Contacting ITS

The ITS website, its.msstate.edu, provides more detailed information about the resources and services highlighted in this guide, as well as other services not listed herein. Additionally, the ITS Service Desk is available to answer questions and respond to issues regarding MSU’s information technology environment and the services provided by ITS.

TIP! The most commonly used links on the ITS web site are located on the right side of the page under “Quick Links.”
Service Desk
The Service Desk is located in 108 Allen Hall. Students may contact the Service Desk by phone at 662.325.0631 or 888.398.6394, by email to servicedesk@msstate.edu, or at servicedesk.msstate.edu.
Service Desk telephone hours are:
• 7:30 A.M.-12:00 A.M. Monday-Thursday
• 7:30 A.M.-5:00 P.M. Friday
• 1:00 P.M.-12:00 A.M. Sunday
Service Desk office hours are:
• 8:00 A.M.-10:00 P.M. Monday -Thursday
• 8:00 A.M.-5:00 P.M. Friday
• 1:00 P.M.-10:00 P.M. Sunday

Campus Card Office
Students on the Starkville campus may obtain their MSU ID card at the Campus Card Office located in 108 Allen Hall. MSU-Meridian students may obtain their MSU ID card at the College Park Police Office, located adjacent to the lobby inside the main entrance. The MSU ID card is key to accessing goods and services, including MoneyMate and meal plans, sporting events, and electronic class attendance.
Starkville Campus Card Office hours are:
• 8:00 A.M.-10:00 P.M. Monday -Thursday
• 8:00 A.M.-5:00 P.M. Friday
• 1:00 P.M.-10:00 P.M. Sunday
ITS...

ID Card Test Stations
ID card test stations are available to ensure that the electronics embedded in the ID card are in good working condition. Test stations are available at the following Starkville and Meridian campus locations:

- Allen Hall lobby outside the ITS Service Desk
- Mitchell Memorial Library inside the entrance to the Computer Commons
- The Union ground floor near the south entrance to the Food Court
- The Sanderson Center lobby
- The Meridian College Park lobby near the Police Office

TIP! If an ID card is lost or damaged, visit the Campus Card Office, 108 Allen Hall, on the Starkville campus or the MSU-Meridian College Park Police Office to get a replacement card.

Workshops and Training
ITS, along with the Center for Teaching and Learning and the Library, offers workshops and training sessions on a variety of IT-related topics. Visit ittraining.msstate.edu to browse and sign up for upcoming sessions of interest.
Software
ITS provides a variety of software for students to install on personally-owned computers. Much of this software, including Microsoft Office, is available at no cost. Visit servicedesk.msstate.edu/software for more information about available software.
Network Credentials

NetID
Each MSU student is issued a unique electronic network identifier, or NetID, which is used to access a variety of information technology systems and resources on the MSU campus network.

NetPassword
A NetPassword is used in conjunction with a NetID when logging in to MSU systems. The NetPassword website, netpassword.msstate.edu, is used to:

- Change a NetPassword periodically to keep it secure
- Reset a forgotten NetPassword

Two-Factor Authentication (2FA)
In response to ever increasing information security threats, MSU uses the two-factor authentication product called Duo. 2FA adds a second layer of security when logging into MSU systems. The first factor is something you know, your NetID/NetPassword. The second factor is something you have, your mobile device. For complete information about 2FA, go to servicedesk.msstate.edu/2fa.
Network Credentials...

TIP! Download the Duo Mobile app free of charge from the app store.

Creating a Duo Passcode
A passcode is required when you do not have your mobile device or it is not operational, or you buy a new mobile device to replace your old one. Go to 2fa.msstate.edu, click Generate a Two-Factor Authentication Passcode, and complete the steps. The generated passcode is valid for 24 hours and is necessary for Duo authentication.

MSU ID Number
Each student is assigned a unique, 9-digit identifier, the MSU ID number. For security and privacy reasons, the MSU ID number is used instead of the Social Security number as the unique student ID number.

MSU ID Card
The MSU ID card will display one’s NetID and MSU ID number. Students may obtain their official MSU ID Card at the Campus Card Office in 108 Allen Hall or at the MSU-Meridian College Park Police Office.
Campus Network

The MSU campus network provides gigabit Ethernet connection to the desktop in all major buildings, as well as 802.11 a/g/n/ac wireless connectivity throughout campus. The campus network is connected to the commodity Internet and Internet2 via redundant, dual 100 Gbps connections to the Mississippi Optical Network, or MissiON.

For more information on the campus network, visit servicedesk.msstate.edu/networkinfo.

MissiON

The Mississippi Optical Network, or MissiON, connects MSU and other Mississippi Research Consortium institutions to each other, the commodity Internet, and Internet2 in support of education and research.

Internet2

MSU is a member of Internet2, an exceptional community of U.S. and international leaders in research, academia, industry and government who create and collaborate via innovative technologies.

eduroam

MSU participates in eduroam, the secure, world-wide WiFi roaming access service developed for the international research and education community. Eduroam allows MSU students to obtain Internet
Campus Network...

connectivity when visiting other participating institutions by authenticating with their netid@msstate.edu user account and NetPassword. Look for the eduroam network name when connecting wireless devices to the network.

TIP! A wireless network connection offers superior convenience and flexibility, but often at the expense of speed and reliability. Unless convenience is preferred, a wired network connection will usually provide better overall performance.

Information Security

Anti-Virus Protection
MSU Policy 01.12 requires anti-virus software to be installed on all computers connected to the MSU campus network and virus definitions to be current. Visit servicdesk.msstate.edu/software to download MSU’s anti-virus software at no cost for installation on personally-owned computers. Anti-virus protection is available for both Windows and Mac computers.

File Sharing
Illegally sharing, copying, using, downloading, or otherwise distributing copyrighted materials without permission is a violation of federal law and MSU policy. Visit filesharing.msstate.edu to understand the consequences for illegal filesharing and to learn more.
Information Security Training

All graduate assistants and some student workers are required to complete an online information security training program to learn how to safeguard the information assets of the institution. Training modules explain best practices for handling and protecting sensitive university data as well as techniques used by hackers to gain access to such information. Information security training is available in the myState portal by selecting the Office page from the sidebar menu. Students who need to complete information security training will receive an email with instructions for accessing the online training materials.

Web Portal

myState

MSU’s web portal, myState, offers single sign-on access to systems and services such as Banner, Canvas, eForms, and information security training. Access to myState is available at my.msstate.edu or through the myState link located in the upper right portion of the MSU home page, www.msstate.edu.

TIP! The myState portal sidebar menu is available by clicking the menu icon in the upper left portion of the browser window.
Mobile App

**myState Mobile**
The myState Mobile app is available at no cost for both iOS and Android devices. The app provides access to general information such as campus maps and directions, shuttle routes, and campus directory. Students may log into the app with NetID and NetPassword, then authenticate with Duo to gain access to additional information and services such as registration, class schedules, grades, account balances, and payment options.

**Banner**
Banner is MSU’s ERP system supporting the operations of the university in the areas of HR, finance, student, financial aid, and advancement.

**myBanner**
MyBanner allows students access to a number of services including registration, academic records, financial aid and scholarship information, account information, enrollment verification, and personal information. Access to myBanner is available within the myState portal by selecting the Banner page from the sidebar menu.

**Parent Portal**
Students can give parents and others access to view a summary of important information
All MSU students are given a BullyMail email account based on Google’s Gmail system. Each student has an official university email address of the form netid@msstate.edu, and the university sends official email correspondence to this address. To access BullyMail, select BullyMail from the sidebar menu of the myState portal.

**TIP!** Students should routinely check their BullyMail account and keep it in good working order to ensure that no important university communications are missed.

**TIP!** Phishing attempts aimed at tricking users into divulging sensitive information are a fact of Internet life. Be extremely cautious about clicking on web links in emails, as this is one of the most common phishing techniques used by hackers.
Instructional Technologies

Canvas
Canvas by Instructure is the learning management system used in delivering online instruction and resources for MSU courses. Most instructors choose to utilize Canvas to submit assignments, share files, and post grades. Canvas is accessed through the myState Classroom page or from canvas.msstate.edu.

Canvas Student App
Canvas Student is an app available at no cost for iOS and Android devices. This app provides mobile access to Canvas courses to view grades, submit assignments, take quizzes, and much more.

Arc is MSU’s media repository and is integrated into Canvas. Arc supports video collaboration and the ability to generate closed captioning.

Webex
Webex is a video conferencing solution that facilitates virtual class meetings, presentations and sharing of information and is also integrated with Canvas. Webex provides screen sharing, polling, audio and video communication within an online video conference. The Webex app is available at no cost for iOS and Android devices.
Purchasing a New Computer
Students considering the purchase of a new computer are encouraged to review the student computer specifications at servicedesk.msstate.edu/computer/studentspecs.

Open Computer Labs
ITS supports a number of open-access computer labs for students. Visit servicedesk.msstate.edu/labs to view the locations of all open-access labs, along with hours of operation, and equipment and software available in each.

Maroon Alert is the university’s emergency notification platform and uses texts, emails, phone calls, and more to inform the university community of imminent or existing dangers. Delivery methods include the Maroon Alert App (Everbridge), SMS Text, University Email, and Phone Call. Additionally, Maroon Alerts will be posted on the Maroon Alert website, the Maroon Alert Twitter account and the Mississippi State University Facebook page. For more information visit emergency.msstate.edu.

To be notified via the Maroon Alert app on your mobile device, download the free Everbridge app from your app store.
IT Jump Start for New Students

• Set your initial NetPassword
• Obtain an MSU ID card
• Verify registration of your mobile devices in Duo at 2fa.msstate.edu
• Connect to the eduroam wireless network
• Update online directory information:
  • Maroon Alert cell phone number
  • Select which directory information other students can see
• Verify operating system and browser patches are automatically being installed
• Verify anti-virus software is installed and up-to-date.
• Download the myState Mobile, Canvas Student, and Webex apps
• Grant Parent Portal access as appropriate
• Never open email attachments from unknown people/senders
• Be cautious of ALL requests for personal information
• Visit only trustworthy web sites and be alert for web sites that try to imitate MSU sites or solicit personal information
• Be careful what you post on social media
• Make regular backup copies of data, especially if essential to school work
• Never leave a laptop or mobile device unattended in a public setting
• **Don’t fall for Internet phishes and scams**
• The ITS Service Desk is available to answer questions and assist as needed
Our Mission:
To enable learning, research, and service through an advanced information technology environment.