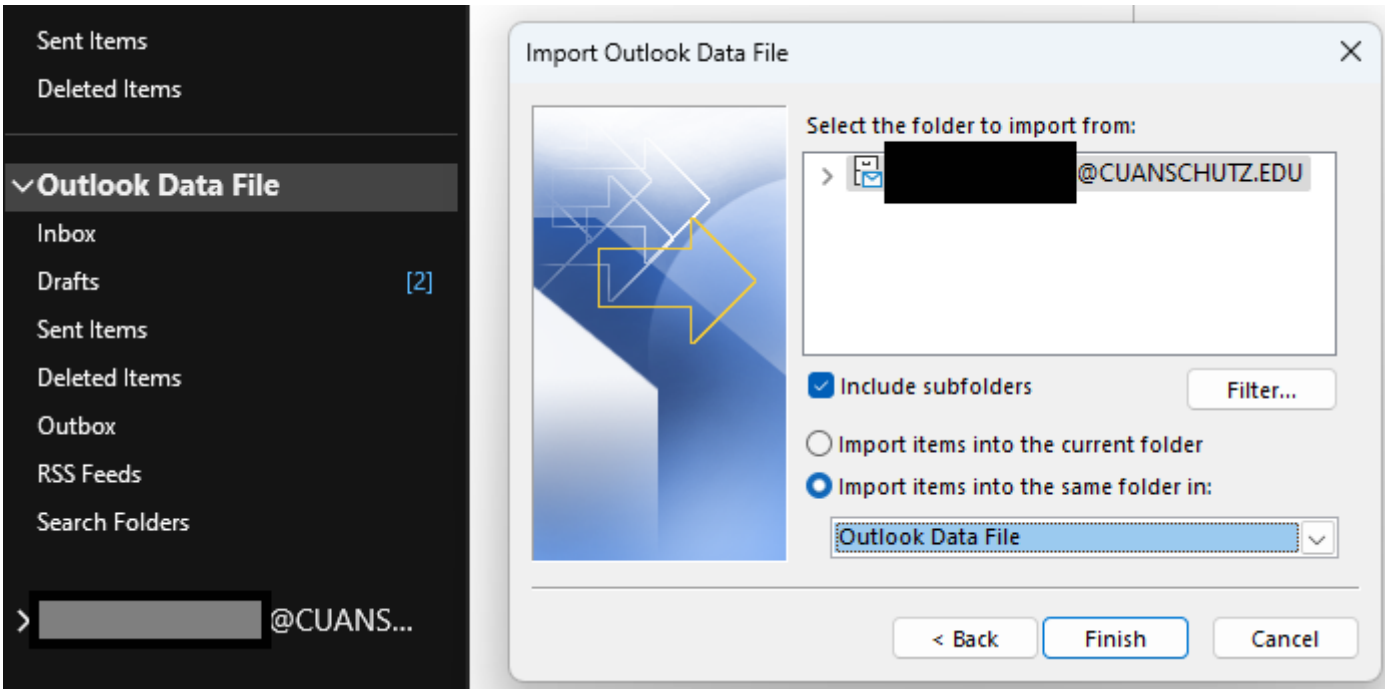
Select Outlook Data Fille (.pst) and click Next >



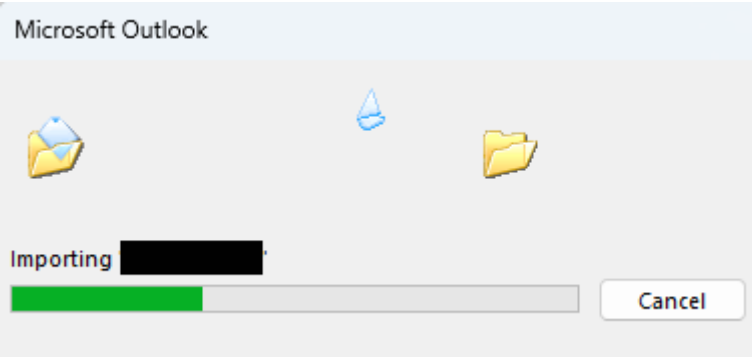
Browse for the location of the PST file you are opening, leave the other options at default, and click Next >



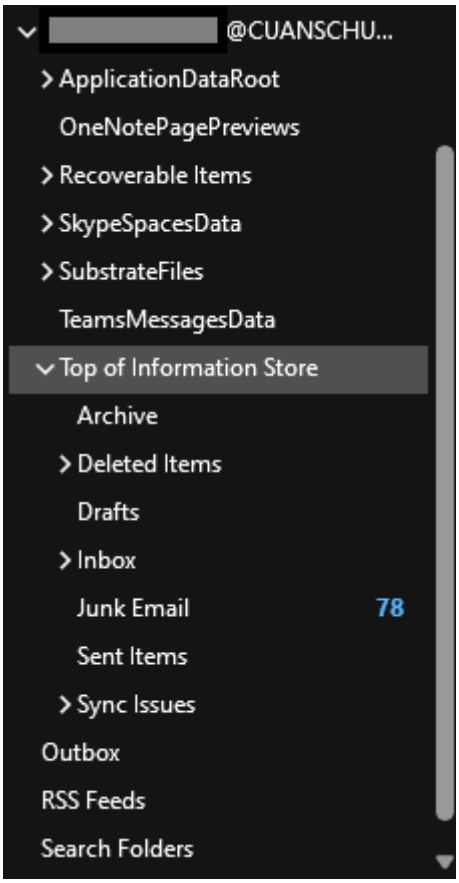
On this pop-up, you will see the mailbox that you are importing appear on the left hand-side, underneath any of your current folders/mailboxes. Keep default values and press Next >



Importing will then take a few minutes:



To go to the inbox and other emails of the pst file, expand "Top of Information Store"

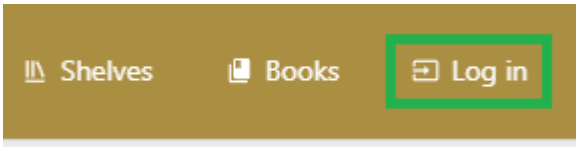


If you have a second PST file to import, repeat the above steps as before.

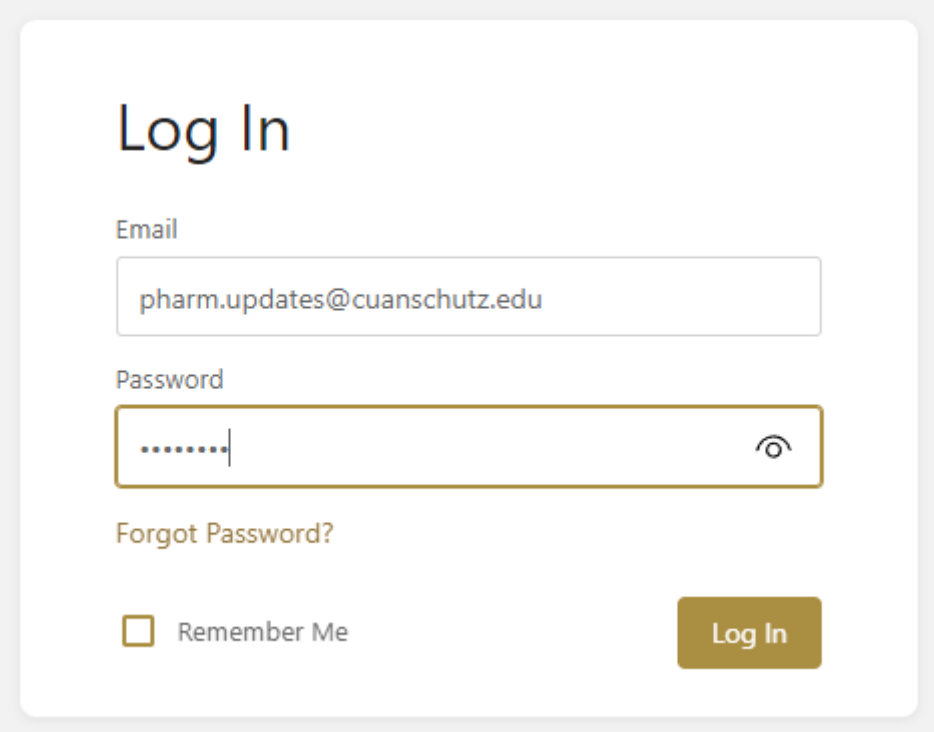
> The PST files may have been split into multiple parts to reduce file size and file corruption.

Admin Team: How to Add/Update Guides on CU-Pharm.net

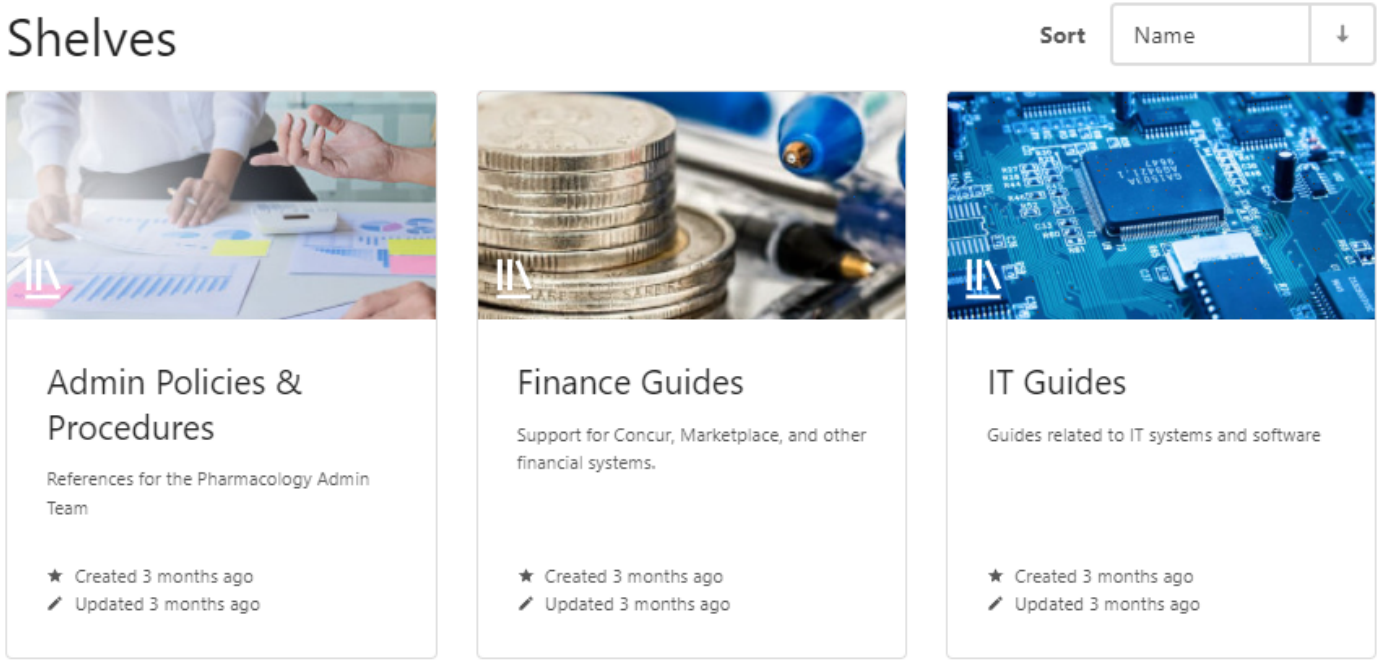
When you first go to cu-pharm.net, click on the login button in the upper-right:



Enter your email address and the password that Matthew sent you:



Once you log in, you will now see a third "shelf" for Admin Policies & Procedures:



> CU-Pharm.net is organized like a library, with **shelves** that hold different **books**, which have different **pages** (or guides). For example, if you are having issues installing a printer, you would go to the "IT Guides" Shelf, select the "General IT Help" Book, and go to the page on installing the printer.

> The site also has chapters if you have a particularly complex guide that needs to be broken down into multiple pages.

Click on Admin Policies & Procedures to see the three books on that shelf. Only logged in users can see anything on this shelf:

Admin Policies & Procedures

Sort Default

References for the Pharmacology Admin Team

Access Levels Per Role: Onboarding

Created 3 months ago
Updated 3 months ago

Finance Reference

Created 1 month ago
Updated 1 second ago

EMS

EMS

Created 3 weeks ago
Updated 1 minute ago

You can now click on any of these to see the different guides (pages) inside of them. For example, the first one has the most information at this time:

Access Levels Per Role: Onboarding

IT Administrator Position

Employee must be hired in Pharmacology and active in the system before trainings and access can b...

Chair's Assistant / Event Planner Position

Employee must be hired in Pharmacology and active in the system before trainings and access can b...

Business Operations Coordinator Position

Employee must be hired in Pharmacology and active in the system before trainings and access can b...

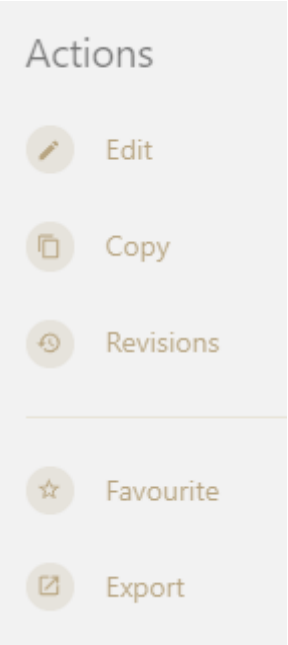
Pre-Award Position

Employee must be hired in Pharmacology and active in the system before trainings and access can b...

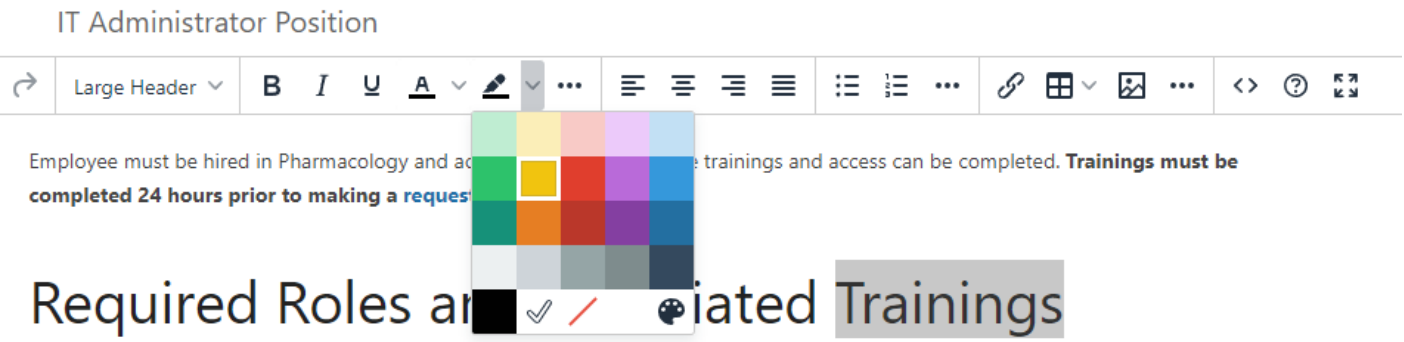
Post-Award/Payroll Position

How to Gain Access – Post-Award/Payroll Position Employee must be hired in Pharmacology and acti...

Once you open one of these pages while logged in, you should see options on the side panels for editing:



Clicking on "Edit" will allow you to type into the page and make updates including inserting pictures and link much like you do in Microsoft Word:

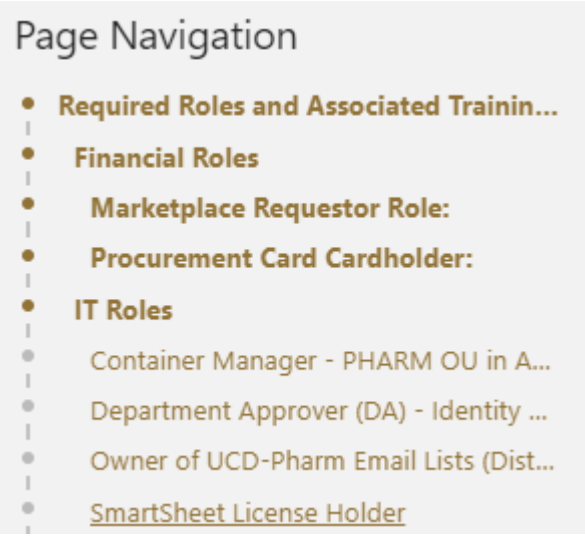


When you are finished, click "Save Page" in the upper-right. The updated page will be available immediately on browser refresh or the next time an Admin Team member visits the page.

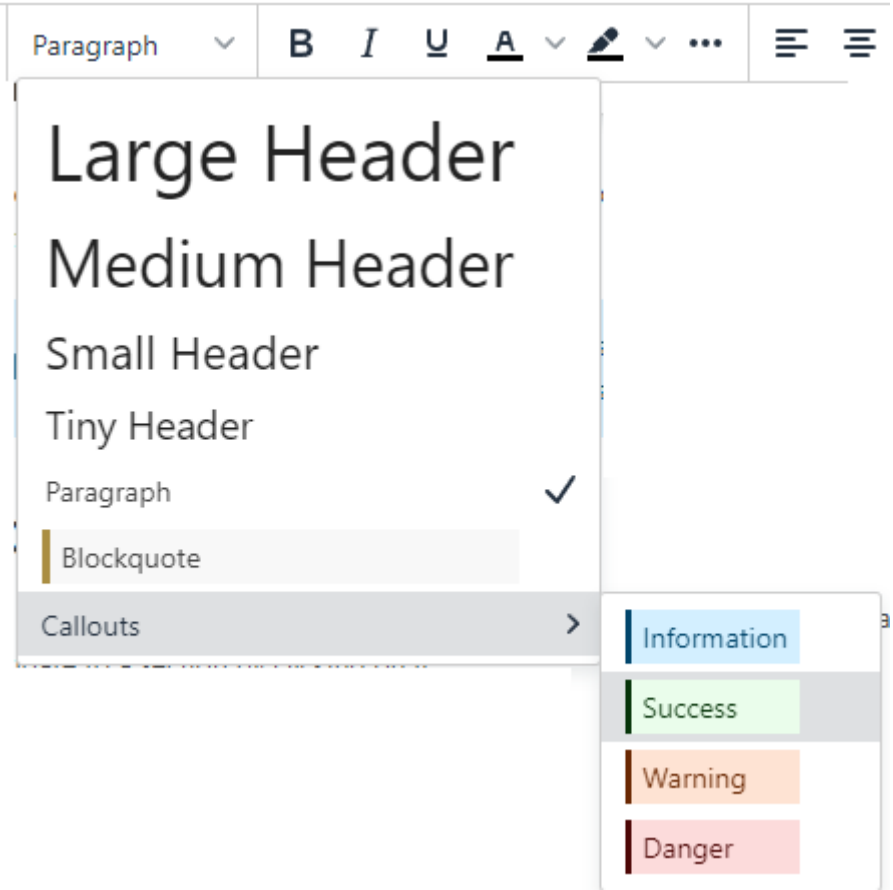
> If you would like to see the history of updates, click "Revisions" in the sidebar. This can help spot pages that haven't been updated in a long time. It can also help by restoring/referencing an old version of a guide if needed.

Editor Features

It is best to organize your guide with headings. Doing so will show the heading on the left sidebar, allowing someone to quickly navigate to a section by clicking on it:



To create a colored callout box like this one, first type out the text as usual (Paragraph). Then select it and change the dropdown menu from "Paragraph" to the color you would like to use.



Other features to be aware of are linking, inserting tables, pictures, horizontal dividing lines, code blocks (easy copy button), and more. Most of these advanced features are located on the right side of the toolbar, sometimes underneath a 3-dot submenu.