

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>

A graphic representing the "IT Guide to Campus" handout. It has a dark blue header with the Missouri S&T logo and the text "IT GUIDE TO CAMPUS INTERNET, SOFTWARE & MORE FOR MISSOURI S&T". A small box in the top right says "Read helpful information at it.mst.edu". The main content is in a light green box with a dark green border. It is titled "IT Help Desk Services" and lists "Dell Warranty Service" and "Other Services". On the left side of the handout, there are three contact options: a phone icon with the number (573) 341-HELP (4357) and hours 8:00am - 5:00pm Monday - Friday; a chat icon with the URL helpdesk.mst.edu and the same hours; and a website icon with the text "Submit a ticket: help.mst.edu" and "Self Help: it.mst.edu". At the bottom of the handout, it says "IT SERVICES ON MY S&T" and "Connect to IT and so much more on My S&T Portal" next to a QR code and the text "My S&T my.mst.edu".

MISSOURI S&T IT GUIDE TO CAMPUS INTERNET, SOFTWARE & MORE FOR MISSOURI S&T Read helpful information at 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 thesandstore.com.

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

IT Help Desk
Curtis Laws Wilson Library

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

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

My S&T 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



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

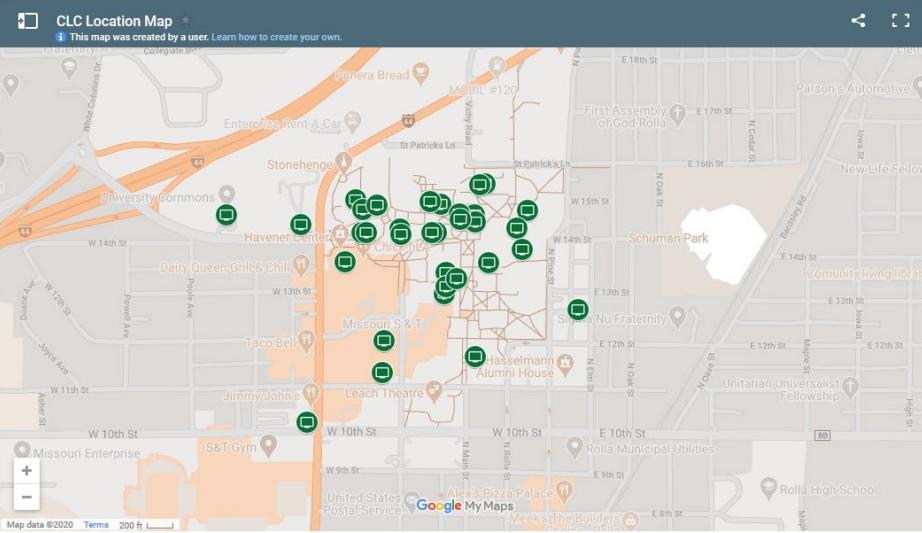
Minimum System Requirements

- 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

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	Find Now	
Butler-Carlton Hall	122		Yes	Contact University Police for Hours	Find Now	

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. Includes
 - Outlook
 - Word
 - PowerPoint
 - Excel
 - OneNote
 - 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
- Clickers / Point Solutions
- 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

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"

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/>

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)*

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



Questions?