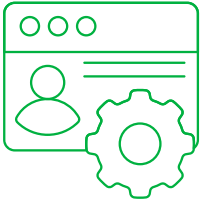




Marshall Tech Onboarding Guide



Your Marshall University Account

1. Receive Your MUID Number

If you've received your MUID number from Marshall University Human Resources, your information has been successfully added to the university's employee database. Your MUID (Marshall University ID) is a unique identifier that connects you to a variety of campus services and resources.

Please note: your MUID is not the same as your computing user account credentials. It serves as an identification number, not a login username or password.

2. Understand Account Activation

24 hours before your start date, the process to create your user account and email address will be started. Your email is username@marshall.edu. Your user account and password will allow you to login to technology resources (i.e., e-mail, campus devices, Adobe, Microsoft services, etc.)

(Example: Start date 02/03/26 – Account generation starts 02/02/26)

The username creation process applies the base Microsoft License. This license allows you to use the Microsoft suite online by logging in at portal.office.com.

Account Activation Considerations

If you've had a **previous university account** (as a former student, employee, or alumni), your account might be inactive. Contact the Marshall University IT Service Desk with your MUID number to check your account status. Manual activation may take 12-24 hours.

If you try to set up your account before your official start date, it might not be ready. You may need to wait and try again later.

3. First Time User Portal

If **Account Activation Considerations** do not apply, you will use the First Time User Portal to setup your account on or after your official start date. The portal will guide you through setting a password and setting up Multi-Factor Authentication (MFA). Scan the QR code to get started !



Scan or Click Me!

Troubleshooting

If you encounter issues or errors while using the First Time User Portal, contact the service desk for manual activation.

MUIT Chat: www.marshall.edu/IT
MUIT Service Desk: 304-696-3200
Location: Drinko Library 141

This Guide Includes:

- MFA Set Up
- Mobile ID Set Up
- University Device Info
- Machine Checkout Info
- Administrative Software
- Academic Software
- Classroom Technology



Multi-Factor Authentication App



What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is a security measure used to protect sensitive systems and data by requiring users to verify their identity using more than one method of authentication. This adds an extra layer of security beyond just a username and password. MFA helps safeguard sensitive systems such as email, student records, and financial data, reduces the risk of unauthorized access, and ensures compliance with data protection regulations like FERPA and HIPAA. It is commonly used when accessing university portals, learning platforms, and remote services.

Setting up Microsoft Authentication

1

Download Microsoft Authenticator Application on your mobile device.



Apple



Microsoft Authenticator Application



Android

2

Open the App for the First Time

1. Tap "Get Started".
2. Allow any permissions it asks for (like camera and notifications).
3. Tap "**Add account**" or the plus (+) icon.
4. Tap "Work or school account" and sign in with your **Marshall Email and Password**

3

MFA Configuration

1. Register your mobile device: Click **Register** then **confirm registration** on following screen.
2. Connect your **Face ID, Touch ID, or passcode**.
3. Configure Notifications: Confirm you **enable your notification for this application**.

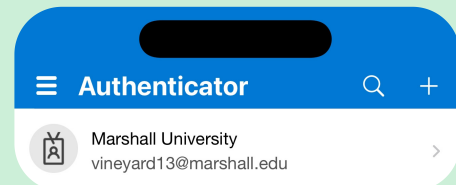
4

MFA Dashboard

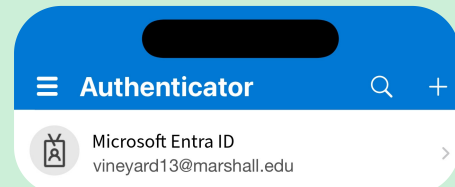
Your Marshall email address will be displayed on the MFA dashboard in one of the following formats:



Successful Login



Unsuccessful Login



If you have issues with an **unsuccessful login**, please refer to our **Troubleshooting** section for assistance.



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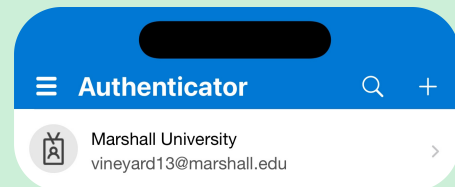
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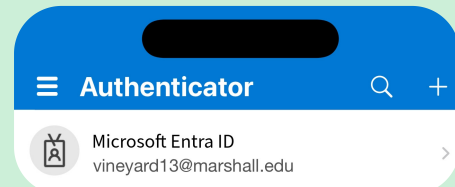
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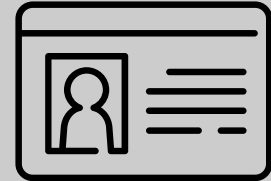
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Your Marshall University ID

Obtaining your Identification

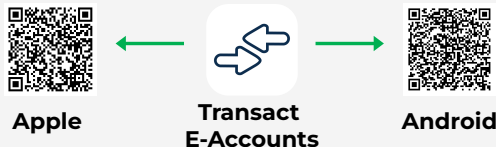
ID cards are disbursed both physically and for mobile devices that support NFC capabilities (Example: Apple Pay/Google Pay capabilities). Please note that your Mobile ID will serve as your primary form of identification on campus.



Mobile ID

Before setting up your Mobile ID, your account must be fully activated—this includes setting your password and configuring your Multi-Factor Authentication (MFA) method. Mobile Campus IDs also require a Transact E-Accounts setup to function properly.

1 Download Transact E-Accounts on your mobile device.



2 Open the App and Get Started

1. Launch the app and tap “Get Started.”
2. Search for and select your college or university.
3. Enter your university login credentials.
4. Complete any multi-factor authentication if prompted.

3 Submitting your Identification Photos

1. Tap the gear icon in the top right
2. Select “Submit ID Photo”
3. Tap “Get Started”
4. First, a picture of your Government Issued ID for verification: Tap “Upload ID Photo” and take or choose a photo of your ID card.
5. Next, Upload a Photo of yourself: Tap “Upload Photo” and **choose an image of yourself from your photo gallery.**
 - a. You’ll see a message: “We’re processing your photo”
 - b. If successful, it will show “Pending Approval”
6. Wait for Approval: MUIT Campus ID office will review the photo.
 - a. **If approved**, you can proceed to add your Mobile ID to your wallet.
 - b. **If denied**, you’ll receive an email with the reason and can resubmit a corrected photo.

4 Add Mobile ID to Wallet

1. Once authenticated, tap “Add to Apple Wallet” (iOS) or “Add to Google Wallet” (Android).
2. Follow the prompts:
 - a. Tap Next
 - b. Agree to the Terms & Conditions
 - c. Confirm the addition

5 Confirmation

1. You’ll receive a notification confirming your Mobile ID has been added.
2. Tap **Done** to return to the app’s home screen.

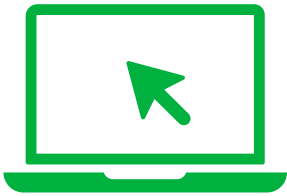
Physical ID

Campus ID Email: campusid@marshall.edu
MUIT Campus ID Office: 304-696-6843
Location: Drinko Library 141

Photos and ID card printing for physical Campus IDs are handled in person at the MUIT Campus ID Office. **Physical ID cards are issued only when necessary.** If you require a physical ID, please contact the ID Office team.



Marshall Tech Onboarding Guide



University Issued Devices

Faculty/Staff: Receiving your University Machine

Each employee is assigned an Employee Position Number, which is tied to a specific university-issued device designated for that position. You will receive your assigned machine from your department leadership or Information Technology. These devices meet established standards to ensure you can perform your job duties efficiently and effectively.

Your direct supervisor is responsible for making a university-issued device available to you (for full-time employees only).

Staff/Faculty Checkout Machines

The MUIT Service Desk offers devices and peripherals for faculty and staff to check out as needed, including loaner laptops for users whose university-issued devices are undergoing repairs or are unavailable due to accidental damage, subject to availability.

Available devices can include:

- Webcams
- Mice
- Keyboards
- USB WiFi adapters
- iPads

MUIT Service Desk: 304-696-3200

Location: Drinko Library 141



Student Technology Access and Recommendations

Marshall University provides students with access to loaner laptops through the MUIT Service Desk, subject to availability and approval requirements. Students should also review the University's recommended computer specifications to ensure their devices support academic programs, required software, and campus technologies. For assistance, contact the Marshall IT Service Desk.



Account License Type

When you activate your university account, you also enable your Microsoft 365 license, granting access to a wide range of connected Microsoft products and services. It's important to understand the different types of Microsoft licensing models, as they determine how software and services can be used, managed, and supported within an academic environment.



Microsoft 365 A1 License

Includes:

- Web-based versions of Word, Excel, PowerPoint, and OneNote
- Microsoft Teams
- Email via Outlook (25 GB storage for mail)
- Basic security and compliance tools
- 100 GB of One Drive Storage

Limitations:

- No desktop apps; Web-based access only



Microsoft 365 A5 License

Includes:

- Everything in A1 package
- Full desktop versions of Office apps
- Advanced security and device management
- Microsoft Publisher and Access (Windows only)
- Advanced analytics with Power BI Pro
- Audio conferencing and phone system capabilities
- 1 TB of One Drive Storage
- 100 GB mail storage

Administrative Software

Microsoft Office Suite



In today's workplace, Microsoft Office is a trusted foundation for getting work done. From creating content to managing data and staying connected, its tools are grouped into categories that support communication, collaboration, and productivity—helping teams work smarter, wherever they are.

Now, with access to [Microsoft 365 Copilot Chat](#), users can utilize secure, web-grounded AI assistance directly within Microsoft 365. Connect with popular M365 application available to you.

Access your online Microsoft Office Suite by visiting portal.office.com

Productivity



Word



Excel



OneNote



Copilot



Forms



PowerPoint

Communication & Collaboration



Teams



Outlook



Loops



Bookings

Project & Task Management



Planner



ToDo



Lists



Project

Cloud Storage & File Management



OneDrive



SharePoint

Media & Presentation Tools



Stream



Clipchamp



Sway

Development & Automation



Power BI



Power Automate



Power Apps

Adobe Products

Our available Adobe products combines tools for document management, quick content creation, and AI-powered design. Acrobat handles PDFs, Express simplifies visual content creation, and Firefly uses generative AI to boost creativity and speed.



Acrobat

+



Adobe AI

acrobat.adobe.com



Express

new.express.adobe.com



FireFly

firefly.adobe.com

Academic Software



Blackboard

Blackboard is the primary Learning Management System (LMS) used at Marshall University to support teaching, learning, and collaboration. It serves as a centralized platform where students can access course materials, submit assignments, take quizzes and exams, and engage in discussions with instructors and classmates.

Beyond academic coursework, Blackboard also supports organizational needs across the university. It is used by teams, departments, and workgroups for training, communication, and resource sharing. This makes it a versatile tool not only for classroom learning but also for professional development and institutional collaboration.

With its user-friendly interface and robust features, Blackboard helps foster a connected and efficient learning environment for the entire Marshall University community.



myMU

myMU is Marshall University's all-in-one digital dashboard, designed to streamline access to essential tools, services, and information for students, faculty, and staff. As a comprehensive portal, myMU simplifies your university experience by bringing everything you need into one convenient location.

Through myMU, users can:

- Access academic resources such as class schedules, grades, and financial aid information
- Connect directly with professors, advisors, and campus departments
- Stay informed with university announcements and updates
- Manage personal and academic records securely
- Explore campus services, events, and community engagement opportunities

qualtrics^{XM}

Qualtrics is a powerful online survey and experience management platform used at Marshall University to gather feedback, conduct research, and improve decision-making. It enables employees to easily create surveys, distribute them to targeted audiences, and analyze responses in real time.

Whether you're collecting feedback from students, assessing training effectiveness, or conducting internal evaluations, Qualtrics provides the tools to design professional surveys and generate actionable insights. Its intuitive interface and robust analytics make it a valuable resource for enhancing communication, engagement, and continuous improvement across departments.

Respondus[®]

Respondus LockDown Browser is a secure web browser used at Marshall University to ensure academic integrity during online assessments. It is specifically designed to prevent cheating by restricting students' ability to browse the internet, access other applications, take screenshots, or copy/paste while taking a test.

When students use LockDown Browser, they are locked into the testing environment until the exam is submitted. This tool integrates seamlessly with Blackboard, making it easy for instructors to set up secure exams and for students to access them.

As an employee, especially if you're involved in academic support or instruction, it's important to understand how LockDown Browser works and how to assist students or faculty with its use.

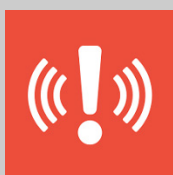
echo360[®]

Echo360 is Marshall University's video content management and lecture capture platform, designed to support teaching, learning, and communication. It allows faculty and staff to easily record, upload, manage, and share video content such as lectures, presentations, training sessions, and campus events.

With Echo360, users can:

- Record video directly from their computer or classroom setup
- Upload and organize video content in a secure, searchable library
- Embed quizzes and interactive elements into videos
- Share videos through Blackboard or direct links
- Access detailed viewing analytics to track engagement

Echo360 enhances accessibility and flexibility by supporting on-demand learning and providing automatic captioning. It's a key tool for delivering high-quality, multimedia-rich content across the university.



AlertMedia

MU Alert is Marshall University's official emergency notification system, designed to quickly communicate critical safety and operational information to students, faculty, and staff across campus. **AlertMedia** is a modern emergency communication platform that helps organizations quickly share critical information and respond to incidents in real time. It combines multi channel messaging, threat intelligence, and incident response tools to ensure users receive important updates during emergencies or disruptions. **AlertMedia** delivers notifications through several communication methods, including:

- text messages
- email
- application notifications
- telephone calls

This approach allows organizations to reach users wherever they are, helping keep individuals informed, connected, and safe during critical events.

Academic Software



Marshall U App

The Marshall U Mobile App is the official app of Marshall University, designed to enhance the student, faculty, and staff experience by providing quick and convenient access to essential campus resources. Through a user-friendly interface, the app allows users to view their class schedules, check grades, access Blackboard, and stay updated on campus news and events. It also includes tools for connecting with peers, joining student organizations, and receiving important notifications such as emergency alerts or academic reminders.

In addition to academic features, the app supports campus engagement by offering event calendars, student group directories, and interactive campus maps. Users can also manage their university accounts, access support services, and communicate with departments directly through the app. Available for both iOS and Android devices, the Marshall U app serves as a centralized hub for navigating university life both on and off campus.



Banner 9 Database

Banner 9 at Marshall University is a modern, web-based administrative system used by faculty and staff to manage student records, financial aid, human resources, and other institutional data. Accessible through the MyMU portal, Banner 9 features a streamlined interface with improved navigation, search functionality, and compatibility across major browsers. Users interact with the system via the Application Navigator, which allows quick access to administrative pages and tools. Banner 9 supports secure login through single sign-on (SSO) and is designed to enhance efficiency and accuracy in university operations. Training is required for new users to ensure proper use of the system.

The system introduces several user-friendly features, such as collapsible sections, improved data filtering, and enhanced notification messages. It also maintains single sign-on (SSO) integration, allowing seamless access to other university systems. For new users, Marshall University requires completion of Basic Navigation Training before access is granted, ensuring that all users are equipped to navigate the system effectively.

MUAppstream Workspace

Virtual App Delivery Platform

MUAppStream is Marshall University's cloud-based platform that provides secure, remote access to academic and productivity software from virtually any device. It allows students, faculty, and staff to access university-provided applications, including Microsoft Office, SPSS, MATLAB, AutoCAD, ArcGIS Pro, and other specialized software, without installing them locally or connecting to the campus network.

Accessible through Microsoft's Windows App service at <https://windows.cloud.microsoft>, MUAppStream supports cross-device compatibility and enables users to work from anywhere while maintaining access to the tools needed for coursework, research, teaching, and university operations. Applications run on university-hosted cloud resources, providing a flexible and convenient solution for remote learning, hybrid instruction, and modern work environments.

Classroom Technology



TECI

Technology Enhanced Classrooms are designed to support collaborative learning and multimedia presentations. These spaces are equipped with cutting-edge tools to empower faculty and enhance student learning outcomes by promoting innovative, technology-driven teaching methods.

Many of these classrooms are part of the Technology Enhanced Classroom Initiative (TECI)—a program originally funded through an annual grant from the Office of the President. TECI has played a key role in developing and maintaining modern learning environments across campus. These classrooms are centrally managed and available for scheduling through the Registrar's Office, ensuring open access for all departments rather than being assigned to any single one.

Identifying TECI Classrooms

Not all enhanced classrooms fall under the TECI program. Rooms managed by TECI are labeled accordingly. Faculty and staff can contact TECI support at 304-634-2664 for immediate assistance.



Enabled Classroom

T1V-enabled classrooms at Marshall University are designed to foster collaborative learning through advanced, multi-user technology. These spaces feature T1V ThinkHub systems, which enable instructors and students to wirelessly share content from laptops, tablets, and mobile devices without the need for cables.

The platform supports simultaneous interaction from multiple users, allowing for dynamic engagement with shared materials. Integrated digital whiteboarding tools make it easy to annotate, draw, and brainstorm directly on the display, enhancing real-time collaboration. Additionally, sessions can be saved and exported, providing a convenient way to review or distribute content after class.