Quick Tips

Meetings you decline disappear from your calendar. Click Tentative to keep the meeting in your calendar without marking the time as Busy.

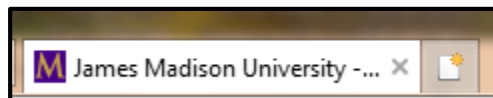**You can only do one horizontal and one vertical split at a time in Excel (unfreeze panes prior to the split).**

To quickly insert a page break in Word, press Ctrl+Enter.

Use Ctrl+F to open Find (works in many browsers/programs)

Vehicles must be picked up during business hours (7am-4pm) but can be returned after hours.

Forgot your eID Password?

1. Go to **MyMadison**
2. Enter your **eID**
3. **Click** "Forgot your Password"
4. **Choose one (a, or b, or c)**
   a. Security Questions (to answer 3 of your questions Correctly)
   b. OTP to have a "One Time Password" sent to your secondary email address
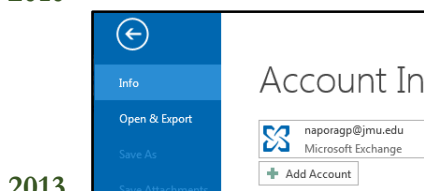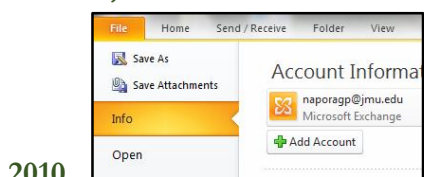   - **keep the JMU tab open**

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      - open a second tab (Ctrl+T)
      - access your secondary email inbox
      - return to the JMU tab
      - **enter the code** provided in the email
   c. Go to Student Success Center with photo ID and the Information Technology Help Desk will assist you
5. Complete Security Awareness training and establish an appropriate password

"Computers do the calculating to allow people to transform the world." Conrad Wolfram

Outlook – Add Account

A shared mailbox or your Dukes email can be on your desktop/client Outlook.

1. **In Outlook, click File**

   2010

   2013

2. **Choose *Add Account***
3. **Complete the dialog box for the email to be added (use the password for the email account)**
4. **Add another account or Finish**
5. **Close Outlook, then Open it**

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James Madison University Information Technology Training

Clues to ITT Classes

PowerPoint 2010 (IT423) – 9 hr. Create a slide presentation about you.

Word Basic (IT461) – 9 hr. get a solid foundation for using Word plus tips to make repetitive typing tasks easier!

Outlook Calendar (IT276) 1.5 hr. Set your choice of color for each calendar in view (no change to owner).

Leveraging the Web (IT209) 1.5 hr. shows how the internet works and gives tips on using it to the best advantage.

Motor Pool (IT528) and Work Orders (IT525) are separate training.

Contact 8-8046 to request assessment for Basic level PowerPoint, Excel, & Word.

JMU IT Training TechTips