

CNAS Instructional Technology Support Newsletter

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VPN Passport retired

While it was delayed a week by the extremely cold weather, the Passport VPN was retired this past Tuesday, February 23. If you have problems connecting to VPN, the first thing to check is to make sure you are not trying to connect to passport.missouristate.edu. For more information see the appropriate knowledge base article:

Windows: [Passport VPN to New VPN Transition Guide](#)

Mac: [Passport VPN to New VPN Transition Guide](#)

Blackboard course cleanup delayed

Another deadline that was pushed back due to the weather was the Blackboard course cleanup. Courses from 2017 and older are going to be deleted starting next week. Those courses should have “scheduled to be deleted” appended to the course name. If you have courses that are affected, you should have already received an email. That email has links to articles on How to Export Your Course and How to Download the Grade Center.

Microsoft Teams allows guests

A recent change to Microsoft Teams now allows guests (non-MSU accounts) to be added to Teams that you have created. This allows them to participate in chats and meetings in Teams as well as access files you have stored in your Teams storage. [Team owner, member, and guest capabilities in Teams - Office Support \(microsoft.com\)](#) shows what capabilities the Owner, member, and guest have in a Teams group.

Do you really need Adobe Acrobat Pro?

Up until a few years ago, in order to create and/or edit a PDF (portable document format) file you had to have purchased and installed the Adobe Acrobat Pro program. Some of you may still be purchasing Acrobat Pro (not to be confused with the free Acrobat Reader program) just to create PDFs. This may no longer be necessary. If you have documents in Word or Excel or any Microsoft Office program you can save them in the PDF format. Windows 10 includes a “printer” option to save just about any document that you can print as a PDF. There are a few cases where you still need to use Acrobat Pro. If you need a document with secure or multiple signatures you have to create and edit those in Acrobat Pro. If you want to create a protected PDF that can't be altered, you also need to use Acrobat Pro. Microsoft Word will import PDF files for editing but sometimes it doesn't do well with certain formats like forms or tables. In this case you will have to use Acrobat Pro to edit those documents. I create these newsletters in Microsoft Word and then save them in PDF format for distribution.

Word is much better at manipulating words than Acrobat Pro and saves files in a compressed, smaller file format than Acrobat Pro. It is possible you may not need to pay for Acrobat Pro if your PDF needs are simple.

Classroom Camera Not Working?

Recently we had an incident where a camera was not working in a classroom. It turned out that the remote has 3 buttons to select from three cameras (if installed) but the room only had one camera, like most rooms, and someone had pressed button 2 or 3. Once the Camera 1 button was pressed the camera once again worked. In any room with a camera remote or even a Creston control the first step in troubleshooting is to confirm the camera is powered on. Refer to the picture below to see the Power button and Camera Select buttons.

