



Working From Home: IT Set-up Guide

Welcome to the SEMTE IT Set-up guide. Please refer to the sections below to assist with getting started on working from home.

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Setting up your desktop computer

Desktop setup steps

The following section shows the steps on how to properly set up a desktop computer. The setup can be broken down into four parts, and those four parts are as follows:

- Connect PC to a power supply
- Connect PC to video
- Connect PC to peripherals
- Connect PC to internet via ethernet

Follow this guide to get a step by step guide through these four steps.

Connect PC to a power supply

The first step to setting up your desktop computer is to connect it to a power source. More often than not, a standard PC power cable will look like the following picture below:



This cable should be plugged into the back of your computer case and then plugged into a surge protector as shown in the picture below: (NOTE: your surge protector should also be plugged into a wall outlet)



After this step is complete, your PC should have enough power to start. Before you start though, you will want to make sure you set up all the necessary accessories to do your work.

Connect PC to video

Now that your PC has power, the next step is to connect your PC to video. There are a few different forms of cables when it comes to setting up a video connection. The most common cables consist of VGA, HDMI, and Display port. Pictured below shows what each of these cables look like respectively:



VGA cable



HDMI cable



Display port cable

Odds are that if you are using an older desktop, you are more likely to set up your PC with a VGA or HDMI cable. Display port is newer and is more commonly used for monitors that are

1440p and above. The connection for this cable should be from the back of your PC to the back of your monitor and should look like so:



NOTE: Do not try to force the connection. The cable should align with the port on both the computer and the back of the monitor with ease.

NOTE2: If you have a dedicated graphics processing unit, make sure you are connecting your video from the port on your graphics card and not from a port on the motherboard. Some GPUs will disable onboard video and may cause confusion on Xeon based PC's. In other words, Xeon CPUs do not support video, and must use a GPU.

Once this step is complete make sure to check if your monitor is turned on and plugged in to a power supply. This can be plugged into the same surge protector as your PC power cord. Most monitors will show a blue or white light on the bottom when turned on, and show an orange light when turned off but plugged into power. This is necessary to display your PC video on the screen.

Connect PC peripherals

Keyboard and Mouse

After the completion of the previous two steps, your desktop should now have power and video. The next step is to install the PC peripherals. This will consist of your keyboard, mouse, and speakers, and optionally, headphones or web camera. Start with the keyboard and mouse. These can come in a few different forms. Most likely your keyboard and mouse will either connect wirelessly or connect via USB. Pictured below are what both of those adapters look like respectively.



Wireless keyboard and mouse



USB keyboard and mouse

Both of these connections should correspond to a port on the back of your PC. If you have a wireless connection, it should come with a very small USB attachment for your mouse. Your wireless mouse and keyboard should be able to be turned on or off on the bottom of the device. For a USB connection. Each device should be plugged into the back of the computer as pictured below:

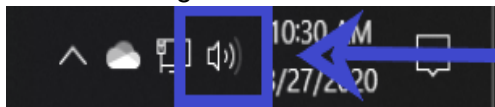


Speakers and/or Headphones

The next step is to set up your speakers and/or headphones so that you can get sound from your computer. These will most likely come in one of two forms, either through an AUX cord, or through a USB. To set them up, plug them in just the same way you would with the keyboard and mouse and your computer should automatically recognize that a new device was plugged in. If your speakers come with an AUX cord, it will look like this:

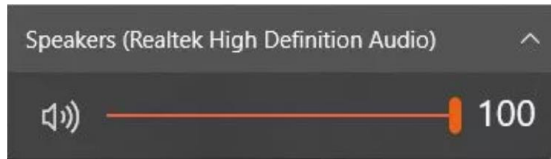


This will just need to be plugged in from the back of your speaker to the AUX port on the back of your PC. If you have a USB connection it will be the exact same steps as with your keyboard and mouse. If you want to have headphones and speakers, you can plug both of them into your PC and change back and forth between them like so:



locate this icon in bottom right of screen and click it

This should create a popup that shows the current speaker system as well as the volume. It should look like this:



Click anywhere on the text displaying where the sound is coming from and it should popup more options for sound that will look like this:



Test your speakers by adjusting the volume slider

These are the primary peripherals needed to get the most use out of your computer. Many headphones will come with a microphone which can then be utilized when attending online meetings. Optionally, you may prefer to buy a separate microphone or, you may prefer to buy a webcam that comes with a built in microphone. The steps for these are almost identical to the ones above. If you have any trouble installing extra peripheral devices, please contact us at asksemtite.it@asu.edu

Connect Internet connection

Please locate the cable pictured below. Plug one end into the back of the tower, and the other end into your router/modem (the box where the wifi comes from).



ethernet cable



example router modem

If your ethernet connection is working properly, on the bottom right of the taskbar you should see an icon that looks like this:



Clicking on this icon should display a popup that says "Network Connected". If it does not say this, check to make sure that everything is plugged in and that there is a light flashing on your ethernet cable. If there is no light flashing, your cable is not plugged in all the way. If this step does not fix the issue, go to your router and turn it off. After doing this, wait 30 seconds, and then turn the router back on. Check your connection again. If this does not work, it could mean a few things, such as a firewall issue, an issue with your network drivers, or the compatibility of your cables. If you are stuck please contact support at asksemtite.it@asu.edu

After this your desktop should be set up, and ready to use!

Using Cisco AnyConnect (VPN)

What is a VPN and why do I need it?

We utilize an application called Cisco AnyConnect to create a secure connection (Virtual Private Network, or VPN) between your home and ASU's network. This is required to access Arizona State's resources such as [shared drives](#), [remote connection](#), and [software licensing](#).

How to install

First, check that you are enabled for use. Go to selfsub.asu.edu and check for the following active subscription:

Your current subscriptions

Subscription	Status
ASU Primary Login (Kerberos5)	Active
ASUAD Windows Active Directory (student)	Active
Office 365: ASUAD Cloud Sync (backfill)	Active
Office 365: ASUAD Object Sync (push)	Active
GMail for ASU	Active
Secured network access (Cisco/Perfigo)	Active
General/Statistics UNIX clusters (general.asu.edu and stats.asu.edu)	Active
IT Computing Sites (MACOSX)	Active
Engineering General LINUX Server	Active
Engineering Fileservice Access	Active

For a step-by-step guide of how to install the AnyConnect client, please refer to this [service-now guide](#). This process will be the same on a personal computer or one taken home from ASU.

NOTE: At the bottom of the above mentioned guide there is a section for troubleshooting. If none of these fixes work for you, please reach out to asksemit@asu.edu

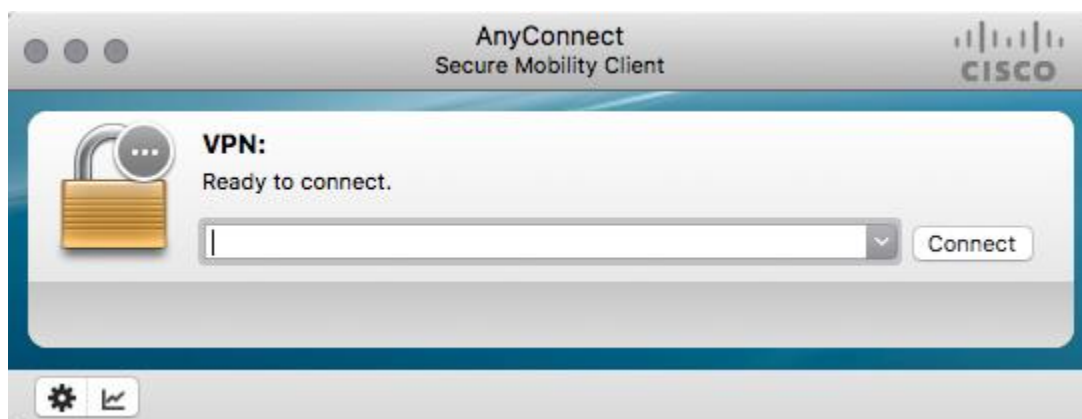
Direct links for download are listed below. If you need assistance installing, please follow the guide at: https://asu.service-now.com/kb_view_customer.do?sysparm_article=KB0010095

- [Windows and Linux](#)
- [Mac](#)

Connecting

This section is covered in the [service-now guide](#).

When you start the Cisco AnyConnect application, you will be met with the following window:



Type the following address: **sslvpn.asu.edu/2fa**
Then click connect.

You will be prompted for credentials like the following image:

Username: The same asurite to sign into the myASU website

Password: The password associated with your asurite account.

Authentication: Most common to type “push” and you will get a notification on your 2-factor authentication device (cell phone)

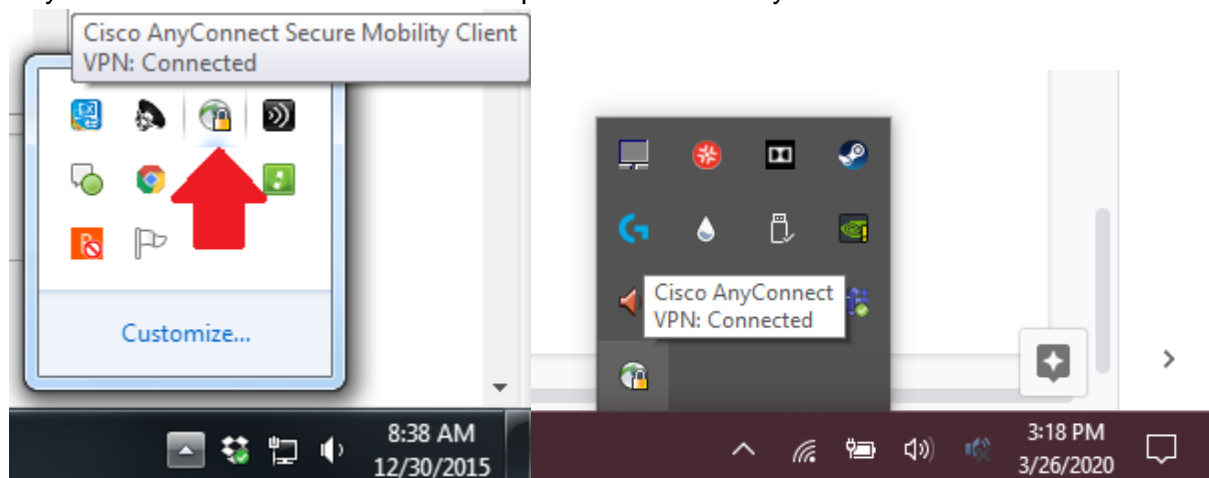
Click “OK” and congratulations, you’re connected!

Disconnecting

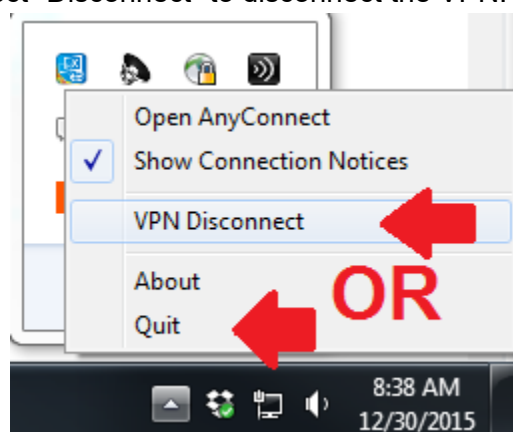
Q: When do I need to disconnect?

A: You should only disconnect if you are working from a personal computer and stopping work for the day. **Anything owned by ASU should be connected through the VPN at all times.** This allows for us to keep the computers up to date.

To disconnect Cisco AnyConnect, locate the icon in the system tray. On Windows, this is located near the volume control. Click the arrow to view the icons, and find the Cisco AnyConnect icon. Here are some examples of how this may look:



Right click the icon and select "Disconnect" to disconnect the VPN.



Remote Desktop (RDP)

When will I need to use RDP

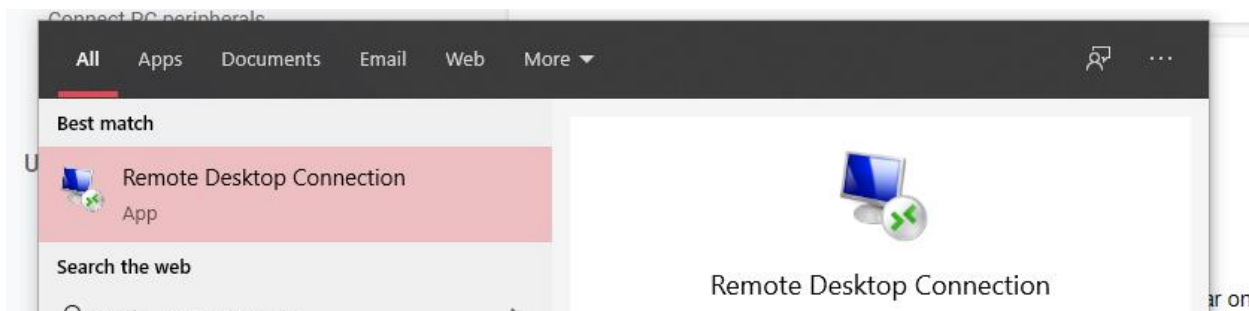
Controlling your work computer remotely is a great way to access the resources needed for your workflow. This guide is designed for those who have done this before but need a refresher. If you need assistance with first time setup, please contact SEMTE IT. To use RDP from home, you will need:

- Internet connection
- VPN Installed and connected(see previous section)
- Your work computer barcode number
- asurite login
- A windows computer

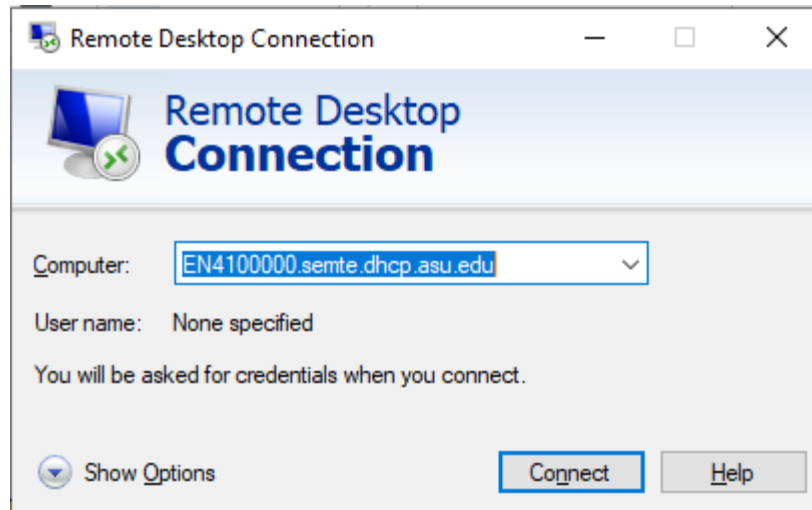
NOTE: If you have brought home your work computer from ASU, there is no need to remote connect.

Starting a Remote Desktop Session

To begin a remote desktop session, click on the search bar on the bottom left of the screen. Then type “remote desktop connection” and run the program.



On the next screen, type the name of your computer. This is the letters EN, then the barcode number of your computer. For example, “EN4100000”. Then type **.semte.dhcp.asu.edu** so it should look like: **EN4100000.semte.dhcp.asu.edu**



Click "Connect".

You will be prompted for your login information. Login with your asurite information.

Example:

Username: asurite\myusername

Password: mypassword

Press "Yes" on the next pop up and you are connected!

Microsoft One Drive

What is One Drive and why should I use it?

Microsoft one drive is a cloud storage system intended to help you, keep all your files backed up in case of a loss of data, allow you to access all your important files from any device, and quickly organize and find documents that matter to you.

How to set-up One Drive

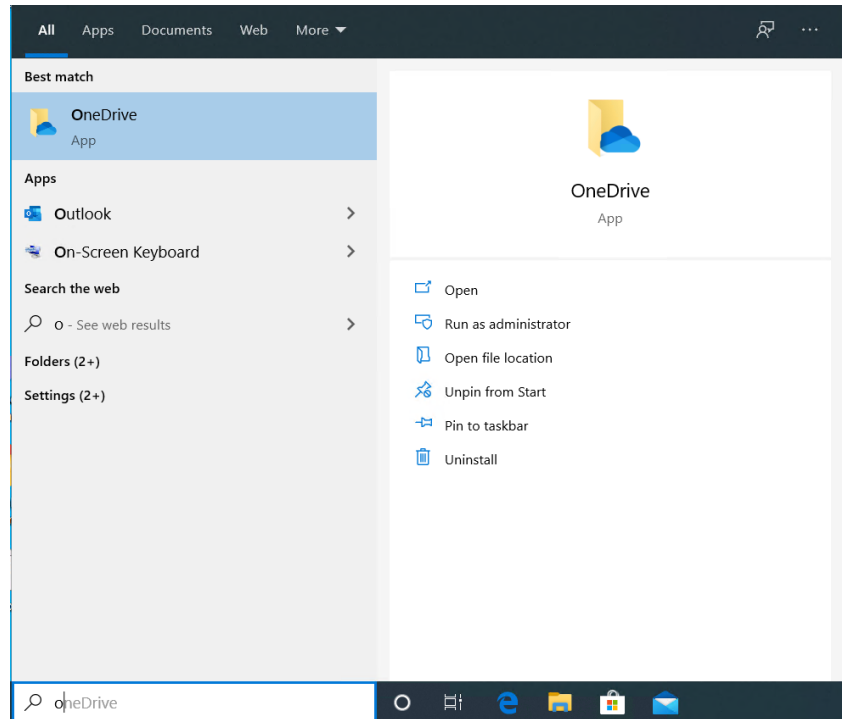
Microsoft provides a good guide on how to set up One Drive for [Windows](#) and for [Mac](#). In addition, if you are on a windows machine, here is a [gif](#), showing you how to sign in to your one drive account specifically for ASU. This guide will walk you through how to set up One Drive from a remote connection.

1. Establish a remote connection to your work desktop.

Details on how to do that can be found under the [Starting a Remote Desktop](#) Session section.

2. Check to make sure OneDrive is installed on your PC

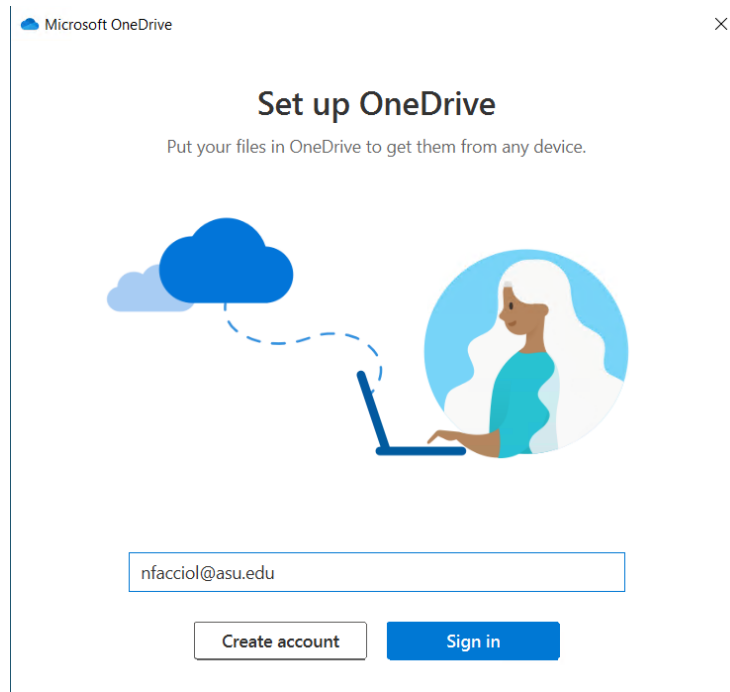
With Windows10, OneDrive should already be installed on your PC, to check this click the Windows Icon in the bottom left corner of your screen and type "OneDrive." If no icon appears, then OneDrive is not installed in your operating system, and you should send a ticket to asksemt@asu.edu and we will install it on your machine. If it is installed, you should see an icon that looks like this:



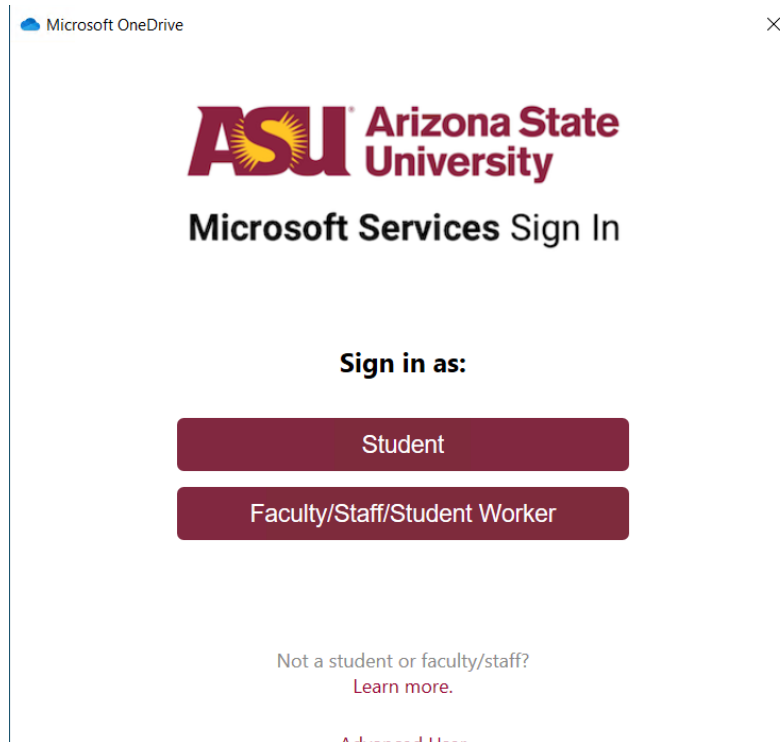
Go ahead and click the highlighted text and it will bring up another window.

3. Sign in with your ASU credentials

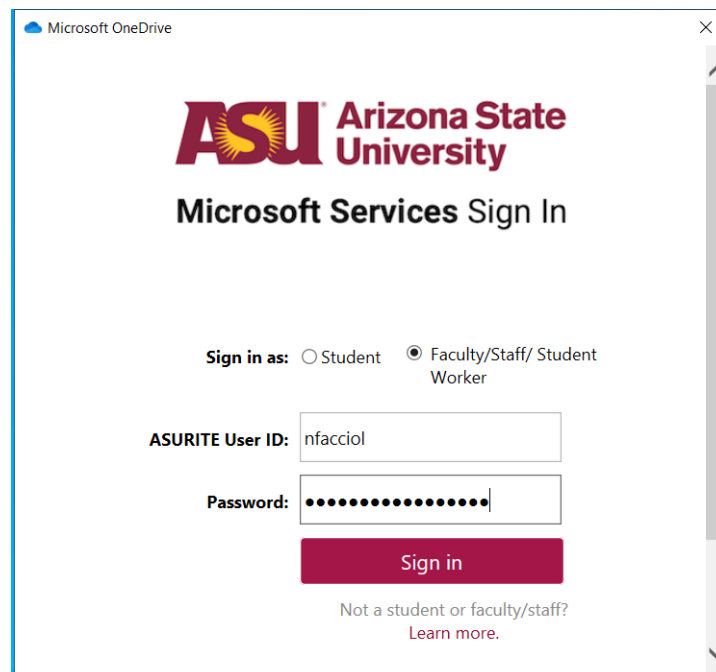
Upon clicking the highlighted text in the previous link, you should be prompted with a window that looks like this:



Replace the text in the input box with your own asu credentials, and then click the button that says **Sign in**. This should greet you with another window, where you will be redirected to the ASU login page that looks like this:



Click on the button that says Faculty/Staff/Student Worker and then you will be brought to this screen:

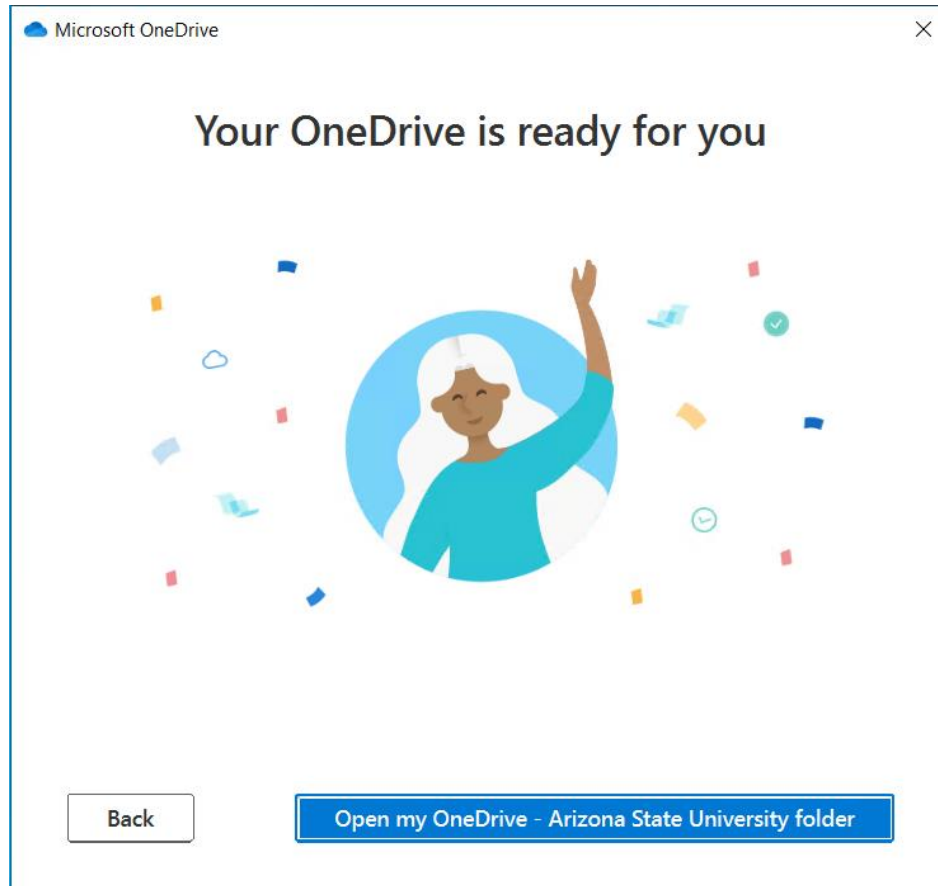


After reaching this screen, enter in your username and password and click sign in. You may get a popup that says "Error running scripts on this page" This is fine, just click the button that says

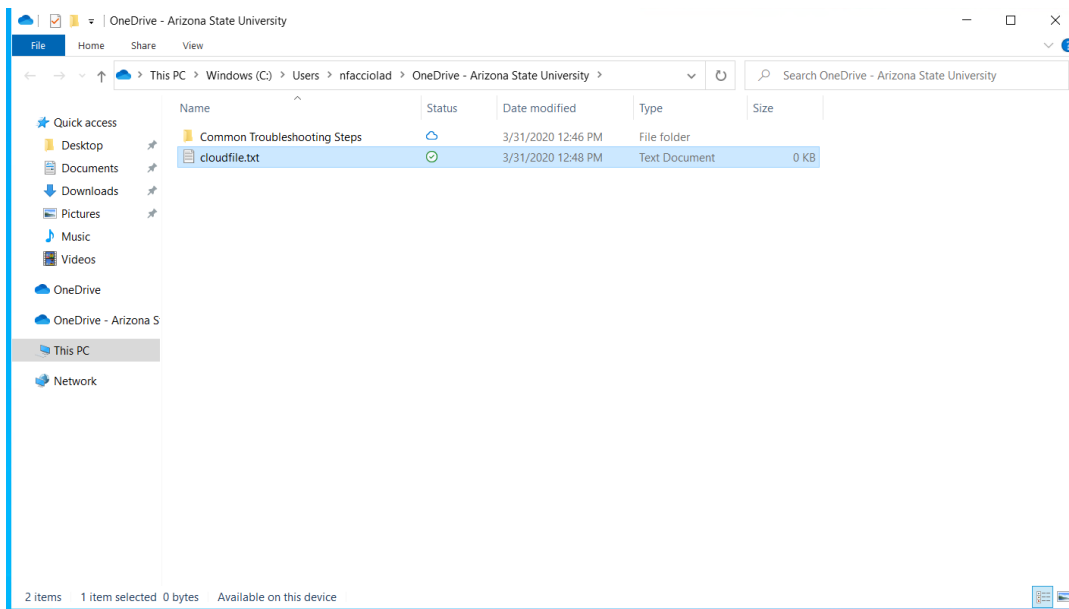
“Yes” on the bottom of the window and continue on. It may ask for two factor authentication in which case, choose your preferred method.

4. Continue through the series of popups

If you signed in successfully, you will be greeted with a series of popups that briefly describes the benefits and features of using One Drive. Continue to click the next button at the bottom right hand of the window until you are greeted with a popup that looks like this:



Once you get here, clicking on the “Open my OneDrive - Arizona State University folder” will redirect you to your file explorer, and will show you all the files you have saved in your One Drive cloud space. You may then check to make sure you have the files you want or need.



Congrats! You now have all your files from the cloud uploaded onto your local machine. Make sure to stay signed into One Drive when editing these files so that if you sign into OneDrive on a different computer, your files will be updated to the latest version from where you left off.