

Remote Access to CSU, Chico Windows 2000 Pro

This document will direct you through the steps necessary to configure your Windows 2000 computer to communicate on the Internet with Internet Explorer.

What you will need to complete this installation:

- An active CSU, Chico Portal account (you will need to know your user ID and password). If you have not yet set up your portal account, you can do so at <http://www.csuchico.edu/stcp/portal>. You will need your Chico State ID number to activate your account.
- A PC with Windows 2000 Professional installed and a minimum of 40mb of free drive space.
- A modem, preferably 56k (if you are going to buy a modem, get one that supports the v.90 standard)
- Your Windows 2000 Professional CDROM.

***Note:** Some of the software available for download over the Internet is shareware. Most of the software is protected by United States and other copyright laws, and is distributed as "demonstration" software. Please read the software license agreements that come with the software packages that you use. Some software packages are free of charge if they are used for educational purposes. The California State University makes no warranties, implied or written, as to the validity and usability of the software it recommends or distributes. The user is bound by any use-agreement within specific software programs and their copyright holders.*

I. Setting up Dial-Up Networking

1. Click on the "Start" button; select "Settings" → "Network and Dial-up Connections".
2. Click on the "Make New Connection" icon. This will start the Connection Wizard.
3. Click "Next".
4. Select the option labeled "Dial-up to the Internet" and click "Next".
5. Select the option labeled "I want to set up my Internet connection manually..." and click "Next".
6. Select the option labeled "I connect through a phone line and modem", and click "Next".
7. Enter 530 in the Area Code box, uncheck the box labeled "Use area code and dialing rules", then enter the following in the "Telephone Number:" box:

Wildcat Dial-up 56K: 592-1120

- *Use of this modem pool is restricted to individuals with a Wildcat Dial-up Account. To activate an account, contact CNS at 898-6868.*
8. Click on "Next."
 9. Enter your Portal username and password in the appropriate boxes and click "Next".
 10. Name the connection "CSU, Chico" and click "Next".
 11. At this point, you will be asked if you would like to set up your e-mail access. Select "No" and click "Next".
 12. Click "Start", → "Settings" → "Network and Dial-up Connections".
 13. Use the *right* mouse button to click on the "CSU, Chico" icon. This will display a pop-up menu with some options.
 14. Select "Create Shortcut" from the menu options. Answer "Yes" when it asks if you want to place a shortcut to the CSU, Chico connection on your Desktop.

II. Connecting to the Internet

To connect: Double-click on the *CSU, Chico* shortcut on your Desktop. Once you are connected, you can open Internet Explorer from the icon on your desktop to browse the web.

To disconnect: When you are completely done with using the Internet (**DON'T DO THIS NOW**) and you want to disconnect, double click the two-computer icon in the system tray (in the lower right-hand side of the screen by the clock) and click on "Disconnect".

III. Updating Windows and Internet Explorer

Internet Explorer is included as a part of Windows. However, it may not be an up-to-date version. The latest version of Internet Explorer for Windows 2000 is version 6.0. Student Computing suggests that you install IE 6.0 as well as any critical updates for your operating system and web browser that Microsoft recommends.

To install critical updates:

1. Connect to the Internet and start Internet Explorer
2. In the Internet Explorer address bar, type in:
<http://www.windowsupdate.com>
3. You will be prompted to install the Windows Update tool. Click "yes."
4. After the tool installs, it will search your computer to see what updates are available and give you a list of updates to install. Internet Explorer is also updated during this process. Wait for the search process to finish.
5. Select all of the critical updates and click on **Update**.
6. When prompted, click on **Start Download**.

IV. Optional Add-ons

A. RealPlayer

RealPlayer allows you to watch and/or listen to both live and archived streaming broadcasts over the web. The latest version of RealPlayer is version 10. At CSU, Chico it is most commonly used for web-based classes through WebCT and HorizonWimba.

1. Connect via remote access to CSU, Chico and use Internet Explorer to browse to **<http://www.csuchico.edu/stcp/online/downloadsw.shtml>**

2. Click on the link labeled **RealPlayer**. This will take you to Real's Web site.
3. On the right side of the screen click on the "Get RealPlayer – Free" link.
4. When prompted, save the installer to your desktop.
5. Double-click on the installer. Follow the instructions to install RealPlayer.

B. Adobe Reader

Adobe Reader allows you to view Portable Document Format (.pdf) files. These files are usually documentation that has been compressed and placed in the common PDF format so that anyone can view it regardless of their word processor using Acrobat Reader.

1. Connect via remote access to CSU, Chico, and use Internet Explorer to browse to **<http://www.csuchico.edu/stcp/online/downloadsw.shtml>**
2. Click on the link to Adobe Acrobat Reader.
3. Follow the instructions on Adobe's web page to download Adobe Reader and install it.

V. Frequently Asked Questions

How do I change my password?

You can change your password from the following website:

<http://www.csuchico.edu/stcp/email/resetpw.shtml>

You need to know both your Social Security Number and your Wildcat ID Card number to change your password.

I'm dialing the Wildcat Dial-up with my 56k modem, and it is not as fast as I expected it to be. It keeps hanging up on me.

If your modem is flash-updateable, get the latest flash from your modem manufacturer. Also check for updated drivers for your modem. If you are unsure of the brand and model of your modem or of where to find updated drivers/ashes for your modem, call the Student Computing Help Desk.

My older modem has problems connecting with the Wildcat Dial-up.

Some older modems may have problems connecting with the newer v.90 digital modems that the Wildcat Dial-up provides. Call Student Computing at 898-HELP (4357) and speak with a remote access tech on possible ways to get your modem to connect.

**For Help call or email:
Student Computing**

Phone: (530) 898-HELP (4357)

Email: helpstu@csuchico.edu