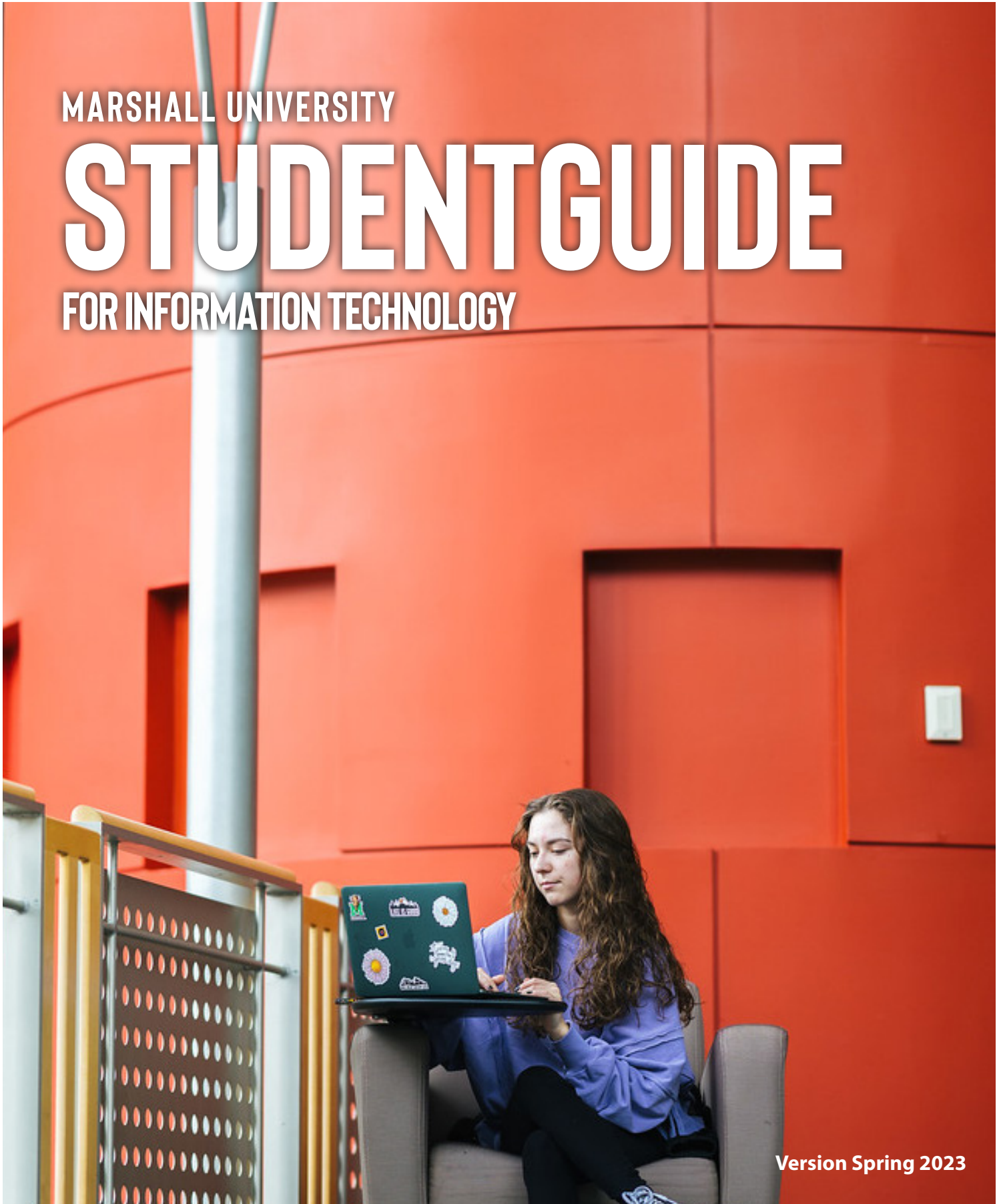


MARSHALL UNIVERSITY

STUDENTGUIDE

FOR INFORMATION TECHNOLOGY



Version Spring 2023

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



Herd Academy Students:

Congratulations on your decision to attend Marshall University for early college credit. Marshall offers a variety of early credit options including College Courses in the High Schools and online courses.

Look for special notes, like this one, throughout this guide for specific information pertaining to you.



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

WELCOME

FROM MARSHALL UNIVERSITY INFORMATION TECHNOLOGY

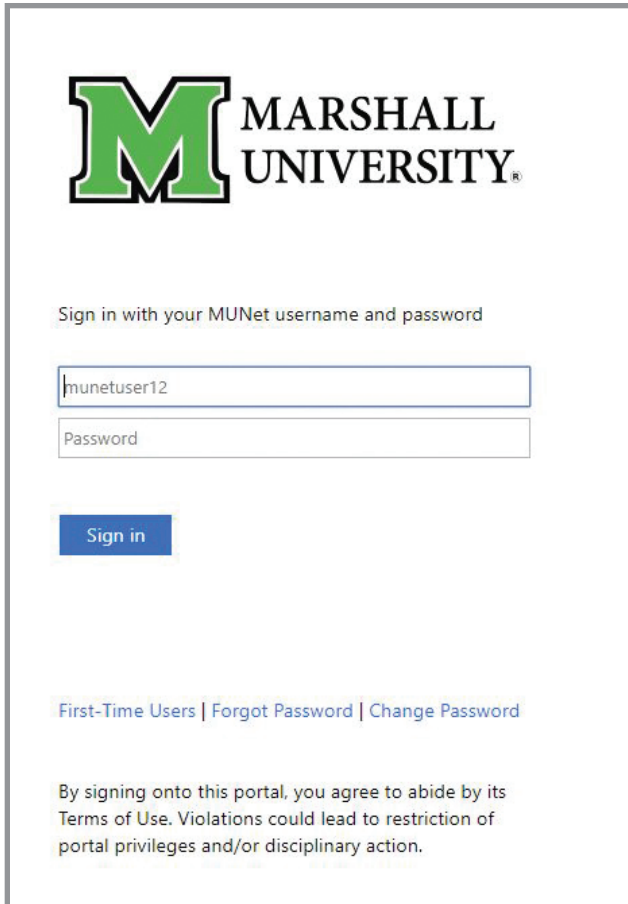
The IT Student Guide lists the most commonly used technology resources available to you as a Marshall student. As you advance in your education at Marshall you will find technology used in various ways throughout your courses. The available technologies are provided as resources to help you achieve your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

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



MUNet ID

www.marshall.edu/id



The screenshot shows the Marshall University MUNet ID sign-in page. At the top left 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'. A blue 'Sign in' button is positioned below the fields. At the bottom of the form area, 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

The screenshot shows a 'STUDENT SELF-SERVICE' menu with a green header and a white background. The menu items are: Services, Course Schedule & Grades, Financial Aid Information, and Registration. The 'Registration' item is expanded, showing sub-items: My Schedule of Courses, Add/Drop Classes, Withdrawal Information, Check Registration Status, Look up Classes To Add, and Change Class Options. At the bottom, there is a 'Student Account Information' item.

The screenshot shows the myMU portal homepage. The top navigation bar is green with the Marshall University logo and 'myMU' text. Below the navigation bar is a dark grey search bar and a 'Menu' button. The main content area is white and features a 'Quick Links' section with icons for Blackboard, MUAAlert, Degree Works, LinkedIn Learning, My Pay, and HerdLink. To the right of the quick links is a green banner for 'MU ALERT' with the text 'SIGN UP BEFORE THE CAMPUS-WIDE TEST • WEDNESDAY, JANUARY 25, 2023'. Below the banner is a white box with the text 'Used solely for the purpose of alerting the Marshall University community in an emergency.' and a list of emergency situations.



BLACKBOARD

<https://marshall-bb.blackboard.com>



Blackboard

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

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

Blackboard 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 this Learning Management System (LMS).

ITSD Support Ticket:

Call: 304-696-3200

**Email: itservicedesk@marshall.edu
or chat www.marshall.edu/it.**



Blackboard App

Blackboard's mobile solution to help students stay informed, up-to-date and connected to their online classes on the go. Available to download in the Apple App Store and Google Play Store.

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. **To access, go to: portal.office.com**



Word



Excel



PowerPoint



Teams



Outlook



OneDrive



AppsAnywhere

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.

AppsAnywhere is an app store-style platform that gives students access to all the software they need. See page 16 for additional details.

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.



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



HARDWARE

new purchase recommendations

Marshall University requires all students to come to campus with a notebook or laptop computer based on Windows 10, Windows 11 or macOS. Some Windows-based computers called 2-in-1's or Convertibles serve both as a notebook/laptop and as a tablet device. We recommend you also have a smartphone or a tablet. College and program-specific requirements are available on our recommendations page in addition to links for special student pricing.

Windows

- Windows 11 Pro
- Core i5, i7, or i9 Processor 11th 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 or 4K) Webcam preferred
- Headset or earbuds with microphone

Apple

- macOS Monterey
- Apple M1 Processor
- 16GB RAM preferred
- USB Type C to Type A adapter (256GB SSD storage minimum, 512GB SSD or higher Recommended)
- 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

**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.



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 provides Marshall University mobile IDs and badges for University students, faculty and staff. In addition to ID's, they provide assistance with Herd Points (campus debit spending program) and meal plans. Your Marshall University ID is your key to all campus privileges you are entitled to. 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.

Photos for MMID's can be taken remotely on your phone or PC or at the following locations:

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

There is no charge for use of Marshall Mobile ID (MMID).

TO REQUEST YOUR MMID, EMAIL: CAMPUSID@MARSHALL.EDU. ALL STUDENT IDS ARE NOW MARSHALL MOBILE IDS (MMID) AND CAN BE USED by adding their mobile ID 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/.



Herd Academy students working through local high schools may request a special "dual credit/high school student" card when their course registration is active in the University computer system, but are not eligible for MMIDs.



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

MEAL PLANS

MEAL PLANS

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

HERD POINTS

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

ACCOUNT ACCESS

Online 

www.marshall.edu/cardaccounts

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



Meal plans are not available for Herd Academy students.



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



PRINTSCANCOPY

on-campus printing, scanning, copying and faxing



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



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

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

WHERE CAN I PRINT, SCAN OR COPY?

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

IS THERE A COST TO PRINT SCAN OR COPY?

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

WHERE CAN I FAX DOCUMENTS?

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

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

Adobe Reader is available for free download for iOS, Android, macOS and Windows 10. <https://get.adobe.com/reader/>




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

IT SERVICE DESK

www.marshall.edu/it

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

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

- Changed your password?**
www.marshall.edu/id
- Checked that your computer meets our recommendations?**
Get recommendations on new hardware purchases
www.marshall.edu/it/recommendations
- Enabled Multi-Factor Authentication (MFA)?**
To protect you from threats to your personal and university data, Marshall users are now required to enroll in MFA.
www.marshall.edu/mfa
- Checked your email yet?**
Use myMU to check your Marshall email. You should check your mail at least 3 times a day to stay on top of important information. Also available on mobile devices.
www.marshall.edu/mymu
- Downloaded Office 365?**
Students can install the latest version of Office on up to 5 PCs or Macs and on mobile devices including Android, iPad®, and Windows tablets. Students can install the latest version of Office on up to 5 PCs or Macs and on mobile devices including Android, iPad®, and Windows tablets. One TB of OneDrive storage is included.
www.marshall.edu/it/office365
- Connected using your MUNet login/SSO?**
Sign-on to campus computers, the wireless network, myMU, MUOnLine and MUNet with one single sign-on ID (SSO).
www.marshall.edu/it/sso
- Signed up for MUAAlert?**
You'll receive emergency alerts from our MUAAlert Emergency Notification System including University closings.
Sign up in myMU. 
MUAAlert
- 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.
- 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

DRINKO STUDY CENTER

www.marshall.edu/it/ucf/studycenter

The Drinko Study Center is located on the 1st Floor of the Drinko Library. A separate entrance requiring Marshall Mobile ID access is located on the right side of the Drinko main entrance for day and after hours access.

Hours:

Sunday: 10:00 a.m. stays open

Monday: open 24 hours

Tuesday: open 24 hours

Wednesday: open 24 hours

Thursday: open 24 hours

Friday: closes at 6:00 p.m.

Saturday: 12:00 p.m. to 6:00 p.m.

Services:

The Study Center has WIFI, desks for independent study, 40 PC's (if you didn't bring your own laptop), and 2 study rooms for group work.



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 Teaching, Learning, and Collaboration spaces designed to facilitate group collaboration, active learning, and multimedia presentations in a classroom setting. The newer, HyFlex capable classrooms are part of our overall Technology Enhanced Classroom Initiative. Classroom technologies are continually evolving, and Marshall University is committed to providing a quality experience for our students and faculty.

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/TEC.

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

APPSANYWHERE

<https://appsanywhere.marshall.edu/>



AppsAnywhere®

AppsAnywhere

<https://appsanywhere.marshall.edu/>

Do you need to use SPSS, Mathematica, MatLab, or another software application only available in the computer lab, but you don't have time to go to campus? Just use AppsAnywhere!

AppsAnywhere is a software library built for higher education. It gives Marshall University IT a way to improve student outcomes by delivering all academic software on-demand, anywhere, and anytime. From a customizable web portal, AppsAnywhere provides students with a consistent way to get the software they need to get work done on any device, on and off campus.

Need help getting started?

Visit: www.marshall.edu/it/appsanywhere to access connection instruction, FAQs, and troubleshooting tips.

MUALERT

www.marshall.edu/emergency/mualert

IMPORTANT NUMBERS

MUPD

(304) 696-4357

ON CAMPUS **6HELP**




EMERGENCY

911

MU SWITCHBOARD

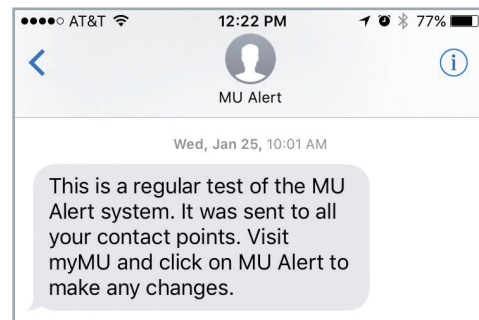
(304) 696-3170

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/



Transact eAccounts

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 status.








**MARSHALL UNIVERSITY
INFORMATION TECHNOLOGY**

 www.marshall.edu/it

 www.marshall.edu/it/student-guide

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 @Marshallu_IT