IT Handout

Do you still have the *IT Guide to Campus* handout from your admit pack?

> We have copies available for you today if needed

> Can be viewed & downloaded at

https://it.mst.edu/getting-started/new-students

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

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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 S&T Store* Dell laptop *warranty* is compatible with Help Desk support; purchase on *tax free* weekend August 2-4
  - *Warranty covers all* damage to the computer

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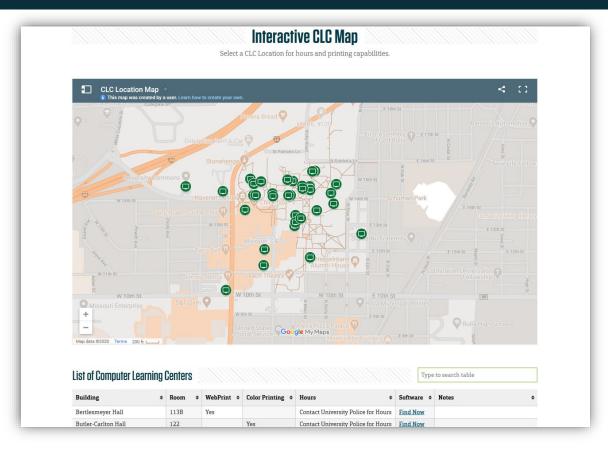
Minimum System Requirements

- Computer should have the following:
  - 13th Generation Intel Core i5
  - 16 GB DDR4 Ram
  - 256 GB or higher NVMe m.2 storage
  - Windows 11 or macOS 14

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Locate Computer Labs

- Interactive map and list of **Computer Learning Centers (CLCs)**

- Printers are available in CLCs and at the Library

https://it.mst.edu/services/clc/map

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

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Microsoft 365

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

https://safecomputing.mst.edu/

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.

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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/

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Center for Advancing Faculty Excellence (CAFE)

- Canvas
- Zoom
- Panopto
- Clickers / Point Solutions
- Training resources

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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

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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

Clickers / PointSolutions

- Personal response system used in some large-enrollment courses (e.g., Chem 1310)
- 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 *Clickers / PointSolutions*
- Resolve issues between students/faculty with "clicker points"

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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/

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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 Handshake (https://career.mst.edu/handshake/)
  - Applications can be submitted starting on the *first-day of classes (August 19th)*

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Questions?