

MCU IT Welcome Guide

MCU IT HelpDesk Location and Contact Information

Physical Location: Warner Hall, Room #3182

Email: helpdesk@usmcu.edu Phone: (703) 432-4866

Public Facing Website: <https://www.usmcu.edu/IT-ET-Group/Helpdesk/>

Wiki*: <https://sites.google.com/a/usmcu.edu/mcu-it/home>

*Wiki requires MCU .Edu account to access

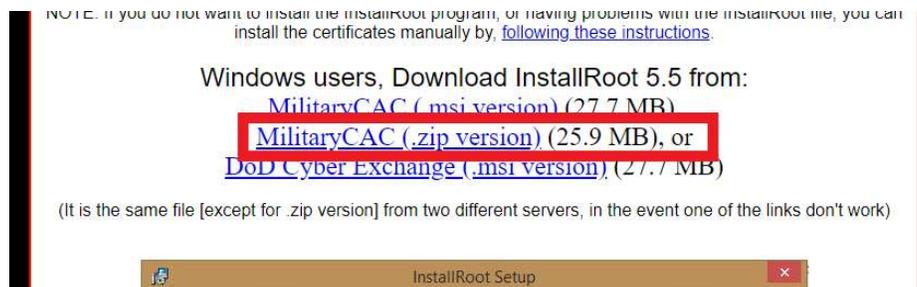
LOGGING INTO YOUR MCU ACCOUNT ON MCU .EDU COMPUTERS

MCU .Edu Device: To log into your MCU account on a MCU .Edu computer, you will insert your CAC into the Smart Card reader on the device. Click “Sign In options.” Select your EDIPI (10 digit, NOT PIV – 16 digit – used on .MIL Computers) Cert. Enter your PIN. If EDIPI does not work, try PIV. If that does not work, contact helpdesk, do not lock out your CAC.

LOGGING INTO YOUR MCU ACCOUNT ON PERSONAL COMPUTERS

Personal Computer: To log into your MCU account on your personal computer, you will need to download DoD certificates onto your computer so it can fully authenticate your CAC. To do so, you can download them at <https://militarycac.com/>.

WINDOWS: If you are on a Windows computer, you want to navigate to <https://militarycac.com/dodcerts.htm> and install the InstallRoot program, which will install the certificates for you by running the program.



MAC: If you are on an Apple computer, you will need to download the DoD certificates below from https://militarycac.com/macnotes.htm#DoD_certificates and import them into your Keychain app. You will then need to right-click, select properties, and choose to “Always Allow” under “Trust”.

<https://militarycac.com/maccerts/AllCerts.p7b>,
<https://militarycac.com/maccerts/RootCert2.cer>,
<https://militarycac.com/maccerts/RootCert3.cer>,
<https://militarycac.com/maccerts/RootCert4.cer>, and
<https://militarycac.com/maccerts/RootCert5.cer>

When logging into your MCU account on your personal device, please be sure to use the “Google Chrome” browser.

LOGGING INTO YOUR Official MCU GSUITE ACCOUNT ON MCU .EDU or PERSONAL COMPUTERS

MCU GSuite Account: Open Chrome. Click Gmail in top right corner. Click “Sign in.” Type First.Last@usmcu.edu (Use your first and last name, not the words “First” and “Last”). Click “Next.” Click “More Choices.” Select “Signature” / “Email” Cert (Not “Authentication” or “ID” Certs). Click “Ok.” Type your PIN. Click “OK.” Click “I Accept” on USG IS Access Disclaimer. You now should be logged into your MCU .Edu GSuite Account and have access to your official MCU .Edu Gmail (mail.google.com), Google Drive (drive.google.com), Google Meet (meet.google.com), Google Calendar (calendar.google.com), Google Docs (docs.google.com), Google Sheets (sheets.google.com), Google Slides (slides.google.com), Google Groups (groups.google.com), Google Sites (sites.google.com), Google Contacts (contacts.google.com), Google Forms (forms.google.com), Google Keep (keep.google.com), Etc.

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ACCESSING YOUR MCU ACCOUNT ON YOUR MOBILE PHONE/TABLET

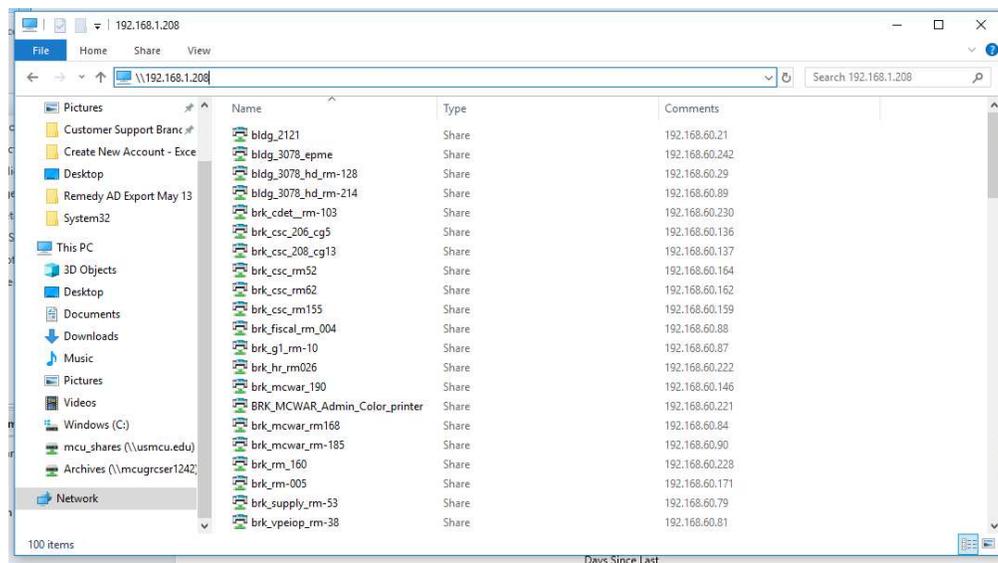
Mobile Device: It is possible to access your MCU e-mail, documents (via Google Drive) and calendar on most mobile phones. To do so, you will need to download a Mobile Device Management app called "Google Device Policy". The icon in the app store will look similar to the one below. If you are an iPhone user, you will also need to download the Gmail, Drive, and Google Calendar apps.



Once you've downloaded the app(s) you need, please schedule a time with a Help Desk technician by contacting them at helpdesk@usmcu.edu or (703) 432-4866 to walk you through the rest of the process. The process takes about 15 minutes in total.

PRINTING TO MCU PRINTERS

MCU Printers: In order to print, you will need to be logged into an MCU computer and connected to the network via an Ethernet cable. Identify the name of the printer you want to print to by finding the label on the printer. Then, open the folder icon and type in [\\192.168.1.208](http://192.168.1.208) to bring up a list of printers on the network.



Find the name of your desired printer in the list and double-click the printer to install it. Afterwards, it will be a selectable printer when printing documents.

MCU SAARS

MCU SAARs: When you check into MCU, you are granted a probationary MCU .Edu account. You need to complete your MCU .Edu SAAR within 30 days of check-in to be granted your official MCU .Edu account. If you are a Marine, you will want to complete a MCEN Logical Move SAAR to have your MCEN account logically moved from your old MITSC to the MITSC-NCR to ensure your MCEN account is not deactivated or deleted. If you expect to need SIPR access (because of special programs or groups that you may be a member of) and you do not currently have an account, you will need to complete a SIPR SAAR. The SIPR SAAR process is notoriously lengthy and takes place outside the control of MCU IT.

MCEN KIOSK LOCATIONS

CSC: BL: Warner, 2044 - RM: 2182 - Description: Lobby of CSC Cmd Deck.

SAW: BL: Warner, 2044 - RM: 2122 - Description: Lobby of SAW Cmd Deck.