

Technical Support Services

- Accessibility
 - Accessibility for PDF
 - Adding Alternate Text for Images, Tables and Charts - Creating Accesible PDF Files
 - Document Reading Order - Creating Accesible PDF Files
 - Read Out Loud - Creating Accesible PDF Files
 - The Accessibility Checker - Creating Accessible PDF Files
 - Accessibility for Web
 - Compliance Deputy Known Issue: Background Color Contrast Ratios
 - Google Analytics (GA) Campus Configuration
 - Labels are the Preferred Method over Titles
 - No Skip Navigation Link is Present
 - Same Foreground and Background Color to Hide Text
 - Two or More Links to Different Resources Contain the Same Text
 - ITS-Web Development Center (WDC) Document Accessibility Compliance and Remediation Support Process
 - Kurzweil V13 install
- Adding a CSULB SharePoint Site to Local Intranet Sites in Internet Explorer
- Adding Sites to Local Intranet in Browser Settings
- Advisor Connect General Information for THD
- Basic HTML Tags
- BeachID
 - Activating Your BeachID Account
 - BeachID Quick Reference
- Cayuse Support Information
- Configuring Standard Web Browsers for Tab Viewing
- Connecting Your Devices to WiFi and Campus Email
- Creating a bootable USB Flashdrive
- Creating Accessible Emails
- CSULB IT Services for Employees — Brief Sheet
- CSULB Tech Tips
- DocuSign (eSignature)
 - About DocuSign
 - Acceptable Use of DocuSign
 - DocuSign (eSignatures) Selection, Planning & Usage Guidelines
 - DocuSign Help
 - Accessing DocuSign
 - DocuSign FAQs
 - DocuSign Future Hire On-Boarding Form
 - eSignature (DocuSign) Privileged Administrative Access
 - Administrative Services Manager (ASM) Contacts
- Getting Started Using SHI
- Hide Subjects Tags in L-Soft List
- How to Add Trusted Sites in IE, Chrome, and Firefox
- How to check the version of .NET that's Installed
- How to Check the version of DirectX
- How to Use Sudo in a Red Hat Linux Environment
- Internet Explorer Browser Settings Workarounds for CFS Users
- IT Knowledgebase (ITKB) Instructions
- MAC OS X - How to Connect to Windows File Sharing
- Microsoft Office
 - What's New in Office 2016?
 - Excel 2010 Freezing in Compatibility Mode
 - Internet Browser Shortcuts
 - Office 2010 Common Features
- Personal Web Page & FTP Accounts
 - FTP Access in Filezilla (for Students Only)
- Preferred Name Change Process
- Research Computing
 - Research Computing Quick Start Guide
- Resolving Locked Campus Accounts
- Secure Connection Failed Error in Firefox Browser
- SharePoint Online in Office 365
- Student Virtual Lab (SVL) Service Description
 - Student Virtual Lab (SVL)
- Using Skype for Business Online Meetings
- Virtual Private Network articles
 - Installing VPN for iPad and iPhone
 - Installing VPN for Mac
 - Installing VPN for PC
 - Installing Web VPN 3.1 for Windows XP

- Installing Web VPN for Mac OS X Mountain Lion
- Installing Web VPN for Windows 7
- VPN and Windows 8.1
- VMware View Client v5 Install and Configure
- Voluntarily Self-Identify for Veteran Status or Disability
- Windows
 - Advanced Help and Support Tools in Windows 7
 - Connect to a Network Printer in Windows 7
 - Customizing the Desktop in Windows 7
 - Customizing the Start Menu in Windows 7
 - Customizing the Taskbar in Windows 7
 - Doing More with Internet Explorer 8 in Windows 7
 - Managing Files and Folders in Windows 7
 - Mapping a Drive in Windows 7
 - Meet the Control Panel in Windows in Windows 7
 - Remote Access in Windows 7
 - Setting Accessibility Options in Windows 7
 - Setup a Default Printer on a Windows 7 PC
 - Using Search in Windows 7
 - Using Windows Explorer and Libraries in Windows 7
 - Windows 7 Computer Log On Instructions