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.

The most commonly used links on the ITS web site are located on the right side of the page under “Quick Links”.

TIP!
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
Faculty and staff on the Starkville campus may obtain their MSU ID card at the Campus Card Office located in 108 Allen Hall. MSU-Meridian faculty and staff 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
Stay Informed
ITS employs several communication channels including email, Facebook, and Twitter to keep faculty and staff informed of upcoming events, changes to MSU’s IT environment, significant issues, and other noteworthy news. Visit its.msstate.edu/about/stayinformed/ to sign up. ITS also maintains an operations calendar, its.msstate.edu/calendar/operations, which shows dates and times of planned maintenance activities. To verify the status of ITS supported systems, visit status.its.msstate.edu.

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.

TIP! If you have an IT problem, please don’t hesitate to contact the ITS Service Desk via email, phone, or web.
Software

ITS provides a suite of software for use by faculty and staff. Much of this software, such as Microsoft Office, is installed automatically on university computers as part of ITS’s desktop support service. More specialized software can be installed as required. MSU faculty and staff can obtain free copies of Microsoft Office for use on personally-owned computers through the Microsoft Teacher Advantage program. Visit servicedesk.msstate.edu/software for more information about available software.

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
NetID
Each MSU employee 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 Maintenance website, netpassword.msstate.edu, is used to:
- Change a NetPassword periodically to keep it secure
- Reset a forgotten NetPassword

Desktop Support
Information Technology Services provides support to many departments for university-owned desktops, laptops, and mobile devices through an assigned Desktop Support Specialist. Basic support includes phone and email-based assistance for routine technical problems and questions, while more comprehensive support may require an office visit. To ensure that new hardware and software is compatible with MSU’s information technology environment and falls within the scope of ITS support, departments should consult with ITS prior to purchase.
Network Credentials...

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 smart phone. For complete information about 2FA, go to servicedesk.msstate.edu/2fa.

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.

TIP! Phishing attempts aimed at tricking individuals 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.
Network Credentials...

MSU ID Number
Faculty and staff are assigned a unique, 9-digit identifier known as the MSU ID number. For security and privacy reasons, the MSU ID number is used instead of the Social Security number as the unique employee ID number.

**TIP!** Your NetID and MSU ID number are printed on your MSU ID card.

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, mission.mississippi.edu, 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, www.internet2.edu, an exceptional community of U.S. and international leaders in research, academia, industry, and government who create and collaborate via innovative technologies. Participating universities help accelerate research discovery, advance national and global education, and improve the delivery of public services.

eduroam
MSU participates in eduroam, the secure, worldwide WiFi roaming access service developed for the international research and education community. eduroam, eduroam.us, allows MSU faculty, researchers, and staff to obtain Internet connectivity when visiting other participating institutions by authenticating with their netid@msstate.edu user account and NetPassword. Look for the eduroam SSID when connecting wireless devices to the network.

TIP! eduroam is the recommended SSID for connecting to the MSU wireless network.
Web Portal

**myState**

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

**TIP!** The myState portal sidebar menu is available by clicking the “hamburger” icon in the upper left portion of the browser window.

Mobile App

**myState Mobile**

myState Mobile 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. Faculty and staff may log into the app with NetID and NetPassword, then authenticate with Duo to gain access to additional information and services.
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. By default, anti-virus software is installed on all university desktop and laptop computers. Faculty and staff may also download MSU’s employee-endorsed anti-virus software at no cost for installation on personally-owned computers. To download, visit servicedesk.msstate.edu/software. Anti-virus is available for both Windows and Macintosh computers.

Filelocker
Filelocker allows large files and sensitive data to be sent and received in a secure manner. Files that are too large to be transmitted as email attachments or contain sensitive data should be transmitted via Filelocker. To ensure security, Filelocker encrypts all files. Be aware that files are only kept in Filelocker for two weeks. Filelocker is available at filelocker.msstate.edu.

TIP! If the sender wants to know when a file has been downloaded via Filelocker, set the email download notification option.
Information Security Training
All faculty and staff 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. Faculty and Staff who need to complete information security training will receive an email with instructions for accessing the online training materials.

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 faculty and staff to access personal and employment-related information and services such as leave balance, pay information, parking permit, and directory information. Faculty also use myBanner for class management functions such as rosters, grades, and attendance. myBanner is available within the myState portal by selecting the Banner page from the sidebar menu.
Banner...

Administrative Banner
Administrative Banner supports and facilitates the university’s business functions such as procurement, payroll, registration, personnel, and travel. Faculty and staff are given access to Administrative Banner, as required, based on job responsibilities. Administrative Banner is available within the myState portal by selecting the Banner page from the sidebar menu.

Email

MSU’s employee email and calendaring system is Microsoft Office 365. Users interact via client software known as Outlook. An Outlook “fat client” is available for Windows and Mac computers. Outlook on the Web, provides email access via a web browser at outlook.msstate.edu. The Outlook mobile app provides email access on mobile devices.

Official University Email Address
Each MSU employee has an official university email address of the form netid@msstate.edu.

Friendly Email Alias
Faculty and staff may choose an alias for their netid@msstate.edu email address. The alias is a combination of the first, middle, and last names separated by periods. For example, an employee
Email...

whose full name is Bull E. Bulldog could choose an alias of bull.e.bulldog@msstate.edu, b.bulldog@msstate.edu, or b.e.bulldog@msstate.edu. Once an alias is created, it can be used interchangeably with the netid@msstate.edu email address. Employees can create their own friendly alias by clicking the “Email Alias” link under the Personal Information tab in myBanner.

TIP!  By default, the “from” address sent from an employee’s MSU email account is netid@msstate.edu. To have the “from” address modified, contact the ITS Service Desk.

Departmental Email Alias

Faculty and staff in some departments may have a departmental email alias. This alias does not have the same rigid format as the friendly alias but generally follows the form user@dept.msstate.edu, where user might be an employee’s last name, or first initial and last name, and dept is the name of, or abbreviation for, the employee’s department. An example of a departmental email alias is bbulldog@athletics.msstate.edu. ITS creates departmental email aliases on request.

TIP! By default, an employee’s netid@msstate.edu email address is displayed in the MSU online directory. To display an alias address, select “Update Your Directory & Address Information” in myBanner.
Skype for Business

Skype for Business is a collaboration tool that supports instant messaging, text and video chat, online meetings and presentations. Skype for Business is part of Microsoft Office.

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.

TIP! For information on crosslisting and blueprinting courses visit servicedesk.msstate.edu/blueprintvscrosslisting

Canvas Teacher App

Canvas Teacher is an app available at no cost for iOS and Android devices. This app provides mobile access to Canvas courses allowing instructors to grade, create assignments, create Arc videos, and much more.

TIP! Instructors must Publish their Canvas courses for student access.
Instructional Technologies...

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.

Arc
Arc by Instructure is a communication tool that allows instructors and students to actively collaborate through video and audio media. Instructure can share video and audio files hosted in Arc in their Canvas courses. Students can also create and upload video assignments in Canvas using Arc. Files in Arc can have closed captioning generated with 85% accuracy.

Turnitin
Turnitin is a plagiarism detection tool integrated into Canvas. Instructors can choose to send student submissions through Turnitin once they are submitted. Instructors can also share the originality report with students.
Instructional Technologies...

Classroom Technology
MSU has over 140 technology-enhanced classrooms equipped with a standard suite of instructional technology including instructor lectern, computer, projector, document camera, Blu-Ray/DVD player, microphone, sound reinforcement, and auxiliary inputs for connection of laptops and other portable devices. For the list of technology-enhanced classrooms supported by ITS, visit its.msstate.edu/services/classtech/.

Interactive Video Classrooms
Interactive video classrooms are available on the Starkville and Meridian campuses to facilitate real-time, two-way, synchronous delivery of classroom instruction and meetings conducted at a distance. Based on the H.323 video conferencing standard, classes and meetings can be conducted across the state, the nation, and the world.

TIP! To request use of the Allen Hall 255 Interactive Video classroom for a distance meeting, contact the ITS Service Desk.
Telephony

Campus Telephones
For information on how to use the many features of the MSU telephone system, go to servicedesk.msstate.edu/Telephone.

**TIP!** New employees should remember to set up their voice mailbox including name, greeting, and password. To initiate the process, contact the ITS Service Desk to request a voice mailbox reset.

Telephone Conferencing
Faculty and staff needing to host multi-party conference calls should obtain a conferencing account from ITS. To request a telephone conferencing account, go to its.msstate.edu/services/request/ and select the “Telephone Communication” link.

**TIP!** Online student directory information is available only to MSU employees and other students within the myState portal.

Additional IT Resources

eForms
eForms provides electronic routing and approval of a growing number of university forms such as leave, tuition remission, and request for outside employment. eForms is accessed through the myState portal by selecting eForms from the sidebar menu.
Networked Printers and Drives
Faculty and staff in ITS-supported departments can be granted access to networked printers and drives from their desktop and laptop computers. The personal network drive (I:) is designated for personal, work-related files and data, while the departmental network drive (J:) allows an entire department to share files and data. The I: and J: drives are backed up nightly, providing a secure place to store important files and documents. To request access to departmental networked drives and printers, contact the ITS Service Desk.

Employee Online Directory
Faculty and staff directory information is publicly available online by clicking the Directories link in the upper right portion of the MSU homepage. To update certain directory information including email address, office phone number, and preferred first name, click the “Update Your Directory & Address Information” link in myBanner.

Additional IT Resources...

TIP!
The “Document and Routing Help” link at the top left of every eForm provides information on how to fill out the form along with instructions on how the form should be routed for review/approval.
Open Computer Labs
ITS supports a number of open-access computer labs. While used primarily by students, they are available to faculty and staff as well. Visit servicedesk.msstate.edu/services/labs to view the locations of all open-access labs, along with hours of operation, and equipment, and software available in each.

TIP! MSU policy (OP 01.25) states that accounts and passwords are assigned to individual users and must not be shared with others.

Microsoft OneDrive for Business
OneDrive for Business allows users to store, edit, and share files securely in the cloud. With OneDrive for Business, users can safely access shared files and collaborate with others from anywhere, on any device. Use caution when sharing data with others in regards to legal, regulatory, and University policy requirements. Please note: Unlike the ITS-managed network drives (I: and J:), you are responsible for managing other users’ access to your OneDrive for Business data. Access to OneDrive for Business is revoked and data removed when you are NO longer an active MSU employee.
Additional IT Resources...

Business Photo
Faculty and staff may display a business photo in the MSU Intranet and optionally the public online directory. To obtain a new or updated business photo, contact the MSU Office of Public Affairs. Alternatively, employees in the Division of Agriculture, Forestry, and Veterinary Medicine may contact the Office of Agricultural Communications. To select where the business photo is displayed, click the “Update Your Directory & Address Information” link in myBanner.

TIP! Phishing scams are not limited to email. If you receive a suspicious phone call asking for sensitive information, be extremely cautious!

MSU Announcements
Faculty and Staff can submit email announcements targeted at specific segments of the MSU community, e.g., all employees, undergraduate students, or Meridian campus employees. Such announcements must be approved by the appropriate Vice President’s office or the President’s office prior to submission. To submit an MSU Announcement, go to its.msstate.edu and click on “Campus Announcement Request” under Quick Links.
Email Lists
To facilitate faculty communication with students, ITS provides email lists of students enrolled in specific class sections, majors, or colleges. List populations are automatically updated from Banner on a nightly basis to reflect students’ current status. Faculty should contact the ITS Service Desk to request a class, major, or college email list. To request an ad hoc mailing list, go to servicedesk.msstate.edu/mailinglists.

Maroon Alert
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.

TIP! 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 Employees

- Set initial NetPassword (You will need to know your NetID)
- Verify registration of your mobile devices in Duo at 2fa.msstate.edu
- Get MSU ID card
- Set up voice mailbox
- Request Telephone Conferencing account (optional)
- Configure friendly email alias (optional)
- Request departmental email alias (optional)
- Obtain MSU business photo (optional)
- Update online directory information:
  - Maroon Alert cell phone number
  - Office telephone number
  - Directory email address
  - Preferred first name
  - Residence information
  - Business photo (allow at least a week from time business photo is taken)
- Faculty complete the myBanner Web Access Request Form
- Confirm access to departmental networked printers and disk drives
- Complete Information Security Training within 30 days of employment
- Request access to other systems such as Administrative Banner as required
- 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.