

2022-23 Faculty and Staff Information Technology Handbook



**Getting started with your computer accounts
and other Information Technology resources,
including online and distance learning tools**

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Information Technology Handbook for MTSU Faculty and Staff

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University Computer Labs

Welcome to IT at MTSU!

This handbook has all the information you need to:

- set up your MTSU account
- select and set up phone service for your office
- send email
- use the internet
- set up Wi-Fi connectivity for your mobile device or laptop
- find the tech resources you need for your classes and coursework



What Is ITD?

MTSU's Information Technology Division (ITD) supports computing and information technology on campus, and we're here to help you take advantage of those resources.

The Information Technology Division:

- manages the campus network and MTSU's primary academic and administrative computing systems
- provides telecommunication services
- promotes and supports instructional technology including training and maintenance support for all technology-based classrooms
- provides technical support and training for using computer hardware and software
- provides a Help Desk (when classes are in session)
- supports MTSU's primary administrative applications such as student information, human resources, financial aid, alumni/development, and PipelineMT
- administers the Student Technology Assistant (STA) program, the campus ID system, and the MTSU website

The Help Desk in KUC 320 is available during semesters at 615-898-5345 or help@mtsu.edu. Currently, the Help Desk hours are 2 p.m.–9 p.m. Sunday; 8 a.m.–9 p.m. Monday–Thursday; 8 a.m.–4:30 p.m. Friday; and 10 a.m.–4 p.m. Saturday.

The current hours are available when each semester is in session. During the semester breaks, the hours are 8 a.m.–4:30 p.m. Monday–Friday. These hours are subject to change based on traffic patterns. Find more information at mtsu.edu/itd.

Information Technology Resources Policy

Use of the computing and network resources at MTSU is governed by the **Information Technology Resources Policy**.

Violation of this policy can result in the loss of all computing privileges at MTSU plus additional disciplinary action.

The policy covers several very important guidelines for using information technology resources at MTSU:

- Use the computer and network resources to enhance education in the academic fields.
- Do not abuse other users, the equipment, or computing resources.
- Do not do anything that would deprive or interfere with others' efforts to get a proper university education. Using a computer for entertainment in ways that consume large amounts of resources is an example of activity that could degrade or deprive others.
- Do not violate any laws.
- Do not install wireless routers or access points.
- Do not display obscene material in a public area.
- Do not harass or impersonate another.
- Do not copy the work of another and claim it as your own. Do not violate copyright laws.

For the full text of the policy, go to ITD's webpages at mtsu.edu/itd. Click on **Policies** under **Polices & Forms**.

Adaptive Technologies

Adaptive technology stations designed to meet the computing needs of students with physical or learning disabilities are available at several locations:

- Walker Library (technology throughout the building)
- Adaptive Technology Center in Walker Library
- Computer labs in KOM 351 and BAS S137

These stations feature special hardware and software such as CCTVs, trackball mice, screen magnifiers, screen readers, scan-and-read applications, 21-inch monitors, and scanners.

For information, visit mtsu.edu/dac/atc.php or call 615-904-8550.



Workshops for Faculty and Staff

Each semester, ITD offers many hands-on workshops for faculty, staff, and graduate assistants.

Topics related to distance and online education such as Desire2Learn (D2L), Zoom, and Panopto are frequently scheduled.

A list of workshops is available at mtsu.edu/itd/workshops.php. Click on a workshop title to register online.

Desire2Learn (D2L)

The Desire2Learn (D2L) Learning Environment is a complete web-based suite of easy-to-use teaching and learning tools for course development, delivery, and management.

D2L's Learning Environment provides the flexibility to control the environment to match your own unique approach to teaching and learning, and provides tools to help facilitate communication, collaboration, and community building. D2L is available for smartphones as well.

For more information and training resources, visit mtsu.edu/ait.

The D2L **ePortfolio tool** is offered as part of the University's MT Engage initiative to improve student performance. Scholarships are offered through mtsu.edu/mtengage/Scholarship.php.

It allows students to collect "artifacts" of their educational careers, organize them, and present them to prospective employers or grad schools in the form of a mini personal website. Also, ePortfolio offers numerous tools for classroom presentations, collaboration with fellow students, and communication with teachers.

Accounts and Passwords



MTSU assigns current employees an account for accessing IT resources such as PipelineMT, Desire2Learn (D2L), MTMail email and other Microsoft Office 365 services and more.

Faculty and staff accounts are protected with passwords, and MTSU provides easy-to-use resources to manage passwords.

After you set your password, it will be good for the life of your account unless you choose to change it or ITD receives a report that your account has been compromised. To reset your password using Self-Service Password Reset (SSPR), visit [**aka.ms/sspr**](https://aka.ms/sspr).

The new password must be a minimum of 12 characters in length (but we recommend 15+). It also must meet 3 of the 4 following requirements:

- Must contain at least one special character
- Must contain at least one lowercase letter
- Must contain at least one uppercase letter
- Must contain at least one number

The password cannot include:

- Any portion of your name
- Any portion of your M#

For assistance, contact the Help Desk at ext. 5345 or [**helpdesk@mtsu.edu**](mailto:helpdesk@mtsu.edu).

Multi-factor Authentication

Along with passwords, MTSU protects all faculty and staff accounts with Multi-factor Authentication (MFA).

MFA provides an important, additional layer of security to guard against unauthorized access to your MTSU account by requiring a second factor, like a phone, to sign into your account.

If you've ever had to log into a website by entering a password and a code you receive via text message, this is an example of MFA.

You can manage MFA for your account online. Find out more at mtsu.edu/security/mfa.php. If you have questions, contact the ITD Help Desk at 615-898-5345 or help@mtsu.edu.

Microsoft 365 Outlook and Proofpoint

Microsoft 365 Outlook offers key benefits to end users. These include increased mailbox size to 100GB, easier access to email no matter where you are, improved collaboration, an improved webmail experience, as well as constant delivery of the latest enhancements as Microsoft develops them.

You can find more information at www.mtsu.edu/email.

Proofpoint is an advanced email filter designed to protect University email from SPAM, phishing, and other malicious email. Under the quarantine process, bulk email is no longer delivered to users' inboxes.

These messages appear in the daily user digest, giving users the ability to Release the message, Allow the Sender, or Block the Sender. Take advantage of the Allow Sender and Block Sender options to make sure the email you expect will appear in your Inbox.

For more information visit mtsu.edu/security/proofpoint-faq.php.

MTSU's multi-layered IT security approach

MTSU uses a multilayered approach to IT security to safeguard the University's IT resources and data and keep students safe online.

Such IT security services include firewalls, next generation antivirus, advanced email threat protection, multi-factor authentication, privileged account management, and annual security awareness training for faculty and staff, to name a few.

Learn more at mtsu.edu/security. If you receive suspicious emails, forward them unopened to abuse@mtsu.edu, then delete them.

MS Teams all-in-one collaboration app



Microsoft Teams is available to MTSU faculty, staff, and students as an all-in-one app for email, chat, videochat, phone, and even file transferring.

To download the app, log in to the portal at: **portal.office.com/myapps**.

This collaboration app is built for hybrid work so you and your team can stay informed, organized, and connected wherever you are.

It is also an easy and reliable file-sharing option.

Inside each channel, files can be saved that anyone in the Team can use. Those files can then be downloaded to the computer and shared outside as an attachment, or copy the link and send that to others. The link can be configured to be open to anyone or to specific people, organizations, etc.

Teams offers security advantages not found in regular email, too. You can share an email to a channel, but only the people you add to a Team get to post.

Find basic training and FAQs at **mtsu.edu/teams/**.

OneDrive is great file saving, sharing option

OneDrive is Microsoft's Cloud storage service for saving documents, photos, and small videos, but it can also be used as a safe and powerful method of transferring files.

MTSU Microsoft account holders can upload individual files as large as 250 gigabytes, with a total capacity of 5 terabytes.

Upload documents or images by simply opening OneDrive and clicking Upload, or dragging and dropping the files into the window.

Click on the Shared link on the left-hand navigation and you will find folders for Files Shared With Me and Files I Shared. There also is an option to create Shared Libraries for group collaboration.

Some instructors use it to receive documents from students, particularly when those files are too large to receive as an attachment or be uploaded to Dropbox.

If your documents are stored in OneDrive, they will be accessible through any device that has a web browser, including phones and tablets. Find OneDrive at **portal.office.com/myapps**.

PipelineMT Services

PipelineMT is your starting point for accessing all resources and records in your role as faculty and staff, including:

- Required Reporting/Grading
- Status Reports
- Class List Options
- Faculty Resources
- Pay and Job Information
- Benefits and Deductions
- Federal Income Tax Information
- Electronic Forms
- Human Resources Links

Personal Information

- Addresses and Phones
- Email Addresses
- Emergency Contacts
- Directory Profile
- MTSU Post Office Box and Combination
- MTSU Post Office Box Forwarding Address
- My Mobile Number
- Name Change Information (Student)
- Name or Social Security Number Change Information (Employee)

In addition, the PipelineMT homepage displays important announcements such as planned system outages. Employee resources such as Argos, Digital Measures, Dynamic Forms, FERPA training, MT\$ource, and more can be easily launched from PipelineMT.

Visit PipelineMT's homepage to view and access your Personal Information (pictured above). Faculty and staff should keep their personal information updated by clicking into the category and submitting any changes.

Student Directory is accessible from PipelineMT

MTSU Policy 500 (Access to Education Records) requires removing students from the public-facing MTSU Directory.

However, a directory that includes students is available on the PipelineMT homepage. Searches can be made by name, email, or phone number.

Directory Search

Search people by name, email, or phone number

Search Type

☒ All ☐ Faculty ☐ Administration

☐ Students

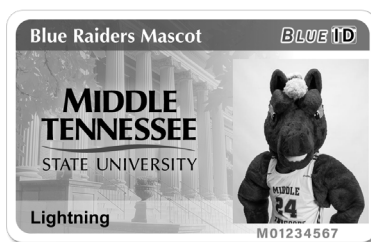
SEARCH

Faculty and staff contact information is still accessible from the Directory link on MTSU webpages. But the student directory moved to PipelineMT so only those with University credentials can access it.

BlueID Card

The MTSU BlueID card is used to identify students, staff, and faculty on campus, but it has many other uses. It can be your:

- ticket to University athletic events
- dining meal ticket
- campus debit card
- library card
- access card to enter computer labs, the Recreation Center, and residence halls
- printing/copying key (students must have a BlueID to print or copy on campus)



Just make deposits into your Raider Funds account. Raider Funds accounts are available to anyone with an ID card. Deposits can be made in person at cashier windows in the Student Services and Admissions Center (SSAC) or online at mtsu.edu/BlueID.

BlueID Online



The BlueID office is open in SSAC 112, but you can save a trip and skip the lines.

BlueID Online is your one-stop destination for digital management of your MTSU ID card. Visit mtsu.edu/BlueID for details.

Upload your own ID photo and then receive your card in the mail or pick it up in person. Or simply request a replacement.

You can manage your BlueID account online. Just log in through the website listed above and:

- get up-to-the-minute balances for Raider Funds, MT Dining (Flex Bucks), and meal plans
- view card transaction history in real time
- disable your card at any time if it's lost
- enable low balance alerts via email or text for Raider Funds and FlexBucks

You also have the ability to obtain a virtual BlueID for use on your mobile device for dining options on campus.

Instructional Support

Classroom Technology and Desktop Support

The ITD Client Services Classroom Technology team plays a vital role in the development and functionality of MTSU's standard classrooms by supporting a large range of equipment and services.

Classrooms may be equipped with a Windows and/or Apple computer, projector or display, audio system, control capabilities, internet access, and other specialized equipment.

The MTSU Desktop Support team is composed of technology support specialists and serves as a liaison between the campus community and ITD. Team members leverage their technical expertise to meet the technological needs of constituents. Learn more at mtsu.edu/itd.



ITD Instructional Support Team

Through partnership with Academic Affairs, the team provides services in the Center for Technologies and Training (formerly Faculty Instructional Technology Center) and the Learning, Teaching, and Innovative Technologies Center (LT&ITC):

- **Instructional design/instructional technology consultation.** Instructional technology specialists help faculty members design courses and materials integrating technology.
- **Resources for creating and editing multimedia presentations.** The Center for Technologies and Training (CTT) multimedia development studio provides hardware and software for creating multimedia course resources. CTT maintains web-based resources, including FAQs, software support pages, and downloadable software.
- **Technology training.** The staff offers workshops on a variety of instructional technology applications.
- **Instructional technology innovation grants.** The CTT oversees the work of the Instructional Technology Development Committee in determining recipients of ITD grants and the winners of the Outstanding Use of Instructional Technology MTSU Foundation Award.

Learn more at mtsu.edu/ait or by emailing itdacad@mtsu.edu.

Learning, Teaching, and Innovative Technologies Center

The Lucinda Taylor Lea Learning, Teaching, and Innovative Technologies Center (LT&ITC), located in James E. Walker Library Room 348, is a collaborative effort of Academic Affairs and ITD.

Services include Faculty Development Planning and Consultation, Scholarship of Teaching and Learning, Individual Teaching Practices Consulting, a Course Redesign Primer, Syllabus Makeover, Instructional Design Support & Consultation, a Teaching Library, and Workshops, Webinars, and a Faculty Fair.

Visit mtsu.edu/ltanditc/index.php for more information.

Instructional Support Team offers course redesign

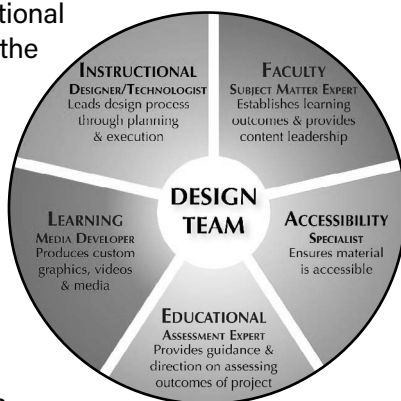
Designing and building a course is like building a new house—the to-be homeowner has the idea of what is desired but must enlist the help of experts to make that dream a reality.

Course design can be thought of in the same way.

With the help of experts on an instructional design team, the idea that starts with the faculty can grow into a pedagogically sound, highly engaging, multimedia-rich learning environment.

In an instructional design team:

- The faculty member serves as subject matter expert, establishing learning outcomes and providing content leadership.
- The instructional designer/technologist serves as the pedagogy expert determining appropriate teaching and technology methodologies to use.
- The learning multimedia developer creates graphic, video, and other course elements to enhance the course materials.
- The accessibility specialist provides quality checking to assure that the course meets high, rigorous standards and will be accessible to all our students.
- The educational assessment expert provides direction on assessing the outcomes of the project.



If you're interested, contact the Center for Technologies and Training (formerly FITC) at 615-904-8189. More info is at mtsu.edu/ait.

Banner System

MTSU's main administrative system uses Banner software for managing student, financial aid, human resources, finance, advancement, and other online data.

Banner data is accessible two ways:

- direct access to the online Admin Pages of Banner
- Self-Service Banner (SSB) access via PipelineMT

Banner access is available by request and granted access only.

Banner Account Request forms are available at mtsu.edu/itd/forms.php. If you need Banner access, please complete and submit the appropriate form.

Center for Educational Media

The Center for Educational Media (CEM), located in McWherter Learning Resources Center, oversees the production, distribution, and broadcast of high-quality educational video programs for the College of Education (COE) and coordinates the scheduling and operation of the college's PreK-12 Professional Development Center.

CEM offers computer facilities support for COE and production services for other departments and offices upon request through:

- **Audio/Visual Services** supports faculty use of audiovisual equipment and provides engineering support for activities at CEM and COE.
- **TV/Video Production** produces original videos and television programs for COE faculty, departments, and grant projects.
- **The Professional Development Center** facilitates events and programming in CEM that support educators in PreK-12 and higher education, partnering with the College of Education, MTSU, Tennessee Department of Education, school districts, professional education organizations, and PreK-12 training initiatives.

CEM distributes its educational programming through web-posted media, streaming, and cable television. It also collaborates with other MTSU programs, K-12 educational institutions, state agencies, and public and private organizations. CEM has an ongoing partnership with True Blue TV to air content produced in CEM.

Find out more at mtsu.edu/cem/.

James E. Walker Library



The James E. Walker Library is committed to providing an environment conducive to research and study.

It has numerous collections and services to support MTSU, as well as flexible options for study spaces in the library building. While all the library's in-person service points are open, it continues to provide online options for book requests and research assistance.

For more information on how to request a library resource online, please visit library.mtsu.edu/request-print. Use the "Ask Us!" tab at libanswers.mtsu.edu for research assistance or help using the library.

Reserve a study space in the library at library.mtsu.edu/spaces. Study rooms may be reserved as well as practice presentation rooms. Check out a laptop for up to three days at a time. For more information, please visit library.mtsu.edu/technology.

The **Textbook Affordability Collection** was developed to help students with the rising cost of textbooks. Students may borrow certain textbooks required for classes. For more information visit library.mtsu.edu/services/ltp.

Looking for a resource that the library doesn't have? Interlibrary Loan supports research by making it easy to borrow from other libraries. Place your request at library.mtsu.edu/ill.

Digital Scholarship Initiatives

Digital Scholarship Initiatives is an extension of the mission of the library as an active partner in the scholarly communication process.

This includes a Digital Scholarship Lab on the second floor dedicated to faculty and students who enhance research by using digital tools, collaborating on digital projects, and disseminating research through digital platforms.

Other resources include digitization guidelines, digital humanities seminars, workshops, grant opportunities, journal-hosting services, open access consultation, and preservation of research through faculty submissions to the institutional repository called JEWLScholar.

More information is available at [**dsi.mtsu.edu/**](https://dsi.mtsu.edu/).

Other resources located in Walker Library include:

- University Writing Center: [**mtsu.edu/writing-center/**](https://mtsu.edu/writing-center/)
- Adaptive Technology Center: [**mtsu.edu/dac/atc.php**](https://mtsu.edu/dac/atc.php)
- Starbucks in the front lobby
- The Makerspace, located on the second floor, offers use of 3D printers, resin printers, vinyl printers, laser cutters, virtual reality, augmented reality, microcircuitry, robot-building kits, and more to students in one location.

Priority is given for education-related projects, but use isn't limited to course materials. Users are required to receive training. More at [**library.mtsu.edu/makerspace**](https://library.mtsu.edu/makerspace).

ITD innovation grants available for faculty

Visit [**mtsu.edu/provost/awards/index.php**](https://mtsu.edu/provost/awards/index.php) for information about internal grants and awards available to MTSU faculty, including for Outstanding Achievement in Instructional Technology.

Proposals are solicited and the Instructional Technology Development Committee reviews them and recommends several to the vice president for Information Technology/CIO for funding consideration.



Winning projects include Portable Resources for Teaching With Video Games; Adding UI/UX Large-Format (digital signage) Design to the Graphic Design Curriculum; and Immersive Storytelling Techniques and Technologies (virtual reality).

Details are at [**mtsu.edu/ait/faculty.php**](https://mtsu.edu/ait/faculty.php). Direct any questions to the Center for Technologies and Training (CTT) at 615-904-8189 or [**itdacad@mtsu.edu**](mailto:itdacad@mtsu.edu).

Network Information

Accessing the internet by Wi-Fi on campus is a two-step process involving Registration and Assessment:

Registration

Connect to Wi-Fi in classrooms and public areas using **WLANMTSU**. When registering, type in your PipelineMT username and your password. After your password is accepted, you will be prompted to type in your name and an email address.

For Mac users and on some devices, such as smart phones and tablets, that is when the process ends. However, when setting up Windows-based laptops another step takes place.

Assessment

To keep our network safe, we use the NAC Agent to assess the computers that connect to the Wi-Fi. When Windows computers attempt network access, they are prompted to download the NAC Agent. The NAC Agent works like a watchdog that makes certain a computer meets a minimum-security profile.

After the NAC Agent is installed, it will scan your computer, and if your computer is safe, it will let you onto the network. It is that simple. If the computer fails to meet the minimum security, your computer will go into remediation and a pop-up will tell you to install anti-virus software or update your version of Windows.

Apple computer owners and people running the Linux operating system will not be asked to download the NAC Agent and are held to a different standard.

If you have problems accessing the Wi-Fi, contact the ITD Help Desk at 615-898-5345 or by email at help@mtsu.edu.

Webpage Content

Read the Information Technology Resources Policy to make sure original webpage content is not in violation. For example, no obscene material may be posted on an MTSU webpage. Do not post copyrighted material without permission from the copyright holder. You may not use your MTSU webpage to advertise products, books, or services for which you'd like to receive money or services. If you wish to place advertisements on the web, you must obtain an account from a commercial internet service provider.



Communication Services

Microsoft Skype for Business

Unified Communications, including telephone service, is provided by Skype for Business, serviced by ITD. Calls may be made internally by dialing any MTSU four-digit extension. From off campus, include the area code, 615, and prefix: 898, 494, or 904. Local calls may be made from any campus phone by dialing the 10-digit local number. For long distance, dial 1 and the 10-digit number.

For additional information on Skype for Business (SfB), please visit the Skype for Business website at mtsu.edu/itdtele/skype.php. To sign up for a SfB Basic or Advanced training workshop, visit mtsu.edu/itd/workshops.php.

Voicemail service is provided to all faculty, staff, and administration through Microsoft Cloud Voicemail. For more information regarding voice mail, visit mtsu.edu/itdtele/services/voicemail.php.

To report telephone issues, please contact the ITD Help Desk at 615-898-5345 or email help@mtsu.edu. To request changes to existing telephone service, or to add new service, please contact Unified Communications at 615-898-2991 or email telecom@mtsu.edu.

Audio/Videoconferencing Equipment

A high-quality speakerphone for audioconferences is available for rent. Call Telecommunication Services at 615-898-2991 to schedule installation of the phone for your next audioconference.

Videoconferencing is available for any on-campus user, through a Skype or Skype for Business account. Telecommunications (TCM) Building Conference Room 201 is available for videoconferences. Any on-campus user may contact Unified Communications at 615-898-2991 to schedule the Conference Room.

Skype for Business users have access to extensive conferencing features. For more information about call conferencing, contact Unified Communications at 615-898-2991 or visit mtsu.edu/itdtele.

Cellular Phone Service

Business Use

Employees needing cellular phone service for University purposes should follow MTSU Policy 667 Wireless Telephone and Data Service and submit appropriate forms to Human Resources for reimbursement. The policy can be found at mtsu.edu/policies. Departments needing

Subscribers@mtsu.edu

The email list **subscribers@mtsu.edu** enables subscribers to send and receive email about campus news and events, personnel changes, and much more.

to establish wireless data services using a Wi-Fi hotspot should contact Unified Communications at 615-898-2991.

Personal Use

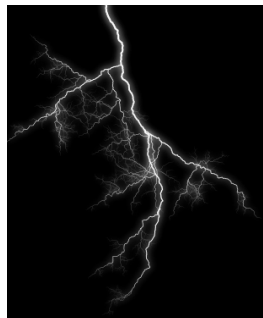
Many wireless providers offer discounts to MTSU employees. Contact your provider for information on discounts they may offer.

Critical Notifications and Alertus

Campus safety and severe weather alerts are received on cellphones via MTSU's Critical Notification System. Find out more or register at **mtsu.edu/alert4u/**.

Alerts can be sent as text messages to a cellphone, calls to cell or landline telephones, and/or as email. In addition, all workstations and laptops running the Alertus client will display a full-screen pop-up alert. These are in addition to those you receive on your mobile devices and email and are not meant to replace them.

Alertus desktop alerts will appear on all active desktops with Alertus software installed, including workstations, most classroom computers, and some faculty/staff machines.



Additional ITD Services

Equipment Checkout

ITD has a limited number of laptop computers, portable projectors, and more available for faculty and staff to check out. Submit a request to borrow equipment at **mtsu.edu/itd/equipment-request/**.

Test Scoring

Test scoring using optical scanning, including statistical analysis and graphical representation of results, if requested, is available at the IT Help Desk (KUC 320).

A specialized scanner for advanced scanning needs (i.e., to load survey data onto the campus server or the user's storage device) is available in ROTC Annex Room 103 upon consultation with ITD staff.

For additional information on any of these services, contact ITD at 615-898-5345, or check the ITD web pages at **mtsu.edu/itd**.

ITD Consulting and Technical Support

- Limited development of custom software
- Activation of student computing accounts
- Consulting on the academic system, including inquiries about network communications, application software, program compilation, or the organization of a data file or survey
- Programming services and technical support for users accessing administrative software systems and data
- Statistical software consulting, including design consultation, instruction on software, and data analysis and interpretation for projects using available software packages such as SAS and SPSS
- Assistance with the transfer of data from scan sheets to a storage device, the uploading and downloading of files to and from the server, or the transfer of files across the internet
- Software site license and volume discount programs that enable employees to buy software for MTSU-owned computers at a reduced price
- User support for microcomputer hardware and software, including consultation and training; purchase recommendations; repair and troubleshooting; installation of equipment, network cards, and interface software; and site license software
- Network-related services, including maintenance of the backbone; proper connection of all LANs, WANs, and other nodes to the backbone; management of all network resources; maintenance of all equipment from the main network backbone to the individual user interface; and assistance with the use of network equipment



Other Resources

MTSU Zoom link offers security, advantages

MTSU has a special webpage for planning, hosting, and joining Zoom videoconferences that provides an additional layer of security and other advantages.

MTSU's Zoom enterprise education license has privacy safeguards that comply with the Family Educational Rights and Privacy Act (FERPA).

ITD recommends using only the MTSU Zoom link found at mtsu.edu/stayoncourse/faculty/zoom/index.php.

The MTSU link offers the following advantages over the free version:

- MTSU's Single Sign-On (SSO) system in combination with Multi-factor Authentication protects your MTSU Zoom account from



unauthorized access.

- Additional support available from ITD through an administration console not normally available with the free version.

- Get numerous quick links to video tutorials and training.

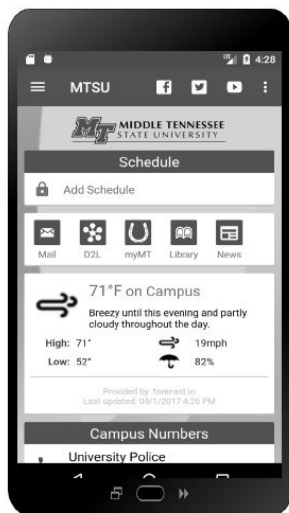
If you have questions, email security@mtsu.edu.

Mobile app gives on-the-go MTSU account access

MTSU's mobile app, created and maintained by ITD student developers since its inception in 2011, offers features including:

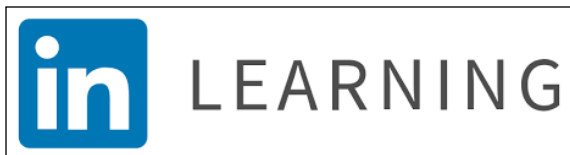
- tracking of bus locations
- parking lot information
- class schedule information
- classroom and office locations
- contact information
- academic progress reports
- campus office phone numbers
- University event calendars
- and more

You can access PipelineMT, D2L, and MTSU email through the app. Get the app at mtsu.edu/mobile/.



Use LinkedIn Learning for training or teaching

Thousands of video tutorials are available to MTSU faculty and staff through LinkedIn Learning for classroom, personal, or professional use.



LinkedIn Learning can be used to supplement your curriculum in courses such as video game creation, IT security, web design,

filmmaking, animation, marketing, communication, recording, and more, or to offer students opportunities for extra credit with certificates of completion. Unique “learning pathways” are available or can be created. Video tutorial progress is saved so viewers can finish at their own pace.

In addition, LinkedIn Learning can be used for personal and professional development with training on apps used at the University such as Service Now, OneDrive, and the suite of Office 365 programs such as Teams, Class Notebooks, Stream, etc.

To access LinkedIn Learning with your MTSU account:

- Log in to the access portal at: **portal.office.com/myapps**.
- Faculty/Staff: Under “Work / School Microsoft Account” credentials enter your FSA (username@mtsu.edu).
- For example, if you sign in to your work computer with the FSA username jjones, then you would enter jjones@mtsu.edu. Then type in your FSA password.



ITD course development and instructional design consultants can help you incorporate LinkedIn Learning resources into your curriculum. They can be contacted at **itdacad@mtsu.edu** or 615-904-8189.

University Computer Labs



Faculty, staff, and students with current MTSU IDs may use computers in University labs. Many departments also have labs for classes, research, and general use. Find more at mtsu.edu/itd/labs.php.

University Adaptive Technology Center

Walker Library, Room 174 (near circulation desk)

mtsu.edu/dac/atc.php

615-904-8550

University Computer Lab

Business and Aerospace Building, Room S137

mtsu.edu/businesslab

615-898-5515

University Computer Lab

Kirksey Old Main, Rooms 350/351/360

mtsu.edu/csc/lab_KOM.php

615-898-2144

University Computer Lab at James E. Walker Library

Electronic Information Center (first floor)

Workstations on each floor near elevators

library.mtsu.edu/technology/computers

615-898-2772

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Information Technology Division (ITD)

QUICK REFERENCE

MTSU's Website

mtsu.edu

ITD Help Desk

615-898-5345

help@mtsu.edu

KUC 320

mtsu.edu/help/index.php

ITD Information

mtsu.edu/itd

8 a.m.-4:30 p.m. M-F

Cope Administration Bldg. 003

Computer and Network Security

mtsu.edu/security

BlueID Office & Online

615-898-5523

8 a.m.-4:30 p.m. M-F

SSAC Room 112

mtsu.edu/BlueID

Wireless Connectivity

mtsu.edu/itdnet/wireless.php

PipelineMT

pipeline.mtsu.edu/

University Computer Labs

- University Adaptive

Technology Center

mtsu.edu/dac/atc.php

615-904-8550

- University Computer Lab

mtsu.edu/businesslab

615-898-5515

- University Computer Lab

mtsu.edu/csc/lab_KOM.php

615-898-2144

- University Computer Lab at

James E. Walker Library

[library.mtsu.edu/technology/
computers](http://library.mtsu.edu/technology/computers)

Multi-Factor Authentication

mtsu.edu/mfa

Password Management

aka.ms/sspr

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