

# IT Handout

The *IT Guide to Campus* handout can be viewed & downloaded using the this QR Code:



MISSOURI  
**S&T**

**IT GUIDE TO CAMPUS**  
INTERNET, SOFTWARE & MORE FOR MISSOURI S&T

Read helpful  
information at  
[it.mst.edu](http://it.mst.edu)

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

  
[helpdesk.mst.edu](http://helpdesk.mst.edu)  
8:00am - 5:00pm  
Monday - Friday

  
Submit a ticket:  
[help.mst.edu](http://help.mst.edu)  
Self Help:  
[it.mst.edu](http://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](http://support.dell.com) and enter your device's Service Tag. The warranty tab will display your warranty status.  
Dell laptops with a Complete Care warranty qualify for a 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, while your laptop is being serviced.

**Other Services**  
Problem diagnostics (up to 30 minutes)  
Operating system reinstallation (without data backup)  
Limited hardware repair  
Software installations and upgrades

  
**IT Help Desk**  
Curtis Lewis Wilson Library

**IT SERVICES ON MY S&T**  
Connect to IT and so much more on My S&T Portal

My S&T  
[my.mst.edu](http://my.mst.edu)



# S&T IT Help Desk

The *Help Desk* is your one stop for all IT needs

*Located inside the Library.* Stop by for in-person support for software, hardware, and account problems

*For online ticket submission, Live Chat, Video self-help*

<https://helpdesk.mst.edu/>

Call: (573) 341-4357

Email [ithelp@mst.edu](mailto:ithelp@mst.edu)



# Windows and Dell Campus

- Campus computers are majority **Windows PCs**
- No requirement on Personal Computers
  - **Apple** computers can be used on campus
  - **Chromebooks** are not supported
- The B&N Bookstore will be offering direct ship to home from their web site.
- The state of Missouri has a **tax free** weekend August 1-3
- A Dell **Complete Care Warranty** of 5 years will cover almost all damage to the computer

# System Requirements

## Minimum PC:

- 13th Generation Core i5
- 16 GB DDR4 RAM
- 256 GB SSD
- Windows 11

## Recommended PC:

- 2nd Gen Core Ultra 5 or higher
- 32 GB DDR4 RAM or higher
- 1 TB SSD or higher
- Windows 11

## Minimum Mac:

- M1 Processor
- 8 GB RAM
- 256 GB SSD
- MacOS 14

## Recommended Mac:

- M3 processor or higher
- 16 GB RAM or higher
- 512 GB SSD or higher
- MacOS 15 or higher

# Locate Computer Labs

- Interactive map and list of **Computer Learning Centers (CLCs)**
- Printers are available in CLCs and at the Library

**Interactive CLC Map**  
Select a CLC Location for hours and printing capabilities.

**List of Computer Learning Centers**

Building	Room	WebPrint	Color Printing	Hours	Software	Notes
Bertlesmeyer Hall	113B	Yes		Contact University Police for Hours	<a href="#">Find Now</a>	
Butler-Carlton Hall	122		Yes	Contact University Police for Hours	<a href="#">Find Now</a>	

# Software for free

- By using *AppsAnywhere* and *virtual desktops* S&T can provide a large range of *software to students for free* so there is no need to buy programs for classes.
- S&T offers *Microsoft Office* for free to all students

<https://it.mst.edu/services>

# Microsoft 365

**Microsoft 365** is the primary toolset used at S&T and across all campuses in University of Missouri System. It includes

- Outlook
- PowerPoint
- OneNote
- Word
- Excel
- OneDrive (1TB)

Note, your S&T Microsoft account is only active while you are an active student and one year after that.



# Campus IT & Cyber Security

- IT Security's goal is to *protect campus* users, data, and the network from malicious attackers.
- Being *aware of safe computing practices* will help protect yourself and the campus.
- Malicious actors can use *malware, viruses, social engineering, phishing emails* and other techniques to *compromise campus*.



# Campus IT & Cyber Security

*How can you help keep S&T Cyber Safe?*

- **Do not use** your campus account **for personal stuff** (e.g. for personal email, banking info, social media).
- **Remember** campus email is available to enrolled students only.
- **Remember** auto-forwarding emails to a personal account is disabled.
- **Do not share** your **password** with anyone, including IT.
- **Do not reuse** your **password** anywhere.
- **Remember** to use your phone for Multi-Factor Authentication.
- **Do not accept unexpected MFA** (Multi-Factor Authentication) requests.

# Campus IT & Cyber Security

*Don't be afraid to contact IT if you suspect you have inadvertently been compromised.*

*You won't get in trouble, and IT can help.*

*The sooner IT knows, the sooner we can **take action!***

**<https://safecomputing.mst.edu/>**

# Center for Advancing Faculty Excellence (CAFE)

- Canvas
- Zoom
- Panopto
- Student Personal Response Software
  - Clickers / Point Solutions
  - TopHat
- Training Resources

# CAFE - Canvas Support for Students

## *Canvas:*

- Learning Management System used for courses
  - <https://canvas.mst.edu>
  - Sign in with your university UserID and password
- Access lecture notes / videos
- Submit homework assignments
- Complete exams/quizzes
- Work in groups

## *CAFE'S role for students:*

- Troubleshoot student-related issues in Canvas
  - ***Canvas issues should go to the IT Help Desk***
- Escalate issues to Missouri Online

# CAFE - Zoom Support for Students

## *Zoom:*

- Video conferencing available **through Canvas**
  - Also available at <https://umsystem.zoom.us>
- Not all courses use it, but all faculty CAN use it at any time
  - Inclement weather
  - Traveling professors
- Some courses have distance sections which will use Zoom

## *CAFE'S role for students:*

- Troubleshoot student-related issues with **Zoom in Canvas**
  - **Canvas issues with Zoom should go to the IT Help Desk**
- Escalate issues to Missouri Online

# CAFE - Panopto Support for Students

## ***Panopto:***

- Video storage repository *in Canvas*
  - Also available at <https://umsystem.hosted.panopto.com>
- Zoom recordings from classes are moved into *Panopto Video in Canvas*
- Great for recording student projects/presentations

## ***CAFE'S role for students:***

- Troubleshoot student-related issues with *Panopto in Canvas*
  - Canvas issues with Panopto should go to the *IT Help Desk*
- Escalate issues to Missouri Online

# CAFE – Clickers / PointSolutions or TopHat

## *Clickers / PointSolutions or TopHat*

- Personal response system used in some large-enrollment courses (e.g., Chem 1310). TopHat for FE1100
- Students answer questions in class with the smartphone app or web browser on laptop
- Students earn "clicker points" for answering questions
  - Often counts as participation grade

## *CAFE'S role for students:*

- Troubleshoot student-related issues with *the tools*
- Resolve issues between students/faculty with "clicker points"

# CAFE – Clickers or TopHat Difference

## *Clickers / PointSolutions*

- Personal response system used in some large-enrollment courses (e.g., Chem 1310). TopHat for FE1100
- Subscription purchased by the Student

## *TopHat:*

- Pilot year for FE1100 students
- No extra cost to students



# CAFE – Training Resources for Students

- ***Canvas Student Guide:***
  - <https://community.canvaslms.com/t5/Student-Guide/tkb-p/student>
- ***Zoom Support (Missouri Online):***
  - <https://teachingtools.umsystem.edu/support/solutions/articles/11000078376-zoom>
- ***Panopto Support (Missouri Online):***
  - <https://teachingtools.umsystem.edu/support/solutions/articles/11000078073-panopto>
- ***Clickers / PointSolutions:***
  - <https://it.mst.edu/services/pointsolutions/>
- ***TopHat:***
  - Training provided in FE1100 class

# Student employment

Gain valuable *work experience in technology fields* by joining S&T IT as a student employee

- Campus-wide student employment opportunities are posted on JobBoardly (<https://career.mst.edu/resources/jobboardly/>)
  - Applications can be submitted starting on the *first-day of classes (August 25<sup>th</sup>)*

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# Questions?