(573) 341-HELP (4357)
8:00am - 5:00pm
Monday - Friday

helpdesk.mst.edu
8:00am - 5:00pm
Monday - Friday

WWW

Submit a ticket:
help.mst.edu
Self Help:
it.mst.edu

IT Help Desk Services

The S&T IT Help Desk offers several services to S&T Students.

Dell Warranty Service

If your Dell hardware is covered under Complete Care warranty, our staff, who are certified technicians, can perform hardware troubleshooting and repair for free. All you need to do is bring in your Dell hardware to the Help Desk and our staff will perform diagnostics and work with Dell to get replacement parts if needed.

To see if your Dell hardware qualifies, go to *support.dell.com* and enter your device's Service Tag. The warranty tab will display your warranty status.

The S&T Store also offers Dell Laptops to students that have a four year Complete Care warranty and loaner program. The loaner program allows you to drop off your Dell laptop at the IT Help Desk and receive a laptop, free of charge, to use while your laptop is being serviced.

For more information on Dell Laptops offered at the S&T Store, visit *thesandtstore.com*.

Other Service

Problem diagnostics (up to 30 minutes)

Operating system reinstall (without data backup)

Limited hardware repair

Software installations and upgrades

ASK THE IT HELP DESK
MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY

CONNECT
help.mst.edu
it.mst.edu

HELP DESK
Curtis Laws Wilson Library
573-341-HELP (4357)
helpdesk.mst.edu
8:00 am - 5:00 pm
Monday - Friday

Connecting to Campus

Multi-Factor Authentication (MFA)

Before you connect to campus for the first time, make sure you have registered and set up Multi-Factor Authentication (MFA) on your device(s).

Check out more information and instructions:
it.mst.edu/services/account-password/mfa/

Campus Wi-Fi

The Missouri S&T Wi-Fi is broadcast campus-wide and uses your S&T account to authenticate.

Check out more information and instructions:
it.mst.edu/services/wireless/mst/

Virtual Private Network (VPN)

If you live off campus or will be traveling, you can connect to the Missouri S&T network using OpenVPN to safely access files and software only available with a secure Virtual Private Network (VPN) connection.

Check out more information and instructions:
it.mst.edu/services/vpn/
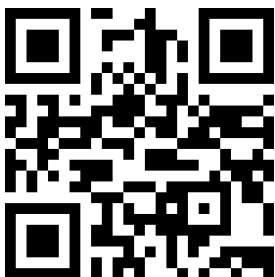
Residential Housing Network (ResNet)

Wireless internet for residential housing is provided by ResNet. Contact ResNet for all support needs directly.

- By Phone: 833-548-7125
- By Text: Send "ResNet" to 84700
- By Chat: Live Chat at MyResNet.com

Check out more information and instructions:
it.mst.edu/services/wireless/resnet/

Need to find a Computer Learning Center (CLC) on Campus?

Check out the CLC Map to find one near you:
it.mst.edu/services/clc/map/

Connecting to Software

Microsoft 365 Apps

As an enrolled student, you get Microsoft Office 365 for free. You can install Microsoft Office 365 on five devices, and it will work with both Windows and macOS.

Check out more information and instructions:
it.mst.edu/hardware-software/personal-use-software/microsoft365apps/

AppsAnywhere

AppsAnywhere is a software virtualization platform that allows you to access certain S&T provided software programs from CLC (Computing Learning Center) computers, IT managed computers, and personal devices running Windows 10.

Check out more information and instructions:
it.mst.edu/services/appsanywhere/

Virtual Desktop Infrastructure (VDI)

Virtual Desktop Infrastructure (VDI) allows students and instructors to access the same computer from any other computer in the world. This virtual system has all the functionality of a standard campus computer build.

Check out more information and instructions:
it.mst.edu/services/vdi/

TurningPoint

Some classes and instructors may use TurningPoint which is a personal response system where students use devices called "clickers" to answer questions in the classroom.

Check out more information and instructions:
it.mst.edu/services/turningpoint/

Campus Printing

Papercut

Missouri S&T uses a print management system called PaperCut in campus computer learning centers (CLCs). Students and instructors will be given a semester printing quota sufficient for completing academic work. This system helps to conserve paper, toner, and electricity by providing fair use of campus printing resources.

Papercut instructions:
it.mst.edu/services/clc/clcprint/

Papercut FAQs:
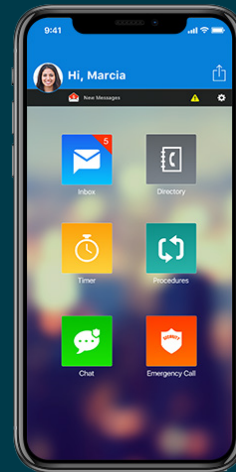**it.mst.edu/services/clc/clcprint/printfaq/**

WebPrint

If you have documents that you would like to print directly from your personal computer, you can use the WebPrint system to send your document to select printers across campus.

WebPrint instructions:
it.mst.edu/services/clc/clcprint/webprint/

See Something, Text Something
Download Rave Guardian

Stay connected and receive important campus notifications, communicate with campus safety resources, and gain access to resources and documents you need most.

Download on the App Store

GET IT ON Google Play

POLICE.MST.EDU

PRINT TROUBLESHOOTING

If you ever have a situation where you try to print a document and the printer does not print it, there are a few steps you can use for troubleshooting.

1. Do not include special characters such as: # ' " : - _ @ in the name of your document. If you attempted to print a document having any of these special characters in the name and your quota was reduced even though the print request failed, contact the IT Help Desk and they will refund your quota for the failed print job.

2. When printing from a personal computer, enter your username and password in the PaperCut login prompt online. If your print request does not process, try logging out and back into the PaperCut portal.

3. Check to make sure that your quota balance was reduced after you requested a print job. If your balance did not change, your print request was not processed. Try printing the document again.