

Learning Spaces Surface Pro and PC Laptop Notes

FOR THIS LAPTOP

1. ITS licensed Windows 10 Education edition installed.

Please check <https://carleton.ca/its/help-centre/windows-10/> for more information.

2. ITS licensed Microsoft Office 365 installed.

3. Operating system and software are supported by ITS.

Please check <https://carleton.ca/its/contact/> for more information.

OFF CAMPUS CONNECT TO CARLETON NETWORK

1. Make sure you have your Azure MFA ready.

Please check <https://i.carleton.ca/msmfa/setting-up-azure-mfa/> for more information.

2. Connect to Carleton VPN network.

- Select the Search Button on the taskbar and type 'Cisco', click 'Cisco AnyConnect Secure Mobility Client'. Please check <https://carleton.ca/its/help-centre/remote-access/vpn-for-windows-10/> for more information.
- Select the CarletonU-RemoteVPN-AzureMFA profile from the drop-down menu, if you do not see this option or it fails to connect, type cuvpn.carleton.ca/mfa and press 'Connect'.
- Login with your MyCarletonOne account (firstnamelastname@cunet.carleton.ca) and MFA.

3. Map Network Drives.

- Open 'Drive Mapper' utility to automatically map your network drives.
- Please check <https://i.carleton.ca/its/map-network-drives/map-network-drives-on-a-pc/> for more information.

WHEN USING

1. Check for Windows Updates weekly and keep ITS Windows activated:

- At least once every week connect to the Carleton network with VPN or on campus.
- To check Windows Update, select the Start button, and then go to Settings > Update & Security > Windows Update.

2. Login to Local Account to install your software.

- Username: `.\user`, Password: **Carleton1**
- Remember type dot and backslash '`.\`' first in the username, then 'user'.

3. If the Surface Pen stops working, please replace AAAA battery.

You can replace it yourself or bring it back to Learning Spaces and we will replace it.

4. Always keep a backup of your work in case the machine stops working.

- You can backup your files to your OneDrive, Network P drive or your external storage.
- Please check <https://carleton.ca/its/onedrive/> for more information.
- Please check <https://carleton.ca/its/all-services/computers/network-drives/> for more information.

Off Campus Surface Pro and PC Laptop Setup Guide

BEFORE YOU START

1. **Make sure you have your MYCARLETONONE (MC1) credential ready.**
Please check <https://admissions.carleton.ca/mc1-login-instructions/> for more information.
2. **Make sure you have your Azure MFA ready.**
Please check <https://i.carleton.ca/msmfa/setting-up-azure-mfa/> for more information.

SETUP YOUR ACCOUNT

1. **Login to Local Account.**
 - a. Username: `.\user`, Password: **Carleton1**
 - b. Remember type dot and backslash '`.\`' first in the username, then 'user'.
2. **Connect to your Wi-Fi network.**
3. **Open Cisco AnyConnect Secure Mobility client.**
Select the Search Button on the taskbar and type 'Cisco', click 'Cisco AnyConnect Secure Mobility Client'. Please check <https://carleton.ca/its/help-centre/remote-access/vpn-for-windows-10/> for more information.
4. **Connect to Carleton VPN network.**
 - a. Select the CarletonU-RemoteVPN-AzureMFA profile from the drop-down menu, if you do not see this option or it fails to connect, type `cuvpn.carleton.ca/mfa` and press 'Connect'.
 - b. Login with your MyCarletonOne account (`firstname.lastname@cunet.carleton.ca`) and MFA.
5. **Switch user to your MC1 account.**
 - a. DO NOT sign out 'user' account.
 - b. Select the Start button on the taskbar. Then, on the left side of the Start menu, click the account name 'user'. Select 'Switch user'.
 - c. Click `Ctrl+Alt+Del` keys to login screen.
 - d. Login with your MC1 credential.
6. **Reboot the computer.**
7. **Login to your MC1 account.**
 - a. Click `Ctrl+Alt+Del` keys to login screen.
 - b. Login with your MC1 credential.
8. **Open Cisco AnyConnect Secure Mobility Client and connect to Carleton VPN network.**
9. **On Microsoft Teams, sign into Office 365 with your Carleton email.**
 - a. Open 'Microsoft Teams'. Click 'Continue as', sign in with your Carleton email.
 - b. Complete Your MFA Second Factor of Authentication.
 - c. Click 'OK' on Stay signed in to all your apps.
10. **Map Network Drives.**
 - a. Open 'Drive Mapper' utility to automatically map your network drives.
 - b. Please check <https://i.carleton.ca/its/map-network-drives/map-network-drives-on-a-pc/> for more information.