

Virtual Advising Tips

-Bonnie Mccarty, MTSU advisor

Quick Parts, a tool in Outlook (and other Office software) may be *really* helpful for all the email advising we're likely to do in upcoming weeks! This allows you to store frequently-used phrases, paragraphs, URLs (website links), etc, and easily insert them into an email. Once you learn how to use it, and get a few Quick Parts set up, it'll be super quick and easy to use, and it'll save you a lot of time when emailing students!!

A web tutorial with some helpful screenshots: <http://techtips-rs.blogspot.com/2011/02/time-saver-quick-parts-outlook-2007.html>

Create a Quick Parts

- Open a new email message and type out the text you want to save as a Quick Part.
 - If you already have the text in an already-sent email, click on the email and then hit Control-F (as if you were going to forward it to someone) to put it into edit mode.
- Use your mouse to highlight the text that you want to save.
- Click on Insert.
- Click on Quick Parts (toward the middle-right of the ribbon).
- You'll see the list of your Quick Parts (once you have some set up), then under the list will be a "Save" button. Click that.
- In the "Create New Building Block" box, type in the name you want to give the Quick Part.
 - It's best not to include spaces and to make it a unique name, so you can use F3 to pull it into an email (see below).
 - For unique names, try creating a naming scheme. For example:
 - IntSub for instructions on how to submit an Intent to Graduate and UD form.
 - IntUp for instructions on how to update the Intent to Graduate grad date with the grad coordinator.
- Hit the Enter key or click OK.

Insert a Quick Parts

- Click on Insert.
- Click on Quick Parts (toward the middle-right of the ribbon).
- You'll see the list of your Quick Parts. Scroll down to the one you want and click on it.
- Now you should see it in your email! :)
- F3 shortcut that you can use instead of choosing it from the list:
 - If you've given a QuickParts a unique name, you can use F3 to pull it into the email without having to click through the menu--*much* faster!!
 - Type in the first 3 (or more) characters of the name, then hit the F3 key. (Capitalization doesn't matter.)
 - You should see the Quick Parts in your email now.
 - In the example above, I would type "intup" then hit F3 if I want to tell a student how to update their grad semester.

Remote Desktop is a tool which will allow you to access your work computer, Banner, and other systems that only work on the MTSU network from a home computer or laptop. **Caution:** Always be careful to follow FERPA regulations! You should never use a public network (such as wi-fi at a restaurant or hotel) to access the MTSU network, since that could allow a hacker access to sensitive info. I recommend that you use this tool only at home or while using your

own personal internet (such as a hot spot coming from your cell phone and protected with a strong password).

VPN info: <http://www.mtsu.edu/security/vpn.php> or [see the text below](#)

Computer name will be one of the following:

- Your computer name, which is a combo of your tag number and your FSA ID, like this:
<tag#><your FSA login>.fsa.mtsu.edu
 - Mine looks like this: D007624BMCCARTY.fsa.mtsu.edu
- Or you can use your IP address. Let me know if you want to use this, and I'll help you look it up. I use the other one, since it's easier *and works more consistently*.

Log-in name

- Generally your FSA log-in--the one you use to log into your computer, email, Pipeline, etc.
- Sometimes you might need to put fsa\ in front of it like this: fsa\bmccarty
(There's only the one slash in the middle, not one *before* the "FSA"!)

Setting up the remote desktop connection initially

- Download the Pulse Secure app to your personal computer. This is what you'll use to connect to the MTSU network later.
 - A link to it is available at <https://www.mtsu.edu:8443/security/protected/vpn.php>.
 - You'll see 3 links: Mac, 32 bit, or 64 bit. If you're using a PC (any computer other than an Apple/Macintosh/Macbook, etc.), you most likely have a 64-bit system and thus want the 64-bit link. Only really old computers (like 2005 and older, maybe) would be 32 bit.

Using a remote connection

Please note: These instructions are for a PC. I don't have a Mac to test with, but instructions are available at <https://docs.microsoft.com/en-us/windows-server/remote/remote-desktop-services/clients/remote-desktop-mac> and the process appears to be similar starting on step 5, where you're past MTSU's security process.

1. Use the Pulse Secure app on your personal computer.
2. Log in with your regular computer credentials as noted above.
3. It'll then ask you to do the Multi-Factor Authentication (MFA). This will differ from person to person, depending on how you set it up.
 - a. My default is to click "Accept" in a pop-up box on my phone.
 - b. You might instead get a text message with a code to enter, or a phone call, or another method of proving you're you.
4. When the MFA goes through and the Pulse Secure app says "Connected", you're now connected to the MTSU network and ready to actually remote into your work computer.
5. Click on the Start menu, then on Remote Desktop.
 - a. Depending on your Windows version, it might be in a folder called Accessories, might be alphabetized in the Rs, or might be found easiest by using the Start menu's search function.
 - b. Once you find it, right-click on it and choose "Pin to Start Menu" or something similar. This way, it'll always be easy to find from now on! :)
6. Type in your computer name as noted above, and hit Enter.
7. Log in with your log-in name as noted above, and your normal password that you use to log into your MTSU computer.

8. You should see the screen flash to black, then start loading up your work computer's desktop icons. If so, you're in! :)

Don't let Pulse Secure get suspended over time!!

(This has been the case in the past. Not sure if it's still an issue, but never a bad idea to be safe!) Log in through Pulse Secure periodically to keep the account active. Otherwise, it gets suspended every so often. You have to call IT during office hours and go through a process to get reauthorized, which is horrible!!

From ITD:

VPN

At its most basic level, a VPN is an extension of a private network (like MTSU's) to a public space, like your home network. This allows a remote user to connect to the university and have their computer act as if it is sitting on the MTSU campus. All traffic from your computer is sent through an encrypted tunnel to MTSU's network and out to the Internet, rather than through your Internet Service Provider's network. This allows for greater security when accessing potentially secure resources from home. The MTSU VPN webpage can be reached at <https://access.mtsu.edu> and uses your FSA (email) username and password for access. There is also a client available for Mac OSX and Windows that does not use Java. Those clients can be downloaded here:

- [Windows \(32-bit\)](#)
- [Windows \(64-bit\)](#)
- [Apple](#)

If you wish to connect to the VPN through a mobile device, a Pulse Secure client is available from both the Apple Appstore and Google Play. The links for those mobile apps can be found below, or downloaded on the appropriate appstore:

- [Android](#)
- [iOS](#) (iPod/iPad/iPhone)

If you have any questions please contact the Help Desk at 5345 or help@mtsu.edu.

From <<https://www.mtsu.edu:8443/security/protected/vpn.php>>