



**MISSISSIPPI STATE**  
**UNIVERSITY™**

INFORMATION TECHNOLOGY SERVICES



# **Guide to IT Services for Students**

**2024 Edition**

## 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 at the bottom of the page under “Quick Links.”*

# ITS...

## 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](mailto: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. 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 sporting events and electronic class attendance.

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

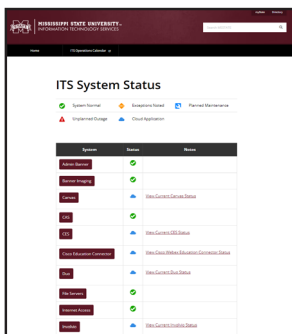
ITS, along with the Center for Teaching and Learning and the Library, offers workshops and training sessions on a variety of IT-related topics.



Visit [ittraining.msstate.edu](http://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 students informed of upcoming events, changes to MSU's IT environment, significant issues, and other noteworthy news. ITS also maintains an operations calendar, **[its.msstate.edu/calendar/operations](https://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](https://status.its.msstate.edu)**.



## Software

ITS provides a variety of software for students to install on personally owned computers.

This software, including Microsoft Office, is available at no additional cost.

Visit **[servicedesk.msstate.edu/  
software](https://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](https://netpassword.msstate.edu), is used to:

- Change NetPassword periodically to keep it secure
- Reset forgotten NetPassword
- Set initial 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 enforce 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](https://servicedesk.msstate.edu/mfa).



# Network Credentials...

**TIP!**

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

## 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.



## 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 or at the MSU-Meridian College Park Police Office. MSU ID card allows access to residence halls as appropriate.

# Campus Network

The MSU campus network provides gigabit Ethernet connectivity 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](http://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 connect to the



## Campus Network...

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!

*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. Anti-virus protection is available for both Windows and Mac computers. Visit **[servicedesk.msstate.edu/personalpcav](https://servicedesk.msstate.edu/personalpcav)** for more information.

### 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](https://filesharing.msstate.edu)** to understand the consequences for illegal filesharing and to learn more.

## Information Security...

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

## Web Portal



### myState

MSU's web portal, myState, offers 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**.

# Banner

Ellucian Banner is MSU's ERP system supporting the operations of the University in the areas of HR, student, finance, 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 at **my.msstate.edu** or through the myState link located in the upper right portion of the MSU home page, **www.msstate.edu**.

## Parent Portal

Students can give parents and others access to view a summary of important information including class schedules, grades, absences, account balance, financial aid, and meal plans. To grant someone access to the Parent Portal, click the **FERPA Release & Parent Portal Access** link in the Academic Records drop-down menu under myBanner For Students on the Banner page in the myState portal. To access the Parent Portal, visit **parentportal.msstate.edu**.

## Email

MSU's official method of communicating with students is email. Microsoft 365 is the University's email platform. Students should regularly check email for important University and classroom correspondence. The MSU M365 environment requires multi-factor authentication (MFA) to access email via the desktop, mobile, and web clients. To access email, visit **m365.msstate.edu** and select the Outlook icon.



### 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 portal** or from **canvas.msstate.edu**.

# Instructional Technologies...



## Canvas Student App

The Canvas Student app is 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.

### TIP!

*Studio is MSU's media repository and is integrated into Canvas. Studio 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 additional cost for macOS, Windows, iOS, and Android devices.

## Additional IT Resources

### 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](https://servicedesk.msstate.edu/computer/studentspecs)**.



### Open Computer Lab

ITS supports an open-access computer lab for students. Visit **[servicedesk.msstate.edu/labs](https://servicedesk.msstate.edu/labs)** to see the location of the open-access lab along with hours of operation, equipment, and available software.



#### TIP!

*For another way to utilize Maroon Alert on your mobile device, download the free Everbridge app from your app store.*

# **MAROONALERT**

## **Maroon Alert**

Maroon Alert is the University's emergency notification platform used to inform the University community of imminent or existing dangers. Delivery methods include the Maroon Alert App (Everbridge), SMS text, University email, and phone calls. 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**.

## **Microsoft M365 Application Suite**

The Microsoft M365 Application suite (M365) is available to current students 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.



**TIP!**

*Students should routinely check their M365 email account and keep it in good working order to ensure that no important University communications are missed.*

## Microsoft Office Student Advantage

Through the Microsoft Student & Teacher Advantage program, students 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. For more information, visit [servicedesk.msstate.edu/studentadvantage](https://servicedesk.msstate.edu/studentadvantage).

**ATTENTION: Students must be enrolled in at least one class in order to be eligible to use Microsoft Office.**

## Adobe Creative Cloud

Adobe Creative Cloud can make organizations and projects stand out. From flyers that promote a campus organization, to videos that highlight student engagement opportunities, Adobe has the tools to create student experiences that are unique and memorable. Adobe CC is available to students for **\$50**. For more information, visit [adobe.msstate.edu/student](https://adobe.msstate.edu/student).



**TIP!**

*Collaborate with classmates and student organizations with Microsoft Teams.*



## OneDrive for Business

The cloud-based OneDrive for Business is available for currently enrolled MSU students. With OneDrive for Business, students can safely save and retrieve files and collaborate with others from anywhere on any device. OneDrive for Business is an MSU IT resource. Use caution when sharing data with others regarding legal, regulatory, and University policy requirements. For more OneDrive for Business information, visit [servicedesk.msstate.edu/onedrive](https://servicedesk.msstate.edu/onedrive).



## 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](https://servicedesk.msstate.edu/teams).



## Windows Education OS for Students

As part of the MSU Microsoft EES agreement, currently enrolled students are eligible to install one copy of Windows Education at no additional cost. The current version of Windows is available for installation on both Windows and Mac computers. To download and install Windows Education, visit [msstate.onthehub.com](https://msstate.onthehub.com).

## IT Jump Start for New Students...

- 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.
- Obtain an MSU ID card.
- Connect to the eduroam wireless network using your *netid@msstate.edu* and NetPassword.
- Update myBanner directory information such as your Maroon Alert cell phone number and other directory information as appropriate.
- Verify that your operating system and browser updates are being automatically installed.
- Verify anti-virus software is installed and up-to-date.
- Frequently check MSU Microsoft 365 email account for University correspondence.
- Beware of websites that request personal information, such as employment websites.
- Grant Parent Portal access as appropriate.
- Never open email attachments from unknown people/senders and look out for potential phishes and scams.
- Be cautious of ALL requests for personal information.
- Download the Canvas Student app.



- Visit only trustworthy web sites and be alert for web sites that try to imitate MSU resources or solicit personal information.
- Visit **filesharing.msstate.edu** to understand the consequences of illegally sharing copyrighted materials such as movies and music.
- Visit the Maroon Alert Notification portal available in myBanner to run a self-test or to subscribe to additional weather alerts.
- Be careful about what you post on social media.
- Make regular backup copies of data, especially if essential to school or work.
- Never leave a laptop or mobile device unattended.
- Prior to any software purchase, visit **servicedesk.msstate.edu/software** to verify if the software is available at no additional cost.
- ITS will NEVER ask for your NetPassword, be cautious of anyone who does.
- The ITS Service Desk (108 Allen Hall) is the IT resource available for all IT related questions and issues.



# MISSISSIPPI STATE UNIVERSITY™

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## INFORMATION TECHNOLOGY SERVICES

### **Our Mission:**

**Position Mississippi State  
University as a secure, cutting edge,  
collaborative, and innovative leader  
in technology.**

