Guidelines for Using Technology off Campus
The following guide has been compiled to provide assistance to AACC faculty and staff working from home. Citrix Workspace should only be used to access applications that are not cloud-based, or available for download.

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Outlook
Email should be accessed using Outlook Web Access from off campus (not Citrix).

Outlook Web Access Email
1. To access administrative email using Outlook Web Access (OWA)
   - https://outlook.office365.com/owa/aacc.edu
   - Log in with: username@aacc.edu and your password
2. Additional Information for accessing email off campus is available on the MyAACC portal Office 365 Resource Center:
   **Note** you may need to be logged into the MyAACC portal prior to accessing the above guide.

OneDrive and Network Shares
1. To access OneDrive from OWA
   - https://outlook.office365.com/owa/aacc.edu
   - Log in with: username@aacc.edu and your password
   - Click on the waffle menu button in the top left corner
   - Click on OneDrive
     - OneDrive should only be accessed through a web browser on personal devices. College related information should not be stored on personal devices.
2. Network Shares (G & H Drives) copied to OneDrive. It is recommended that you only copy essential files from your G and/or H to your OneDrive account so you may access them off campus.
   - From an on campus computer open file explorer and navigate to the files you want to copy to OneDrive.
Log into OWA from a web browser, [https://outlook.office365.com/owa/aacc.edu](https://outlook.office365.com/owa/aacc.edu), access OneDrive using the above instructions.

- Drag and drop the essential files from your H and/or G drive to your OneDrive files.

3. Additional guidance on using OneDrive is available on the MyAACC portal Office 365 Resource Center: [https://portal.aacc.edu/facstaff/O365%20Documentation/Guidance%20on%20using%20OneDrive%20FINAL%20032319.pdf](https://portal.aacc.edu/facstaff/O365%20Documentation/Guidance%20on%20using%20OneDrive%20FINAL%20032319.pdf)

4. **Note** you may need to be logged into the MyAACC portal prior to accessing the above guide.

### Skype Meetings

1. Log in to your administrative email using Outlook Web Access (OWA)
   - [https://outlook.office365.com/owa/aacc.edu](https://outlook.office365.com/owa/aacc.edu)
   - Login with: username@aacc.edu and your password

2. Open calendar view, located bottom left.

3. To create a Skype meeting, click on **New Event**, from the top left corner.

4. Toggle **Skype meeting**, to create the event with Skype capabilities.

   Complete meeting request, then **Save**.
1. To Join a Skype meeting, open the Skype meeting from your calendar.
2. Click on **Join Skype Meeting**

![Test Skype Meeting](image)

3. Install and join with Skype Meetings App (web).

![How would you like to join your meeting?](image)

4. Click **Run** to begin the installation.
5. Enter your user name (administrative email address) and click **Join**.

![Welcome](image)

6. You will be connected to the Skype meeting.
7. Additional guidance on using The Skype Web App is available on the MyAACC portal Office 365 Resource Center:
   - **Note** you may need to be logged into the MyAACC portal prior to accessing the above guide.

**Groups**

1. Log in to your administrative email using Outlook Web Access (OWA)
   - [https://outlook.office365.com/owa/aacc.edu](https://outlook.office365.com/owa/aacc.edu)
   - Login with: username@aacc.edu and your password
2. To create a new group, scroll down and select **New Group**.

![Groups](image)
3. Create a name for your group, and a brief description. Choose whether your group should be private (only approved members can see what’s inside) or public (anyone at AACC can see what’s inside). Select Create.

4. Add Members to your group. Select Add.
5. You can now email the members of the group, or access the group’s files.

6. Additional settings and features can be accessed through the Group Sharepoint site. Select the ellipses, then select Site.
My AACC - Site Not Shared

If you encounter the following error while attempting to access AACC online services, follow the following steps.

![Image of error message: Sorry, this site hasn't been shared with you.]

1. To eliminate the error message, clear your browser history/cache. Close and reopen browser.
2. To prevent the error message from recurring:
   - When logging into your MyAACC account, enter your **username only**. Do not enter your full email address.
   - Use a different internet browser, or a private browsing session when accessing your MyAACC account and OWA to access your administrative email account.
Microsoft Office

Online Microsoft Office

1. To access Online Microsoft Office applications from OWA
   o  https://outlook.office365.com/owa/aacc.edu
   o  Login with: username@aacc.edu and your password
   o  Click on the waffle menu button in the top left corner to display all of the Apps available via OWA

![Office 365 Apps](image)

ProPlus

1. Installation instructions for Office 365 Pro Plus are available on the MyAACC portal Office 365 Resource Center:
   **Note** you may need to be logged into the MyAACC portal prior to accessing the above documents.
Adobe Applications

AACC provides one work and one home license for the several Adobe applications, including Creative Cloud, Photoshop, Illustrator, Acrobat DC, and InDesign.

1. To install Adobe applications on your personal device, navigate to adobe.com, and select Sign in.

![Sign in](image1)

2. Enter your AACC administrative email address (ex. username@aacc.edu) and select Continue.

![Continue](image2)

3. Log in with your AACC email address and password. Select Sign in.

![Sign in](image3)
4. Select **Manage your account**, and then select **View and download my apps**.

5. Navigate to the application that you wish to install and select **Download**. Once the download completes, follow the prompts to complete the installation.
Acrobat DC

The complete PDF solution for a mobile, connected world.

Download
TimeClock Plus

TimeClock Plus can be accessed off campus via the following links:

Employee Login:
https://129702.tcplusondemand.com/app/webclock/#/EmployeeLogOn/129702/1

Manager Login:
https://fs.aacc.edu/adfs/ls/idpinitiatedsignon.aspx?RelayState=RPID%3Dhttps%253A%252F%252F129702.tcplusondemand.com%252Fapi%252Fv0000%252Fsaml2Sessions%252F0%252Fsaml2SingleSignOnUserPost%26RelayState%3D

TimeClock Plus instructions can be found on the Human Resources Intranet site. You need to be logged in to the Portal to access the intranet.

https://webapps.aacc.edu/intranet/hr/LeaveTimeRecordg.cfm
Password Management

All AACC students, faculty and staff use the Password Management tool to update their password and manage verification options.

Change your password

Navigate to aacc.edu/password and select Password Management Tool.

6. Log in with your AACC username and current password.
7. In the **My Accounts** tab, enter your new password. Select **Reset Password**.

![Create and confirm your new password](image1)

**Forgot Password**

1. Navigate to [aacc.edu/password](http://aacc.edu/password) and select **Reset Password**.

![Password Management](image2)

2. Enter your username here to reset your password by answering your challenge questions. Alternatively, select **Don't remember your answers?** Reset your password by receiving a temporary security code.
3. Follow the prompts to create a new password.
Citrix
Citrix Receiver should only be used for applications that are only available on campus. All other applications (including email/Outlook) that are cloud-based, or available for download should be used outside of Citrix.

Citrix Installation for Windows


2. If the above link does not work, please go to Citrix.com and select Downloads.

3. Click the Select Products Box and chose View additional downloads at the bottom of the pull down.
4. Select **Citrix Receiver** and click **Download**.

5. Expand **Receiver for Windows LTSR**. From there, expand the link below with the same name.
6. If you see an alert about CitrixReceiver.exe similar to the one below, select the Run option to begin the installation.

7. When you first run the installer, you will be greeted by a welcome screen and the options to Start or Cancel. Click Start to continue.

8. You will be prompted to accept the license agreement and click Next to install the software.

9. You will be asked if you would like to participate in their program and send anonymous data back. This is entirely optional; you are not required to participate to install the software.

10. Once the software installation is complete you will see the following screen. Please enter aaccapps.aacc.edu into the prompt and select Add.
11. Enter your AACC user credentials. Your password will be the same one you use to log into a computer on campus.

12. If this is the first time you have used Citrix Receiver on this computer, the list of Favorites will be blank. Click the Apps button at the top center to display a list of available applications.

13. Select **Add to Favorites** and then click the back arrow to return to the main apps screen.
14. Once you have set all desired applications as Favorites, then click the Favorites button at the top and you will only see those applications.

15. Click on any program icon to launch the associated application.

Citrix Installation for Mac OS

1. Open a web browser and navigate to www.citrix.com/downloads. Select the Citrix Workspace App in the Select a product... drop down menu.

2. Select Download Citrix Workspace app for Mac.
3. Once the file has downloaded, navigate to your browser downloads folder and double click on the CitrixWorkspaceApp.dmg to begin installation. Select Install Citrix Workspace.

4. Follow the prompts to install the Citrix Workspace App.
5. When prompted, enter your computer’s administrator User Name and Password.

6. Check the box to Add Account.
7. Click **Close** upon completing the installation. Citrix Workspace will launch once the installer has finished.

8. After Citrix Workspace launches for the first time, enter the server address as seen below:
   a. Faculty/Staff: [https://aaccapps.aacc.edu](https://aaccapps.aacc.edu)
   b. Students: [https://studentapps.aacc.edu](https://studentapps.aacc.edu)
9. Enter your AACC user credentials, using the following examples:
   a. Faculty/staff: aacc\your username
   b. Students: student\your username

Adding Applications to Favorites

1. Click APPS, near the top of the Citrix Workspace window.
2. Select Details on the application that you would like to add to your favorites. Then, select Details and Add To Favorites.

Add Citrix Workspace to your Dock

1. With the Citrix Workspace Application open, right click on the dock icon. Select Options and Keep in Dock.
How to use Remote Desktop

1. Record your AACC computer name. On the AACC computer that you’re accessing remotely:
   a. Search **computer name** on your PC.
   b. Computer name can be found under **Device specifications**.

2. Launch **Citrix Receiver** on your off campus computer.
3. Click on the **Remote Desktop** icon

4. At the Remote Desktop Connection prompt, enter your computer name and select **Connect**.
5. Under the Windows Security dialog enter your credentials (username preceded by aacc\)

6. You should now see your office PC desktop.
Canvas

How to Access Canvas

1. Navigate to aacc.edu and select MyAACC

2. Sign in with your AACC username and password. Select Sign in.
3. Select **Access My Courses** under **My Classroom – Virtual Campus**.

Additional Canvas Help

Additional Canvas assistance can be found in the Canvas Community Guides, or by contacting AACC Virtual Campus. Phone: 410-777-2464, Email: virtualcampus@aacc.edu

**Helpful Links**


Outlook web access: [https://outlook.office365.com/owa/aacc.edu](https://outlook.office365.com/owa/aacc.edu)


Centre suite: [https://www.centresuite.com/Centre/Public/Logon/Index?ReturnUrl=%2fCentre%3fsite%3d2129&site=2129](https://www.centresuite.com/Centre/Public/Logon/Index?ReturnUrl=%2fCentre%3fsite%3d2129&site=2129)
Contact TCC

The AACC Technical Call Center can be contacted by phone, email or in person.

- Phone: 410-777-4357
- Email: helpdesk@aacc.edu
- In-person: Careers Services Building 108
- https://www.aacc.edu/resources/technology/

Contact the TCC if you have any questions regarding the off campus availability of AACC technology services.

When contacting the Technical Call Center for account related issues, please make sure you have the following information available for verification: name, phone number, date of birth, address, AACC username, AACC ID number.

For AACC owned hardware, please make sure you have the AACC asset number for the device.

Visit the Information Services Intranet page for more details, including the service request procedure. [https://webapps.aacc.edu/intranet/IS/file/PRO-ServiceRequestProcedure.pdf](https://webapps.aacc.edu/intranet/IS/file/PRO-ServiceRequestProcedure.pdf) (log in to intranet before accessing)