$\rightarrow$ COVID-19 Information and Vaccine Requirements (https://www.riohondo.edu/student-health-services/coronavirus/)

About Information Technology Services

For updates about our online instruction, remote student services and other resources during this time, please go to this link: https://www.riohondo.edu/student-health-services/coronavirus/#students (https://www.riohondo.edu/student-health-services/coronavirus/#students)

The Information Technology Services department (ITS) supports the College's IT services such as e-mail, telephone, internet access, Wi-Fi, website maintenance, Banner, Access Rio, SARS-Anywhere, tech training, etc.

We are dedicated to providing quality and timely support to the campus community.

If you need assistance with your account, network access, telephone system, moving your computer, or anything IT related please contact us through the help desk. (/its/helpdesk/)

⛑ Help Desk

(http://www.riohondo.edu/its/helpdesk/)

✔ Training

(http://www.riohondo.edu/its/technology-training/)

Audio / Visual

(http://www.riohondo.edu/its/av/)

→ COVID-19 Information and Vaccine Requirements
(https://www.riohondo.edu/student-health-services/coronavirus/)
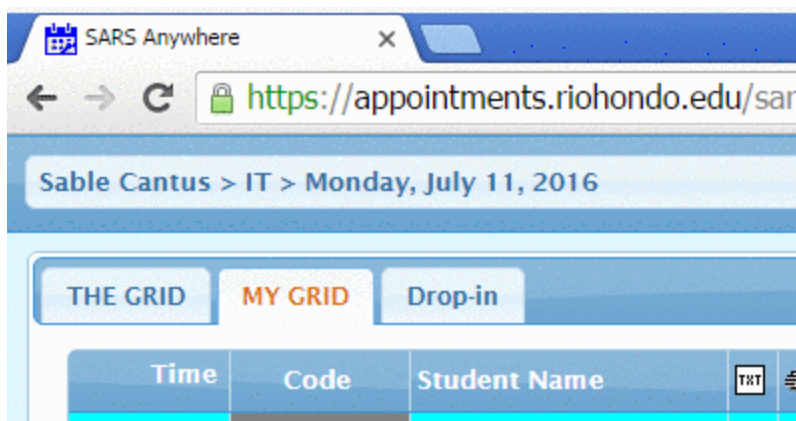
Reload Your Web Browser

Press the circular arrow icon in Firefox or Google Chrome to reload the page. Hold the shift key and press the reload icon to force the browser to load all new content from the server.

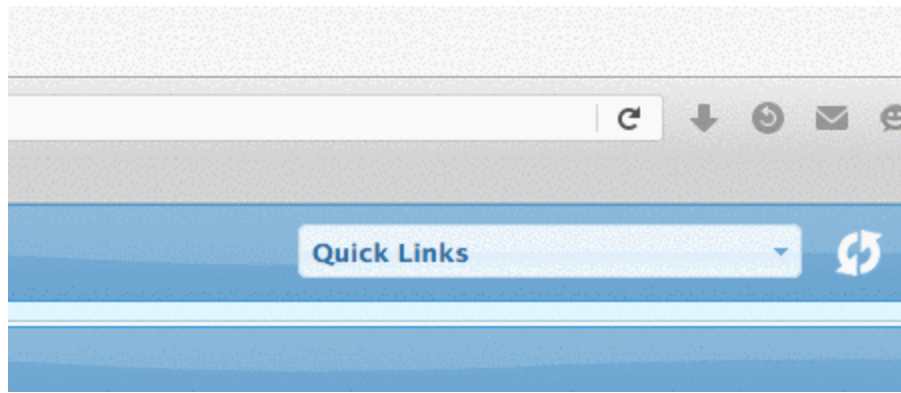*tip – Windows users can press F5 on the keyboard to reload in any browser*
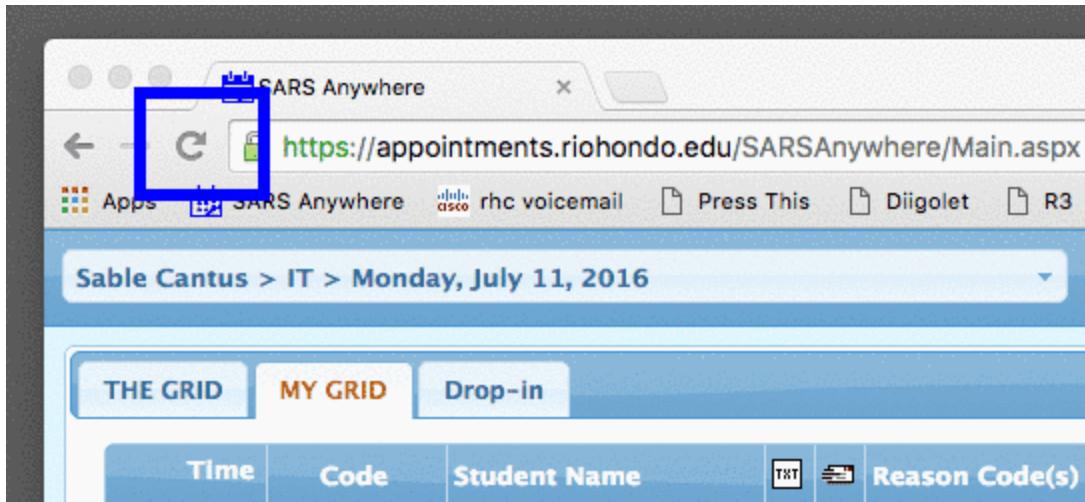
Reload Windows – Firefox
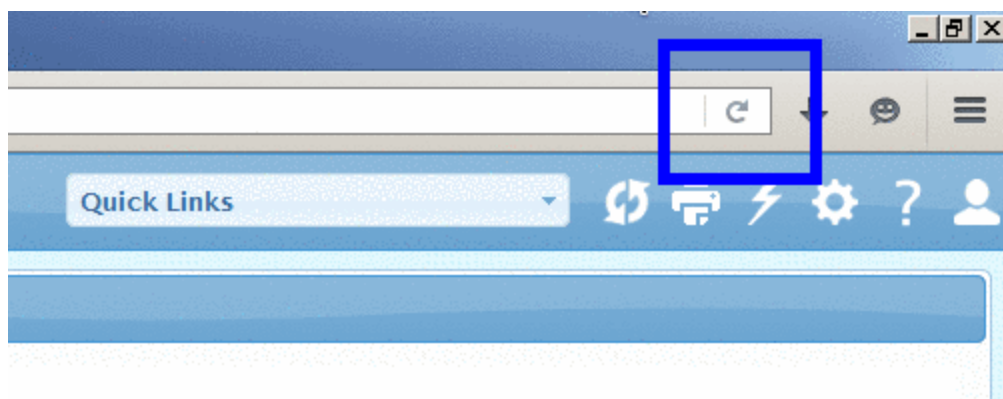
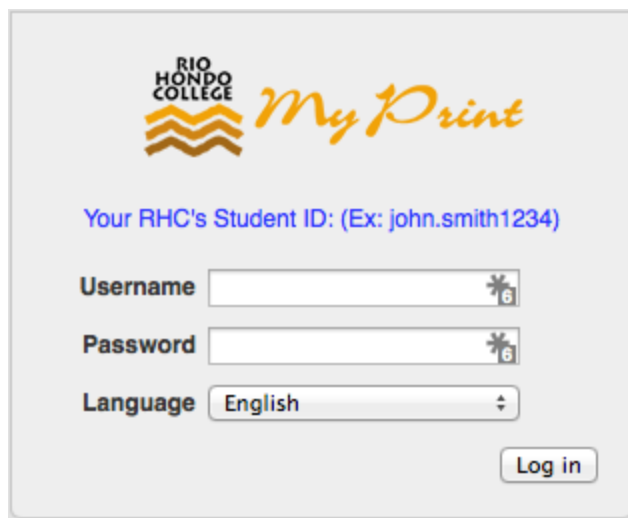## Reload Windows – Chrome

Reload Mac – Firefox

Reload Mac – Chrome

→ COVID-19 Information and Vaccine Requirements
(https://www.riohondo.edu/student-health-services/coronavirus/)

My Print – Pay-To-Print

(https://myprint.riohondo.edu/user)

Some of the campus labs are using a pay-to-print solution called My Print. With My Print, you can add money to your account, from $1 to $10, and print from campus machines or from the web.

Login to My Print here (https://myprint.riohondo.edu/user).

My Print is available in the District Computer lab located in the business building, B107 and B108.

→ COVID-19 Information and Vaccine Requirements
(https://www.riohondo.edu/student-health-services/coronavirus/)

Configure Office 365 For IOS

Your Rio Hondo Office 365 account (email, contacts, calendar, notes, and tasks) can be used on your iOS device. Use the following instructions to configure your iOS device.

Open Settings > Mail, Contacts, Calendars > and select Add Account...

iPad 📶

Settings

2:06 PM

Mail, Contacts, Calendars

Control Center

Do Not Disturb

General

Display & Brightness

Wallpaper

Sounds

Passcode

Battery

Privacy

iCloud

iTunes & App Store
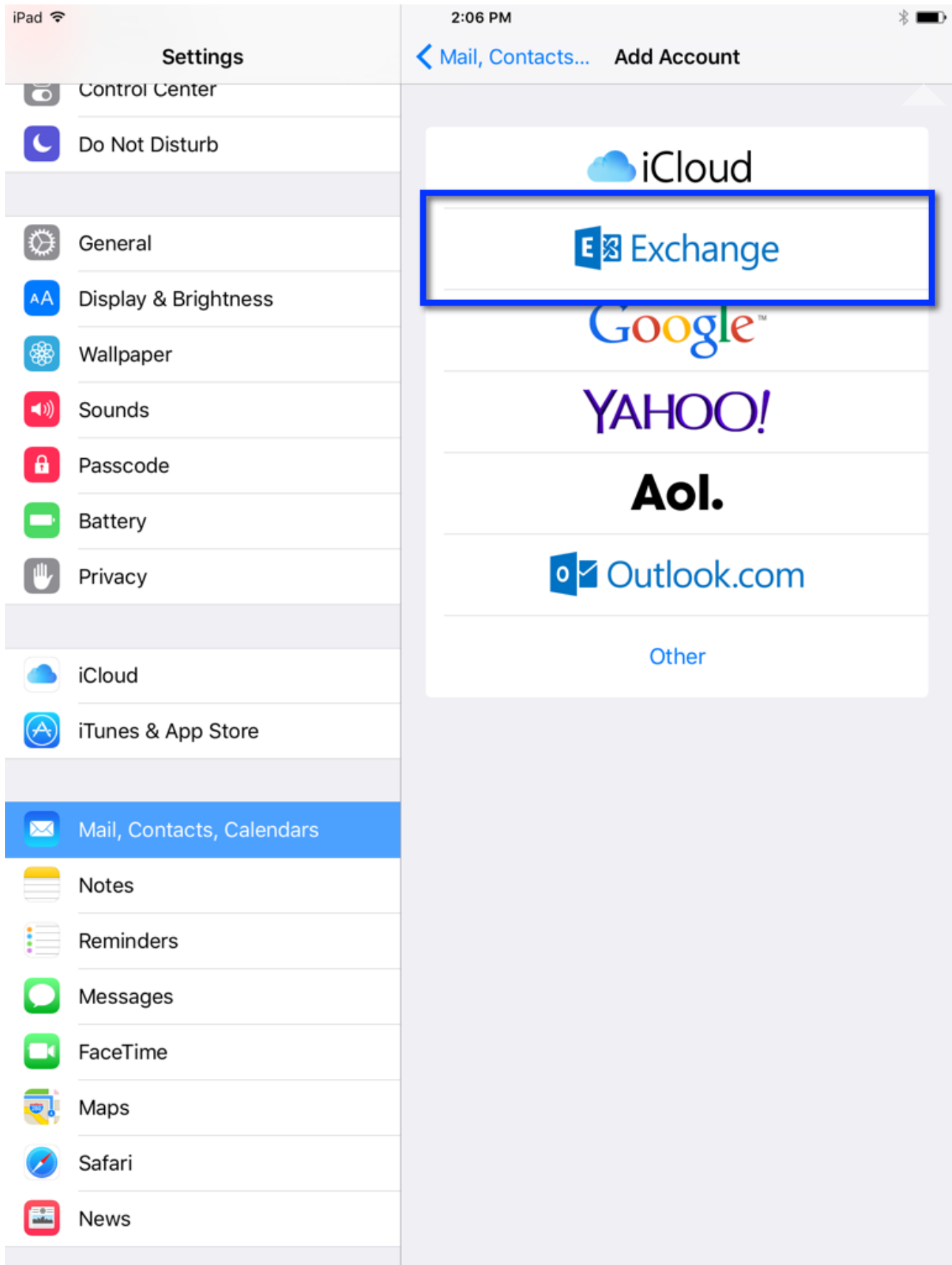
1

Mail, Contacts, Calendars

Notes

Reminders

Messages

FaceTime

Maps

Safari

News

2
ACCOUNTS

Add Account   >

Fetch New Data   Push >

MAIL

Preview   2 Lines >

Show To/Cc Label

Swipe Options   >

Flag Style   Color >

Ask Before Deleting

Load Remote Images

Organize By Thread

Always Bcc Myself

Mark Addresses   Off >

Increase Quote Level   On >

Signature   Sent from my iPad >

CONTACTS

Sort Order   Last, First >

Display Order   First, Last >

Short Name   >

Select Exchange

iPad 📶   2:06 PM   * 🔋

Settings   ❮ Mail, Contacts...   **Add Account**

Control Center

Do Not Disturb

General

Display & Brightness

Wallpaper

Sounds

Passcode

Battery

Privacy

iCloud

iTunes & App Store

Mail, Contacts, Calendars

Notes

Reminders

Messages

FaceTime

Maps

Safari

News

☁ iCloud

E🗗 Exchange

Google™

YAHOO!

Aol.

o☑ Outlook.com

Other

Enter your Rio Hondo email address and password. Give the account a description (e.g. Work, Rio Hondo, etc.)

Cancel	Exchange	Next

Email	@riohondo.edu
Password	●●●●●●●●●●●●
Description	Rio Hondo

Exchange Device ID
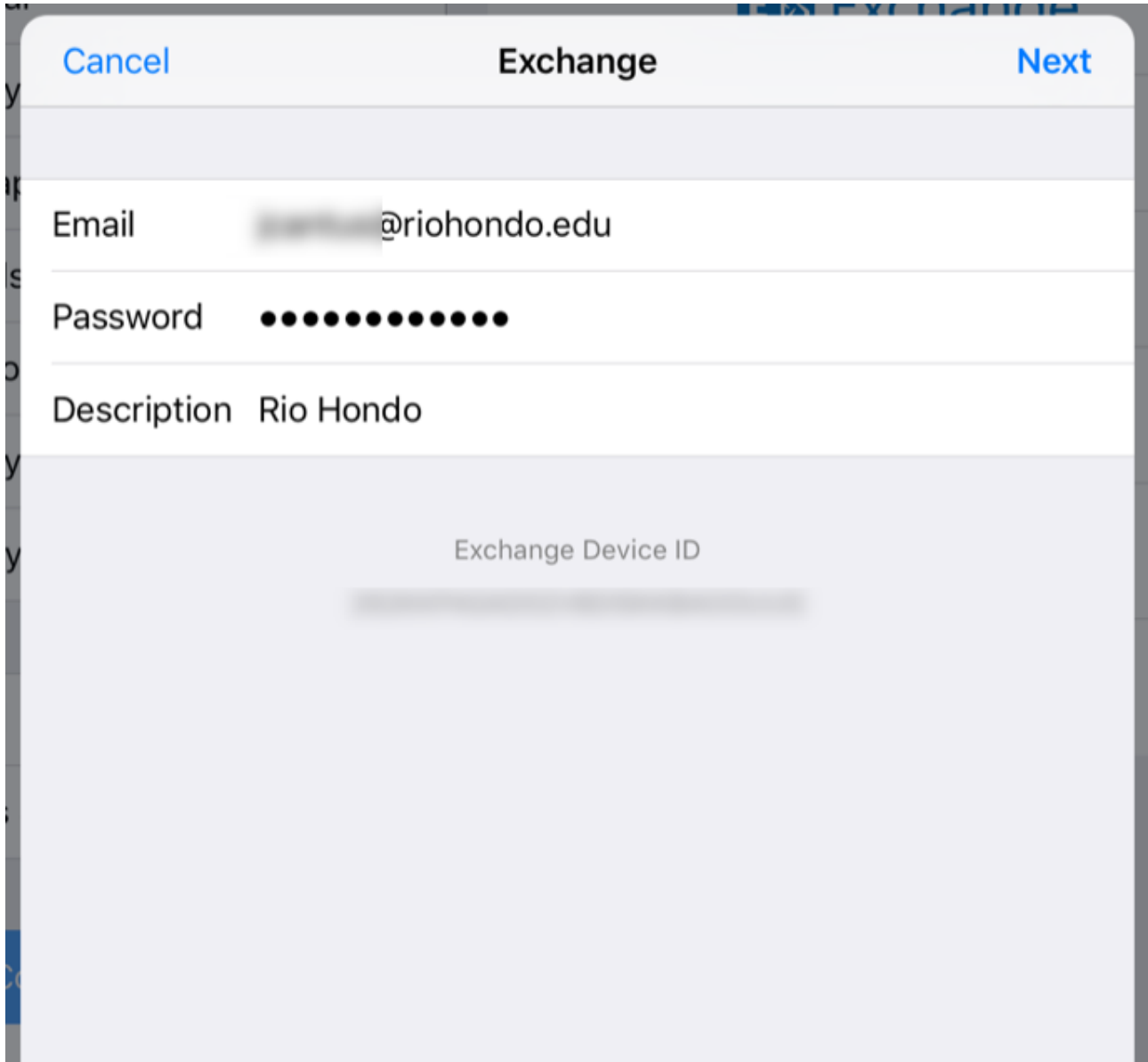
Select the services you would like to synchronize with your device

	Cancel	Exchange	Save	
✉️	Mail			🟢
👤	Contacts			🟢
📅	Calendars			🟢
📋	Reminders			🟢
📒	Notes			🟢
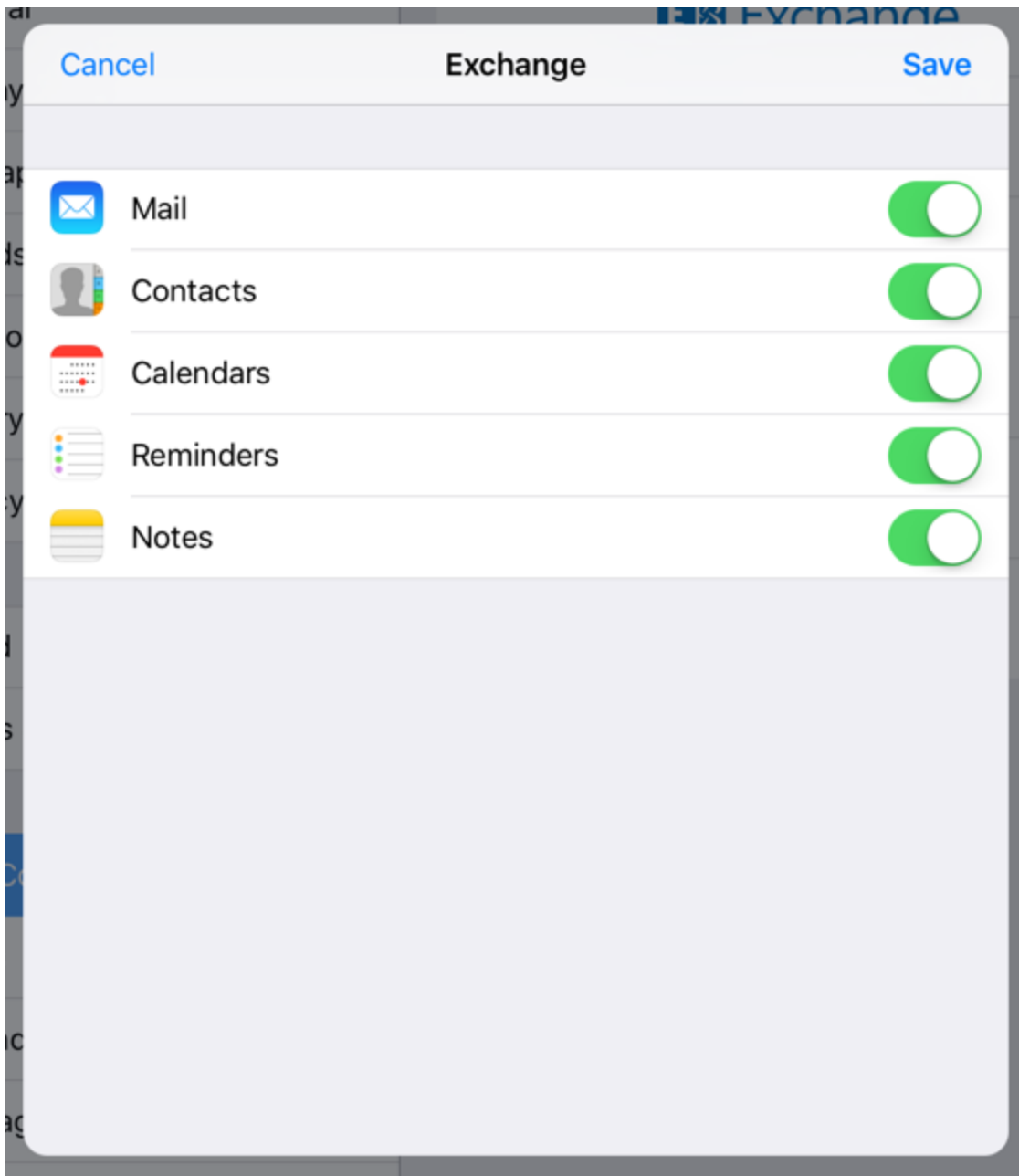
→ COVID-19 Information and Vaccine Requirements
(https://www.riohondo.edu/student-health-services/coronavirus/)

Configure Outlook Mobile

INSTRUCTIONS FOR FACULTY & STAFF

students – please login to your webmail using Access Rio (https://accessriopro.riohondo.edu)

You can use the Microsoft Outlook mobile app to access your campus email, calendar, and contacts. Outlook is supported on most mobile devices (phones and tablets). You can get a copy of Outlook Mobile here (https://www.microsoft.com/en-us/outlook-com/mobile/).
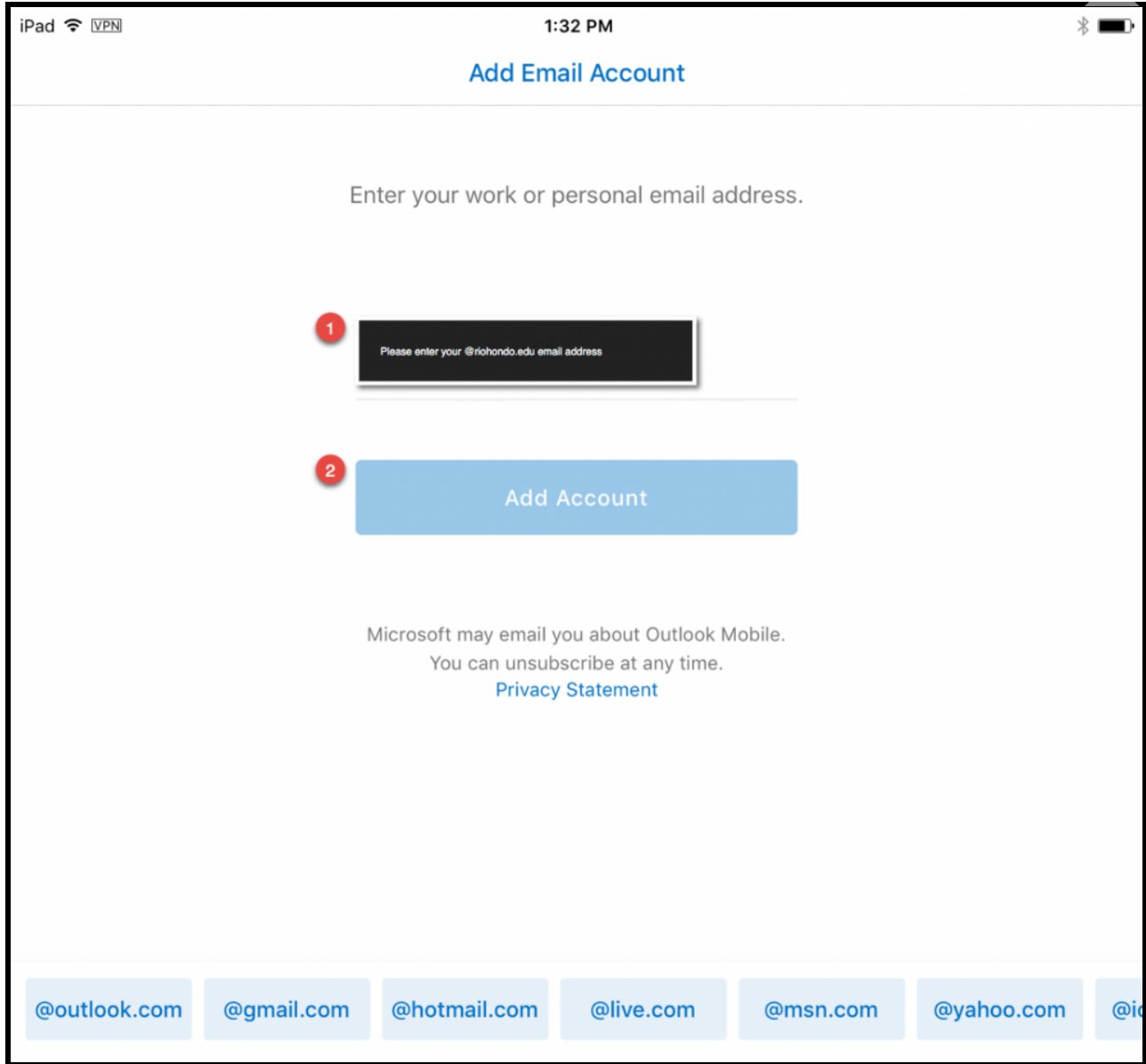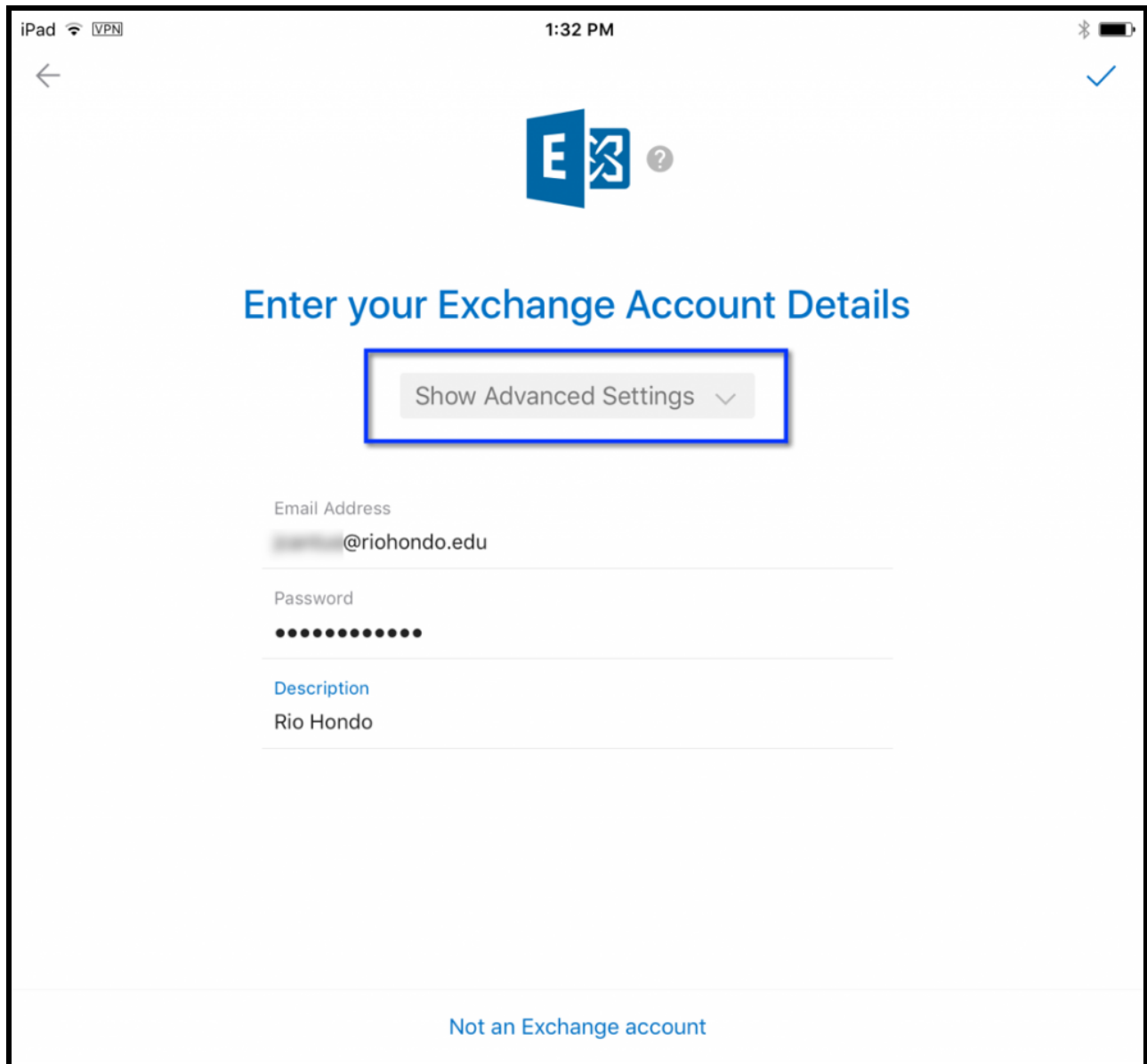

(https://www.microsoft.com/en-us/outlook-com/mobile/)

Open Outlook Mobile and Select Get Started

iPad 📶 VPN   1:31 PM   ✳ 🔋

Outlook

A better way to manage your email.

Get Started

View our Privacy Policy
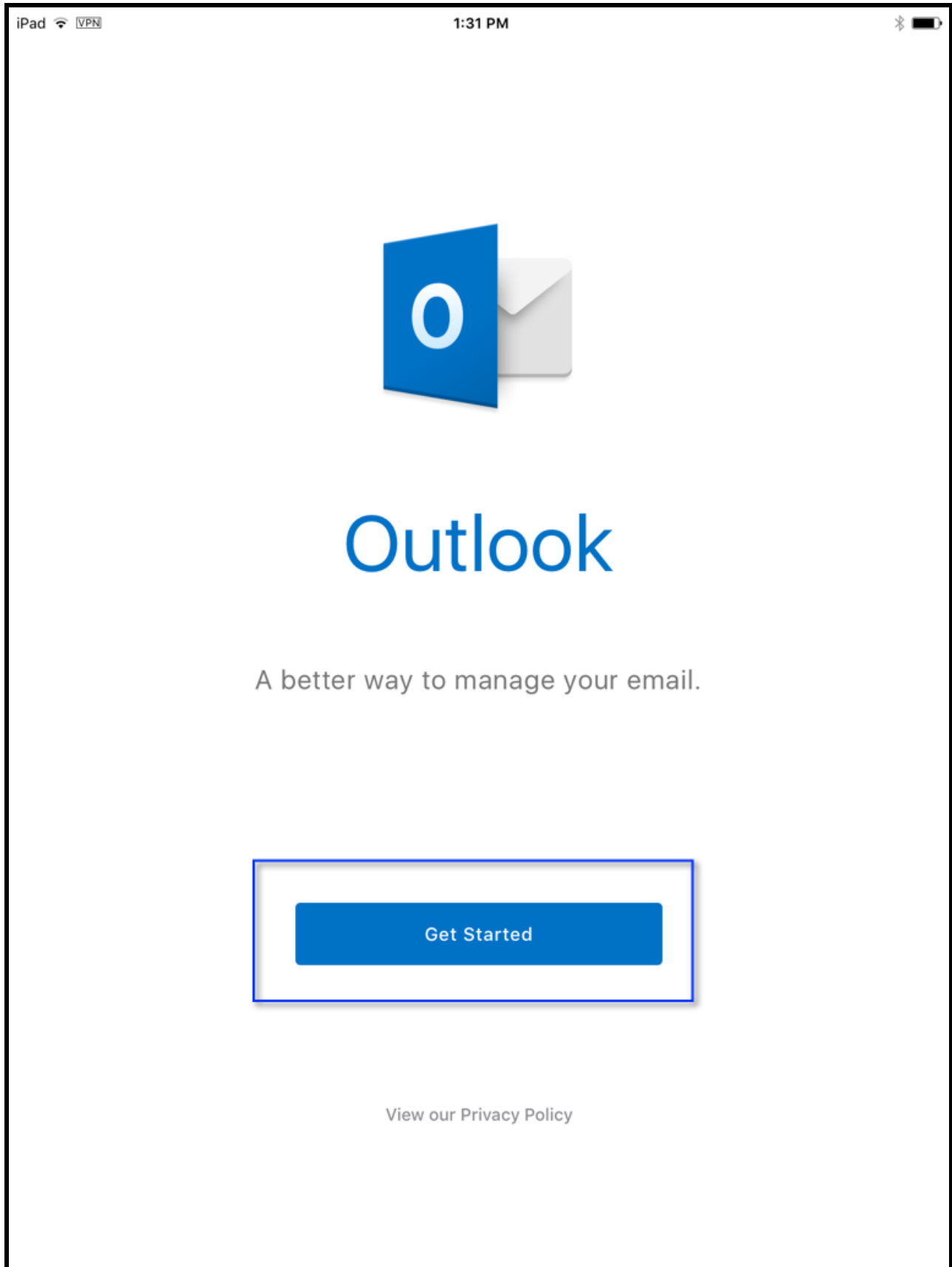
Enter your Rio Hondo email address and select Add Account

Select Show Advanced Settings

iPad 🛜 VPN   1:32 PM   ⁂ ▭

←   ✓

E⬡ ❓

Enter your Exchange Account Details

Show Advanced Settings ⌄

Email Address

▨▨▨▨▨@riohondo.edu

Password

•••••••••••••

Description

Rio Hondo

Not an Exchange account

Enter the server address and domain as follows:

outlook.office365.com

Select the checkmark in the upper right to complete the configuration

$\rightarrow$ COVID-19 Information and Vaccine Requirements
(https://www.riohondo.edu/student-health-services/coronavirus/)

Configure Office 365 For MacOS

***Updated for the Office 365 Migration***

October 2016 – These instructions work for macOS Sierra (10.12) as well as prior OS versions

Your Rio Hondo email uses Office 365 for Education and is able to be synchronized with your Mac OS X computer. You will be able to use the built-in Mail, Calendar, and Contacts applications.
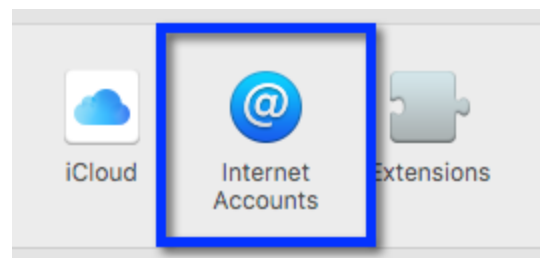
Please follow the steps below to configure your Rio Hondo exchange account on your Macintosh computer. Click on the images to enlarge them.

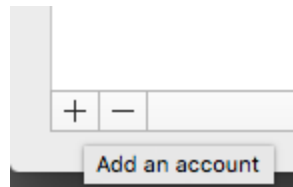Please ensure that your device is connected to the internet prior to following these steps.

Click on the Apple icon in the upper left hand corner of your screen and select **System Preferences**.
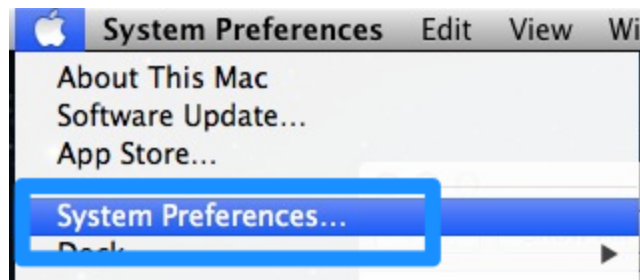
Click on **Internet Accounts**.

Click on the + button to Add Account

Click on **Microsoft Exchange**

Enter your name as you would like to appear on your out-going email. Enter your **full email address** for Rio Hondo in the Email field and include the @riohondo.edu. Enter your network password in the password field.
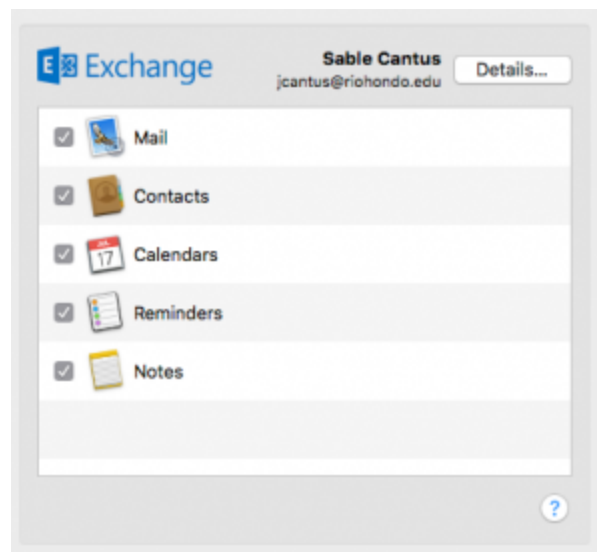

Click **Continue**.

Once the credentials are confirmed you will see the **Account Summary** confirmation box displaying your name, email, and the server address.
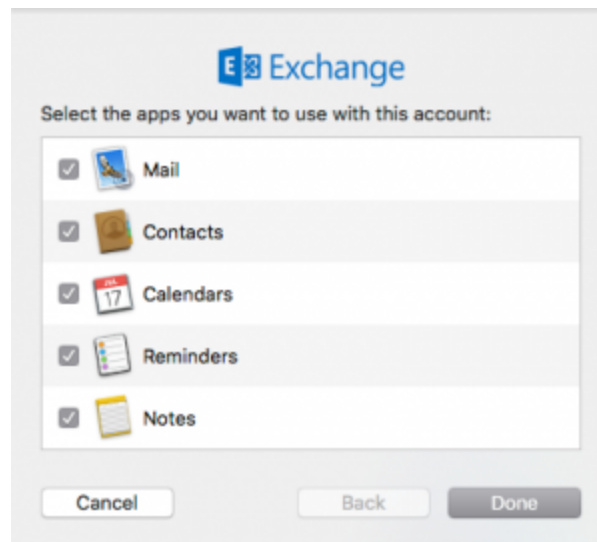
If you do not see the **Account Summary** screen please check that your email address and password are correctly entered.

Click **Continue**.

Confirm the services that you would like to synchronize with your Mac.

Please contact the help desk (http://www.riohondo.edu/its/helpdesk/) if you need further assistance.

$\rightarrow$ COVID-19 Information and Vaccine Requirements
(https://www.riohondo.edu/student-health-services/coronavirus/)
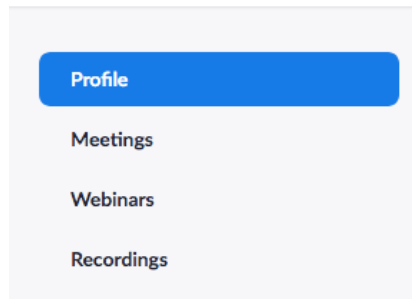
Setup Zoom Two-Factor Authentication

Using two factor authentication is a proven method to increase the security of your account and/or data. Zoom now has the option of using an authenticator application (something you have) to produce a Time-based One-Time Password (TOTP) that will be provided when you login to ConferZoom with your regular username and password (something you know).
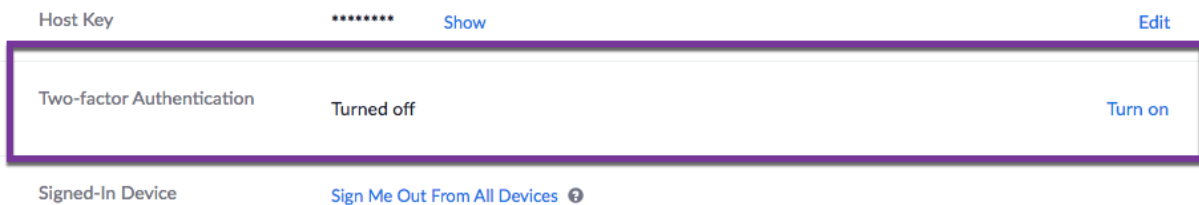
Login to ConferZoom

Navigate to ConferZoom (https://conferzoom.org) and select Sign in. Login with your existing credentials.

Turn on Two-factor Authentication

Navigate to your Profile in the left hand menu and scroll down towards the bottom.

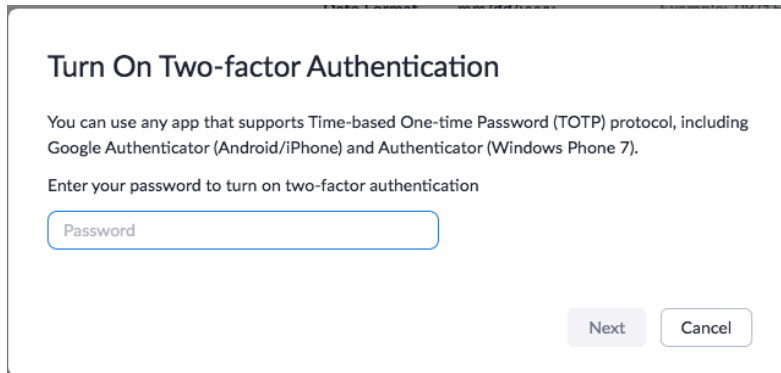Select "Turn on" next to Two-factor Authentication.

Setup Authentication App

Now that we have enabled two-factor for your account we will need to setup an application to manage your TOTP's. I do not recommend using SMS as a login method. SMS has proven to be an unreliable security method.
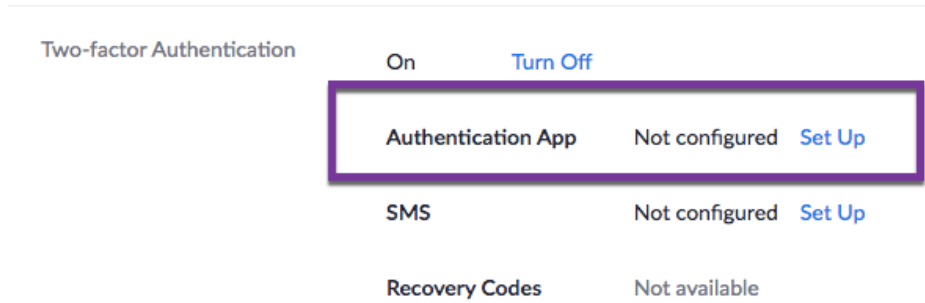
You will need an authenticator application on your mobile phone. There are several to choose from including:

- Google Authenticator (https://www.google-authenticator.com/)
- Microsoft Authenticator (https://www.microsoft.com/en-us/account/authenticator)
- Authy (https://authy.com/)
- OTP Auth (https://cooperrs.de/otpauth.html) *ios only

When you have an authenticator app installed on your device, navigate back to your profile and select Set Up next to Authenticator App.

Turn On Two-factor Authentication

You can use any app that supports Time-based One-time Password (TOTP) protocol, including Google Authenticator (Android/iPhone) and Authenticator (Windows Phone 7).

Enter your password to turn on two-factor authentication

Password

Next   Cancel

Enter your ConferZoom password when prompted.

Two-factor Authentication

On   Turn Off

Authentication App   Not configured   Set Up

SMS   Not configured   Set Up

Recovery Codes   Not available

Open your authentication app and add a new site. Select "Scan barcode" and scan the QR code presented. Keep this code private. It is your SECRET key and should not be shared with anyone. I make a copy of the QR code and store that securely for future recovery in case I lose access to my phone.
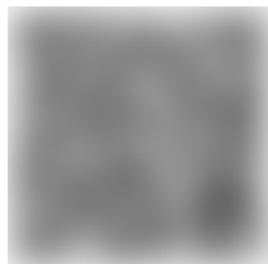
Set Up Authentication App

You can use any app that supports Time-based One-time Password (TOTP) protocol, including Google Authenticator (Android/iPhone) and Authenticator (Windows Phone 7).

Enter your password to set up the authentication app

Password

Next   Cancel

Authentication App Setup

Scan the QR code below to register for an account on an authentication app of your choice.

I can't scan this QR code

You will be prompted to enter the 6 digits from your authentication app in order to confirm that it is paired correctly.

Enter the code generated by your authentication app

Verify

You will then be given a set of 10 recovery codes that can be used in times when your authentication app is not convenient to access. These codes are available to be used 1 time each.

Keep them private in a safe place.

Two-factor Authentication Setup Complete

Download or print these single-use recovery codes, which you can use when other authentication methods don't work.

Congratulations, your ConferZoom account is now secured. You will be prompted to enter the code from your authentication app the next time you login to your ConferZoom account.

You can check the Two-factor Authentication status in your Profile.

Two-factor Authentication		
On	Turn Off	
Authentication App	✓ Paired	Change Device Remove Device
SMS	Not configured	Set Up
Recovery Codes		View Codes