

W E L C O M E

H O M E

MARSHALL UNIVERSITY

DUAL ENROLLMENT IT GUIDE

FOR HIGH SCHOOL STUDENTS



Version 2021



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



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

WELCOME

FROM MARSHALL UNIVERSITY DUAL ENROLLMENT

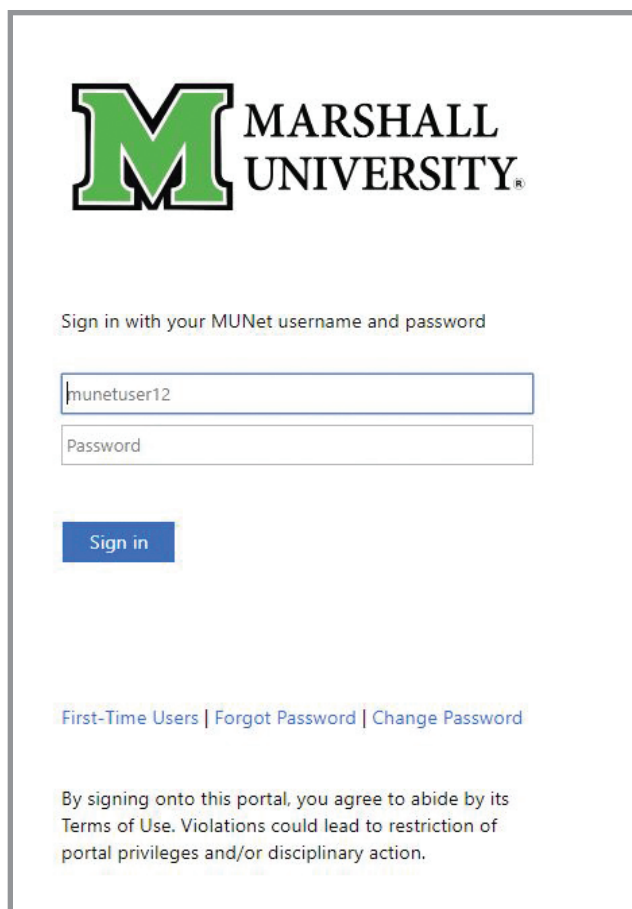
Congratulations on your decision to attend Marshall University for early college credit. Marshall offers a variety of early credit options including Online College Courses for High Schoolers (OCCHS), College Courses in the High Schools (CCHS) and more.

This Dual Enrollment Guide for High School students lists the most commonly used technology resources available to you as a student at Marshall. 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 technical assistance.



MUNet ID

www.marshall.edu/id



The screenshot shows the Marshall University MUNet ID login page. At the top is the Marshall University logo, a green 'M' with 'MARSHALL UNIVERSITY' to its right. Below the logo is the text 'Sign in with your MUNet username and password'. There are two input fields: the first contains 'munetuser12' and the second is labeled 'Password'. Below the fields is a blue 'Sign in' button. At the bottom, there are links for '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 for 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


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



STUDENT SELF-SERVICE

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

 **myMU**


Test, Charlie ▾ | ?


Menu


2 Notifications


Home


QUICK LINKS

 Blackboard

 MUAAlert

 Degree Works

 lynda.com



EMAIL

▼ You Have **53** Unread Messages

53 Office365

MY ALERTS

MUOnline

www.marshall.edu/online-learning



Blackboard

Blackboard provides a platform to connect you and your instructor by:

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

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 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>



Blackboard App

Blackboard's mobile solution to help students stay informed, up-to-date and connected to their online classes on the go.

Not recommended when taking quizzes or tests.

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



Teams



Outlook



WDATP



OneDrive

The MU Information Security office strongly recommends using antivirus software and keeping operating systems up-to-date to keep your personal and university data safe from criminals. Antivirus software is required to connect to the Marshall network.

Also, Adobe Creative Cloud, Wolfram Mathematica, MATLAB & Simulink, SPSS, and SAS are available to students who are taking specific courses. Visit our website for a comprehensive list.

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 the current version of macOS. 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, i7, or i9 Processor 10th Gen or above
- 16GB RAM preferred
- 1,920×1,080 Full HD Display minimum
- USB 3.x (3.2 gen 2 preferred) minimum with USB Type C port availability preferred
- Thunderbolt 3 preferred
- WiFi 5 min / WiFi6 preferred
- Bluetooth 4.x min / 5.x preferred
- HDMI port or adapter
- 720p (1 megapixel) Webcam minimum
1080p (2 megapixel) Webcam preferred
- Headset or earbuds with microphone

Apple

- macOS Catalina
- Core i5, i7, or i9 Processor 10th Gen or above
- 16GB RAM preferred
- USB Type C to Type A adapter
- WiFi and Bluetooth standard
- HDMI adapter
- Apple Webcam
- Headset or earbuds with microphone



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

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.



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

Due to Covid-19 and the Marshall community's health and safety the ID Office will only be issuing Marshall Mobile IDs.

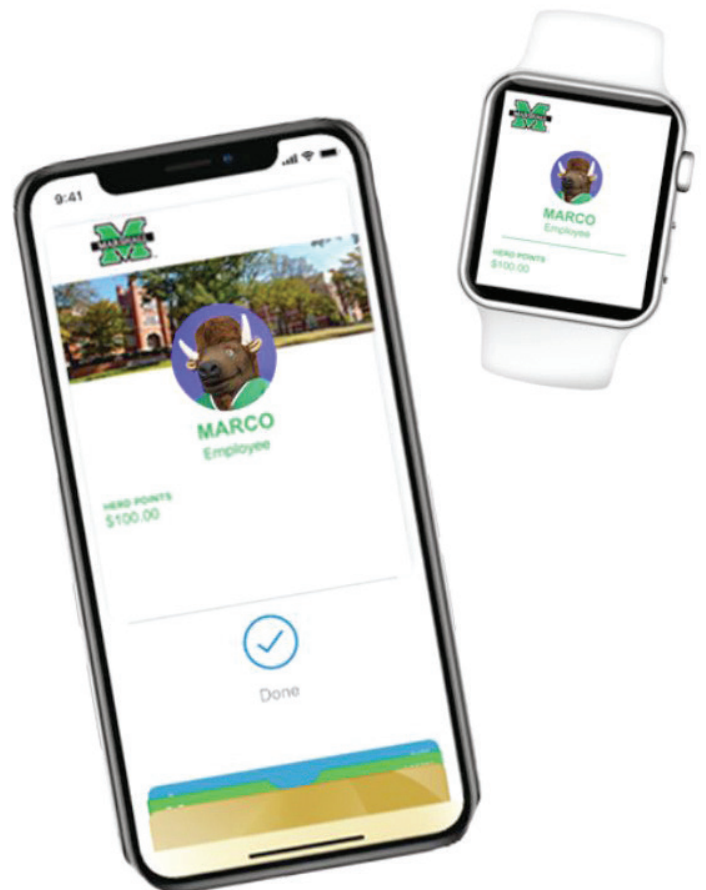
STUDENTS CAN USE MARSHALL MOBILE ID by adding their mobile ID to Apple Wallet on their iPhone and Apple Watch and on Android to use around campus.

Your Marshall ID 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 checkouts and more!

To be eligible for student identification credentials, active enrollment is required for the current or upcoming academic term. Dual credit students working through local high schools may request a special "dual credit/high school student" ID when your course registration is active in the University system. After class registration has been completed, Marshall University's Campus ID Office will send an email to your Marshall University email to begin the process of creating your Marshall Mobile ID.



For more information on the Marshall Mobile ID please visit: www.marshall.edu/it/mobile-id.



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.
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 LinkedIn Learning?**
www.marshall.edu/it/linkedin-learning
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?**
View software that is available to you at no additional cost. Please visit our available software page for further information.
www.marshall.edu/it/availablesoftware

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

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

LinkedIn Learning

training and lessons

The screenshot displays the LinkedIn Learning homepage. At the top, there's a navigation bar with the LinkedIn Learning logo, a search bar, and links for Home, My Learning, and a profile icon. Below the navigation bar, three course cards are featured: 'Expert Tips for Answering Common Interview Questions' (1h 24m), 'Rock Your LinkedIn Profile' (57m), and 'How to Use LinkedIn Learning' (Updated 1 month ago). Below these cards, a 'Browse' section is visible, showing a grid of categories: Business, Creative, and Technology. Under 'Business', there are sub-categories like Subjects, Software, and Learning Paths, each with a list of specific topics or courses. A 'See All' button is located at the bottom of the Learning Paths list.

Your LinkedIn Learning Online Training Library

provides easy-to-follow video lessons from experts in each subject area. As a Marshall University student, you have access to the full training library using your MUNet username and password as your login credentials. LinkedIn Learning 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/it/linkedin-learning



LEARNING
WITH **Lynda.com**® CONTENT



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.

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.

MUALERT

www.marshall.edu/emergency/mualert

IMPORTANT NUMBERS

MUPD

(304) 696-4357

ON CAMPUS 6HELP




EMERGENCY

911

MU SWITCHBOARD

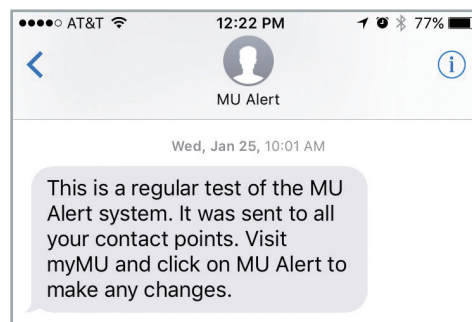
(304) 696-3170

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



**MARSHALL UNIVERSITY
INFORMATION TECHNOLOGY**

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