MARSHALL UNIVERSITY
FACULTY&STAFFGUIDE
FOR INFORMATION TECHNOLOGY

Version Fall 2018

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

WELCOME

FROM MARSHALL UNIVERSITY INFORMATION TECHNOLOGY

The IT Faculty & Staff Guide lists the most commonly used technology resources available to you as a Marshall employee. The available technologies are provided as resources to help you achieve your goal and to assist you in increasing productivity and collaboration whether in your workspace or the classroom. 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. The majority of public and academic spaces are covered by the University's WiFi network. Technological innovation provides all of our campus users with collaborative, interactive and productivity tools.

NEED HELP?
CONTACT THE IT SERVICE DESK
LOCATED on the first floor of the
Drinko Library & Information Center

ITSERVICEDESK@MARSHALL.EDU
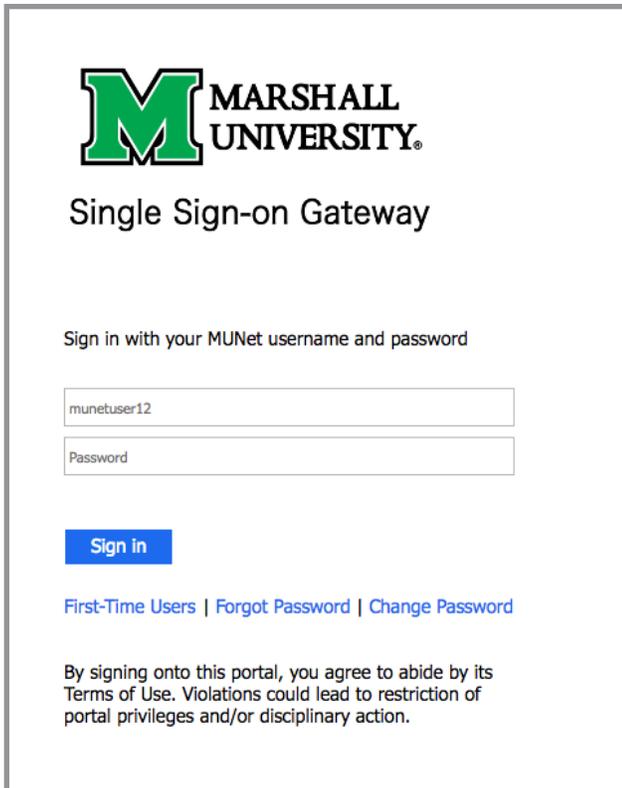CHAT: www.marshall.edu/it
(304) 696-3200 (HUNTINGTON)
(304) 746-1969 (CHARLESTON)

🖥 **www.marshall.edu/it**
🖥 **www.marshall.edu/it/faculty-staff-guide**
🐦 **@Marshallu_IT**
📘 **@MarshalluIT**

MUNet ID
www.marshall.edu/id

MARSHALL UNIVERSITY®

Single Sign-on Gateway

Sign in with your MUNet username and password

munetuser12

Password

Sign in

First-Time Users | Forgot Password | Change Password

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 user'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 Marshall users. Your MUNet ID is based on a combination of your lastname and possibly your first name or a sequence number, for example smith344 or smitha.

Your MUNet ID is also the first part of your email address.
User email addresses are:
MUNetID@marshall.edu

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 users to access a multitude of information spanning from grades, Blackboard, Email, MUAlert, DegreeWorks, and many other resources.

CALENDAR
CAMPUS EVENTS
COURSE SCHEDULE
ONLINE COURSE MATERIALS
EMAIL
GRADES

COMMUNICATE
unified communications

As a Marshall employee, you are provided access to University email on our Microsoft Exchange environment via Microsoft Outlook. Microsoft Outlook is the email client that is included in various releases of Microsoft Office.
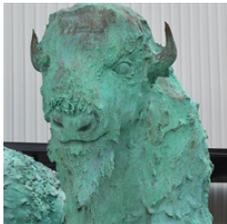
The physical **Outlook** client is installed locally on your PC, Mac, or mobile device and allows for online and offline access to your Marshall University email, contacts, global address lists, calendar, tasks, and notes.

The Outlook Web App provides online-only access to your Marshall University email and provides you with a lot of the same access and features as the physical client.

OUTLOOKWEB.MARSHALL.EDU

Check out our "How Do I..." section for instructions on how to add your email to your mobile device.

Skype For Business

Skype for Business is Marshall's unified communications solution that integrates all of our communication needs. Combining the best abilities of our desk phones, Microsoft Outlook, instant messaging and group and personal video conferencing with others whether collaborating on– or off-campus.

WWW.MARSHALL.EDU/SFB

Voicemail To Email
Meeting Room Systems
Instant Messaging

Download the App!

MUOnline

www.marshall.edu/muonline

Blackboard

MUOnLine is a learning management system powered by Blackboard, which allows faculty to connect course content and information to students online.

Staff and departments can also use MUOnLine to organize trainings, interact with their colleagues, and store department or committee information in one secure location.

Contact students & colleagues
Grade assessments & homework
Share course content & syllabi
Update course schedule

Mobile apps available:
Blackboard App for Students
Blackboard Instructor
Blackboard Grader (for iPad only)

For additional information on Bb mobile apps check the Tech Support tab in Blackboard.

DIGITAL MEDIA SERVICES

Our staff has experience ranging from cutting edge streaming technology via livestream, lecture capture with Camtasia Relay or Ensemble. We can help integrate your projects into Blackboard or help you distribute them to colleagues around the world. We can help you create Interactive Videos, which infuse the power of showing your students' techniques, information, and events in video form with integrated testing that can be tracked and captured in Blackboard.

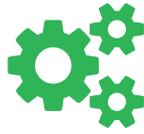### WWW.MARSHALL.EDU/IT/DIGITAL-MEDIA-SERVICES

Lecture Capture via TechSmith Relay
Virtual Classrooms
Bb Collaborate
Zoom
Video and/or Audio streaming library via Ensemble

HARDWARE
new purchase recommendations

Marshall University Information Technology supports both Windows PC and Apple computer products.

Our technicians will assist in the setup of your chosen device and point you to any training you may need. If you're unsure which platform to buy, you can consult with your department to see if there is a recommendation from the academic side.

Windows - Desktop
- Windows 10 Pro
- Core i5 or Core i7 8th Generation (Kaby Lake-R or Coffee Lake) Processors
- 8GB RAM minimum, 16GB RAM or higher preferred
- 1,920×1,080 Full HD Display minimum
- 4 USB 3.0 or 3.1 Ports minimum
- 256GB Solid State HD minimum or 1TB 7200RPM Traditional Hard Drive
- 10/100/1000 Ethernet Port

Windows - Notebook
- Windows 10 Pro
- Core i5 or Core i7 8th Generation (Kaby Lake-R or Coffee Lake) Processors
- 256GB or Greater Solid State Drive
- 802.11ac dual band WiFi
- 2 USB 3.0 or 3.1 ports (newer models may have USB-C with 3.1 and/or Thunderbolt 3)

Windows - Tablet Alternatives
Microsoft Surface Pro (2017)
- Core i5 minimum with Surface Pen (2017)
- 8GB RAM minimum (16GB preferred)

Samsung Tab S3
- Android 7.0 Nougat (8.0 Oreo coming soon)
- 4GB RAM + 32GB built-in
- 128GB MicroSD Card Recommended

Apple - Desktop
- macOS High Sierra
- Core i5 or Core i7 8th Generation(Kaby Lake-R or Coffee Lake) Processors
- 8GB RAM minimum,16GB RAM or higher preferred
- 1,920×1,080 Full HD Display minimum
- 4 USB 3.1/C Ports minimum
- 256GB Solid State HD minimum or 1TB 7200RPM Traditional Hard Drive
- 10/100/1000 Ethernet Port

Apple - Notebook
- macOS High Sierra
- Core i5 or Core i7 8th Generation (Kaby Lake-R or Coffee Lake) Processors
- 256GB or Greater Solid State Drive
- 802.11ac dual band WiFi
- 4 USB – C ports

Apple - Tablet Aternatives
- iOS 11
- iPad Pro (2017 or 2018)
- 256GB or greater at 10.5 or 12.9 inches
- iPad Pro supports Apple Keyboard and Apple Pencil

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

SOFTWARE ☑

www.marshall.edu/it/availablesoftware

Office 365 is available free to all current Marshall faculty and staff. Your Marshall account (MUNETID) 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**   **Publisher**   **Outlook**   **Access**
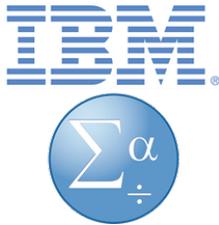
Available on campus, IBM SPSS Statistics is an integrated family of products that addresses the entire analytical process, from planning to data collection to analysis, reporting and deployment.

Available on campus, SAS/STAT meets both specialized and enterprise-wide statistical needs.

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

Create, edit and share documents from any device, and work together with other people at the same time. In addition OneDrive provides faculty and staff with 1 TB of storage for all their files.

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

⌃ MUWiFi
www.marshall.edu/wifi

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. MU users have the ability to access WiFi service anywhere it is available on Marshall's campus using each individual's MUNet ID and password.

Marshall students, faculty, and staff 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.

Users have the ability to connect their Apple TV, Smart TV, and other WiFi enabled devices through Marshall University's **MU DeviceNet service**. However, 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 were moved to "Pervasive" WiFi during the fall term of 2017 to improve coverage and capacity.

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

FACULTY/STAFF

Marco
901555555
Issued: 6/1/17

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.

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".**

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

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 Marshall users 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 Marshall users 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 users 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.

Online services from companies such as www.myfax.com 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/pd**

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 rooms are Technology Enhanced Classrooms and you will find them scattered throughout campus. Each of the TECI rooms are equipped with a computer workstation and instructor podium at the front of the room, digital projection (either a projector or large, mounted display), and audio. Each of the TECI Rooms have similar controls and are all designed to have the same look and feel making teaching and learning in each room a comfortable and familiar experience.

WHAT IS UCF?

University Computing Facilities ,or UCF, are centrally managed computer classrooms located around campus (CH 330/332, SH 532, HH 444, MSC Marcos, Drinko Library and all facilities on the South Charleston Campus) Each computer in all of the UCF sites is setup identically. They all contain the same software and provide a seamless experience for those using the equipment. You can reserve these classrooms by contacting Facilities Scheduling or, if you need a semester long reservation, you can contact the Registrar's office.

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

POLICIES

& research

ITC

IT COUNCIL

The Information Technology Council is the official university committee governing computer and network usage at Marshall University. Below you will find a list of the policies and guidelines affecting the usage of information technology tools and services at the university campus.

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For more information on ITC Policies and Procedures
Please visit: www.marshall.edu/it/governance

RESEARCH COMPUTING

Marshall University IT provides support to research computing in all phases of research. In addition to supporting the high performance computing cluster and storage in the data center, IT staff assist students and researchers in the following:

GRANT PROPOSAL PREPARATIONS - DATA MANAGEMENT PLAN HARDWARE & SOFTWARE ACQUISITION - HARDWARE SETUP & SOFTWARE INSTALLATION - SERVER, STORAGE & VIRTUAL MACHINES ON-PREMISE AND CLOUD HOSTING - PERFORMANCE TUNING & MONITORING - LINUX & WINDOWS SYSTEMS ADMINISTRATION & CONFIGURATION - CONDUCTING RESEARCH COMPUTING WORKSHOPS & TRAINING

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For more information on research computing
Please visit: www.marshall.edu/it/research

CONNECTING
off campus

EDUROAM & INTERNET2

Marshall faculty, staff and students visiting other participating institutions around the world can use their MU email address and password to gain instant wireless Internet access. Conversely, visitors from eduroam partners and Internet2 member institutions can connect to MU's wireless network using their home institution credentials.

VPN

The VPN is a service provided to Marshall University Students, Staff and Faculty for securely connecting back the Marshall University Network (MUNet) over the Internet. By connecting to the VPN from off campus you will be able to access campus services and resources as if you were on campus. These services include accessing network shares; Microsoft SharePoint, and Banner related services.

**For more information on Eduroam & Internet2 please visit: www.marshall.edu/it/eduroam
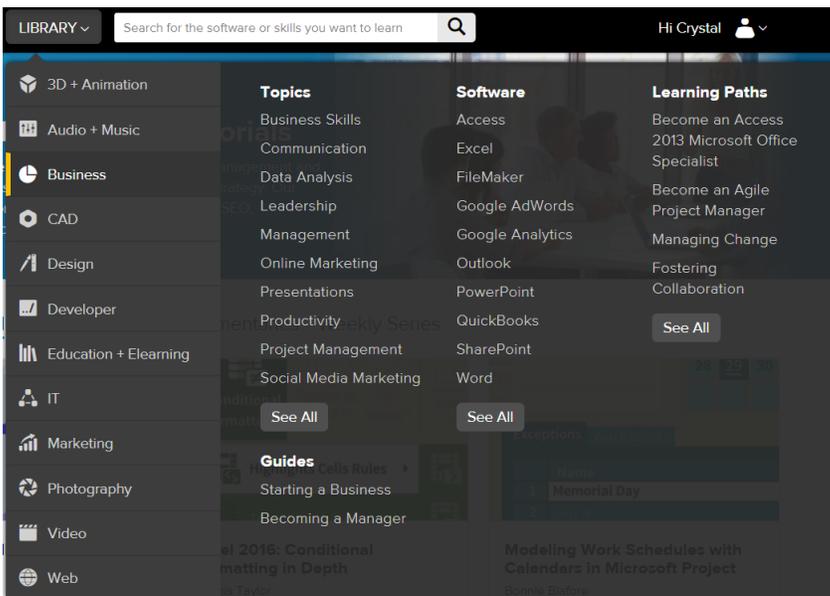www.marshall.edu/it/internet2**

LYNDACAMPUS
training and lessons

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

Your Lynda.com Online Training Library provides easy-to-follow video lessons from experts in each subject area. As a Marshall University employee, 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.

www.marshall.edu/lynda

LIBRARY ⌄	Search for the software or skills you want to learn	🔍		Hi Crystal 👤 ⌄
🔲 3D + Animation	**Topics**	**Software**	**Learning Paths**	
🎵 Audio + Music	Business Skills	Access	Become an Access 2013 Microsoft Office Specialist	
◐ Business	Communication	Excel		
◯ CAD	Data Analysis	FileMaker	Become an Agile Project Manager	
⁄ Design	Leadership	Google AdWords	Managing Change	
⊿ Developer	Management	Google Analytics		
▥ Education + Elearning	Online Marketing	Outlook	Fostering Collaboration	
♣ IT	Presentations	PowerPoint	See All	
📶 Marketing	Productivity	QuickBooks		
☯ Photography	Project Management	SharePoint		
🎞 Video	Social Media Marketing	Word		
🌐 Web	See All	See All		
	Guides			
	Starting a Business			
	Becoming a Manager			

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.

lynda.com

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.

TECH TIPS

❏ **Checked that your computer meets our recommendations?** Get recommendations on new hardware purchases **www.marshall.edu/it/rechardware**

❏ **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! **www.marshall.edu/infosec**

❏ **Downloaded Office 365?** MU employees can install the latest version of Office on up to 5 PCs or Macs and on other mobile devices including Android, iPad®, and Windows tablets. It includes 1 TB of OneDrive storage. Contact IT Service Desk for Assistance. **www.marshall.edu/it/office365/**

❏ **Logged into myMU?** To access the myMU portal, visit **www.marshall.edu/mymu**

❏ **Changed your password?** **www.marshall.edu/id**

❏ **Connected using your MUNet login?** Sign in to computers on campus, the wireless network, myMU, MUOnLine and MUNet all with one single sign-on ID. For more information on single sign-on **www.marshall.edu/it/sso**

❏ **Signed up for MUAlert?** You'll only receive emergency alerts from our MUAlert Emergency Notification System including when school is closed. **Sign up using the MUAlert icon on the Quick Launch pad in myMU.**

❏ **Downloaded the MUMobile app?** You can access resources on the go using the MUMobile app. More info at **www.marshall.edu/mumobile.** Free download available in the App Store and Google Play.

❏ **Checked out Lynda Campus?** **www.marshall.edu/lynda/** or downloaded the mobile app? Lynda.com is a leading online learning company that helps anyone learn business, software, technology and creative skills.

❏ **Accessed printers and copiers at a low price and free scanning?** You can add money to your ID card for printing and copies, or save a tree and scan. **www.marshall.edu/it/pd**

SERVICE CATALOG

Marshall University's service catalog details all available IT related services for faculty, staff and departments. Here you can find information relating to your email, telephone, media, business process improvement, campus services and more.

Email & Cloud

Web

Telephone

Media

Security

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

⚠ **MU**ALERT

www.marshall.edu/emergency/mualert

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.

IMPORTANT NUMBERS

MUPD
(304) 696-4357
ON CAMPUS **6HELP**

EMERGENCY
911

MU SWITCHBOARD
(304) 696-3170

RECEIVE ALERTS BY

- 📱 Text Message
- 📞 Phone Call
- ✉ Email

MUAlert

●●●●○ AT&T 🔋   12:22 PM   ✈ ⏱ ✻ 77% ▇

MU Alert

Wed, Jan 25, 10:01 AM

This is a regular test of the MU Alert system. It was sent to all your contact points. Visit myMU and click on MU Alert to make any changes.
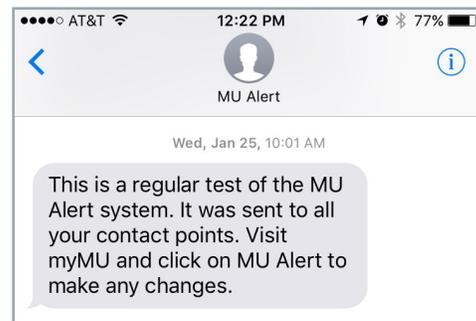
ⓘ **MU users can sign up, update or remove information at www.marshall.edu/mymu.**

GET CONNECTED

services to get connected

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**
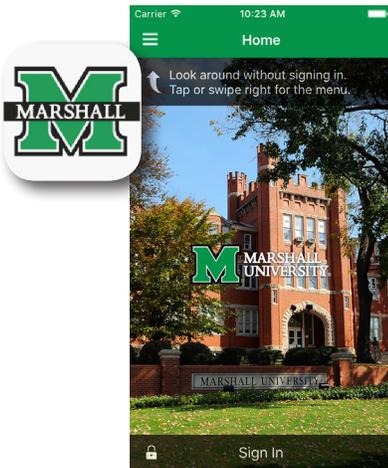
MUMobile

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: You can access current account balances, access recent transactions, make deposits to your account using a previously saved payment method, manage ID card status, and change or update your PIN.
www.marshall.edu/it/eaccounts

MARSHALL UNIVERSITY
INFORMATION TECHNOLOGY
🖥 www.marshall.edu/it
🖥 www.marshall.edu/it/faculty-staff-guide
🐦 @Marshallu_IT
📘 @MarshalluIT