Middle Tennessee State University

2022–23 Student Tech Handbook

Digital Disaster?
Don't panic! We're here to help!

ITD Help Desk
615-898-5345
help@mtsu.edu

Contents

MIDDLE TENNESSEE STATE UNIVERSITY.

Information Technology at MTSU

MTSU's Information Technology Division (ITD) is here to help you achieve academic success by taking advantage of all available online resources.

Access quick links to ITD services at **mtsu.edu/itd**.

The Information Technology Division:

- manages the campus network and MTSU's primary academic and administrative computing systems

- provides campus unified communication services

- promotes and supports instructional technology, including training and maintenance for all campus 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, alumni/development, and PipelineMT

- administers the Student Technology Assistant program **(see Page 14)**, the campus ID system, and the MTSU website

The **Help Desk** in KUC 320 is available during semester sessions at 615-898-5345 or **help@mtsu.edu**. Information and resources are found at **mtsu.edu/itd**.

Currently, 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.

Accessing Resources

Accounts and Passwords

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

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

You must have entered a personal email address when you applied for admission to MTSU in order to use Self-Service Password Reset (SSPR). 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, visit **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 615-898-5345 or **helpdesk@mtsu.edu**.

Multi-Factor Authentication

Along with passwords, MTSU protects all student 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 ever had to log into a Web site by entering a password and a code you receive via text message, this is an example of MFA. You can easily manage MFA for your account online.

Read more about MFA at **mtsu.edu/mfa**. If you have any other questions about MFA, contact the ITD Help Desk at 615-898-5345 or at **help@mtsu.edu**.

PipelineMT

PipelineMT provides access to your student data, financial aid, registration, class schedules, grades, and other MTSU information.

Once you've logged in to PipelineMT, use the left navigation menu to choose Registration & Student Records, Financial Aid or Billing & Payment. Some of the available information includes:

- registration/drop/add/withdrawal
- registration confirmation
- degree evaluation
- grade inquiry
- grade/transcript holds
- registration holds
- transcripts
- scholarship information
- course search options
- class schedule
- change of address
- account balance
- online fee payment (by credit card)
- financial aid data

Student announcements are also posted in PipelineMT. It is available 24 hours a day, seven days a week except during outages

for maintenance or special processing. PipelineMT's home page will display outage information about one week in advance.

MTMail

MTMail is email for MTSU students provided as a partnership between the University and Microsoft using Office 365. Visit **www.mtsu.edu/ email** to access the login page and FAQ. To log in, enter your MTSU user name (e.g., zzz2a@mtmail.mtsu.edu) and password.

All official University email communications will be sent ONLY to your MTMail email address. So you should check it regularly even if you primarily use another email account. In classes that use Desire2Learn (D2L), your professor may use its internal email system for class communication.

IT Security

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

That includes 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**. Also, if you receive any suspicious emails, don't open links or attachments but forward them to **abuse@mtsu.edu**.

Your BlueID Card

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

- ticket to athletic events
- dining meal ticket
- campus debit card
- library card
- access card to enter computer labs, the Recreation Center, 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**.
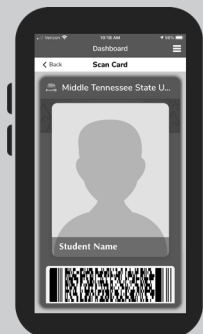
BlueID Online

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 MTSU ID card management. 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 also can manage your BlueID account. Just log in and:

- get up-to-the-minute balances for Raider Funds and MT Dining FlexBucks 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 Flex Dollars

You also can obtain a **Virtual BlueID** for your mobile device.

Student Printing

Student printing is available at all University labs and is a privilege for all active students. Please be frugal and responsible when making printing decisions and do not print unnecessarily and excessively. For locations and hours, visit **mtsu.edu/itd/labs.php**.

Printing should always be reserved for academic purposes only and not used for personal gain, i.e., advertising flyers, etc. Such non-academic printing should be performed at Blue Print Solutions in the Student Union Building.

Printing levels are monitored. You will be notified through the print management system if you are approaching an excessive amount of printing. The University reserves the right to bill for or revoke printing privileges for students who continue to print excessively.

Desire2Learn (D2L) and ePortfolio

Your instructor(s) may choose to use MTSU's online learning environment, Desire2Learn (D2L), to support coursework.

It provides course materials and allows you to communicate with your instructor and classmates, complete and upload assignments, and check grades. Also, ePortfolio organizes and showcases your work in a mini personal website.

MTEngage offers scholarships through an ePortfolio creation contest. Visit **mtsu.edu/mtengage/scholarship.php**.

Adaptive Technologies

Adaptive technology stations for students with disabilities are available at:

- Walker Library (throughout building)
- Adaptive Technology Center in library
- University 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, large monitors, and scanners.

For more information, visit **mtsu.edu/dac/atc.php**.

Phillips Bookstore

MTSU's Phillips Bookstore, under Barnes & Noble College management, is in the Student Union Building. Visit **mtsu.edu/phillips**.
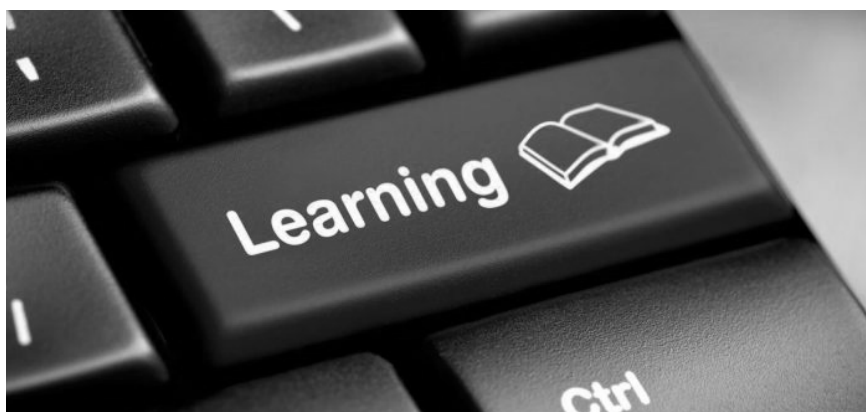
Information Technology Resources Policy

Acceptance of computing accounts means that users are aware of and accept MTSU's published policies and procedures.

Use of the computing and network resources at MTSU is governed by the University's Information Technology Resources Policy. Violation can result in the loss of all computing privileges at MTSU plus additional disciplinary action.

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

- Use the computer and network resources to enhance your education in the academic fields offered by MTSU.
- Don't abuse other users, the equipment, or computing resources.
- Don't do anything that would deprive or interfere with others' efforts to get a proper University education. Using the computer for entertainment in ways that consume large amounts of resources is an example of activity that could degrade or deprive others' use for educational purposes.
- Don't violate any laws in using the resources.
- Don't install wireless network routers or access points.
- Don't display obscene material in a public area.
- Don't use the resources to harass or impersonate another.
- Don't copy the work of another and claim it as your own.
- Don't violate copyright laws.
- Don't use peer-to-peer file-sharing programs to download and/or upload copyrighted material.

Visit **mtsu.edu/policies/information-technology/910.php**.

Wi-Fi internet connectivity process at MTSU

Accessing the internet on the MTSU campus is a process that is divided into two steps: registration and assessment.

Registration

When seeking to connect to the Wi-Fi on campus, you will see one of two networks available to you—WLAN-MTSU and RESNETMT. In classrooms and public areas, you will see WLAN-MTSU. In dorm rooms you will see RESNETMT. Both will prompt you to register.

When registering, type in your Pipeline MT username (the first part of your email address) 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.

Assessment

To keep individuals and 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.

Access to Wi-Fi is available in classrooms, most buildings, and some courtyards. Students living on campus are able to connect their smart devices to the network in their dorm rooms.

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

Borrowing computer equipment from ITD

ITD has a limited number of Chromebooks, Wi-Fi hotspots, and laptop computers available for students to check out on a first-come, first-served basis for use during a semester.

To make a request to borrow equipment, go to the webpage: **mtsu.edu/itd/equipment-request/**.

Any student who borrows equipment agrees to:

- Assume full fiscal liability for all equipment issued from the time of checkout until it is checked back in

- Promptly report to the IT Help Desk any damage or problems encountered when using the borrowed equipment

- Return all borrowed equipment to the IT Help Desk by the due date to avoid being charged for it

Good Wi-Fi Citizenship: Some Do's and Don'ts

What you do when you're in residence halls or classrooms, or walking around the MTSU campus, can affect Wi-Fi performance for those around you.

Setting up your own Wi-Fi hot spot or router will create connectivity issues for others—so cooperation and good etiquette are needed for everyone to get the connections they need.

Wired connections in your dorm room are best for game consoles, DVRs, and TVs. Wired connections can allow game consoles to connect with the necessary ports, providing a better experience.

Wi-Fi networks use a range of frequencies that are unregulated and available for public use, so many devices and appliances cause interference and degrade network performance.

Personal Wi-Fi routers (or rogue access points) significantly and negatively impact the campus Wi-Fi environment. Questions? Contact the Help Desk at 898-5345 or **help@mtsu.edu**.

University Computer Labs

Students with current MTSU IDs may use computers in University labs. Many departments also have labs for classes, research, and general use. Labs also are provided for students who live in Corlew, Lyon, and Smith residence halls and Womack Lane Apartments. Find more info 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

James E. Walker Library

The James E. Walker Library has fully reopened to MTSU students, faculty, and staff, and 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, we continue to provide online options for book requests and research assistance.

For more information on how to request a library book online, please visit **library.mtsu.edu/request-print**.

Ask Us! for research assistance or help using the library at **libanswers.mtsu.edu**.

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**.

Looking for a textbook? The library developed a textbook affordability collection to help students with the rising cost of textbooks. Students may borrow certain textbooks required for classes. Please visit **library.mtsu.edu/services/ltp**.

Makerspace at Walker Library

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. Find out more at **library.mtsu.edu/makerspace**.

Looking for a resource that the library doesn't own? 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/**.

Other student resources located in Walker Library include:

- University Writing Center: **mtsu.edu/writing-center/**
- Adaptive Technology Center: **mtsu.edu/dac/atc.php**
- Starbucks in the front lobby

Opportunities & Resources

Student Technology Assistant (STA)

The Student Technology Assistant (STA) program is designed to give students an opportunity to earn and learn while helping to provide front-line assistance to computer lab and Help Desk users on a wide range of computing-related issues, with an emphasis on customer service.
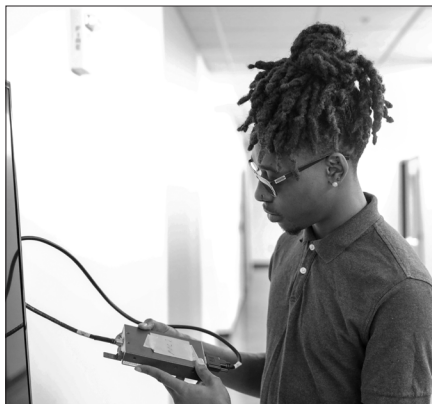
The STA program utilizes Microsoft Office Specialist and LinkedIn Learning resources in three levels of training: Beginning, Intermediate, and Advanced.

In order to work during a semester, an STA must be enrolled as a full-time student in the fall and spring semesters. STAs are not allowed to work more than 28 hours per week.

- International and graduate students are limited to 20 hours per week.
- STAs are not allowed to work in any other department while employed in any lab supported by Technology Access Fees or at the ITD Help Desk.
- Each STA is also subject to the rules of the lab where employed.

For info or to apply, visit **mtsu.edu/sta**.

Student Technology Access Fee

The student Technology Access Fee (TAF) is used for direct student benefit, including new and improved high-tech laboratories and classrooms, appropriate networks and software, computer and other equipment, and technological improvements in instruction.

The TAF helps students gain hands-on experience with the latest computer-based and discipline-specific technologies.

For example, TAF funds may go toward computer lab upgrades, new computer labs, new computer equipment and software, multimedia and master classrooms, recording and production equipment, or library resources.

Learn more at **mtsu.edu/taf**.

14

Microsoft Teams gives you all-in-one chat, videochat, calling, and file-transfer options

Microsoft Teams is available to MTSU 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**.

Microsoft Teams is a collaboration app 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/**.

MS Office apps, Linkedin Learning available

MTSU students have free access to numerous apps and other resources including LinkedIn Learning as well as Microsoft Office 365 apps such as Word, Excel, and PowerPoint.

LinkedIn Learning offers thousands of videotutorials on writing, publishing, graphic design, animation, and audio/video programs; career fields like marketing, filmmaking, game creation, IT security, and web design; and job skills such as time management and project coordination.

Microsoft Office 365 and other apps are also available to help students achieve academic success.

Log in to the access portal at: **portal.office.com/myapps**.

If you need further assistance, contact the ITD Help Desk at 615-898-5345 or **help@mtsu.edu**.

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.

It allows for easy sharing of documents between MTSU Microsoft account holders and can upload individual files as large as 250 gigabytes. MTSU OneDrive accounts give each user a total capacity of 5 terabytes.

OneDrive can be accessed through the MTSU portal page at **portal.office.com/myapps**.

It can be used right away to upload documents or images by simply clicking into it and pressing 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.

Another use of OneDrive is as a replacement for your computer's My Documents folder. If your documents are stored in OneDrive, they will be accessible through any device that has a web browser, including phones and tablets.

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).

CEM also coordinates the scheduling and operation of the college's PK–12 Professional Development Center. It offers computer facilities support for COE and production services for other departments and offices upon request.

CEM distributes its educational programming through web-posted media, streaming, and cable television. It collaborates with other MTSU programs, K-12 educational institutions, state agencies, and public and private organizations.

MTSU App and Zoom

MTSU's Mobile App, created and maintained by ITD and its student developers, has many features that you as a student will find helpful.

You can track the MTSU shuttle buses in real time on the app's map. You can see and save your class schedule on the app, get directions to buildings, access your midterm grades and final grades, and confirm enrollment each semester if you don't owe a balance. Also, use a schedule planner to help you plan your courses for the next semester.

The app team is made up of four to eight students and constantly changes, but its mission stays the same: Maintain the University's mobile app and develop new features. It is divided into Android and iOS teams. Much time is spent making sure the app can function with each newly released operating system on both platforms.

The MTSU Mobile App team recruits applicants from current students who have taken a core programming course but who are not about to graduate. Get the app at **mtsu.edu/mobile**.

Critical Notifications and Alertus

Campus safety and severe weather alerts can be received on cell phones via MTSU's Critical Notification System. Visit the website **mtsu.edu/alert4u** for more information.

Alerts can be sent as text messages to a cell phone, as calls to cell or landline telephones, and/or as emails. Also, workstations and laptops running Alertus will display a full-screen pop-up alert. These are in addition to those you receive on your mobile devices and by 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.

Visit **mtsu.edu/alert4u/alertus.php** for more information.

MTSU Zoom portal offers security, advantages

Zoom is available to faculty, staff, and students for remote learning, collaboration, or just communicating with friends and family.

The University purchased an enterprise education license, which has additional privacy safeguards that comply with the Family Educational Rights and Privacy Act (FERPA).

In order to stay safe online with Zoom, ITD cybersecurity recommends using only the MTSU Zoom link found at **mtsu.edu/stayoncourse/students/zoom.php**. (This webpage also offers links to additional advice and resources that will help you have a successful semester. Click on the **Students** tab on the left-hand navigation menu.)

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

- Use of MTSU's Single Sign-On (SSO) system in combination with Multi-Factor Authentication (MFA), which protects your MTSU Zoom account from unauthorized access
- Additional support from ITD through an administration console not normally available with the free version
- Numerous quick links to video tutorials and training

If you have any additional questions concerning privacy, please email **security@mtsu.edu**.

Information Technology Division (ITD)
QUICK REFERENCE

ITD Help Desk
KUC 320
615-898-5345
help@mtsu.edu
mtsu.edu/itd/

ITD Office Hours
8 a.m.–4:30 p.m. M–F
Cope Administration Building

Computer & Network Security
mtsu.edu/security

BlueID Office & Online
615-898-5523
8 a.m.–4:30 p.m. M–F
SSAC 112
mtsu.edu/BlueID

Wireless Connectivity
mtsu.edu/itdnet/wireless.php

University Computer Labs
- Business and Aerospace S137
   615-898-5515
- Walker Library
   615-898-2772
- Adaptive Technology Center
   Walker Library, Room 174
   615-904-8550

Password set/reset
aka.ms/sspr

PipelineMT
https://pipeline.mtsu.edu/

Your Email Address
 username@mtmail.mtsu.edu

ITD's Website
mtsu.edu/itd/

Student Printing
 mtsu.edu/itd/student-printing.php

Index

Cut those wires!

Wireless connectivity available at MTSU

Who can use it
- MTSU students
- MTSU employees
- Guests

What you need
- Laptop computer or mobile internet device
- Wi-Fi 802.11g/n or 802.11ac compatible card

Where it's available
- Service is available at many locations on campus, including eateries, outdoor areas, lounges, and classroom buildings.

How to set up service
- Just use your PipelineMT ID to register your device. More information at **mtsu.edu/itdnet/wireless.php**

Wireless connectivity is available to all students, faculty, and staff, but is not required.

mtsu.edu/itdnet/wireless.php

Think before you download.

Using MTSU resources for unauthorized downloading, copying, or distribution of materials is prohibited.

Downloading videos, music, software, and other copyright-protected information without proper authorization is illegal.

The violation of copyright laws can result in costly prosecutions and lawsuits.

For more information, visit
mtsu.edu/itd/policies.php

MIDDLE TENNESSEE
STATE UNIVERSITY.