



INFORMATION TECHNOLOGY SERVICES DEPARTMENT

Getting Started: F&S User's IT Guide

F&S User's Top10+ IT Guide

Logging On

To logon to your computer follow these steps:

Windows 11:

1. Press **CTRL-ALT-DEL** to get to the logon screen.
2. In the **Username** field, type your **NetID**.
3. In the **Password** field, type your **AD password**. *If you do not remember your AD password, please visit <https://go.illinois.edu/password>*

Logons & Passwords

AD (U of I) Password: Used for logging into workstations, email, webmail, box, and a variety of other applications, include AiM. Change password by visiting <https://go.illinois.edu/password>

Enterprise ID password: Used to log into Banner, the Protected Email Attachment Repository (PEAR), View Direct, Codebook, and a variety of other administrative applications. Change this password at <https://go.illinois.edu/password>

Where to Save Files

F&S has several network shared drives setup for users. The network stores are backed up nightly, enabling restoration of files when necessary. *Note: Due to space concerns the C: drive is not being backed up; therefore, do not store files to the C: drive. Additionally, files stores on laptops, iPads, or other mobile devices are not backed up by F&S IT.*

Some network drives are shared among all F&S staff, and some are setup for users in a particular group. If you are working on a project that requires access to a specific network share, email the IT Support Desk. Here are the standard locations available:

H:

Personal user files are stored here. No one else has access to this location.

J:

F&S shared files are stored here, including staff tools such as logos, building maps, etc.

Email Client

University employees email accounts are provisioned in a Microsoft Exchange system managed by Technology Services. The application used to access the mailbox is **Microsoft Outlook**. Your email address is NetID@illinois.edu. To open email follow these steps:

Windows 11:

1. Once logged onto computer, click on the **Windows** button, select **All Programs**, and choose **Microsoft Office – Outlook**.
2. Outlook will now open. It may take a moment the first time you log on. If you are prompted for credentials in a pop-up box, type **your NetID** and **AD password**. Check the box that says to **remember credentials**.

Using Webmail

Webmail enables you to check email from remote locations.

1. Open a **web browser** (i.e., Firefox or Chrome/Edge).
2. Type <https://webmail.illinois.edu/>
3. Type **your NetID** and **AD password** (this is the same NetID, and password used when logging on to your computer).

Facilities & Services Mailing Lists

If you wish to be added to any specific mailing list pertaining to your shop or position, send an email to fandssupportdesk@illinois.edu. Additionally, if you require assistance with adding a specific group mailbox in Outlook, include that information in the support ticket.

Changing Passwords

1. Before changing passwords, close all applications including email.
2. Go to the Technology Services at Illinois password management page at <https://go.illinois.edu/password> and choose **Change Password**.
3. Log off computer.
4. Log back in using new password.
5. Update passwords on other devices (i.e., iPads, smartphones, etc.).

Adding a Printer

1. Click on the **Windows** button and select **F&S Printers**.
2. Double click on **Printers on FANDSU050** (Windows 11) to show all print queues available to you.
3. Double click on the name of the printer you are looking for and **add** to install.

To set a default printer:

1. Click on the **Start** button, choose **Control Panel**.
2. In the **Control Panel**, click on **Devices and Printers**. *If you do not see Devices and Printers, change the Control Panel view to Small Icons.*
3. Right click on the printer and select **Set As Default Printer**.
4. Close dialog box (click on X in upper right-hand corner).

Changing Desktop Settings

To change settings such as your desktop image, screen saver, or window color, right click on the **Desktop** and click **Personalize**.

Software and Hardware Needs

Purchasing software or hardware. When you are ready to purchase computers, related office equipment, or software for use in your office please consult with F&S IT Support Desk before proceeding. This will help ensure you choose items most compatible with the environment, thereby increasing your productivity. This also allows us to standardize equipment, which helps improve the quality of support we provide to you. Please do not hesitate to contact us for assistance in choosing software, computers, printers, scanners, networked copiers, smartphones, or other equipment or peripherals connecting to computers or the network.

Installing software. If you are not an administrator on your computer, your supervisor will need to submit a support desk ticket to have new software installed on your device. If you are an administrator, F&S IT still requires that you contact the support desk prior to any installation to verify the software does not interfere with current programs or policies.

Moving hardware. If any shop requires computer equipment to be moved, contact the F&S IT Support Desk. A minimum of two days advance notice is required.

RAdmin

F&S IT uses a program called RAdmin to connect to computers remotely. A blue R icon will display in your System Tray. If you call into the support desk, you may be asked for your computer's IP address. To simply obtain this, hover over the blue R icon to see the number. If an IT support staff is connected to your computer via RAdmin the icon will change from blue to red. Your computer will not be accessed remotely without your consent.

Quick Tip

Locking your computer. The fastest way to lock your computer is to hold down the **Windows** key on your keyboard while pressing the **L key** (Windows + L). Your computer will also automatically lock after ten minutes of inactivity.

University HELP Resources

Facilities & Services IT Support

217-244-6350

8 a.m. – 5 p.m., M-F

Email: fandssupportdesk@illinois.edu

Stop by: 1501 S. Oak St., Room 30 (basement), Champaign

Technology Services

<http://techservices.illinois.edu/>

Email: consult@uiuc.edu

217-244-7000

Administrative Information Technology Services (AITS)

<http://aits.uillinois.edu/>

Email: servicedeskait@uillinois.edu

217-333-3102