**Desktop Support**

ITS Desktop Support provides support to faculty and staff for their university-owned devices. Below are topics related to this support.

### Mac Support
- Adding and Removing Applications in macOS / OS X
- Checking Mac System Information
- Compressing Files in macOS / OS X
- Configuring Data Backup in macOS / OS X
- Connecting a MacBook/Air/Pro to an External Display
- Connecting to Audio and Projector with an Apple MacBook via HDMI
- Enabling a Firewall in macOS / OS X
- Installing Adobe Reader on Mac
- Installing Microsoft Office 2016 for Mac Using a Microsoft Live Account
- Installing Updates in macOS / OS X
- Setting up Mac-to-Mac Screen Sharing
- Changing a User Password in macOS / OS X
- Taking a Screenshot on Mac
- Using Migration Assistant in Mac OS X
- Using System Report on Mac
- Setting Up Siri in macOS Sierra and later
- Using Adobe Reader on Mac
- Uninstalling Microsoft Office for Mac
- The Computer I Want to Screen Share with is Not Visible
- Installing Avira Antivirus on Mac
- Uninstalling Java on Mac
- Uninstalling Adobe Flash Player on Mac
- Using Applications on macOS
- Adding a Shared Mailbox on Outlook for Mac

### Linux Support
- Red Hat Enterprise Linux
- Ubuntu

### Windows 7 Support

### Windows 10 Support
- Activating the Windows Operating System
- Compressing Files in Windows
- Installing Adobe Reader on Windows
- Installing the Windows Operating System
- Managing Updates in Windows
- Setting a User Password in Windows
- Installing Java on Windows
- Uninstalling Adobe Flash Player on Windows
- Uninstalling Java on Windows
- Taking a Screenshot on a Windows Computer
- Archiving Gmail Emails on Windows
- Using Adobe Reader on Windows
- Problems with Windows Product Key
- Understanding the Registry on Windows
- How to install Office on a University Managed Computer
- Comprehensive Bluescreen Troubleshooting Guide
- Installing MBAM 2.5 May 2019 Hotfix & Confirming Encryption Key in MBAM
- Manually Encrypting a Windows computer with MBAM 2.5 SP1

### How to find the Computer Name

### Managed Workstation
- Automatically Installing the Microsoft System Center Configuration Management Console on Windows Workstations
- Manually Installing the Microsoft System Center Configuration Management Console on Windows Workstations
- Using Remote Control in Microsoft System Center Configuration Manager Console for Windows Workstations

### Software and Applications
- Clearing the Cache in Web Browsers
- Enabling Private Browsing in Web Browsers
- Installing Adobe Flash Player
- Troubleshooting Certificate Errors in Web Browsers
- Using Anyware Desktop / SkyBox