MISSISSIPPI STATE UNIVERSITY™

INFORMATION TECHNOLOGY SERVICES

Guide to IT Services for Faculty & Staff

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.

Wireless Guest Password *Protect your MSU accounts with DUO* *ITS Service Desk*

TIP! *The most commonly used links on the ITS web site are located at the bottom of the page under "Quick Links."*

ITS...

Service Desk

Faculty and staff 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. 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 services and campus facilities.

Starkville Campus Card Office hours are:

- 8:00 A.M.-5:00 P.M. Monday - Friday

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 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.

IT *TRAINING*

Visit **ittraining.msstate.edu** to browse and sign up for upcoming sessions of interest.

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**.
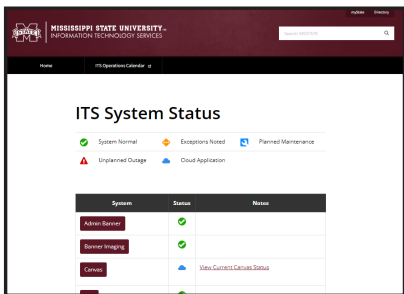
Software

ITS provides a variety of software for faculty and staff to install on personally owned computers. This software, including Microsoft Office, is available at no additional cost. Visit **servicedesk. msstate.edu/software** for more information about available software.

ITS...

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 are 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

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

Multi-Factor Authentication (MFA)

To combat an ever-increasing cybersecurity threat and to ensure a high level of system and data integrity, MSU uses multi-factor authentication (MFA) services to a verified push solution. With the "Verified Push" you are prompted to enter four digits displayed in the Duo app during the Duo MFA web sign-in process. For complete information about MFA, go to **servicedesk.msstate.edu/mfa**.

Creating a Duo Passcode

The Duo Mobile app generates a temporary passcode which you will enter in to the Duo prompt by choosing the Duo Mobile passcode option. If you are using a hardware token, you will enter the passcode by choosing the Hardware token option instead. Both methods do NOT require that you have access to the Internet. The passcode option will work without access to cellular data service or Wi-Fi. This is a one-time use passcode and will expire after a short period of time.

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

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/ax 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, world-wide WiFi roaming access service developed for the international research and education community. eduroam allows MSU faculty and staff to connect to the Internet on the MSU campus and when visiting other participating institutions by authenticating with their **netid@ msstate.edu** and **NetPassword** credentials. Select the **eduroam** wireless network when connecting devices.

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

Web Portal

myState

myState, MSU's web portal, provides access to systems and services such as Banner, Canvas, and eForms. 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**.

Information Security

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 at my.msstate.edu, under My Resources in the Security Training card, click the **Infosec IQ** App link.

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.*

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. While ITS does not provide anti-virus software for personally-owned computers, visit **servicedesk. msstate.edu/personalpcav** for anti-virus options.

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.*

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, and directory information. Faculty also use myBanner for class management functions such as rosters, grades, and attendance. myBanner is available within the myState portal.

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.

Email

MSU's employee email and calendaring system is Microsoft 365. Users interact via client software known as Outlook. An Outlook desktop 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 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.

Email...

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.*

Collaboration

Microsoft Teams

Microsoft Teams is a powerful, unified communications platform that combines chat, audio/video calls and meetings, file storage, and application integration. Students can create Teams for academic collaboration with others. For more information, visit **servicedesk.msstate.edu/teams**.
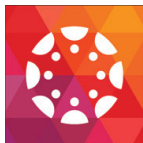
Instructional Technologies

Canvas

Canvas by Instructure is MSU's 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 videos, and post grades. Canvas is accessed through the **myState portal** or from **canvas.msstate.edu.**

Canvas training is available through webinars, links, and articles. For more information, visit **servicedesk.msstate.edu/canvastraining**.

ITS also offers Canvas, one-on-one assistance for faculty via a Service Desk request at **servicedesk. msstate.edu**.

TIP! *Instructors must publish their Canvas courses for student access.*

Canvas Teacher App

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

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

Studio

Studio is a communication tool that allows instructors and students to actively collaborate through video and audio media. Studio allows sharing of video and audio files hosted in Canvas. Students can also create and upload video assignments in Canvas using Studio. Files in Studio have closed captioning capabilities 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.

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. For more information, visit **servicedesk. msstate.edu/webex**.

Classroom Technology

MSU has over 240 technology-enhanced classrooms equipped with a standard suite of instructional technology including instructor lectern, computer, projector, document camera, HD camera, Blu-Ray/ DVD player, wired microphone, wireless microphone receiver, sound reinforcement, and auxiliary inputs for connection of laptops and other portable devices. These classrooms provide streaming and lecture capture capabilities. For the list of technology-enhanced classrooms supported by ITS, visit **its.msstate.edu/services/ classtech/**.

Telephony

Campus Telephones
MSU telephones are VoIP devices connected to the campus data network and plugged into local electrical power. 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.*

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**.

eForms

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.*

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. To request access to departmental networked drives and printers, contact the ITS Service Desk.

Employee Online Directory

Faculty and staff limited public directory information is available online by clicking the Directory link in the upper right portion of the MSU home page. To update certain directory information, click the "Update Your Public Directory Display Preferences" link in the Personal Information tab in myBanner.

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

Open Computer Lab

ITS supports an open-access computer lab. While used primarily by students, they are available to faculty and staff as well. Visit **servicedesk.msstate. edu/labs** to view the location of the open-access lab, along with

hours of operation, and equipment, and available software.

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

MSU Data Storage Options

ITS-Managed Storage: Personal and Shared Drives (I: and J:)

Local network drives (I: and J:) are stored on servers located at MSU and are available to ITS-supported departments. ITS manages the I: and J: drives and backs up the data on a nightly basis. The I: drive is intended for personal work data. The J: drive is designated for departmental shared data. Requests for creating and granting permission to J: drive folders should be submitted to the ITS Service Desk.

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 regarding 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.

Microsoft M365 Application Suite

Microsoft M365 Application suite (M365) is available to current faculty and staff at no cost. M365 can be installed locally on a computer and/or accessed from the cloud. M365 applications include: Outlook, Teams, OneDrive, Word, Excel, PowerPoint, OneNote, and more. Visit **m365.msstate.edu** to access Microsoft 365 applications.

Microsoft Teacher Advantage

The Microsoft Student & Teacher Advantage program, faculty and staff are entitled to install Microsoft Office on personally owned laptop and desktop computers at no additional cost. Microsoft Office must connect to the Internet at least every 30 days to allow the software license to be validated.

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 Public Directory Display Preferences" link in the Personal Information tab in myBanner.

Adobe Creative Cloud

As an Adobe Creative Campus, we're part of a select group of colleges and universities that are driving the future of digital literacy within the global higher education community. Adobe Creative Cloud will give you unlimited access to tools for graphic design, video production, and web development. The reduced price for faculty and staff is $150 per calendar year. For more information, visit **adobe.msstate.edu**.
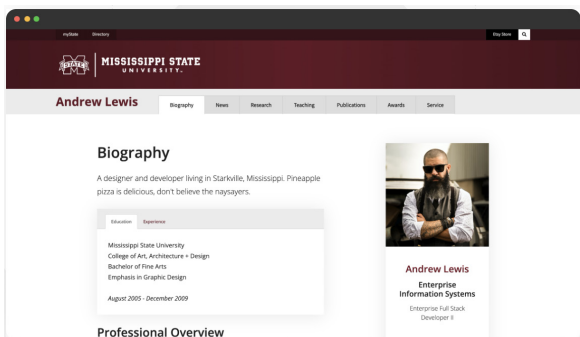

Adobe Acrobat Sign

Adobe Acrobat Sign is MSU's electronic signature solution that allows users to send, e-sign, track, collaborate, and manage signature processes on any device. Adobe Sign works within the existing systems and processes, and the e-signatures are secure. Users can also digitize existing signing processes, such as applications, enrollments, or other form-based documents. To log in to Adobe Acrobat Sign with your *netid@*msstate.edu email address and NetPassword, go to **servicedesk.msstate.edu/adobesign**.

Additional IT Resources...

Faculty Website Builder

Faculty members can create personal, professional websites without having to learn how to code. A sample of what can be created can be seen at **https://www.faculty.msstate.edu/awl22**. For more information on what the content editing process looks like, visit **https://www.drupal.msstate.edu/guides/faculty-website**. All interested faculty members that want their own **https://www.faculty.msstate.edu/*NetID*** site automatically created for them may submit a service request, **servicedesk.msstate.edu/requests/faculty-website**.

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

MAROONALERT

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.*

Knowledge Base Articles

For IT related services and resources, ITS provides an extensive list of self-help knowledge base articles. These articles contain videos, step-by-step instructions, and illustrations. Go to **servicedesk.msstate.edu/kb** to view knowledge base categories and articles.

MISSISSIPPI STATE UNIVERSITY™
INFORMATION TECHNOLOGY SERVICES
Service Desk

Home   Services   Knowledge Base

IT Jump Start for New Employees

- Set your initial NetPassword. Use a hard-to-guess password, don't share it with anyone, and don't use it elsewhere on the internet.
- Verify registration of your mobile devices in Duo. Learn more at **servicedesk.msstate.edu/mfa**
- Obtain MSU ID card
- Set up voice mailbox
- 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
- Never open email attachments from unknown people/senders and be mindful of potential phishes and scams
- The ITS Service Desk is available to answer questions and assist as needed
- Be cautious of ALL requests for personal information
- Visit Maroon Alert Notification portal available in myBanner to run a self-test or to subscribe to additional weather alerts
- ITS will NEVER ask you for your NetPassword, be cautious of anyone who does

Service Catalog

The Service Catalog lists available ITS services offered at MSU and are broken down into 17 categories:

- Administrative Applications
- College of Veterinary Medicine (CVM)
- Computer & Printer Services
- Email & Calendar
- File Storage & Servers
- Housing & Residence Life
- Information Security
- Instructional Technology
- Life Safety Division (Genetec)
- Meridian Campus ITS
- NetID, Accounts, & Access Management
- Software
- Technology Project & Procurement Request
- Telephone
- Training & Workshops
- Web Services
- Wireless, Network, & Internet Access

Go to **servicedesk.msstate.edu/servicecatalog** to view and request services.

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INFORMATION TECHNOLOGY SERVICES

Mission: Position Mississippi State University as a secure, collaborative, and innovative leader in technology.