

MARSHALL UNIVERSITY

STUDENTGUIDE

FOR INFORMATION TECHNOLOGY



Version Fall 2019

Marshall University Information Technology
www.marshall.edu/it • itservicedesk@marshall.edu





NEED HELP?

CONTACT THE IT SERVICE DESK

LOCATED on the first floor of the
Drinko Library & Information Center

ITSERVICEDESK@MARSHALL.EDU

CHAT: www.marshall.edu/it

(304) 696-3200 (HUNTINGTON)



www.marshall.edu/it
www.marshall.edu/it/student-guide
@Marshallu_IT
@MarshalluIT
@Marshallu_IT

WELCOME

FROM MARSHALL UNIVERSITY INFORMATION TECHNOLOGY

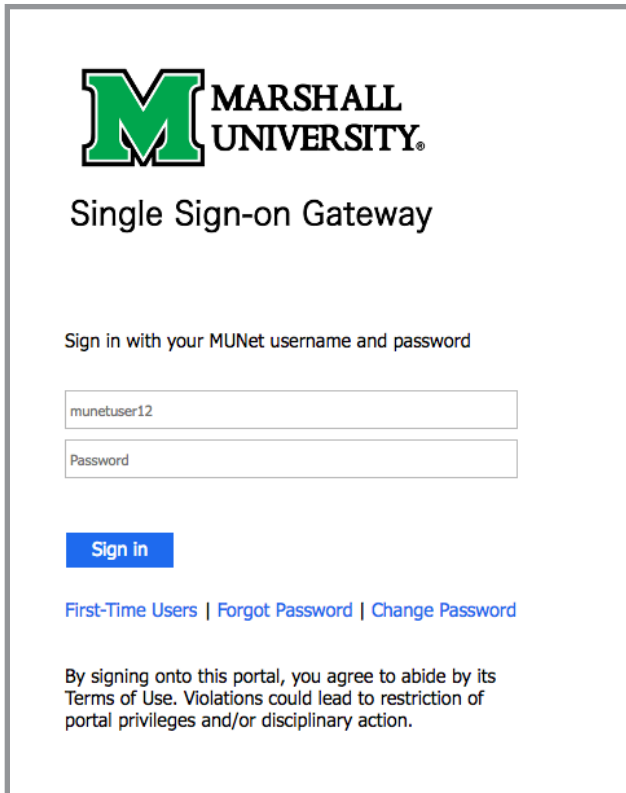
The IT Student Guide lists the most commonly used technology resources available to you as a Marshall student. As you advance in your education at Marshall you will find technology used in various ways throughout your courses. The available technologies are provided as resources to help you achieve your academic goals. The Division of Information Technology has a host of knowledgeable staff should you require assistance.

All campuses at Marshall have classrooms with embedded technology to aid the faculty and the students in the learning process. Public and academic spaces are covered by the University's WiFi network. Technological innovation provides all of our students with collaborative, interactive and productivity tools enabling them to take a proactive role in their education, research and jobs.



MUNet ID

www.marshall.edu/id



The screenshot shows the Marshall University Single Sign-on Gateway login page. At the top left is the Marshall University logo, a green 'M' with 'MARSHALL UNIVERSITY' to its right. Below the logo is the title 'Single Sign-on Gateway'. The main content area contains the instruction 'Sign in with your MUNet username and password'. There are two input fields: the first contains the text 'munetuser12' and the second is labeled 'Password'. Below the fields is a blue 'Sign in' button. At the bottom of the form area are three links: 'First-Time Users', 'Forgot Password', and 'Change Password'. A disclaimer at the very bottom states: 'By signing onto this portal, you agree to abide by its Terms of Use. Violations could lead to restriction of portal privileges and/or disciplinary action.'

MUNet ID is each student's personal username that enables access to Marshall's network and computing infrastructure. You use your MUNet ID as your credentials to access Marshall's single sign-on portal (myMU), MUOnLine /Blackboard, campus-wide WIFI access network, and login to more than 1,500 computers on campus for student use. Your MUNet ID is based on your last name and a sequence number, for example, smith344.

Your MUNet ID is also the first part of your Marshall email address.



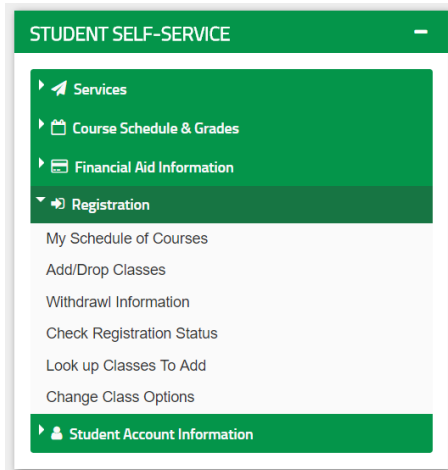
Easy access to create your MUNet ID password for first-time users, reset your password if lost, or change your password or any reason is available at www.marshall.edu/id.

myMU PORTAL

www.marshall.edu/mymu

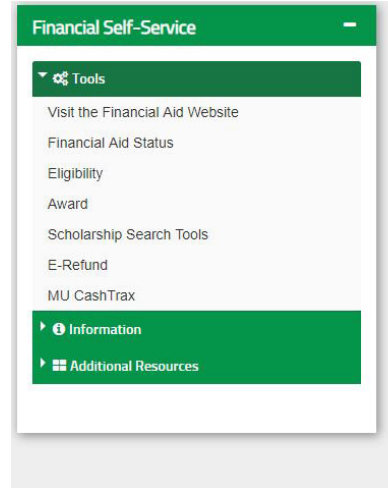
myMU is a single sign-on portal that allows students to access a multitude of information spanning from grades and unofficial transcripts to financial aid, library databases, MUAAlert, Marshall message boards and email.

- ACADEMIC PLANNING
- CALENDAR
- CAMPUS EVENTS
- COURSE SCHEDULE
- ONLINE COURSE MATERIALS
- REGISTRATION
- EMAIL
- FINANCIAL AID
- GRADES
- TRANSCRIPTS



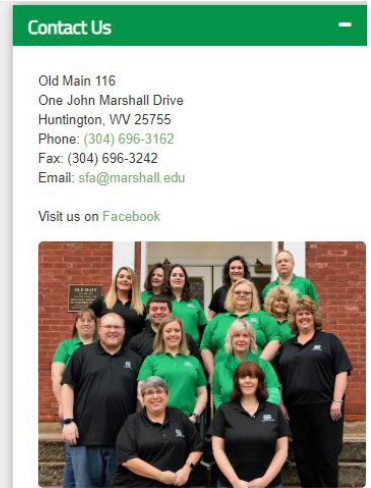
STUDENT SELF-SERVICE

- Services
- Course Schedule & Grades
- Financial Aid Information
- Registration
 - My Schedule of Courses
 - Add/Drop Classes
 - Withdraw Information
 - Check Registration Status
 - Look up Classes To Add
 - Change Class Options
- Student Account Information



Financial Self-Service

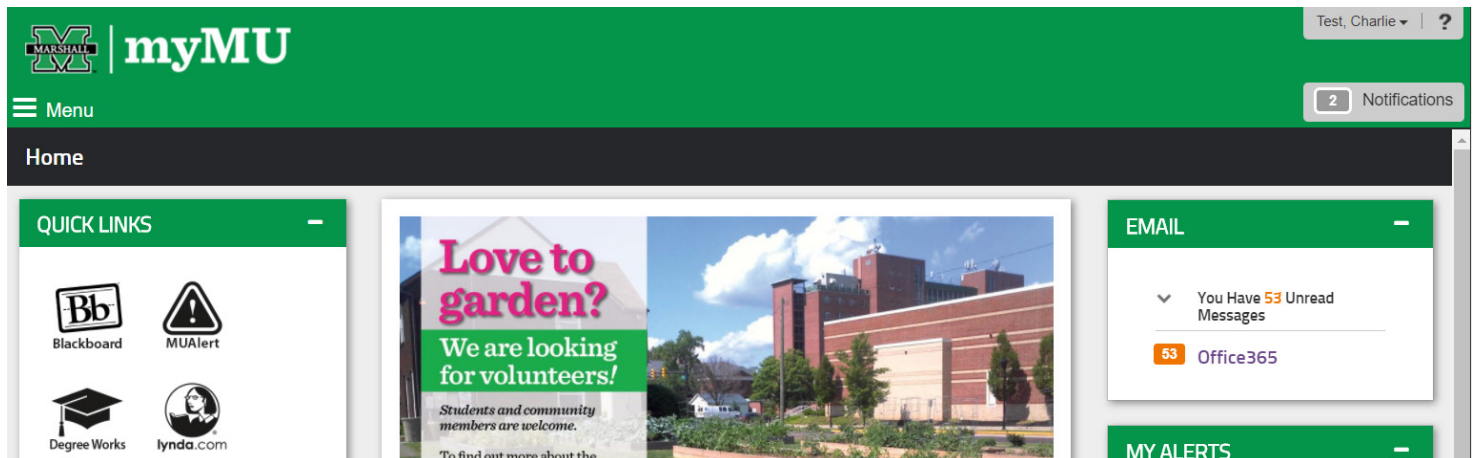

- Tools
 - Visit the Financial Aid Website
 - Financial Aid Status
 - Eligibility
 - Award
 - Scholarship Search Tools
 - E-Refund
 - MU CashTrax
- Information
- Additional Resources



Contact Us

Old Main 116
One John Marshall Drive
Huntington, WV 25755
Phone: (304) 696-3162
Fax: (304) 696-3242
Email: sfa@marshall.edu

Visit us on Facebook



myMU

Menu

Home

QUICK LINKS

- Blackboard
- MUAAlert
- Degree Works
- lynda.com

Love to garden?
We are looking for volunteers!
Students and community members are welcome.
To find out more about the

EMAIL

You Have 53 Unread Messages

Office365

MY ALERTS

Test, Charlie

2 Notifications



MUOnline

www.marshall.edu/muonline

MUOnline is Marshall's online classroom which allows students to enroll in highly interactive 100% fully online courses, to access hybrid online courses and to access online content for your traditional courses through Blackboard.



Blackboard

Blackboard provides a platform to connect you and your instructor outside of the classroom by:

- Sharing course content
- Viewing grades
- Submitting assignments
- Taking exams
- Participating in Discussion Boards
- Instant messaging
- Watching Recorded Lectures

Blackboard Support Center

[Blackboard Support Center](#)

24 / 7 / 365 Support

- Call 844-590-7561
- [Browse Help Articles](#)
- [Chat with Blackboard Experts](#)
- [Reset Password](#)
- [Create a Support Case](#)
- [Login to MUOnline](#)

NOTE: Marshall schedules a weekly maintenance window on Sundays from 7 a.m. to 1 p.m. Eastern time. Services may be intermittent during that time each week.

<https://marshall.edusupportcenter.com>

SOFTWARE

www.marshall.edu/it/availablesoftware



Office 365 is available free to all current Marshall students. Your Marshall account (MUNet ID) allows you to install the latest version of Office on up to 5 devices including desktops, laptops, tablets, and other mobile devices.



Word



Excel



PowerPoint



Yammer



Outlook



Symantec® Endpoint Protection (SEP) is an antivirus software solution offered to all Marshall students, faculty, and staff at no extra charge. Antivirus software is required to connect to the Marshall network.

Also, Wolfram Mathematica, MATLAB & Simulink, SPSS, and SAS to name a few.



OneDrive

Create, edit and share documents from any device, and work together with other people at the same time. In addition, OneDrive provides students with **1 TB** of storage for all their files. Use OneDrive to save papers and projects, access them from anywhere, and collaborate on group projects. If your personal computer crashes, you can log into OneDrive and still finish your assignment on time from one of our computing facilities.



To view a full listing of all available software please visit www.marshall.edu/it/availablesoftware



HARDWARE

new purchase recommendations

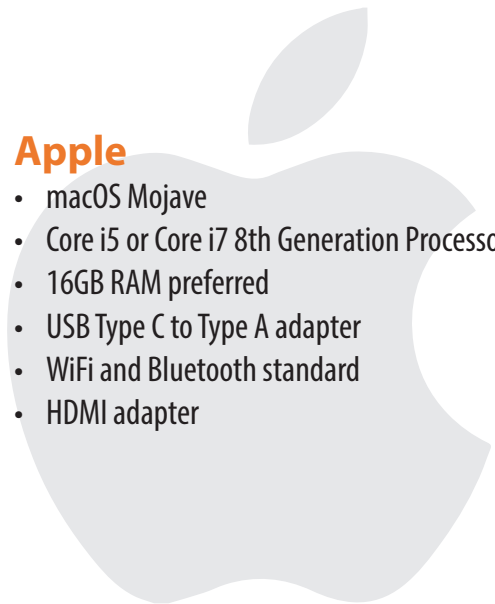
Marshall University recommends that all students own or have access to a computer that runs either Windows 10 Professional or macOS High Sierra. The choice of a Windows based product or an Apple Macintosh based product is a personal choice. Creative disciplines like art and media have traditionally leaned toward the Apple Macintosh, but with the newer versions of Windows and the pen-based computing available on the Windows platform, both are viable alternatives.

Windows

- Windows 10 Pro
- Core i5 or Core i7 8th Generation Processors
- 16GB RAM preferred
- 1,920×1,080 Full HD Display minimum
- 4 USB 3.0 or 3.1 Ports minimum
- Thunderbolt 3 preferred
- WiFi 5 min / WiFi6 preferred
- Bluetooth 4.x min / 5.x preferred
- HDMI port or adapter

Apple

- macOS Mojave
- Core i5 or Core i7 8th Generation Processors
- 16GB RAM preferred
- USB Type C to Type A adapter
- WiFi and Bluetooth standard
- HDMI adapter



For more information on new purchase recommendations including specific computer models laptops, tablets, and educational discounts, please visit: www.marshall.edu/it/recommendations

MUWiFi



www.marshall.edu/wifi

**PLEASE NOTE:
PERSONAL ROUTERS
ARE PROHIBITED
ON CAMPUS BY
MARSHALL
UNIVERSITY**

MU WiFi is Marshall's campus wide WiFi network. MUWiFi is dedicated for MU students, faculty and staff to connect mobile devices (SmartPhones, tablets, notebooks, etc.) and obtain access to the campus network resources as well as the internet. Students have the ability to access WiFi service anywhere it is available on Marshall's campus using each individual's MUNet ID and password.

Students have the ability to sponsor guests with WiFi accounts which can access Marshall's **MU_GUEST WiFi service** anywhere WiFi is available on Marshall's campus.

Students have the ability to connect their gaming console, Apple TV, Smart TV, Nintendo DS and other WiFi enabled devices through Marshall University's **MU DeviceNet service**. Users are encouraged to use a wired connection when possible to improve performance. Register your device at <http://mydevices.marshall.edu>.

Marshall University Residence Hall rooms are wired with **high-speed Ethernet connections**, as well as WiFi wireless access enabling high-speed data communications through network jacks found on wall plates in every room. All Residence Halls have "Pervasive" WiFi providing coverage and capacity to all residents.



MUIT partners with Eduroam, a WiFi authentication service, allowing Marshall students access to wireless networks from other participating institutions while they are off-campus. Eduroam is available at more than 12,000 locations worldwide, including more than 450 colleges and universities in 69 countries. If you are off-campus keep this available service in mind and log into Eduroam at a participating campus near you and have access to a secure WiFi network. Find out more at www.marshall.edu/it/eduroam.



For more information or to learn how to connect your devices please visit: www.marshall.edu/it/howdoi.

Campus ID Office

www.marshall.edu/campusid

The Campus ID Office makes Marshall University photo identification cards and badges for University students, faculty and staff. In addition to ID cards, they provide assistance with Herd Points (campus debit spending program) and meal plans. Your Marshall University ID card is your key to all campus privileges you are entitled to and should be carried with you at all times. Uses include building access, meal plans, access to The Rec, ride on the Huntington bus system, athletic and performance tickets, student health services, library checkout and more!

Valid, government issued photo ID (driver's license, passport, US military ID) is required to obtain your Marshall ID card.



Photos for ID cards can be taken at the following locations:

- Huntington Campus – at the ID Office (Drinko Library Room 143)
- South Charleston – library
- Mid-Ohio Valley Center in Point Pleasant
- Teays Valley Regional Center

MARSHALL ID CARDS MAY ONLY BE USED BY THE PERSON WHOSE NAME AND PHOTO ARE ON THE CARD. Any alteration or misuse of university ID cards is prohibited and subject to disciplinary action.

There is no charge for your first ID Card issued. A replacement fee will apply for any subsequent replacements.

Students can now use Marshall Mobile ID by adding their mobile ID cards to Apple Wallet on their iPhone and Apple Watch to use around campus. More info at www.marshall.edu/it/mobile-id/.



For more information on the Campus ID office please visit: www.marshall.edu/campusid

MEAL PLANS

MEAL PLANS

A variety of meal plans are offered for the convenience of our Marshall community. If you reside on campus in the residence halls, meal plans are handled by the Office of Housing and Residence Life in Holderby Hall. If you are a commuter student or staff member, information on the plans available and purchase options are available on MyMu under Ca\$hTrax.

HERD POINTS

Herd Points is a valued service available via your ID card. By placing money on your account, your card serves as a pre-paid debit card accepted at numerous locations on campus. Points are required to pay for copies and printing in the computer labs and libraries. **Some locations and services offer a discount when paying with Points. For a list of locations that accept Points and discounts, visit www.marshall.edu/campusid and click on "Points Plan".**

ACCOUNT ACCESS

Online

www.marshall.edu/cardaccounts

- View balances for meals, Herd Points & FLEX
- Instant deposits to Herd Points

Mobile App

Search for "**eAccounts**" in the App Store or Google Play
Download free "Blackboard Transact Mobile eAccounts" app

- View balances for Herd Points & FLEX
- Instant deposits to Herd Points



Questions about, or problems with university ID cards should be directed to the Campus ID Office, DL 143, 304-696-6843.



PRINTSCANCOPY

on-campus printing, scanning, copying and faxing



OneNote is your digital notebook for capturing and organizing everything across your devices. Jot down your ideas, keep track of classroom and meeting notes, clip from the web, or make a to-do list, as well as draw and sketch your ideas.



Office Lens trims, enhances and makes pictures of whiteboards and docs readable, and saves them to OneNote. You can use Office Lens to convert images to PDF, Word and PowerPoint files too.

Printing, scanning & copying are available to students in various locations across Marshall's campus including Drinko Library.

WHERE CAN I PRINT, SCAN OR COPY?

Marshall University offers multiple printing, scanning and copying stations across campus including residence halls, computer labs and the Drinko Library. At each of these locations computers are set up and connected to printing stations. You can use an external hard drive or USB drive to print documents, scan documents back to your drive or copy documents.

IS THERE A COST TO PRINT SCAN OR COPY?

Scanning is completely free, however printing and copying are available to students at an extremely reasonable and affordable price point. Currently, the cost is \$0.10 per page for black & white prints and \$0.25 per page for color prints.

WHERE CAN I FAX DOCUMENTS?

Marshall University students can fax documents in Old Main, Room B23 (the Mail Room). Sending faxes cost \$1.00 per page inside the US and \$2.00 per page outside of the US. Receiving faxes cost \$.25 per page. Contact MU Mail Services for more information 304-696-6644.

Students may want to look into online services from companies such as www.myfax.com which offer a free 30 day trial. MUIT does encourage users to use discretion when sharing personal information such as social security numbers, etc.

Adobe Reader is available for free download for iOS, Android, macOS and Windows10. <https://get.adobe.com/reader/>



**For more information on all printing and copying services
Please visit: www.marshall.edu/it/duplicate**

IT SERVICE DESK

www.marshall.edu/it

For your convenience, the MU IT Service Desk and Campus ID office are co-located on the west end of the Drinko Library & Information Center.

The Information Technology Service Desk provides the University community with technical support services on a variety of issues and platforms. Technical assistance is available in-person, on the telephone, or online via email and live chat. Some of the more common visits to the service desk include assistance with Username/Password issues, connecting to MU WiFi, setting up email on mobile devices, and downloading software.






- ❑ **Changed your password?**
www.marshall.edu/id
- ❑ **Checked that your computer meets our recommendations?**
Get recommendations on new hardware purchases
www.marshall.edu/it/recommendations
- ❑ **Enabled Multi-Factor Authentication (MFA)?**
To protect you from threats to your personal and university data, Marshall users are now required to enroll in MFA.
www.marshall.edu/mfa
- ❑ **Checked your email yet?**
Use myMU to check your Marshall email. You should check your mail at least 3 times a day to stay on top of important information. Also available on mobile devices.]
www.marshall.edu/mymu
- ❑ **Downloaded Office 365?**
Students can install the latest version of Office on up to 5 PCs or Macs and on mobile devices including Android, iPad®, and Windows tablets. Students can install the latest version of Office on up to 5 PCs or Macs and on mobile devices including Android, iPad®, and Windows tablets. One TB of OneDrive storage is included.
www.marshall.edu/it/office365
- ❑ **Connected using your MUNet login/SSO?**
Sign-on to campus computers, the wireless network, myMU, MUOnline and MUNet with one single sign-on ID (SSO).
www.marshall.edu/it/sso
- ❑ **Signed up for MUAAlert?**
You'll receive emergency alerts from our MUAAlert Emergency Notification System including University closings.
Sign up in myMU.
- ❑ **Installed antivirus software on your machine?**
The MU Information Security office strongly recommends using antivirus software and keeping operating systems up-to-date. Symantec® Endpoint Protection (SEP) is an antivirus software solution offered to all Marshall students at no additional charge.
www.marshall.edu/infosec
- ❑ **Downloaded the MUMobile app?**
You can access resources on the go using the MUMobile app.
www.marshall.edu/mumobile. Free in the App Store and Google Play.
- ❑ **Checked out Lynda Campus?**
www.marshall.edu/lynda
As a Marshall student you can enhance your skills by accessing high-quality, on-demand, expert-led instructional videos from LinkedIn Learning.
- ❑ **Accessed printers, copiers or scanners?**
Add money to your ID card for low price printing and copying or save a tree and scan for free!
www.marshall.edu/it/duplicate
- ❑ **Downloaded additional free software?**
Software such as MATLAB, Mathematica, SAS, SPSS, and more are available to you at no cost.
www.marshall.edu/it/availablesoftware

**Questions?
We're here
to help!**

Contact:
itservicesdesk@marshall.edu • (304) 696-3200

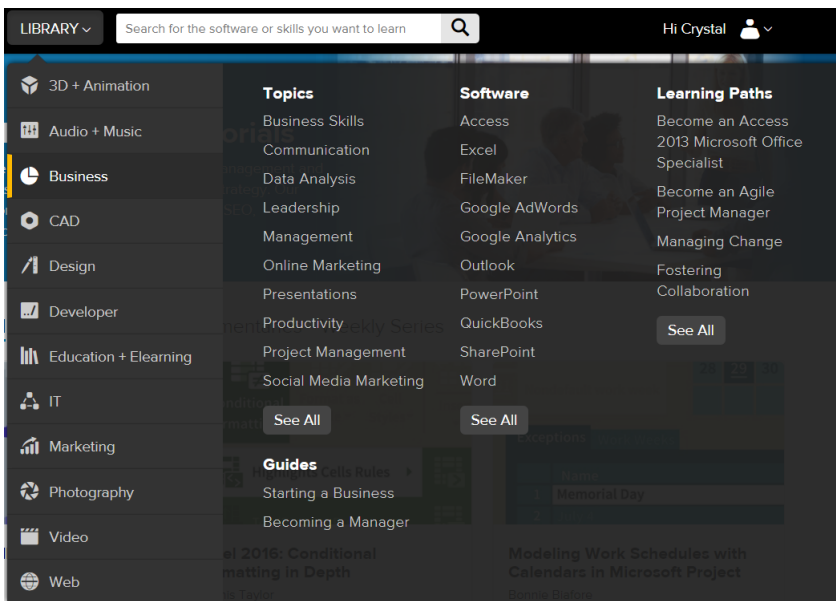
LinkedIn Learning

training and lessons

Course/Video/Chapter name	Progress	Watched	Duration
 ▶ Course: Windows 10 Essential Training	<div style="width: 0%;"><div></div></div> 0%		8h 0m
 ▶ Course: Learning Skype for Business	<div style="width: 30%;"><div></div></div> 30%		1h 35m
 ▶ Course: iPhone and iPad Photography with iOS 10	<div style="width: 3%;"><div></div></div> 3%		2h 55m
 ▶ Course: OneNote 2016 Essential Training	<div style="width: 13%;"><div></div></div> 13%		3h 46m
 ▶ Course: Office 365: Excel Essential Training	<div style="width: 0%;"><div></div></div> 0%		8h 54m

Your Lynda.com Online Training Library (soon to become LinkedIn Learning)

provides easy-to-follow video lessons from experts in each subject area. As a Marshall University student, you have access to the full Lynda.com library using your MUNet username and password as your login credentials. Lynda Campus is a great way to obtain essential skills needed for your courses and success in college and life in addition to improving your productivity while studying and your marketability after graduation.



www.marshall.edu/lynda



lynda.com

A mobile app is available to allow you to download complete courses to view offline anytime and anywhere. Check the app store for your device.

TECI&UCF

group collaboration & multimedia presentation

**The purpose of
TECI and UCF rooms
is to enhance the
learning experience
for students by
providing them and
their instructors
state-of-the-art
technological tools
in both classroom
settings and for
individual use.**

WHAT ARE TECI ROOMS?

TECI stands for Teaching, Learning, and Collaboration spaces and is designed to facilitate group collaboration and multimedia presentations in a classroom setting. TECI rooms provide our faculty with the latest technologies, and help to improve student learning outcomes through the promotion and support of new, high-tech teaching pedagogies.

WHAT IS UCF?

UCF stands for University Computing Facilities and provide technology learning spaces throughout Marshall University's Huntington campus and one on the South Charleston campus. These facilities provide an assortment of learning spaces that range from general individual-use computer stations to computer lab classrooms.



For more information on TECI rooms please visit:
www.marshall.edu/it/TECI

For more information on labs please visit:
www.marshall.edu/it/UCF



TECH UP

helping students succeed

Marshall's IT, Library and Online Learning and Student Affairs staff conduct the free "Tech Up" sessions each semester in Drinko Library.

"Tech Up" was created in response to a request by a Marshall University student. Originally developed for nontraditional students, Tech Up has one purpose—to help students succeed at Marshall by being technologically up to speed by the time they take their first course.

Brush up on your technology skills in navigating the library's electronic resources and services and using Blackboard through MUOnLine.

Learn tips and tricks to help you hit the ground running with research and writing support; accessing online librarians and guides; and maximizing e-books and e-journals. Basic Blackboard tools and utilizing the free 24/7 Blackboard tech support service are covered.

Marshall students can self-enroll in the online version in MU OnLine/Blackboard. Log in, click on the Organization tab, search for "Technology & Non-Traditional Students," Enroll.

Look for events on campus brought to you by Information Technology and Libraries and Online Learning to enhance your knowledge about services provided to help make you a more successful student. Also, as a Marshall student you can enhance your skills by accessing high-quality, on-demand, expert-led instructional videos from Lynda.com, soon to be LinkedIn Learning.



**For more information on TECH UP
please contact: studentaffairs@marshall.edu or (304) 696-6422**

MU ALERT

www.marshall.edu/emergency/mualert

IMPORTANT NUMBERS

MUPD

(304) 696-4357

ON CAMPUS **6HELP**




EMERGENCY

911

MU SWITCHBOARD

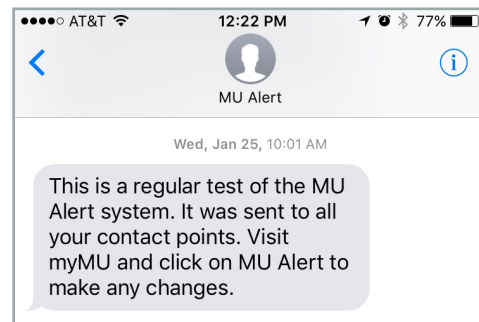
(304) 696-3170

RECEIVE ALERTS BY

-  Text Message
-  Phone Call
-  Email

If a situation doesn't feel right or if you need emergency assistance, always trust your instincts: Call 911.

Marshall University cares about the safety of its students, faculty and staff. The MU Alert Notification System is a multimodal communication system that will allow the University to send simultaneous alerts, warnings, or cautions any time hazardous conditions arise on campus that could affect and/or threaten the health and safety of members of the Marshall community.



Students can sign up, update or remove information at www.marshall.edu/mymu.



GET CONNECTED

services to get students connected

SOCIAL MEDIA

www.marshall.edu/it

www.marshall.edu/it/student-guide

@Marshallu_IT

@MarshalluIT

BeHerd

We want your voice to be heard! Please take the time to let us know how we're doing and what we can do better.

The faculty and staff of Marshall University strive to be the best. We are very proud of our commitment to customer service, and we want your voice to Be Herd! Please take the time to let us know how we're doing and what we can do better. Each message sent through the Be Herd portal will be seen and answered by the appropriate administrator. **Don't be shy, Be Herd!**

www.marshall.edu/beherd



MUMobile

MUMobile provides access to the latest news and information from Marshall University, and delivers it to your hands through your mobile device. Use MUMobile to search the campus phone directory, locate buildings on campus, view available courses, keep up with the latest sports scores, and get access to all the events happening on campus. Available for download in the app store for your device.

www.marshall.edu/mumobile/



Blackboard Transact eAccounts

Blackboard Transact eAccounts ensures easy and secure access to manage stored value accounts and ID card status directly through the app.


Key Features:


Access current account balances, Access recent transactions, make deposits to your account using a previously saved payment method, manage ID card status, change and update PIN.








**MARSHALL UNIVERSITY
INFORMATION TECHNOLOGY**

 www.marshall.edu/it

 www.marshall.edu/it/student-guide

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