



Denver

Return-to-Campus Tech Guide

Technology

In-Person Return

Hybrid Return

Laptops and Computers

If you are returning to campus after a long period of remote work, your office computer may have fallen off the domain. Please contact your school/department IT resource, or the [OIT Service Desk](#) for assistance.

Make sure your laptop is updated with the latest software and applications to optimize performance through the academic year. Coordinate with your school/departmental IT support team or contact the [OIT Service Desk](#) for assistance.

Network Connectivity

If you have an on-campus desktop computer, your previous network connection should still be active. Having trouble connecting? Contact the [OIT Service Desk](#) for assistance.

Using your laptop or mobile device on home/public wifi? Verify you are able to connect to the secure CU Denver network using [Global Protect VPN](#).

If you are connecting to CU Denver WiFi with a mobile device, you may be prompted to update to your password.

[Multifactor authentication through DUO](#) is required to use VPN.

Authentication

When logging in on campus or remote, OIT requires Multi-Factor Authentication (MFA) to connect to secure resources. Verify you have [DUO MFA installed and configured](#) on your devices.

MFA is required to access:

- [UCD Access Portal](#)
- [Global Protect VPN](#)
- [Microsoft Office 365](#)
- [VMWare Remote Desktop](#)

Forgotten or Expired Password? You can [reset your password](#) using text messaging, email or by answering security questions.

File Sharing and Data Storage

On campus or remote, OIT Supports the following options for storing data and sharing files:

- [OneDrive](#)
- [Microsoft O365 Teams](#)
- [Department Network Folders \(Isilon\)](#)

Meetings

For on-campus meetings, you can book rooms, along with AV equipment and support using the [EMS Web App](#)

- Conference rooms can be configured to host meetings with remote attendees through EMS.

For remote and hybrid meetings, continue using [Zoom](#) or [Microsoft Teams](#). Ensure your computer or laptop is setup properly (webcam, microphone, etc).

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Office Phones

If you submitted a request to disconnect your phone, you will need to [submit a request to reactivate service](#). Visit our website for [more information on phones](#).

If you are working in a hybrid or remote arrangement, you can [setup your phone to work on your university laptop using Cisco Jabber](#). Jabber will not interfere with your office phone.

Canvas

In-person, online or hybrid, all courses have a course shell in Canvas. You can [use Canvas to share files, host asynchronous discussions, submit assignments, take quizzes, and provide grades and assessment feedback](#).

Need assistance or would like to continue to expand your use of Canvas or other technologies, [schedule a meeting with the Academic Technology Team](#) or [attend a training](#).

Audio Visual Services and Support

To request AV equipment or support, please [submit an EMS request](#).

To [schedule a Zoom Camera system to record lectures](#), please submit a request through EMS.

Need additional support? Schedule a room tutorial to gain hands on experience and training from an AV expert to make the most of your classroom technology. [Submit an EMS request](#) or call 303.315.2055 for an appointment. You can also attend OIT's AV Open Lab to gain hands on experience with classroom AV technology. See the timeline below for details.

Return-to-Campus Tech Timeline

Weeks in Advance

- **Make sure your laptop or desktop computer is updated and configured with the latest software** to optimize performance and to prevent unexpected technical issues. Contact your school/department IT support team or the [OIT Service Desk](#) for assistance
- **Make the most of your Academic Technology!** Register and attend training for Canvas, Ally, Hypothesis or other academic technology
 - [Academic Tech Trainings](#)
 - [Office of Digital Education \(ODE\) Trainings](#)

One Week in Advance

- **Join us for OIT's AV Open Lab!** Gain hands-on experience and guidance from experts to make the most of AV technology in your classroom. No registration required! Just drop by one of the two Open Lab rooms during the following times:
 - August 17, 8am-11am; 1pm-4pm, North Classroom 1539 and Student Commons 2600
 - August 18, 8am-11am; 1pm-4pm, North Classroom 1402 and Student Commons 2600
- If needed, [schedule time to meet with an academic technology expert](#) to make sure your class is ready to go in Canvas (regardless of course modality), and answer any questions you might have

Arrival Day

- **Having issues with your classroom technology?** Each classroom podium contains a sign with contact information for support. Please call immediately, according to the signage in the room. Depending on your location, a support professional from OIT, AHEC, or a departmental IT Team will assist you.
- For all other questions or issues, please [contact the OIT Service Desk](#).