



## IT Services – Frequently Asked Questions

Foresters,

First and foremost, we love all of you and want you to know that we are here to help! All the preparations and work that IT Services has done over the past few years has prepared Huntington University to support you as you complete your coursework online this semester. We are here to help you find *IT* and use *IT*.

IT Services has also been working tirelessly to curate resources to better assist you in using the many excellent tools at your disposal. Below are some frequently asked questions regarding these core tools, as well as links to additional resources for each of them. Also, do not ever hesitate to contact our team if you feel you need some one-on-one support. You can reach them directly by sending an email to [helpdesk@huntington.edu](mailto:helpdesk@huntington.edu) or calling [\(260\) 359-HELP \(4357\)](tel:2603594357).

Also, don't forget to [Smile](#). Smiles are contagious and a great way to ease stress and anxiety. Finally, I would like to encourage all of you with these words from scripture.

### **Isaiah 26:4 – New International Version (NIV)**

Trust in the Lord forever, for the Lord, the Lord himself, is the Rock eternal.



## **Zoom – Audio and Video Conferencing**

### **How do I use Zoom for class?**

- Your instructor will provide you with a Zoom link within your Moodle course.
- When you click on the link, you will be given the option to either run Zoom from within your browser or to download the desktop client.
- When using the desktop client, the browser will first download a file that you need to run; when you run the file, you will automatically be joined to your meeting.
- Once you are connected to the meeting, you can use the microphone and camera icons on the lower left of the application to control your audio and video settings.

### **I want to sign into Zoom, but it is not accepting my HU credentials.**

- If you choose to sign into the Zoom desktop client, you will need to choose the *Sign in with SSO* option and enter *Huntington* as the Company Domain.
- At that point, you will be able to sign in using the HU email address and HU password.

### **Where can I learn more about using Zoom?**

- You can find additional information about using Zoom directly from our support pages, found at <https://helpdesk.huntington.edu/zoom>.
- You will need to log in with your HU username and HU password to access these resources.

## **Microsoft Office Suite – Word, Excel, Outlook, OneNote, PowerPoint**

### **Where can I get the Microsoft Office suite?**

- You can download Microsoft Office by logging in at <https://portal.office.com> and clicking on the Install Office button found toward the upper right corner of the screen.
- To activate your copy of Microsoft Office, you will need to sign in with your HU email address and HU password the first time you launch the application.

## **Microsoft OneDrive – Secure, Cloud-Based Storage**

### **What is Microsoft OneDrive?**

- Microsoft OneDrive is a service that is included with all HU accounts and allows you to save your files to the cloud so that your files are safely backed up and accessible across all your devices

### **How do I synchronize my documents with OneDrive?**

- You can find additional information about using Microsoft OneDrive from our knowledge base articles, found at <https://helpdesk.huntington.edu/onedrive>
- You will need to log in with your HU username and HU password to access this knowledge base article



## **Microsoft Teams – Collaboration Tool (Chat, Share Files, Collaborate in Real-Time)**

### **What is Microsoft Teams?**

- Microsoft Teams allows multiple users to chat, share files, and collaborate in real-time across the internet.
- Teams is available for PC, Mac, and mobile devices. For more information, please see: <http://helpdesk.huntington.edu/teams>
- You will need to log in with your HU username and HU password to access this knowledge base article

## **Adobe Creative Cloud – After Effects, Audition, Illustrator, Photoshop, Premier, etc.**

### **Can I use Adobe Creative Cloud from home for free?**

- Starting on or before 3/20/2020, Adobe will be providing temporary at-home access to Creative Cloud for free to all HU students until May 31, 2020.
- The temporary licenses may be provided and removed at Adobe's sole discretion.
- To download Creative Cloud, do the following:
  - Go to <http://creativecloud.adobe.com>
  - Click on Sign in in the upper right corner
  - Type in your HU email address and click continue
  - Choose the Company of School option
  - Sign in with your HU email address and password
  - Look for Quick Links section on the left side of the
  - Click the Install Creative Cloud app link
  - Open the Creative Cloud Setup after it downloads

## **Autodesk Maya**

### **Can I use Maya from home for free?**

- Autodesk offers free licenses for Maya to students for academic use.
- To request a license and to download Maya, go to <https://www.autodesk.com/education/free-software/maya>
- Before requesting a license and downloading Maya, you will first need to use the link to create an Autodesk account.



### **Chaosgroup Vray**

#### **Can I use Vray from home for free?**

- Chaosgroup is providing HU students with a 100% discount for V-Ray for Maya and Phoenix FD from their online store until the situation with the coronavirus resolves.
- The promotional code and how to redeem it can be found at <https://helpdesk.huntington.edu/KB/View/70275>
- You will need to log in with your HU username and HU password to access this knowledge base article

### **Luxion Keyshot**

#### **Can I use Keyshot from home for free?**

- Luxion, the developer of Keyshot, has agreed to provide HU students with a free temporary EDU license for Keyshot upon request.
- Students need to submit a ticket with Luxion at <https://luxion.freshdesk.com/support/tickets/new> and request a free temporary license to Keyshot.
- Please mention that you are a Huntington University student who is taking a course that uses Keyshot and that your class has moved to an online format in response to the COVID-19 pandemic.