



Charging and Discharging

Follow these tips to maximize the lifespan of your laptop's battery

- Charge your laptop's battery to at least 80% if possible
- If your laptop's battery is low, recharge it ASAP
- Do not leave your laptop plugged in to charge all the time
- Always store laptops in temperatures from 40°F—95°F
- Always set your laptop on hard, non-fabric surfaces to avoid blocking ventilation ports
- Contact ITS ASAP if your battery shows signs of bulging



Disinfecting Your Laptop

Follow these tips to avoid damaging your laptop when disinfecting it

- Use only a cloth that is **damp** with disinfectant
- Make sure the cloth is **not dripping** with disinfectant
- Make sure no large droplets of disinfectant remain that could run into the keyboard or other parts of the laptop
- Do not use bleach or peroxide-based disinfectants
- Do not spray disinfectant directly onto your laptop



Duplicate Versus Extend

Be aware of your display mode when connecting to a projector

- In "duplicate," both screens show exactly the same thing
- In "extend," you can drag your cursor and app windows between screens like with dual monitors
- You must be in "extend" mode to use Presenter View with PowerPoint
- Hold the "Fn" key down and repeatedly press the "F8" key to cycle between display modes



Avoiding Data Loss

All computers have a very real chance to experience a drive failure, get lost, or stolen Follow these tips to avoid losing data

- Save all files to your J: drive or N: drive
- Do not save files to your Desktop, "My Documents," "Downloads," "Pictures," or any other location on your computer's internal drive (C:).

All files saved to your N: and J: drives are backed up by WVU and accessible from any university-owned computer.



Support for IT Issues

For general IT issues with your laptop

Contact the IT service desk by phone at (304) 293-4444
Or by email at itshelp@mail.wvu.edu.

Contact the service desk by phone for the most immediate support. A technician from WVU Morgantown will speak with you and either attempt to resolve the issue or refer you to Beckley ITS staff.

Contacting the service desk via email will automatically generate a ticket for you.



Classroom Tech Support

For classroom technology issues that are preventing you from having class

Contact Beckley ITS Staff directly at (304) 929-1444.

Calling this line will ring on all Beckley ITS staff's desk phones simultaneously. Give your location and a brief description of the problem and a Beckley ITS staff member will rush to your location.

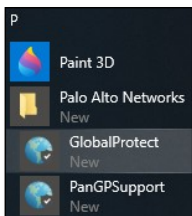
If your call goes to voicemail, leave a voice message and call back again until someone answers.



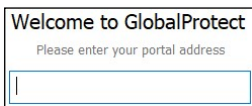
Using the WVU GlobalProtect VPN

If you need to access protected resources like web clock, time card, leave request, or N: and J: drives off campus, you must connect to the WVU GlobalProtect VPN first. Below are brief instructions on connecting to the VPN.

1. Click on "GlobalProtect" under the 'P' section in the start menu.



2. If prompted for a portal address, enter "remote.wvu.edu"

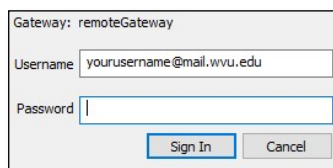


3. Click the blue "connect" button

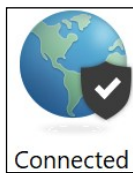


4. In the window that appears, sign in with your WVU credentials. You will have to pass your DUO Two-Factor Authentication too.

5. After passing your DUO Two-Factor Authentication, enter your password to sign in again.



6. A new window will now appear that says "Connected." You are now connected to the VPN.



When you are finished using the VPN, click the "disconnect" button.



NOTE

If you click away from the GlobalProtect Window (shown right) at any point during these instructions, it will minimize itself to your system tray.



To get the window back, you will need to click on the globe icon in the bottom right corner of your computer screen. (shown below)



If you do not see the globe icon, you may need to click a caret icon (shown right) to find it.



You can also see your VPN connection status here. If the icon is colored, you are connected to the VPN. If it is grey, you are not connected.

VPN is Connected



VPN is not Connected



When to Use the VPN

It is only necessary to connect to the VPN when accessing protected resources like the web clock, time card, leave request, and N: or J: drives and you are off campus.

If you are on campus, there is no need to use the VPN.

If you are not accessing protected resources like the web clock, time card, leave request, and N: or J: drives, there is no need to use the VPN.



Access N: and J: Drives

To access your N: or J: drives off campus

Connect to the GlobalProtect VPN using the directions above.

Open a web browser and go to jdrive.wvu.edu.

Sign in with your WVU credentials.

Follow the step-by-step instructions to access your N: and J: drives.