

MARSHALL UNIVERSITY

# STUDENT GUIDE

FOR INFORMATION TECHNOLOGY

Version Fall 2020

Marshall University Information Technology  
[www.marshall.edu/it](http://www.marshall.edu/it) • [itservicedesk@marshall.edu](mailto: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](http://www.marshall.edu/it)  
(304) 696-3200



[www.marshall.edu/it](http://www.marshall.edu/it)  
[www.marshall.edu/it/student-guide](http://www.marshall.edu/it/student-guide)  
@Marshallu\_IT  
@MarshalluIT  
@Marshallu\_IT



# WELCOME

## FROM MARSHALL UNIVERSITY INFORMATION TECHNOLOGY

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**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.

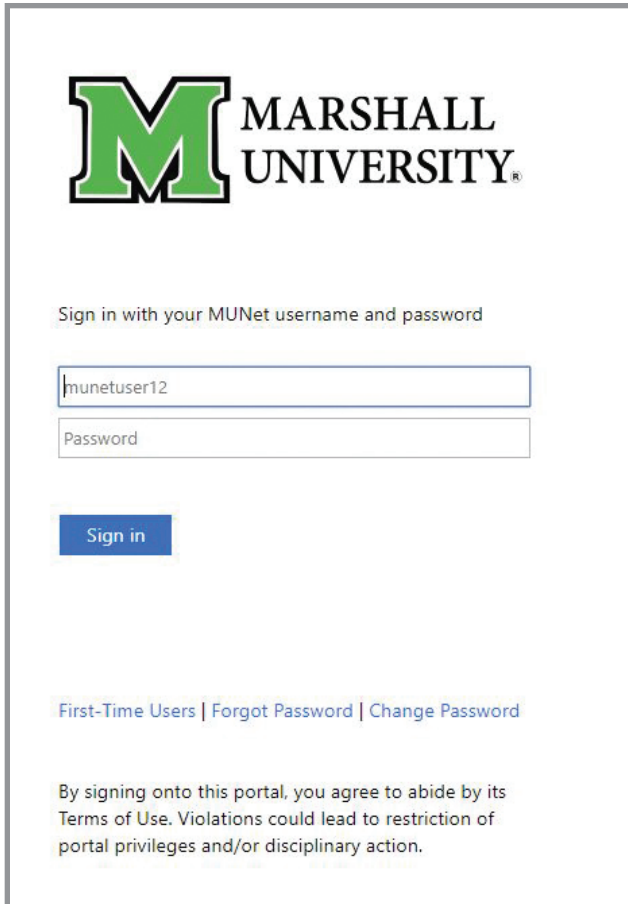
All campuses at Marshall have classrooms with embedded technology to aid the faculty and the students in the learning process. Public and academic spaces are covered by the University's WiFi network. Technological innovation provides all of our students with collaborative, interactive and productivity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



# MUNet ID

[www.marshall.edu/id](http://www.marshall.edu/id)

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The screenshot shows the Marshall University MUNet ID login page. At the top left is the Marshall University logo, a green 'M' with 'MARSHALL UNIVERSITY' to its right. Below the logo, the text 'Sign in with your MUNet username and password' is displayed. There are two input fields: the first contains the text 'munetuser12' and the second is labeled 'Password'. Below these fields is a blue 'Sign in' button. At the bottom of the form, 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 or any reason is available at [www.marshall.edu/id](http://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](mailto: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/muonline](http://www.marshall.edu/muonline)



## 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**

**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.



# SOFTWARE

[www.marshall.edu/it/availablesoftware](http://www.marshall.edu/it/availablesoftware)

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**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](http://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](http://www.marshall.edu/it/recommendations)



# MUWiFi



[www.marshall.edu/wifi](http://www.marshall.edu/wifi)

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**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 <https://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](http://www.marshall.edu/it/eduroam).



**For more information or to learn how to connect your devices please visit: [www.marshall.edu/it/howdoi](http://www.marshall.edu/it/howdoi).**

# Campus ID Office

[www.marshall.edu/campusid](http://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.

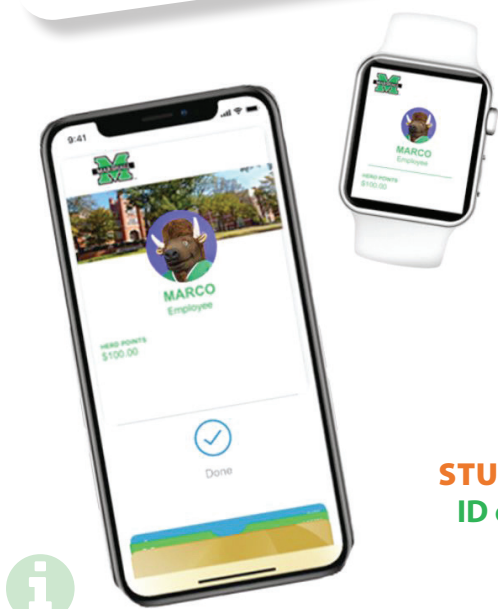
#### **Photos for ID cards can be taken at the following locations:**

- 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 and on Android to use around campus. More info at [www.marshall.edu/it/mobile-id/](http://www.marshall.edu/it/mobile-id/).



For more information on the Campus ID office please visit: [www.marshall.edu/campusid](http://www.marshall.edu/campusid)



# MEAL PLANS

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## 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](http://www.marshall.edu/campusid) and click on “Points Plan”.**

## ACCOUNT ACCESS

**Online** 

[www.marshall.edu/cardaccounts](http://www.marshall.edu/cardaccounts)

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



Transact eAccounts

**Mobile App** 

Search for “**eAccounts**” in the App Store or Google Play  
Download free “Transact 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

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**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](http://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 Windows 10. <https://get.adobe.com/reader/>**



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



# IT SERVICE DESK

[www.marshall.edu/it](http://www.marshall.edu/it)

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**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](http://www.marshall.edu/id)
- ❑ **Checked that your computer meets our recommendations?**  
Get recommendations on new hardware purchases  
[www.marshall.edu/it/recommendations](http://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](http://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](http://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](http://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](http://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](http://www.marshall.edu/infosec)
- ❑ **Downloaded the MUMobile app?**  
You can access resources on the go using the MUMobile app.  
[www.marshall.edu/mumobile](http://www.marshall.edu/mumobile). Free in the App Store and Google Play.

- ❑ **Checked out LinkedIn Learning?**  
[www.marshall.edu/it/linkedin-learning](http://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](http://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](http://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 platform. 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 this, 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). A second navigation bar is shown below, featuring a 'Browse' dropdown, a search bar, and links for Home, My Learning, and Me. The main content area is divided into four columns: Business, Creative, Technology, Subjects, Software, and Learning Paths. The Subjects column lists various topics like Business Analysis and Strategy, Career Development, and Project Management. The Software column lists tools like Excel, Google Analytics, and Microsoft 365. The Learning Paths column lists career-focused tracks like 'Become a Digital Marketing Specialist' and 'Become a Manager'. A 'See All' button is located at the bottom of the Learning Paths column.

## 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](http://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.**



# TECI&UCF

## group collaboration & multimedia presentation

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**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](http://www.marshall.edu/it/TECI)

For more information on labs please visit:  
[www.marshall.edu/it/UCF](http://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](mailto:studentaffairs@marshall.edu) or (304) 696-6422**



# MUALERT

[www.marshall.edu/emergency/mualert](http://www.marshall.edu/emergency/mualert)

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## IMPORTANT NUMBERS

### MUPD

(304) 696-4357

ON CAMPUS **6HELP**




### EMERGENCY

911

### MU SWITCHBOARD

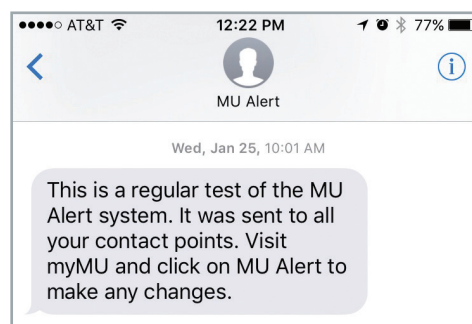
(304) 696-3170

## 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](http://www.marshall.edu/mymu).



# GET CONNECTED

services to get students connected

## SOCIAL MEDIA

 [www.marshall.edu/it](http://www.marshall.edu/it)

 [www.marshall.edu/it/student-guide](http://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](http://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/](http://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](http://www.marshall.edu/it)

 [www.marshall.edu/it/student-guide](http://www.marshall.edu/it/student-guide)

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