

INFORMATION TECHNOLOGY SERVICES

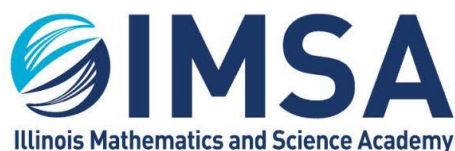
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Prepare Your Computer for Life at IMSA

For Microsoft Windows 11

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Reminder: Supported Laptop Operating Systems

IMSA Information Technology Services (ITS) team is not staffed enough to support every possible computing device operating environment. There are limits to what can be used and supported. Below is a list of the supported and unsupported laptop operating systems. This is not an exhausted list, it lists only general laptop operating environments.

Supported Laptop Operating Environments

- Apple/Macintosh OS
- Linux OS Distributions – LIMITED Support, not all functions can be fully supported. Students are on their own when running a Linux OS distribution.
- Microsoft Windows OS (10 or 11), all editions excepted as noted below. **Windows OS is the recommended OS for use by students**

Unsupported Laptop Operating Environments

- Chromebooks (Android OS) – **NOT SUPPORTED**
- Microsoft Windows OS (10 or 11) running on laptops with an “ARM” or “RISK” processor – **NOT SUPPORTED**

Local User (login) on the computer must be an administrator

During the student’s IMSA career they will be asked to install software on to their computer to participate in educational or research activities. To do this they must have full administrative rights on their computer.

Make Sure Your Computer’s Drivers and Operating System is Up to Date

It is important to keep your computer’s operating system and other installed applications up to date with the latest device driver, security and performance updates. Microsoft releases security and performance updates every month. Computer manufactures release driver and firmware updates regularly. Failure keeping your computer updated can result in the computer being compromised (hacked), or an inability to complete important tasks, thus affecting your educational experience.

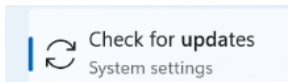
Microsoft Application(s) and Windows OS Updates

Microsoft has a utility or feature in its operating systems that automatically checks for updates. You can also run this utility manually to check and install updates at any time.

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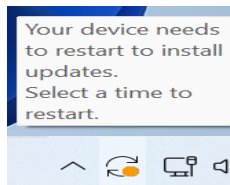
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- In the search box or Cortana window type “Check for Updates”. Depending on what other software is installed on your computer you may see several options. Make sure the



one you select says System Settings

- Click to launch this System Settings application
 - If updates are waiting to be install, click Install now. You may also see a notice in the task bar



- If the screen indicates updates are available and presents the Download Now button, click on it

A blue rectangular button with the text 'Download now' in white.

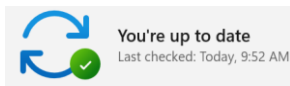
- If the screen indicates a Restart is required, click Restart now

A blue rectangular button with the text 'Restart now' in white.

- If there are no updates listed, click Check for Updates

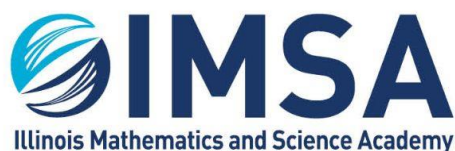
A blue rectangular button with the text 'Check for updates' in white.

- Repeat these steps until you see You're up to date



Computer's BIOS, Drivers and Firmware Updates

Most modern laptop manufactures have built-in utilities that check for updates automatically and will either install them automatically or notify you. When you are notified, make sure you take the time to install all updates provided to you by the laptops manufacturer. A list of the utilities provided by three of the most popular manufacturers is listed below. Many of these can be ran manually to manually install updates. You can also connect to the manufacturer's support web page and follow the links to detect and update your computer via the web. This is most often a



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free service offered by the manufacture and does not require an extended service contract or active warranty.

- Dell – Dell Command Update or Support Assistant
- Hewlett Packard – Support Assistant
- Lenovo – Lenovo Help Center

Web Browsers

IMSA Information Technology Services (ITS) team recommends the use of the following web browsers. Other browsers may be used, we have found the following browsers to work the best when accessing the multitude of web sites an IMSA student will access during their educational career. ITS recommends having at least two web browsers installed on your computer.

- Recommended:
 - Google Chrome – latest version (Top choice)
 - Mozilla Firefox – latest version
- Not Recommended:
 - Microsoft Internet Explorer
 - Microsoft Edge
- Alternates:
 - DuckDuckGo (Add-on extension)
 - Opera
 - Safari for Windows
 - There may be others

Web Browser Settings

ITS recommends turning off the password save feature of the web browser. We know that it is easier to use saved passwords, but in the event your laptop is stolen all of your saved passwords would be compromised.

Registering Your Computer with IMSA

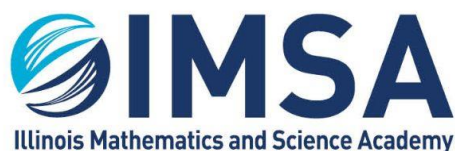
Registering your computer with IMSA Information Technology Services is recommended, failure to do so will prevent you from accessing certain computing resources that will be vital to your educational and research career at IMSA.

Accessing the Internet While on Campus

All students are cable to connect their laptops, phones, tablets, etc... to one of two wireless networks. The capabilities of these networks are described below.

IMSAPublic Wireless WiFi Network

As the name describes this is a public wireless network available to anyone residing, working or visiting the IMSA campus. This is an unsecured, unencrypted wireless network, similar to what



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you may find at a restaurant or hotel. To access this wireless network you just need a simple password which is provided freely. It grants you full access to the Internet and limited or no access to specific IMSA managed resources.

- Purpose: For use on phones, tablets, and other computing devices
- Access: No access to specific on-site resources such as printers and specific educational web sites
- Security: NONE, not encrypted

airIMSA Wireless WiFi Network

This is the IMSA “production” wireless network. All IMSA owned laptops are connected to this wireless network. This network has the same Internet connectivity as “IMSApublic” with a few exceptions. This wireless network is encrypted and enables the student access to printers and some specific educational web sites. This is the recommended wireless network for a student’s primary computing device, a laptop.

- Purpose: For use on student’s primary computing device, laptop
- Access: Requires pre-registration, see instructions below
- Security: Encrypted

Pre- and Post-Registration Tasks

To take full advantage of IMSA's technology resources the following steps need to be completed. Some of the steps can be complete off site, while others must wait until you are on campus. Some steps are required and some steps are optional but recommended.

NOTE: If you have been issued or expect to be issued an IMSA loaner computer as a part of the Scholarship Loaner Program you can skip these steps. The IMSA owned computer you have been or will be provided is already authorized and setup for full functionality within the IMSA environment.

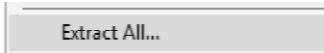
1 - Download and Extract IMSA's Computer Setup Package

IMSA's Computer Setup Package includes all of the files and application necessary to prepare your computer for accessing IMSA's computing and network resources.

- Open a web browser and go to: <https://sites.imsa.edu/scs/>
- Find the link for IMSA's Computer Setup Package for Windows OS

Windows OS Computers - Downloads

- [Windows 10 - Read First](#)
- [Windows 11 - Read First](#)
- [IMSA's Computer Setup Package for Windows OS \(Download\)](#)
 - Using Google Chrome –
 - Right-click on the link and select Save link as...
 - Download the file
 - Look at the bottom of the Chrome window for a security alert box. It will state that Symantec cannot be downloaded securely
 - Click on the up caret next to the Discard button and select Keep
 - Using Mozilla Firefox – Click on the link and follow the screens to download the ZIP file
- Navigate to the location on your hard drive where the ZIP file was downloaded. In most cases this will be your Downloads folder.
- Locate the file "imsaComputersetup-WinOS" and right-click. Select Extract All... from the pop-up menu



- Click the Extract button (lower right corner) to accept the default extraction location. Note the location, you will need it in future steps



Cancel

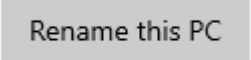
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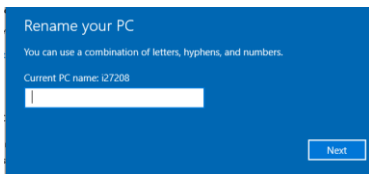
2 - Setting your computer's host name – Optional, Recommended

This step can be completed at home, as long as you have an Internet connection. In order for IMSA Information Technology Services (ITS) to contact you concerning security issues with your computer, we need to have a way to link your computer with your email address and your name. To that end we are requesting you set a name for your computer that will be recorded with in IMSA's Antivirus, Data and System Security Portal. Please follow the instructions below to set your computers "host" name.

- Press the Windows Key + "X" to open the Quick Menu
- Find and Select System from the quick menu
- Find and click on Rename this PC



- Enter a new computer name and click Next
 - Use the following format for your new computer name: ClassYear-IMSAUsername
 - Example(s): c25-rflickinger, c23-jsmith7, c24-jdoe8



- When you click next you will be prompted to reboot your computer

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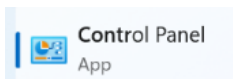
3 – Install Antivirus Solution (Broadcom-Symantec Endpoint Protection) – Required

This step can be completed at home, as long as you have an Internet connection. Before installing IMSA’s Antivirus Solution you will need to uninstall any antivirus solution that is already installed on your computer. The names of the antivirus solutions that we have seen problems with are listed below, this is not an exhausted list, but the most common.

- Avast
- AVG
- Any previous installation of Symantec Endpoint Protection
- Any Norton brand product
- Any McAfee brand product

3-1 - Uninstall existing Antivirus Applications

- In the search box or Cortana window type “Control Panel”. Click on the App displayed



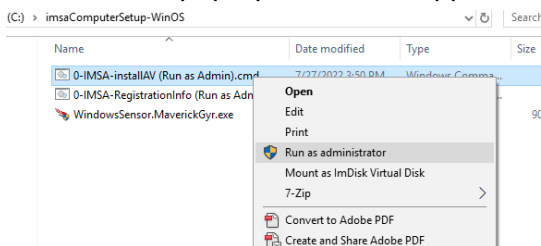
- Click on Programs (Uninstall a program)
- Click on Programs and Features
- Search through the list and uninstall any antivirus solution, specifically looking for the ones listed above
 - Exceptions, these malware prevention solutions may remain installed
 - MalwareBytes

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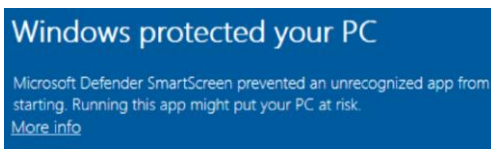
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3-2 – Installing IMSA’s Antivirus, Data and System Security Solution – CrowdStrike Falcon

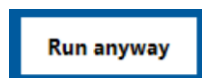
- Navigate to the location you earlier extracted IMSA’s Computer Setup Package (Step 1).
 - **NOTE:** A window may already open to the location, depending on your configuration
 - You will find several files at this location.
- Find and right-click on the 0-IMSA-installAV (Run as admin) installation script.
- From the pop-up menu that appears, select Run as Administrator



- If prompted with a “Windows protected your PC” prompt, Click the More Info link.



- Click the Run anyway button



- If prompted with a “User Account Control” prompt, select Yes to allow the configuration script to run
- The installation will take 3 to 5 minutes and a message will be displayed in the command windows when the process is completed
- Reboot the computer to finish the installation

Once the computer reboots, and you have a good Internet connection, the antivirus solution will automatically update the application’s virus definition files.

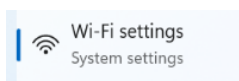
Troubleshooting Installation Issues

To obtain help with any issues you encounter during the installation of this application, please email your issue to helpdesk@imsa.edu. Please use your, the student’s, IMSA email account.

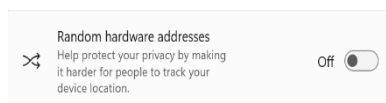
4 – Disabling Random Hardware Addresses for Wireless (WiFi) Cards - Required

With Windows 10 Microsoft implemented a feature called random hardware addresses for the wireless network card. This feature exists in Windows 11 as well. This is supposed to be a security feature, but in our environment it causes only issues. This feature needs to be disabled before proceeding to the next step in this section. Below are the instructions for turning off random hardware addresses.

- Login to your computer
- Type WiFi into the search or Cortana and click on WiFi Settings



- Find random hardware address and make sure it is set to **Off**



- Once these changes are made you can close the window and reboot your computer. A reboot is required to ensure you do not get a random hardware address during the step.

5 – Register computer for access to airIMSA wireless network - Required

NOTE(s):

- **If you have been issued or expect to be issued an IMSA computer as a part of the Scholarship Loaner Program you can skip this procedure and send us the IMSA Inventory (Bar Code) Number of the computer. We will pull this information from our databases.**
- **Completion of task 1 thru 4 is required**

To register your computer for access to the airIMSA wireless network IMSA Information Technology Services (ITS) needs a couple pieces of information to complete the process. This will consist of running a script and emailing the results to the ITS team. ITS will need three or four pieces of information from you to register your computer. The first is your computer's host name, which you should have set in step 2. The second is the MAC (hardware) address of your Ethernet/wired network card, the MAC (hardware) address of your wireless network card, and finally proof of installation of IMSA's Antivirus, Data and System Security Solution.

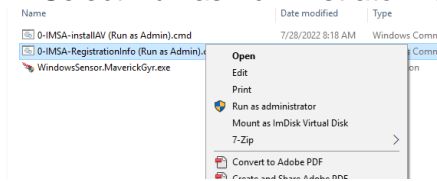
Please note that some laptops do not have, by default, an Ethernet/wired network card anymore. If this is the case and you want to make use of the wired connection in your room you will need to purchase a USB or USB-C to Ethernet "Dongle" for your laptop. We recommend you reach out to your laptop's manufacturer for recommendations on the proper dongle to purchase for your computer.

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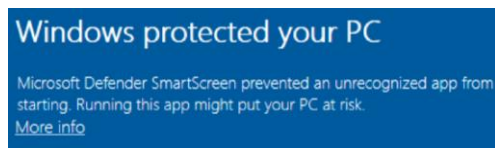
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5-1 – Running the IMSA Registration Information Script

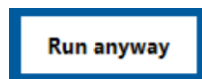
- Navigate to the location you downloaded and extracted IMSA's Computer setup Package (Step 1)
- Right-click on the 0-IMSA-RegistrationInfo (Run as admin) script
 - NOTE: This script creates a LOG file that is placed in C:\imsalogs on your computer's hard drive.
- Select Run as Administrator from the pop-up menu



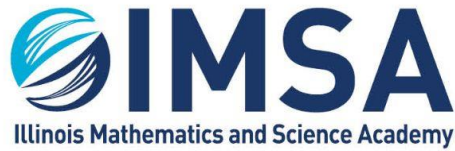
- If prompted with a “Windows protected your PC” prompt, Click the More Info link.



- Click the Run anyway button



- If prompted with a “User Account Control” prompt, select Yes to allow the configuration script to run
- The script will run quickly and will display a completion message. Press any key on the keyboard to close the command window



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5-2 – Send email with registration information to IMSA ITS

NOTE: If you have been issued or expect to be issued an IMSA computer as a part of the Scholarship Loaner Program you can skip this procedure and send us the IMSA Inventory (Bar Code) Number of the computer. We will pull this information from our databases.

Send an email using your IMSA email account to helpdesk@imsa.edu. Remember you must use your IMSA account

- Navigate to C:\imsa\logs
- Find and double-click on the registration information file, in most cases it will be the only file in the c:\imsa\logs folder.
 - The file name will start with your computer's host name followed by "IMSA_RegistrationInformation"
 - Example(s): c25-rlickinger-IMSA_RegistrationInformation, c23-jsmith7-IMSA_RegistrationInformation, c24-jdoe8-IMSA_RegistrationInformation
- Copy the entire contents of this file into an email and send it to helpdesk@imsa.edu. Make sure you use your IMSA email account to send this email.
- You will receive a confirmation email that your registration email has been received.
- Within 24 hours, unless submitted on a weekend or holiday you will receive another email. Make sure you read this email completely, not just the subject.
 - Indicating Completion: All of the information has been verified and your registration is complete
 - Indicating missing information: Your registration is incomplete because information is incorrect or incomplete.

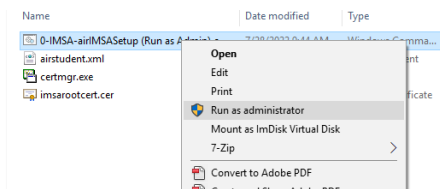
6 – Connecting to IMSA’s Wireless Network Called airIMSA – Required

NOTE(s):

- **Completion of task(s) 1 and 3 thru 5 are required**
- **This task has to be completed while you are at the IMSA campus in Aurora, IL. It cannot be completed remotely**

6-1 – Configure your computer for connection to IMSA’s airIMSA WiFi network

- Navigate to the location you downloaded and extracted IMSA’s Computer setup Package (Step 1)
- Double-click on the folder named “IMSA-airIMSASetup”
- Find and right-click on the 0-IMSA-airIMSASetup (Run as Admin) script
- Select Run as Administrator from the pop-up menu that appears



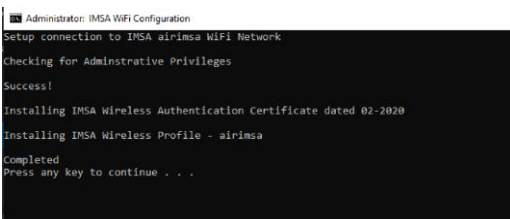
- If prompted with a “Windows protected your PC” prompt, Click the More Info link.



- Click the Run anyway button



- If prompted with a “User Account Control” prompt, select Yes to allow the configuration script to run
- A command window will open and show you the progress of the setup script, read the screen carefully. Press any key upon completion to close the command window.



- Configuration completed

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6-2 – Connecting to IMSA's airIMSA WiFi Network

- Click on the globe icon, wireless icon, or wired icon in the lower right hand corner of your screen. You may also see a pop-up appear



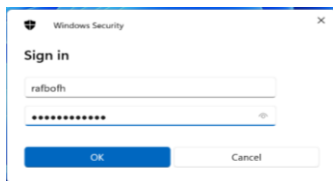
- Click on the right pointing carrot to display the list of available wireless networks



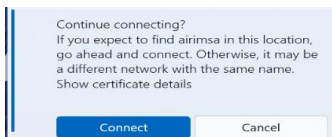
- If your wireless card is enabled you should see a list of available wireless networks. Find and click on airimsa



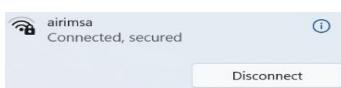
- Click the Connect button
- You will be prompted for your IMSA username and password



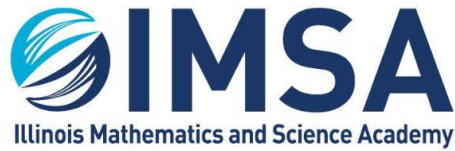
- You may see a warning concerning connecting to airimsa, click Connect



- Within a few seconds you should see a confirmation that you are connected to airimsa



- Task Completed



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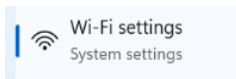
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6-3 – Recommend you remove the IMSApublic WiFi Network

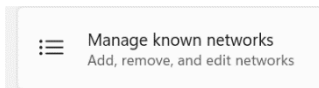
If you previously connected to the IMSApublic wireless network we recommend you remove this network from your remembered network lists, or at list change its configuration so it will not attempt to auto-reconnect. Microsoft Windows 10 supported by software installed my default on many manufacturers' laptops will constantly check all available wireless networks and automatically connect the laptop to the one it calculates is the faster or more reliable. Microsoft's and the manufacturer's algorithms are inaccurate at times and may cause a disruption in service. This is easily seen when a Zoom session lags or drops completely.

If you reconnect to IMSApublic after following the procedure below to "Forget" the network, make sure you un-check the Connect automatically check box before clicking Connect.

- Type WiFi into the search or Cortana and click on WiFi Settings



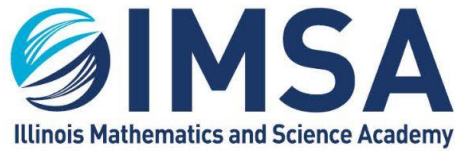
- Click on Manage known networks



- Click on the Forget button next to IMSApublic



- Task completed



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7 – Setting up access to IMSA printers – Recommended

NOTE(s):

- **Completion of task(s) 1 and 3 thru 6 are required**
- **This task has to be completed while you are at the IMSA campus in Aurora, IL. It cannot be completed remotely**
- **You must be connected to a wired Ethernet connection in your Residential Hall room or connected to the wireless network airIMSA.**

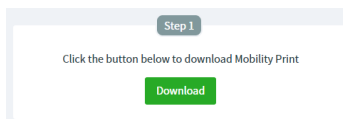
IMSA students have access to multiple Multi-Function Devices (MFDs) on campus. A list of their locations is below. The Xerox MFDs utilize your IMSA Student ID to access the devices capabilities and retrieve printed documents. Students have access to Copy, Print and Scan to Email capabilities on the Xerox MFDs.

Device Locations:

- One Xerox VersaLink Black/White device in each Residential Hall located in the RC Office
- One Xerox AltaLink Black/White device in the Information Resource Center (IRC)
- One Xerox AltaLink Color device in the Information Resource Center (IRC)
- One Xerox VersaLink Black/White device in A-109, The Writing Center
- One Xerox VersaLink Black/White device in A-145, VDI Computer Lab

7-1 – Download PaperCut Setup Application

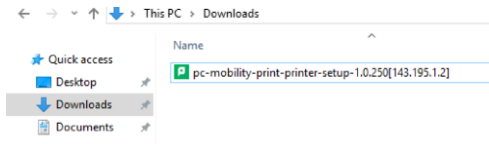
- Open a web browser and go to <http://143.195.1.2:9163/setup>
- Click on the download link for Windows OS



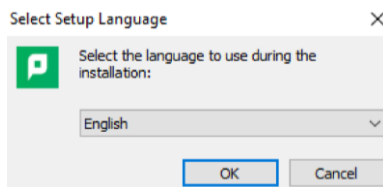
- Download the file, taking note as to the download location.

7-2 – Install/Configure the PaperCut Mobility Print Client

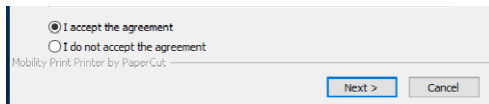
- Go to the location where you downloaded the installation application
- Double-click on the file called pc-mobility-print-printer-setup-1.0.250[143.195.1.2]



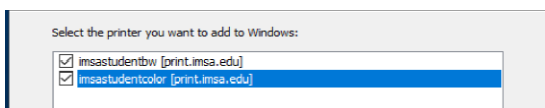
- You will see a User Account Control prompt, select Yes to allow the installation application to run
- Click OK to accept the installation language



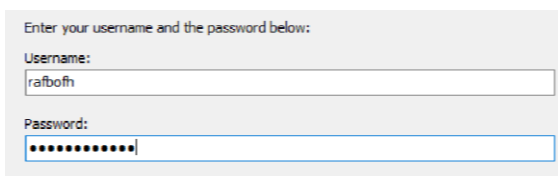
- Click the “I accept the agreement” and click Next



- Place a check mark next to both printers and click Next



- Enter your IMSA username and password and click Next



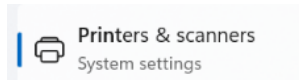
- The installation application will setup the printer and display a window indicating the installation is completed. Click Finish to close the window.

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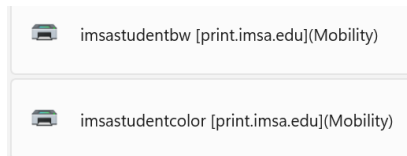
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7-3 – Checking IMSA Printer Installation

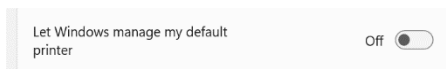
- In the search box or Cortana window type “Printers”. Click on the App displayed



- You should see two IMSA printers installed
 - imsastudentbw – for black/white printers
 - imsastudentcolor – for color printers



- If you don't see the printers, something went wrong with the installation. See a member of the Student Computing Support (SCS) Team or IT HelpDesk staff to troubleshoot the issue.
 - **REMINDER:** You must be connected to a wired Ethernet connection in your Residential Hall room or connected to the wireless network airIMSA.
- Additional Steps:
 - Scroll down to Printer Preferences
 - Make sure “Let Windows manage my default printer” is turned off



- Task Completed

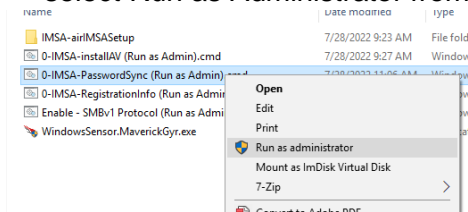
8 – Synchronize your IMSA user account and password on personal computer – Optional

NOTE(s):

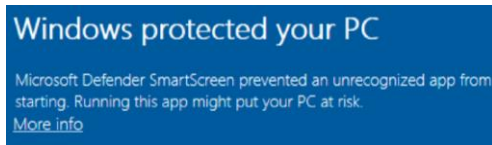
- Completion of task(s) 1 and 3 thru 6 are required
- This task has to be completed while you are at the IMSA campus in Aurora, IL. It cannot be completed remotely
- You must be connected to a wired Ethernet connection in your Residential Hall room or connected to the wireless network airIMSA.

Synchronizing your IMSA user account and password on your personal will make it easier to access some of the technology resources available to you during your IMSA educational career.

- Navigate to the location you downloaded and extracted IMSA's Computer setup Package (Step 1)
- Find and right-click on the 0-IMSA-PasswordSync (Run as Admin) script
- select Run as Administrator from the pop-up menu that appears



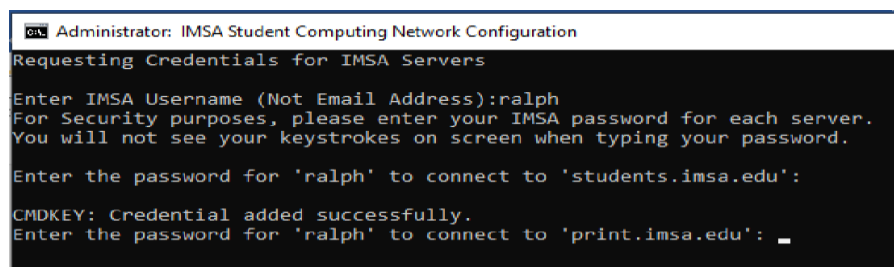
- If prompted with a “Windows protected your PC” prompt, Click the More Info link.

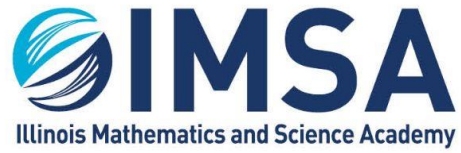


- Click the Run anyway button



- If prompted with a “User Account Control” prompt, select Yes to allow the configuration script to run
- Follow the instruction on screen to enter your IMSA username and password as prompted





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- Press any key to close the command window once completed
- Password Synchronization Completed

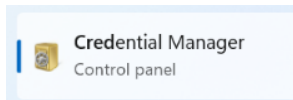
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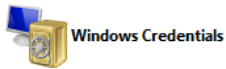
8-1 – Confirm/Update Stored Passwords for IMSA Servers

During a student's IMSA career they will be required to change their password every six months. Every time the student will need to update the stored passwords on their personal computer. The student has two options, first rerun the Setup – Password Sync script as documented previously or use a Windows OS application called Credential Manager. You can also use Credential Manager to remove stored usernames and passwords.

- In the search box or Cortana window type “credential”. Click on the Control Panel displayed



- Click on “Windows Credentials”



- Verify you see entries for both print.imsa.edu and students.imsa.edu. You should see to the right of the server name when the entries were added or modified and a down carrot button. Clicking the down carrot will allow you to update the password, and delete the entry.

Windows Credentials		Add a Windows credential
print.imsa.edu	Modified: Today	⌵
students.imsa.edu	Modified: Today	⌵

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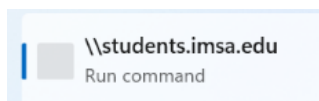
9 - Accessing IMSA Student Server while on campus – Optional, Required for some classes

NOTE(s):

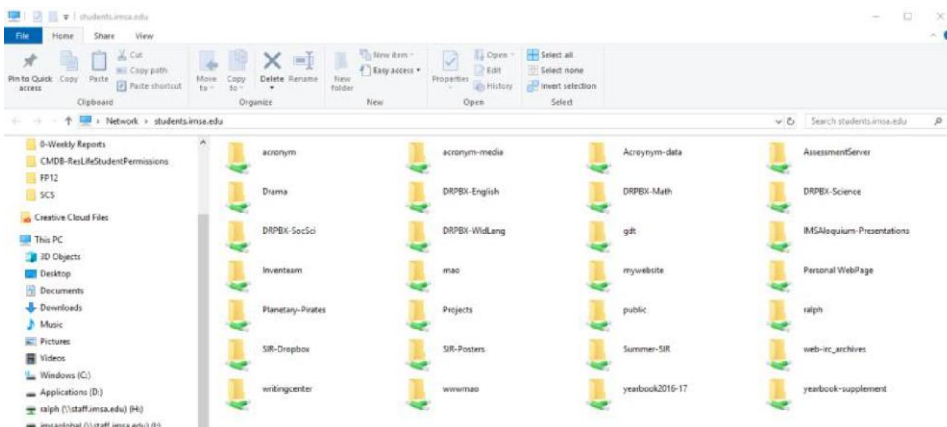
- **Completion of task(s) 1 and 3 thru 6 are required**
- **This task has to be completed while you are at the IMSA campus in Aurora, IL. It cannot be completed remotely**
- **You must be connected to a wired Ethernet connection in your Residential Hall room or connected to the wireless network airIMSA.**

As a requirement to complete some class or research assignment it may be necessary for a student to access a local file server called students.imsa.edu. Below are instructions for access this server.

- Make sure you are connected either to the Ethernet/wired connection in your Residential Hall or to the airIMSA wireless network. A connection to the IMSApublic wireless network will not work.
- In the search box or Cortana window type “\\students.imsa.edu”. The Windows OS will indicate this as a Run Command. Click on the option displayed



- A new window will be displayed showing all of the shared directories/folders available on the IMSA Student Server. One of these folders will be your IMSA account username. This is an area on the IMSA Student Server where you can store files. Other folders will be pointed out to you as your IMSA career



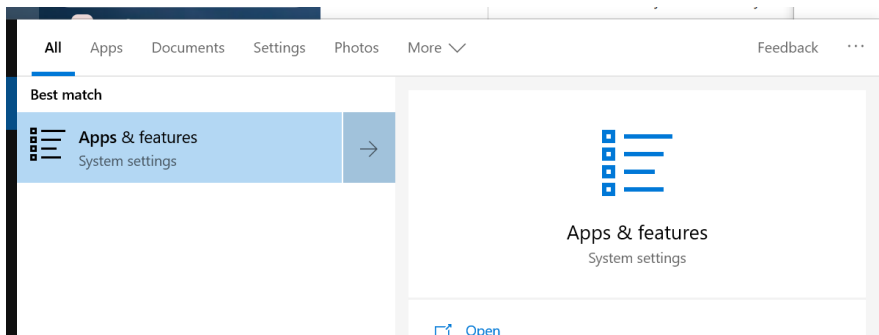
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Uninstall IMSA's Antivirus, Data and Security Software

At the end of each school year you will be able to uninstall IMSA's antivirus, security software from your personal computer. This will be required of seniors, soon to be alumnus and optional for rising juniors and seniors. The grace period for this optional uninstall of the software will be from May 1st until August 10th.

- In the search box or Cortana window type "Apps & Features".
- Click to open the application found



- Scroll down the list of applications until you find "CrowdStrike".



CrowdStrike Windows Sensor

- Click on CrowdStrike and click the Uninstall button



- Follow the prompts to uninstall and re-boot your computer
 - **NOTE: During the optional uninstall period documented above you will not be prompted for a maintenance or uninstall token, any other time a maintenance token will be required and will be provided by ITS staff on an as needed bases.**