MARSHALL UNIVERSITY – NOV 2015
FACULTY & STAFF GUIDE
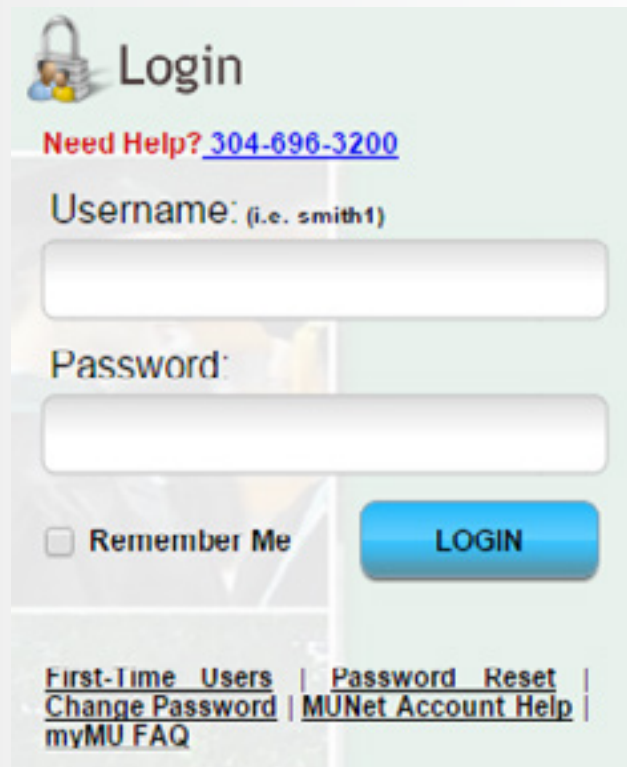## FOR INFORMATION TECHNOLOGY

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NEED HELP?
CONTACT THE IT SERVICE DESK
LOCATED IN DRINKO LIBRARY

ITSERVICEDESK@MARSHALL.EDU
(304) 696-3200 (HUNTINGTON)
(304) 746-1969 (CHARLESTON)
(304) 689-8638 (TOLL FREE)

MARSHALL ™

MUNETID
marshall identification

- For first-time users, create your MUNET ID password,
- Reset your password if lost, or
- Change your password for any reason.

MUNET ID is each faculty's and staff'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, campus-wide wireless network, and login to more than 1,500 lab computers on campus.Your MUNET ID is based on your last name and a sequence number, for example, smith344.

www.marshall.edu/mymu
www.marshall.edu/muonline

Marshall
Single Sign-on

myMUPORTAL
www.marshall.edu/mymu

myMU is a single sign-on portal that allows faculty and staff to access a multitude of information spanning from grades and unofficial transcripts to financial aid, library databases, Marshall message boards, alerts and email.
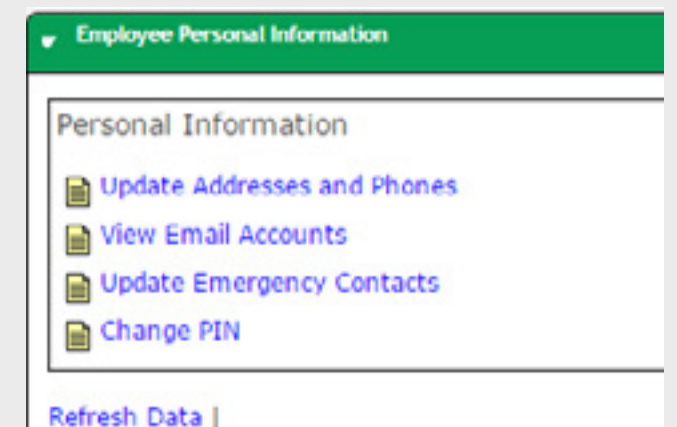
EMAIL

ACCESS MUONLINE

UPLOAD GRADES

SUBMIT LEAVE REPORTS
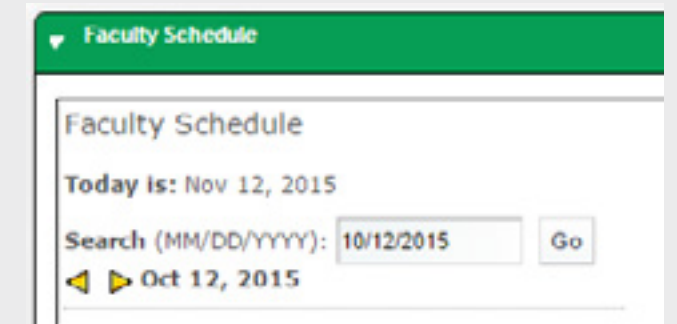
VIEW SCHEDULE

VIEW MESSAGE BOARDS

AND MORE...
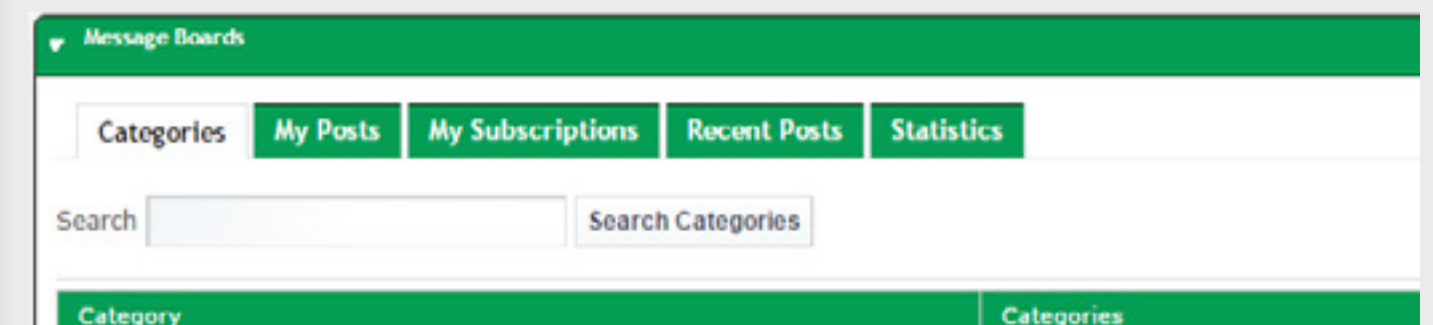
COMMUNICATE
unified communications

As a Marshall employee, you are provided access to corporate email on our Microsoft Exchange 2013 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 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.

SKYPE FOR BUSINESS
WWW.MARSHALL.EDU/SFB
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.

VOICEMAIL TO EMAIL - MEETING ROOM SYSTEMS - INSTANT MESSAGING

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MUONLINE
www.marshall.edu/muonline

MARSHALL

MUONLINE

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

DIGITAL MEDIA SERVICES
WWW.MARSHALL.EDU/IT/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/VIDEO-MATRIX

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HARDWARE
new personal purchase recommendations

Marshall University recommends a computer that runs either Windows 10 Professional or Mac OS X El Capitan. 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 - Desktop
- Windows 10 Pro
- Core i5 or Core i7 6th Generation (Skylake) Processors
- 8GB RAM minimum
- 1,920x1,080 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

Apple - Desktop
- Macintosh OS X 10.11 El Capitan
- Core i5 or Core i7 6th Generation (Skylake) Processors
- 8GB RAM minimum
- 1,920x1,080 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 6th Generation (Skylake) 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)

Apple - Notebook
- Macintosh OS X 10.11 El Capitan
- Core i5 or Core i7 6th Generation (Skylake) 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)

FOR MORE INFORMATION ON NEW PURCHASE RECOMMENDATIONS INCLUDING SPECIFIC COMPUTER MODELS PLEASE VISIT:
WWW.MARSHALL.EDU/IT/RECHARDWARE

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.

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 enterprisewide statistical needs.

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.

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

TO VIEW A FULL LISTING OF ALL AVAILABLE SOFTWARE PLEASE VISIT
WWW.MARSHALL.EDU/IT/AVAILABLESOFTWARE

MUWiFi
internet

MU WiFi	MU WiFi is Marshall's campus-wide internet service. Faculty and staff have the ability to access this WiFi service anywhere it is available on Marshall's campus using each individual's MUNET ID and password.
MU GUEST sponsor.marshall.edu	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.
MU DEVICES mydevices.marshall.edu	Faculty and staff have the ability to connect other WiFi enabled devices through Marshall University's MU DeviceNet service.
ETHERNET	Marshall University facilities are wired with high-speed Ethernet connections, enabling high-speed data communications through network jacks found on wall plates in every room.

PLEASE NOTE: PERSONAL ROUTERS ARE PROHIBITED ON CAMPUS BY MARSHALL UNIVERSITY

? FOR MORE INFORMATION OR TO LEARN HOW TO CONNECT YOUR DEVICES PLEASE VISIT: **WWW.MARSHALL.EDU/IT/HOWDOI**

LIBRARIES
www.marshall.edu/library

Marshall University's Drinko Library offers faculty and staff a multitude of services including group study rooms, dozens of individual computers for usage, book, laptop & iPad checkouts and more!	**CIRCULATION SERVICES**
Search and borrow books and music scores directly from 50 academic libraries in West Virginia, Pennsylvania, and New Jersey, simultaneously. Your requested items will arrive usually within 3-5 business days.	**EZ-BORROW**
Search some of the most popular databases including LexisNexis Academic and EBSCO Host, which supply thousands of academic and peer reviewed journal articles right at your fingertips.	**LIBRARY DATABASES**
Make an appointment with a librarian to find out what sources and resources are available; schedule a library instruction session for your class; and make purchase suggestions about other resources that would be helpful.	**FACULTY RESOURCE GUIDE** marshall.edu/faculty-libguide

NEED MORE HELP?
ASK A LIBRARIAN BY EMAIL, CHAT ROOM, IN PERSON OR EVEN BY TEXT!

PRINTSCANCOPY
on campus printing, scanning & copying

In addition to departmental services, **printing**, **scanning,** & **copying** are available to faculty and staff 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.

FOR MORE INFORMATION ON ALL PRINTING AND COPYING SERVECES
PLEASE VISIT: **WWW.MARSHALL.EDU/IT/PD**

TECI&LABS
group collaboration & multimedia presentation

The purpose of TECI and lab 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 Technology Enhanced Classroom Initiative 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 ARE LABS?

Labs provide technology learning spaces throughout Marshall University's main 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**

FOR MORE INFORMATION ON LABS
PLEASE VISIT: **WWW.MARSHALL.EDU/IT/UCF**

POLICIES
& research

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.

? FOR A FULL LISTING OF ITC POLICIES AND PROCEDURES
PLEASE VISIT: **WWW.MARSHALL.EDU/IT/POLICIES**

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

? FOR ADDITIONAL 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.

? FOR ADDITIONAL INFORMATION ON EDUROAM & INTERNET2
PLEASE VISIT: **WWW.MARSHALL.EDU/IT/EDUROAM**
WWW.MARSHALL.EDU/IT/INTERNET2

VPN

The VPN is a service provided to Marshall University Students, Staff and Faculty for securely connecting back the Marshall University Network (MUNet) over a commodity network such as the Internet or dialup.

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 ADDITIONAL INFORMATION ON VPN
PLEASE VISIT: **WWW.MARSHALL.EDU/IT/VPN**

LYNDACAMPUS
& training

Your Lynda.com Online Training Library provides easy-to-follow video lessons from experts in each subject area. As a Marshall University faculty or staff member, you have access to the full Lynda.com library using your MUNET username and password as your login credentials.

www.marshall.edu/lynda

TRAINING

Marshall University offers various training tools as well as live training sessions accessible to all faculty and staff. These tools and training sessions cover a wide-array of information from software training to information security. In addition, Marshall offers on-call technical help through our IT Service Desk.

BLACKBOARD - SKYPE FOR BUSINESS - OFFICE 365 - SECURITY - SAFEASSIGN

FOR MORE INFORMATION ON LYNDA CAMPUS AND TRAINING
PLEASE VISIT: **WWW.MARSHALL.EDU/IT/TRAINING**

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SERVICEDESK
& service catalog

Marshall University's IT Service Desk, located on the first floor of the Drinko Library, is here to help you in-person, online or over the phone with a variety of technical issues that may arise.

www.marshall.edu/it/it-service-desk

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

TO VIEW MARSHALL'S SERVICE CATALOG
PLEASE VISIT: **WWW.MARSHALL.EDU/IT/SERVICES**

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MUALERT

www.marshall.edu/emergency/mualert

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 (6HELP)

EMERGENCY

911

MU SWITCHBOARD

(304) 696-3170

RECEIVE ALERTS BY

Text Message

Phone Call

Email

SIGN UP, AND UPDATE INFORMATION AT:

www.marshall.edu/mymu

BEHERD

www.marshall.edu/beherd

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!
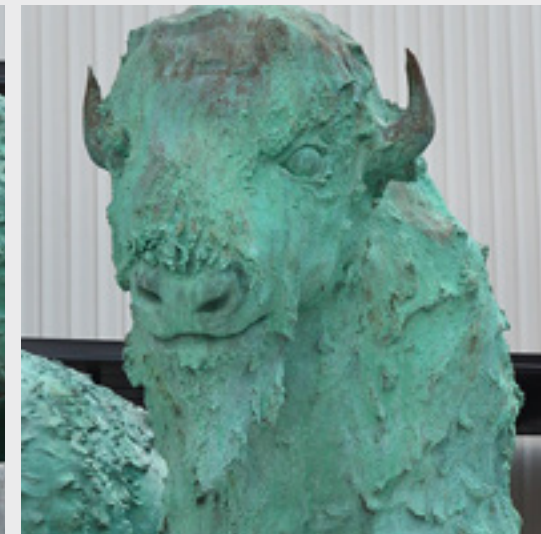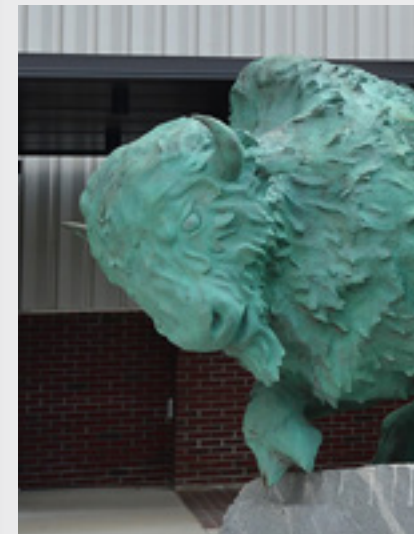
PHONETIC OPERATOR

Phonetic Operator utilizes speech recognition to provide Marshall University directory services. All MU departments, full-time faculty, and staff names and numbers should be available. Departmental listings are also available.

ON CAMPUS: DIAL 0
OFF CAMPUS: (304) 696-2202

MARSHALL UNIVERSITY
INFORMATION TECHNOLOGY
NOVEMBER 2015

🖥 www.marshall.edu/it

🖥 www.marshall.edu/it/faculty-staff-guide

🐦 @muitservicedesk

🐦 @marshallulib

📘 /marshallulibraries

📷 @marshallulibraries