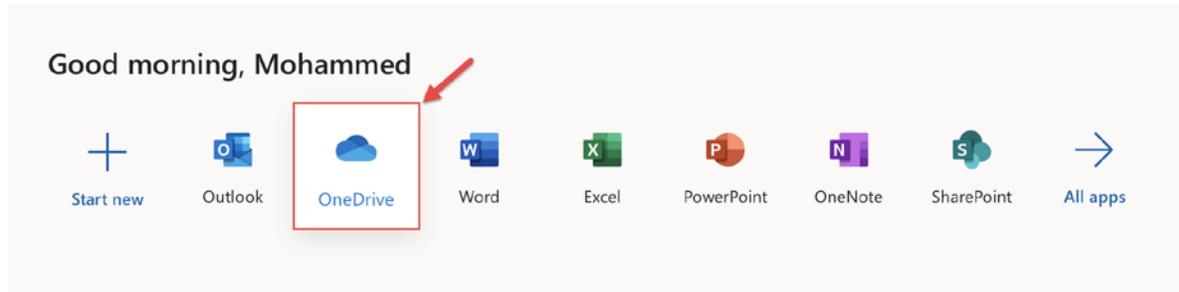




## Information for Students

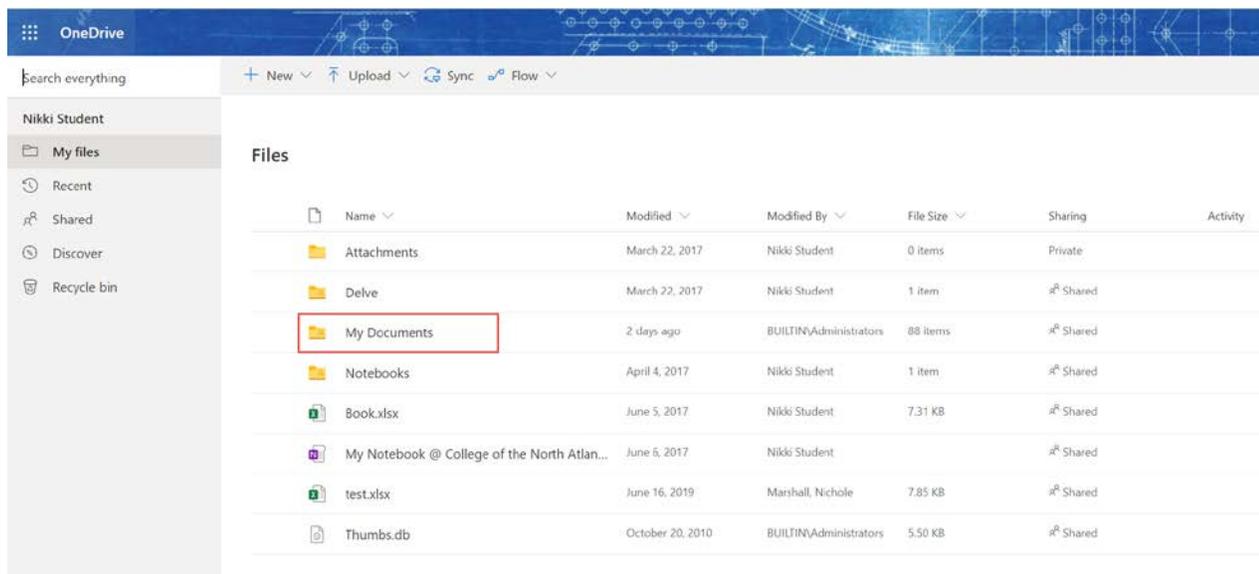
### How to Access OneDrive (Z:\Drive is migrated to One Drive)

1. Open a web browser (Chrome, Safari, Internet Explorer, etc.). Type <https://www.office.com> in the address bar.
2. Enter your student email address [60XXXXXX@cna-qatar.edu.qa](mailto:60XXXXXX@cna-qatar.edu.qa) in the field provided. Press Next
3. Enter your password. Click sign in
4. Click on the OneDrive icon at the top of the page.

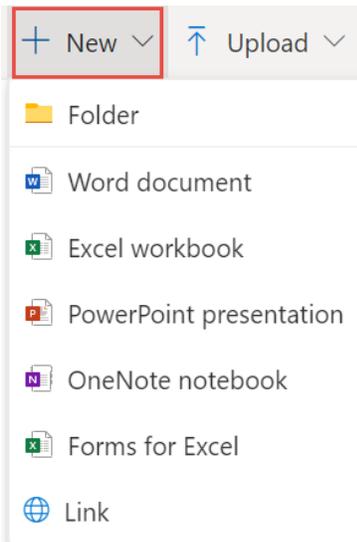


### How do I use OneDrive

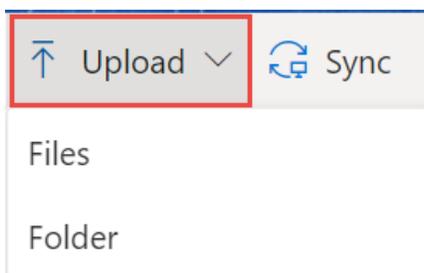
1. All of your Z: drive files have been transferred to the OneDrive under a folder called My Documents



2. If you want to create new files that and save them to the OneDrive you can click on the New button from the menu and select the type of file you want to create. You can create Word, Excel, PowerPoint or OneNote files. You can also create new folders. (See image on next page)



3. If you have files or folders on your computer that you would like to save in your OneDrive, you can click the Upload button. Then select either files or folders



## How do I access Email

1. Open any web browser and type: <https://outlook.office.com> in the address bar and press enter
2. Enter your email address – [60XXXXXX@cna-qatar.edu.qa](mailto:60XXXXXX@cna-qatar.edu.qa) and click Next
3. Enter your password and click Sign In

## What if I don't know my password?

1. Open any web browser and type <https://password.cna-qatar.edu.qa> in the address bar and press enter
2. When prompted enter your 60XXXXXX number and click Next
3. Enter your QID number and click Next
4. An SMS will be sent to the mobile number on file in PeopleSoft Self Service.
5. Enter the verification number from the SMS and click Next.
6. Enter the new password twice and click Next

## What if I don't receive the SMS when resetting my password?

1. Send an email to [ithelpdesk@cna-qatar.edu.qa](mailto:ithelpdesk@cna-qatar.edu.qa) that has a picture of your student ID asking to reset the password
2. IT Helpdesk will reset your password and send it to you.

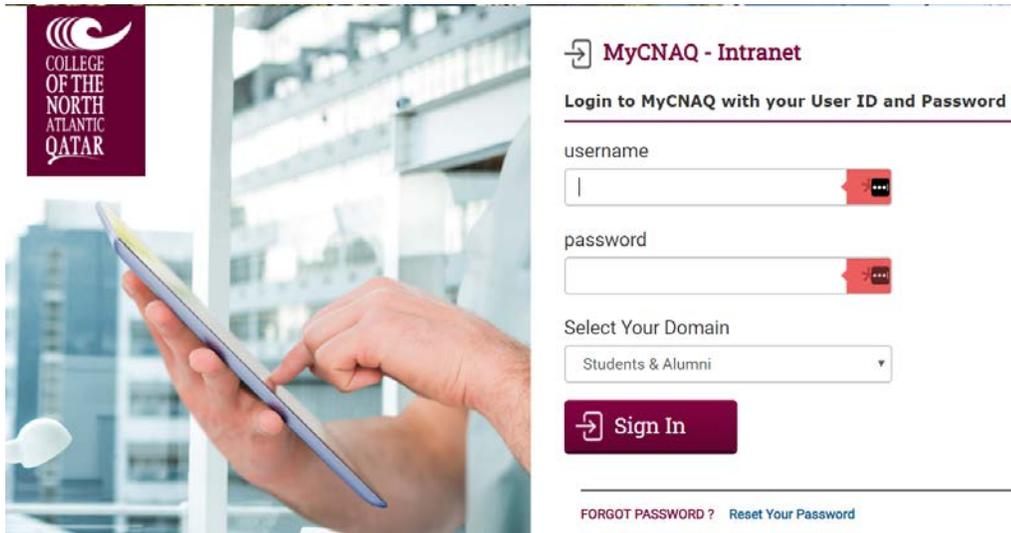


## How do I access D2L?

1. Open any web browser and type: <https://d2l.cna-qatar.edu.qa> in the address bar and press enter
2. Enter your 60XXXXXX ID number and your password.
3. Click Login to D2L

## How do I access the MyCNAQ homepage?

1. Open any web browser and type <https://access.cna-qatar.edu.qa/mycnaq> in the address bar and press enter
2. Enter your 60XXXXXX number and password
3. Select **Students & Alumni** from the drop down and click Sign In



If you have any issues, please contact [ithelpdesk@cna-qatar.edu.qa](mailto:ithelpdesk@cna-qatar.edu.qa)



## Information for Faculty and Staff

### What do I do if I need a laptop to work from home?

Submit an IT Helpdesk request by following the steps below:

1. Access the IT Helpdesk Landing page at <https://servicedesk.cna-qatar.edu.qa>
2. Click on Request a Service
3. Click on Office and Meeting Room
4. Click on Request a laptop or tablet device
5. Enter the details of your request
6. Click Submit

By following these steps, you can ensure that all of the proper approvals are given and that a laptop or tablet device can be provided to you without delay.

### How do I access Email

1. Open any web browser and type: <https://mail.cna-qatar.edu.qa> in the address bar
2. Enter your 60XXXXXX ID number and your password and click Next.

### What if I don't know my password?

1. Open any web browser and type <https://password.cna-qatar.edu.qa> in the address bar and press enter
2. When prompted enter your 60XXXXXX number and click Next
3. Enter your QID number and click Next
4. An SMS will be sent to the mobile number on file in PeopleSoft Self Service.
5. Enter the verification number from the SMS and click Next.
6. Enter the new password twice and click Next

### How do I access D2L?

1. Open any web browser and type: <https://d2l.cna-qatar.edu.qa> in the address bar and press enter
2. Enter your 60XXXXXX ID number and your password.
3. Click Login to D2L

### How do I access the MyCNAQ homepage?

1. Open any web browser and type <https://access.cna-qatar.edu.qa/mycnaq> in the address bar and press enter
2. Enter your 60XXXXXX number and password
3. Select **Students & Alumni** from the drop down and click Sign In

### How do I access WebVPN

Open any web browser and type: <https://access.cna-qatar.edu.qa> in the address bar  
Enter your 60XXXXXX ID number and your password.

You will be able to access SharePoint, PeopleSoft, FAMIS and Library resources.



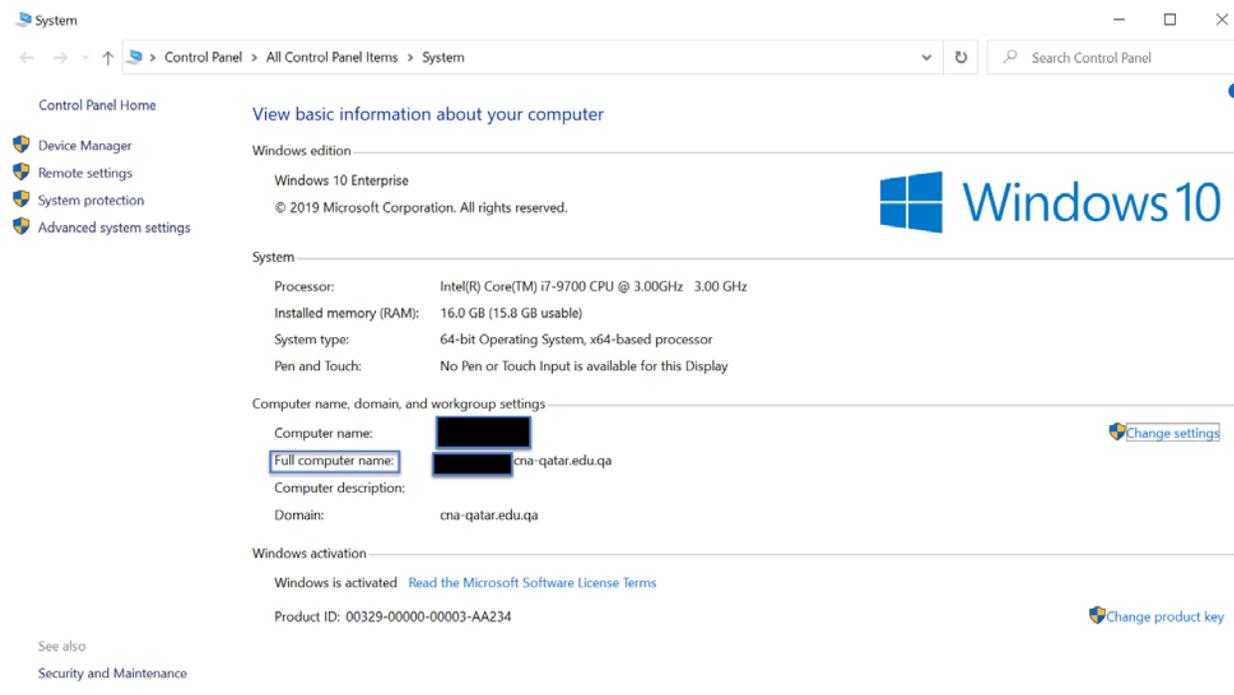
## What if I want to connect to my office PC?

You will need to have the IT Helpdesk provide your user ID with remote access to your desk top. Once that happens you can use a Terminal Session. See the instructions below to setup a Terminal Bookmark

## Add Terminal Bookmark Session (Remote Desktop to your office PC)

Before you begin, you will need to know your computer name.

1. To find your computer name you can press the windows key and the pause break key at the same time. You should get a window similar to the one below.



2. From your personal computer, open a browser and log into CNAQ WebVPN: <https://access.cna-qatar.edu.qa>.
3. Click  to add a terminal bookmark session.
4. Complete the form with the following information and click Add  
**Session Type:** Windows Terminal Services  
**Bookmark Name:** type in a name for your terminal service  
EXAMPLE: Mark's Computer at Work  
**Host:** your full computer name  
EXAMPLE: 12122-A.cna-qatar.edu.qa  
**Server Port:** 3389  
**Screen Size:** your preference  
**Color Depth:** 32-bit (True Color)  
**Username:** cna-qatar\60XXXXXX



## Password: Your password



### Add Terminal Services Session

Session Type: Windows Terminal Services ▾  
Bookmark Name:  ⓘ  
Description:

#### Settings

\* Host:  Name or IP address of remote host  
Client Port:   
Server Port:  If a client port is specified and the Juniper terminal services client is unable to bind to this port then the terminal services client will fail. However, if left blank, the Juniper terminal services client will dynamically select an available port.  
Screen Size: Full Screen ▾ Size in characters and rows  
Color Depth: 32-bit (True Color) ▾

#### Session

##### Authentication:

Username:  Username or <USER> for IVE session username  
Password:  ⓘ

##### Start Application:

**Launch seamless window**  
[NOTE: Seamless window check box applicable only for servers running Windows 2008 and later]  
Path to application:   
Working directory:

#### Connect Devices

Connect local drives  Connect local printers  
 Allow Clipboard Sharing  
Note: Due to limitations in Windows Terminal Services prior to RDP 6.0, disabling the clipboard will disable all local devices

#### Display Settings

Desktop background  Show contents of window while dragging  
 Menu and window Animation  Themes  
 Bitmap Caching  Font Smoothing (RDP 6.0 onwards)  
 Desktop Composition (RDP 6.0 onwards)

#### Add Terminal Services Session?

\* Indicates required field