

Mississippi Valley State University
Information Technology

Orientation
Service Quick Guide

Welcome to the Information Technology Department. It is our duty to service, monitor and maintain the campus data network and servers at Mississippi Valley State University. We also offer service to the students, faculty and staff by focusing on the latest technological advancements to sustain the university's mission to provide support services.

We strive to ensure availability and reliability to the entire campus network. New technical innovations are encouraged so that we, as a University, will continue to compete with our fellow institutions of higher learning.

If you have any miscellaneous technical questions after orientation please feel free to call or stop by the office.

We will cover

- I. How to Get Help
- II. Networking – Wired and Wireless
- III. MVSU Banner Web
- IV. Campus Email
- V. Blackboard
- VI. Copyrighted Materials
- VII. Acceptable Use Policy
- VIII. General Do's and Don'ts

How to Get Help

The Office of Information Technology is located in Administration Annex I on the Main Campus. This is your primary place to go or call when you have technical questions, problems configuring your computer, trouble logging into web sites that require your username and password, issues printing to the networked printers, or any other computer problem that might arise. The office is always staffed during operating hours with at least one technician to assist you.

In addition, we've made it easier for you to receive assistance with computer and network problems. All you have to do is dial our multi-purpose 24-hour help line, visit the online portal or stop by our office. We offer quick tips for frequent and common problems, a user friendly online work order submission form and live 24 hour voice support. Depending on your immediate need, we have a solution for you.

Office of Information Technology

Phone: 662-254-3744

Fax: 662-254-3787

Email: computingsvc@mvsu.edu

Web: http://www.mvsu.edu/information_technology/

Office Hours: Monday – Friday 8:00 am – 5:00 p.m.

24 Hour Help Desk

Phone: **877.654.8333**

Online: <http://d2.parature.com/ics/support/default.asp?deptID=8236>

Or visit our web page and follow the link

If you have

COMPUTER, PRINTING, NETWORK, MS Office issues

Then (In listed order)

1. Check FAQ Online or
2. Call 24 Hour Help Desk or
3. Submit Work Order Online or
4. Visit or Call the Office @ 662-254-3744

To SUBMIT A WORK ORDER

1. Call 24 Hour Help Desk or
2. Submit Work Order Online or
3. Visit or Call the Office @ 662-2543744

To obtain DOMAIN, WIRELESS OR EMAIL login information

3. Visit or Call the Office @ 662-2543744

To retrieve or set a Banner Password

Sutton1

1. Navigate to the IT website
2. Download and complete the Request For Authorization Form
3. Submit to Information Technology

Sutton2

Students - . Contact the Office of Student Records @ 662-254- 3326

Faculty/Staff - Contact the Department of Human Resources @ 662-254-3531

Networking- Wired and Wireless

What is it?

MVSU has an extensive wired and wireless network infrastructure available to its students. You must authenticate (log in) to MVSU's secure network. This is done through Domain Authentication and Aruba Wireless Secure Login. MVSU Domain and Aruba provide controlled network access to publicly accessible network connections, both wired and wireless. Students who access the campus wireless networks are required to log in with their MVSU Domain & Aruba account before being able to access the network.

MVSU DOMAIN

Authentication in open access rooms FAQs

What do you mean by "authentication"?

Authentication, in this context, means the act of proving who you say you are. The way of doing this for most computer systems is to log in using the username and password that you have been allocated by the people who manage the computer you are using.

Since the username/password combination uniquely identifies you, it is essential you keep your password secure and confidential to you. If you suspect that someone has found out your password, you should change your password as soon as possible.

Please note: that both using another user's username and password and giving your own username and password to someone else are against the University's Regulations for the use of computer facilities.



What is the MVSU domain?

When you log on in an open access computer room, your password is checked against the MVSU domain (as indicated in the picture below).

A Windows domain is a way of organizing computers and users; a user has a domain password which is used for all accesses to files and computers in that domain.

The MVSU domain is a University-wide domain, in which all members of the University are registered at the same time as they register for a MVSU email address.

The MVSU domain is the primary means of controlling computing access within the University.

Why has authentication been introduced?

Some of the reasons behind this are:

- To ensure that only members of the University are able to use our facilities.

- To enable us to identify people mis-using the facilities. Requiring users to authenticate using a username and password will allow us to identify and take action against this type of anti-social behavior. It is important, therefore, to log off when you have finished using the system; otherwise you may find that you are held responsible for someone else's misuse.
- To allow us to provide additional network services
- There are several network services that we cannot provide without authentication, such as central file store, central printing and wired or wireless network access. This service allows us to provide additional functionality for users of authenticating PCs.

How do I get a MVSU domain password?

A user's MVSU domain account is created at the same time as their @MVSU email address.

It usually follows this pattern firstname.lastname / dob

I've forgotten my password, what do I do?

If you have forgotten your password, you will need to visit the IT help desk with your University identity card, and ask the staff there to issue a new one.

We regret that for security reasons we cannot issue passwords over the phone.

My MVSU domain password doesn't work, why not?

There are a number of reasons why you may not be able to log on, even if you think you're using the correct password. Here are some possibilities:

The Caps Lock is switched on on the keyboard - while your username isn't case-sensitive, the password is. (Note that while Windows usernames are not case-sensitive, some of the systems that use MVSU authentication are. Hence, you should always use lower-case letters with your MVSU username.)

Wired or Wireless Connection

After you've logged in to the MVSU Domain, you can now access Network resources.

Steps

1. Connect to MVSU's secure network using your Domain account.
2. Decide how you will connect – wired or wireless.
 - a. Wired – connect your patch cable to your computer's network port and to the faceplate located in front of you.
 - b. Connecting to the wireless network :
 - i. Make sure you have a wireless card in your computer which supports Wireless B, G, or N standards (802.11b, 802.11g, or 802.11n). E
 - ii. Ensure your wireless card antenna is turned ON.
 - iii. Confirm you are in a wireless services area here on campus.
 - iv. Allow your notebook computer to connect to MVSU when it asks.

- v. At this point your notebook computer is aware a wireless network exists.
- vi. Your computer will “remember” MVSU when you come back during subsequent visits.
- vii. To log in to Wireless (Aruba), open Internet Explorer – you should automatically be directed to the Aruba page.
- viii. Log in with your Domain username and password.

MVSU Banner Web

What is it?

Commonly referred to as sutton2, MVSU Banner Web is an online system used for access to most campus information technology systems the University provides. Every current student has a Sutton2 account.

What does it do?

Sutton2 has modules for students, faculty, staff and alumni. The student module allows you to

- a. Register for courses
- b. View and accept Financial Aid Awards
- c. View grades and transcripts
- d. View and monitor student account (financial ledger) information
- e. Update address information and much more

How do I access my account?

- a. Navigate your web browser to <http://sutton2.mvsu.edu>
- b. Click enter here or any link under the Current Student tab
- c. Click Secure Login
- d. Enter login credentials

For the first login, enter your University ID in the ID field and your six digit Date of Birth in the password field. You will be prompted to change this password upon first login.

REMEMBER: *Never give this information to anyone. Do not allow others to login to your account. You will be held responsible for all activity originating from this account.*

What should I do if I encounter problems with this account?

- e. For a forgotten or disabled pin number, contact the Office of Student Records at 662-254-3327.
- f. For pages that won't load, contact the Office of Information Technology at 662-254-3744.
- g. For questions on content, contact the Data Custodian
 - a. Registration & Transcript information: Student Records 662-254-3327
 - b. Finance – Credits and Charges: Student Accounts 662-254-3314
 - c. Financial Aid – Awards and posting: Financial Aid 662-254-3338

MVSU Campus Email

The University provides each student with an email account. Your email address is your either your Domain username with @mvsu.edu at the end or your first initial middle initial last name with @mvsu.edu at the end. If your name is John H. James, then your domain username is john.james your

email address would be john.james@mvsu.edu or jhames@mvsu.edu

Each account is given a 500 MB maximum mailbox size.

MVSU's Webmail is the most convenient way to check, read, or send email from your account. You can access your account using any computer connected to the Internet. Email remains on the MVSU mail server and no configuration is needed on your end. You can also create or delete folders under your inbox while in Webmail and add addresses to the Address Book. The Webmail portal is available at: <http://mail.mvsu.edu>.

MVSU eLearning | WebCT Blackboard

eLearning

MVSU offers many online courses referred to as eLearning. The different formats of eLearning class delivery are defined as:

1. **Online course** – Classes which are totally delivered via the Internet are defined as online courses. Blackboard, a course management system for course delivery will be utilized; that also involves the use of publisher and other online sites. All activities are primarily conducted online, including class discussions, homework assignments, and testing. On-campus visits may be required for an orientation meeting and testing. Date and time must be included on course syllabus.
2. **Hybrid course** – Classes that combine face-to-face classroom instruction with computer-based learning. A significant part of the course learning is online and as a result, the amount of classroom seat-time is reduced. Blackboard, a course management system for course delivery will be utilized; that also involves the use of publisher and other online sites. Many activities are conducted online, including class discussions, homework assignments, and testing. On-campus visits may be required for an orientation meeting and testing. Date and time must be included on course syllabus.

Accessing your Course

Log In: URL <http://webct.mvsu.edu:8080> OR <http://www.mvsu.edu/ec> click on WebCT, or the Blackboard logo, click on Login (middle of page)

WebCT ID: First initial of your first name, middle initial and your last name (lower case).
(How is your name shown on your class schedule?)

	Example 1	Example 2	Example 3	Example 4
Name:	John Smith-Doe	John T. Doe	John Doe	James Doe
WebCT ID:	jsdoe	jtdoe	jdoe	jdoe1
Password:	Last six number of your Student Identification Number (SID)			

Password: Last six number of your Student Identification Number (SID)

Change your Password: Old Password: Last six number of your SID (Student Id Number)

New Password: Create your password.

The new password must contain 6 characters (alpha, numeric or alphanumeric) not more than six, not less than six.

Proceed with your course.

Helpdesk Support: Contact Nancy Tucker

Office of Continuing Education

O. P. Lowe Education Building

Testing Room

Website: <http://www.mvsu.edu/ec>

(662) 254-3114

`Questions concerning your course, contact your instructor