@ TECH STOP

M365

We will verify M365 License is assigned and working for your university account by testing Word and Outlook.

Sign in to OneDrive and set up folders to sync.

Download and set up Microsoft Authenticator to ensure two methods are registered.

(Browsers)

Set up Google Chrome and/or Microsoft Edge with the university account. This aids in keeping personal and school data separate, making account closure after graduation less stressful.

Additionally, saved passwords will be held behind university credentials and login sessions are carried between tabs.

We will also import some useful bookmarks.

Print Smart

Every student has $17.50 at the start of Spring and Fall semesters. We will install the most commonly used printers on campus and show you where to download others.

We will also verify the printers are installed correctly and no errors arise during a test print.

zoom

We will install and configure Zoom to work with your university account.

Police Department

We will help you locate necessary information to register your device with the University of Missouri Police Department (MUPD) system. This will allow a short return time if lost or stolen devices are recovered.

(Questions)

If you have any questions during this process, please don't hesitate to ask your technician.

If you know your device is equipped with an ARM processor (Snapdragon Qualcomm), please let your technician know.

If you have not met with your advisor or your meeting was within the last 48 hours, please let your technician know.

WELCOME!

Please fill out this check-in form!
Tech Stop Check-In

To get started, please ensure you are connected to TigerWifi (not TigerWifi - Guest) if you're on campus. Otherwise, use the links below to set up the VPN before continuing this guide.

Windows VPN Installation Steps   macOS VPN Installation Steps

A couple things to note before we get started. Always use personal browser accounts for personal things and UM accounts for school things - your school account is deleted after graduation.

Additionally, please reference the icons listed below. These are used throughout the guide to alert you to some special notes about the step.
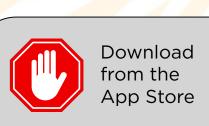
If you encounter any issues, please alert us. Additionally, take a screenshot and email it to **tigertechsupport@missouri.edu** from the student's email account with details of the issue.

iOS, iPadOS and Devices with ARM processor (Snapdragon Qualcomm) are not compatible with these drivers. Web versions or app versions should work.

If you have attended an advising appointment in the last 48 hours, you may not be able to log in.

Download from the App Store

💡 Google Chrome and Microsoft Edge browsers support login with your university account. This means once you log in for the day, you should see limited prompts for MFA as your login will be passed from tab to tab. To help you navigate your first weeks at Mizzou, we've also created a folder of useful websites we will import for you.

STEP 1

- **To Install Microsoft Edge:**
- For **Windows OS** devices, please find and open Edge. You will need to log in with your University account to utilize the license attached to your account.
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- For ma**cOS d**evices, please use the provided link to navigate to the download page for Edge. Once installed, open and log in to verify your account.

To Install Google Chrome:
- Use the provided link to download Chrome.

STEP 2

Download and import this bookmark file to Chrome/Edge.

⚠️ If you encounter any issues, please alert us. Additionally, take a screenshot and email it to tigertechsupport@missouri.edu from the student's email account.

M365

Download apps or use the Web-based version

Desktop apps will not work until enrollment is processed

Your student account is equipped with a license for M365. This gives you access to several pieces of software, 1 TB of cloud storage as well as web apps within the M365 environment.

STEP 1

- For **Windows OS** devices, please find and open Word. You will need to log in with your university account to utilize the license attched to your account.
-
- For m**acOS** devices, please use the provided link to navigate to the download page for the M365 suite. Once installed, open Word and log in to verify your license is properly assigned.

STEP 2

Open Outlook and verify mailboxes load.

STEP 3

Sign in/add a second account to OneDrive and set up folders to sync.

Note: Download the Microsoft Authenticator Mobile App to add a second authentication method and avoid disruptions if cell/Wi-Fi service is not available

If you encounter any issues, please alert us. Additionally, take a screenshot and email it to tigertechsupport@missouri.edu from the student's email account.

Print Smart

Download apps or use the Web-based version

Log in will not work until enrollment is processed

There are several computers and printers across campus for student use. We will install printer drivers to give you a head start so you are able to start printing when you get to campus. If you need more printers installed once you are on campus, you can always use the bookmark we provided to download more!

STEP 1

Install Printer Drivers:
- Closest Residential Hall
- Student Center 1st floor
- Student Center Color
- Ellis Bank 3

Windows PrintSmart Installers

macOS PrintSmart Installers

STEP 2

To test the printer, navigate to any website or document and initiate printing, choose one of the newly installed printers, log in with your username (abc123) and complete any prompts for updates. You should get an error message since Fall courses are not in session.

Note: McAfee & Norton will interfere with installation. You will need to disable active scanning and firewall protections.

If you encounter any issues, please alert us. Additionally, take a screenshot and email it to tigertechsupport@missouri.edu from the student's email account.

zoom

Zoom is a valuable resource often used for office hours, team meetings and presentations. Logging in with your university account ensures you are granted admittance and counted for attendance. We also suggest syncing your calendar if you have recurring meetings for a more efficient workflow.

STEP 1   Use the <u>provided link</u> to download Zoom.

STEP 2   Choose the "Sign in with SSO" option.

STEP 3   Enter "umsystem" as company domain.

⚠️ If you encounter any issues, please alert us. Additionally, take a screenshot and email it to tigertechsupport@missouri.edu from the student's email account.

MU Police Department

MUPD is the campus police department. They provide a registration site to allow you to register computers, phones, earbuds, tablets and even bicycles! In the event your property is stolen or lost, they will already have the necessary identifying information to positively identify and return your property.

STEP 1

Open the MUPD Property Registration page.

STEP 2

Log in and click "Register New Property." Fill out all red fields.

Known Issue Troubleshooting

We have encountered some new issues as well as known issues for which we have bypass steps. Please use the following pages to navigate these steps to ensure that students will be successful when they return in the fall!

If you encounter any issues, please alert us. Additionally, take a screenshot and email it to tigertechsupport@missouri.edu from the student's email account.

Quick things to check:
Make sure the VPN is still connected and working. Some sites require TigerWifi.
Check their login credentials on a site like MizzouOne. This can help verify if any login issues you are seeing are password related.
Verify via System Info that the device has an x86 architecture processor installed - Intel and AMD.

Issue: macOS Rosetta Missing

We have seen some macOS systems having difficulty installing Rosetta within the default processes. This piece of software is required for printer usage and should be manually installed using the steps below.

STEP 1 Open Terminal.

STEP 2 Enter:
softwareupdate --install-rosetta
Press the Enter key.

STEP 3 Retry the installer.

⚠️ If you encounter any issues, please alert us. Additionally, take a screenshot and email it to tigertechsupport@missouri.edu from the student's email account.

Issue: macOS OneDrive Installation

Some versions of macOS have been ignoring the OneDrive installer packaged in the universal M365 installer. We need to download the app from the System App Store.

STEP 1 Open the Apple App Store.

STEP 2 Search for OneDrive and install.

STEP 3 Resume setup as normal.

Issue: Windows Antivirus Blocking Printer Install

Antiviruses such as McAfee and Norton that come pre-installed on new Windows machines have Active Scanning and Firewall rules that block printer installation and use.

STEP 1
Open the antivirus application installed, speak to the student and inquire their usage of the app. If possible, it is preferred to uninstall the software as Microsoft Defender is already installed and does not require payment.

STEP 2
To install the printers with McAfee or Norton still installed:
Open Windows Defender Firewall.
Click Allow an app or feature through Windows Defender Firewall.
Check all the boxes next to Pharos Com Task Master.

STEP 3
Resume setup as normal.

If you encounter any issues, please alert us. Additionally, take a screenshot and email it to tigertechsupport@missouri.edu from the student's email account.

Issue: Windows Unable to Find the Port "PharosPopupPort"

Pharos is the program we use to allow wireless printing. This piece of software needs to communicate over network ports and requires that one specific port be available and open. PharosPopupPort is part of the installation and is established during the first parts. It is then used to test network connection and connect to the printer server. If this port is not found, no connection to the server is made and the installer will fail.

STEP 1 Go to C:\ProgramFiles (x86) and delete the Pharos folder (and PharosSystems folder if present).

STEP 2 Go to C:\ProgramData and delete any Pharos Folder (and PharosSystems folder if present). The "ProgramData" folder is hidden by default so you have to un-hide it for it to show up.

STEP 3 Open registry editor.
Browse to HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Print\Printers and delete any printers created by the Pharos popup (if present).
Browse to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors and delete key, Pharos Systems Popup Port Monitor, if present.

STEP 4 Restart the computer.