# Information Technology Handbook for MTSU Faculty and Staff

## Contents

### Introduction
- Welcome
- What Is ITD?
- Information Technology Resources Policy
- Computer Accounts
- Workshops from ITD

### IT Resources at MTSU
- PipelineMT/RaiderNet
- Creating a Password
- Banner
- BlueID Card

### Instructional Technology
- Master Classrooms
- ITD Faculty Instructional Technology Center (FITC)
- Learning, Teaching, and Innovative Technologies Center
- Center for Educational Media
- Walker Library
- Brightspace (D2L) at MTSU
- PipelineMT/My Courses
- Other Instructional Technology Resources on the Web

### Web Information
- The Web
- Email Discussion Groups
- Telephone/Telecommunication Services
- Skype For Business
- Critical Notification System
- Other ITD Services
- Wireless Connectivity
- Computer and Network Security
- Student Technology Access Fee
- Additional Help and Information
- University Computer Labs

### Index
Welcome to Information Technology at MTSU!

This handbook has all the information you need to

• set up your email/computer account
• select and set up phone service for your office
• send email,
• use the internet
• set up wireless connectivity for your mobile device or laptop
• find the technology resources you need for your classes and coursework
• much more

What Is ITD?

MTSU’s Information Technology Division (ITD) supports computing and information technology on campus, and we’re here to help you take advantage of those resources.

The Information Technology Division

• manages the campus network and MTSU’s primary academic and administrative computing systems
• provides telecommunication services
• promotes and supports instructional technology including training and maintenance support for all technology-based classrooms
• provides technical support and training for using computer hardware and software
• provides a Help Desk (when classes are in session)
• supports MTSU’s primary administrative applications such as student information, human resources, financial aid, alumni/d development, and PipelineMT
• administers the Student Technology Assistant (STA) program, the campus ID system, and the MTSU website

ITD offices are in the basement and on the second floor of Cope Administration Building. Telecommunication Services is in the Telecommunications Building near Greenland Drive. The BlueID Office is in the Student Services and Admissions Center (SSAC), room 112. Hours are 8 a.m. to 4:30 p.m., Monday through Friday.

The Help Desk is available during semester sessions by phone at 615-898-5345 and by email at help@mtsu.edu. Information and resources are available on our web pages at mtsu.edu/itd. The IT Help Desk is in KUC 320. Hours are Sunday, 2–9 p.m.; Monday–Thursday, 7 a.m.–9 p.m.; Friday, 7 a.m.–4:30 p.m.; and Saturday, 8 a.m.–4 p.m. The hours apply when each semester is in session.
During semester breaks, hours are Monday–Friday, 8 a.m.–4:30 p.m. These hours are subject to change based on traffic patterns.

Information and resources are available on our web pages at mtsu.edu/itd.

Information Technology Resources Policy

Use of the computing and network resources at MTSU is governed by the Information Technology Resources Policy. Violation of this policy can result in the loss of all computing privileges at MTSU plus additional disciplinary action.

The policy covers several very important issues for using information technology resources at MTSU.

- Use the computer and network resources to enhance your education in the academic fields.
- Do not abuse other users, the equipment, or computing resources.
- Do not do anything that would deprive or interfere with others’ efforts to get a proper university education. Using a computer for entertainment in ways that consume large amounts of resources is an example of activity that could degrade or deprive others.
- Do not violate any laws.
- **Do not install wireless routers or access points.**
- Do not display obscene material in a public area.
- Do not harass or impersonate another. Do not copy the work of another and claim it as your own. Do not violate copyright laws.

For the full text of the policy go to ITD’s webpages at mtsu.edu/itd. Click on Policies and Guidelines.

Adaptive Technologies

Adaptive technology stations designed to meet the computing needs of students with physical or learning disabilities are available at several locations: Walker Library (technology throughout the building); the Adaptive Technology Center in Walker Library; and computer labs in KOM 351 and BAS S137.

These stations feature special hardware and software such as CCTVs, trackball mice, screen magnifiers, screen readers, scan-and-read applications, 21-inch monitors, and scanners.

For more information visit mtsu.edu/dac/atc.php or call 615-904-8550.
Computer Accounts
Accounts for Faculty and Staff
New faculty and staff members are assigned individual email and PipelineMT accounts when they are coded as faculty or staff in the administrative data system (i.e., Banner). To request an additional email account such as a class, department, or student organization, download and print the appropriate application form at mtsu.edu/forms. Click on the Faculty/Staff Forms listed by department, look under Information Technology, and choose the appropriate account application form (PDF). Fill out the application and follow the instructions on the form on where to send it. You can also visit the Information Technology Division office in the basement of Cope Administration Building in person, or call the Help Desk at 615-898-5345.

MTSU faculty and staff members may also set up accounts (approval required) on the following other MTSU systems:

- Brightspace (D2L)
- Banner INB
- MTSU’s reporting system and data warehouse

Access is restricted on these systems.

Workshops from ITD
For Faculty and Staff
Each semester, the Information Technology Division offers many hands-on, computer-based workshops for faculty, staff, and graduate assistants. A list of workshops is available on the ITD webpage at mtsu.edu/itd. Click on Workshops and Training to register online.

For more information, call the ITD Help Desk at 615-898-5345.

How long are computer accounts valid?
Computer accounts are available for faculty and staff as long as they are employed at MTSU. Upon retirement, employees may apply for a retired faculty or staff email account.

Note that if you have data that you want to take with you, it is your responsibility to download it before you leave MTSU.
PipelineMT/RaiderNet

PipelineMT (mtsu.edu/pipelinemt) is a portal that gives students, faculty, and employees single sign-on, secure access to MTSU resources such as RaiderNet, Brightspace (D2L), and other personal data.

PipelineMT is available from any computer (on or off campus) with an Internet connection. You can access PipelineMT at mtsu.edu/pipelinemt or by clicking on the PipelineMT link on the MTSU home page.

RaiderNet, available through PipelineMT, offers interactive web access to live data for faculty, employees, and students through a secure (encrypted) internet connection. See the PipelineMT login page for a list of supported browsers.

RaiderNet Personal Information

RaiderNet’s Personal Information tab gives each user online access to their address, phone, emergency contact, and other personal data. Here’s what you can do:

- View and update addresses and phones
- Search your class schedule
- View and update email addresses
- View and update emergency contacts
- Verify name or Social Security Number
- Verify or update mobile number
- See your profile
- See course corequisites
- Answer a survey
- See the course catalog
- Look up classes
- See your MTSU ID number

RaiderNet Faculty Services

RaiderNet’s Faculty Services tab gives faculty online access to the most current information about their classes, students, and advisees.

- Academic Progress Report Roster
- Academic Progress Report (List of Monitored/Required Students)
- Academic Progress Report (Not Reported by College/Department)
- Assigned Courses Not Yet Graded
- Change of Grade Form
- Class Email List
- Class List Summary
- Class List with Photo
- Class List with Permits/Overrides
- Class List with Student Detail
- Class Photo Gallery
The advisor submenu options include the following:

- Advisee Listing
- Academic Progress Report by Student ID
- Academic Progress Report for Advisees by Reporting Period
- Academic Appeals
- Address and Phone
- Academic/Enrollment Notes
- Address and Phone
- Advised Student-Assign Registration PIN
- Advised Student-Release Advising
- Assigned Advisor(s)
- Assigned Registration Time
- Change of Major/Program
- Course Substitution
- Current Student Facts
- Degree Evaluation
- Email Address
- GPA Calculator
- Holds
- Maximum Registration Hours for Term
- Prescribed Course Summary
- Prior College and Graduation Information
- Purge List—Need to Pay or Confirm
- Registration History
- Schedule (detailed)
- Schedule (grid format)
- Student Registration Audit
- Test Scores
- Test Scores—PRAXIS
- Transcript with Name and MTSU ID
- Transfer Evaluation
- Webviewer Calendar
- Look Up Classes
- Display Corequisites
- Class Schedule Search
- Course Catalog
- Pre-Banner Class List (fall 1990 to summer 2007)
- Teaching Assignment History
- Unofficial Withdrawal Roster/Attendance Reporting
- Unofficial Withdrawal Roster/Attendance Reporting Status
- Webviewer Calendar
- Look Up Classes
- Display Corequisites
- Class Schedule Search
- Course Catalog
RaiderNet Employee
RaiderNet’s Employee tab provides employees with HR and payroll data:

- Time Sheet
- Leave Report
- Electronic Personnel Action Form
- Pay Information
  - Direct Deposit Allocation
  - Earnings History
  - Pay Stub
  - Deductions History
  - Earnings by Positions
- Jobs Summary
- Leave Balances
- Microsoft Home Use License
- Update Preferred First Name
- Benefits and Deductions
  - Retirement Plans and Options
  - Insurances
  - Miscellaneous Benefits
  - Benefit Statement
- Federal Income Tax Information
  - W-4 Employee Withholding Allowance Certificate
  - Electronic W-2 Consent
  - W-2 Wage and Tax Statement

RaiderNet Student
PipelineMT is the only way students can access RaiderNet services. RaiderNet’s Student tab gives students access to the following functions:

- Admissions
- Student Account
  - Confirm Enrollment/Registration
  - Payment/Account Detail for Term
  - Financial Responsibility Statement
  - Set Up Direct Deposit/Set Up Authorized Users
  - Pay Current Term Account Balance or Payment Plan Installments
  - Select Tax Year
  - 1098T Tax Notification
  - 1098T Authorization
- Registration
  - Select Term
  - Look Up Classes
  - Display Corequisites
  - Add or Drop Classes
  - Academic Appeals
  - Active Registration
  - Assigned Advisor(s)
  - Assigned Registration Time
  - Change of Major/Program
  - Dates and Deadlines (Final Exam dates, Drop/Add and Withdrawal deadlines)
  - Enrollment Verification
  - Financial Responsibility Statement
  - GPAs
  - GPA Calculator
  - Holds
  - Maximum Registration Hours for Term
  - MTSU ID Number (aka M#)
  - MTSU Post Office Box and Combination
  - MTSU Post Office Box Forwarding Address
  - Prescribed Course and High School Deficiency Summary
  - Registration History
  - Registration Status
RaiderNet Financial Aid

RaiderNet’s **Financial Aid** tab gives students access to the following:

<table>
<thead>
<tr>
<th>Financial Aid Status</th>
<th>Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Transcript</td>
<td>• Account Summary by Term</td>
</tr>
<tr>
<td>Academic Progress</td>
<td>• Award for Aid Year</td>
</tr>
<tr>
<td>Financial Aid History</td>
<td>• Award History</td>
</tr>
<tr>
<td>Eligibility</td>
<td>• Loan Application History</td>
</tr>
<tr>
<td>Holds</td>
<td>• Withdrawal Information</td>
</tr>
<tr>
<td>Student Requirements</td>
<td>General Financial Aid</td>
</tr>
<tr>
<td>Academic Progress</td>
<td>Request a Financial Aid</td>
</tr>
<tr>
<td></td>
<td>Deferment</td>
</tr>
<tr>
<td></td>
<td>View TELS Eligibility</td>
</tr>
<tr>
<td></td>
<td>Federal Shopping Sheet</td>
</tr>
</tbody>
</table>

- Schedule (Detailed)
- Schedule (Grid Format)
- Schedule (Week at a Glance)
- Student Information
- Test Scores
- Textbook Lookup
- Tutoring

**Student Records**

- Academic Progress Report
- Academic/Enrollment Notes
- Attendance Reporting
- Class Schedule
- Course Catalog
- Degree Evaluation
- Enrollment Verification
- Final Grades
- Finish Line Scholarship
- GPAs
- GPA Calculator
- Holds
- Prior College and Graduation Information
- TELS Eligibility
- Transcript
- Transfer Evaluation
PipelineMT Username and Password

Your PipelineMT username is typically your FSA account name. Password information can be found at mtsu.edu/passwords.php.

If you forget your password or need a new password assigned, visit mtsu.edu/passwords.php or call the ITD Help Desk at 615-898-5345.

Creating a Password

Complex passwords will be required when setting and changing your password for FSA/Email and PipelineMT accounts.

The requirements and guidelines you must follow can be found in MTSU policy I-03-09 Implementation of Secure Passwords at mtsu.edu/policies/general-policies/I-03-09.php.

Along with technical requirements, the site contains some do’s and don’ts, and examples of strong-yet-easy to-remember passwords. There is even a link to a Password Meter to test their strength.

In addition to the mandatory requirements, the following are also strongly recommended:

- Passwords should never be shared, written down, or emailed to others.
- Passwords should be easy to remember (for you, not others!). The temptation to use loved ones’ names, birthdays, and anniversaries is great. But “easy to remember” can also become “easy to guess.” And, in a world where hackers use sophisticated software to crack passwords, an easy password is an open invitation.

Some MTSU Webpages of Interest

<table>
<thead>
<tr>
<th>Athletics</th>
<th>goblueraiders.com</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources Services</td>
<td>mtsu.edu/hrs/</td>
</tr>
<tr>
<td>Information Technology Division</td>
<td>mtsu.edu/itd/</td>
</tr>
<tr>
<td>MTSU Home Page</td>
<td>mtsu.edu</td>
</tr>
<tr>
<td>Walker Library</td>
<td>library.mtsu.edu</td>
</tr>
<tr>
<td>News and Media Relations</td>
<td>mtsu.edu/news/</td>
</tr>
<tr>
<td>Phillips Bookstore</td>
<td>mtsu.edu/phillips/</td>
</tr>
<tr>
<td>PipelineMT</td>
<td>mtsu.edu/pipelinemt</td>
</tr>
<tr>
<td>Student Programming/Special Events</td>
<td>mtsu.edu/events</td>
</tr>
</tbody>
</table>
The challenge is to create something that is memorable for you, but tough for others to decipher.

Passwords should be changed if there is a chance that it has been compromised. The MTSU FSA domain and the PipelineMT login server password will be changed at least once per year and should be changed if there is any possibility that it has been heard or seen by anyone else.

Don’t use typical patterns on the keyboard. Some people will use passwords that meet complexity requirements, but are created by typing certain keys in sequence. An example is 1qaz!QAZ Notice that this is constructed by hitting the same four keys on the keyboard, then hitting them again with the <SHIFT> key held down. These patterns are now part of the standard dictionary attacks, so don’t be tempted to use them.

For more information, contact the ITD Help Desk at 615-898-5345 or help@mtsu.edu or more information about password changes, visit mtsu.edu/passwords.php.

If You Forget Your PipelineMT Password
If you forget your PipelineMT password, visit mtsu.edu/passwords.php.

MTSU Email
After logging in to PipelineMT, click on the email icon and then select a Faculty/Staff option and follow instructions for logging in. Email may also be accessed via the email links on the MTSU home page.

Student Printing on Campus
Each student is given a printing allocation of 320 black-and-white prints per semester to use in computer labs. If the allocation is exceeded during the semester, students may continue printing for a nominal price per page through RAIDER FUND$. Students use their BlueID cards to access printing allocations. Blue Print Solutions, in the Student Union Building, is available for specialized and general printing needs.

Banner (Administrative System)
MTSU’s main administrative system uses Banner software for managing student, financial aid, human resources, finance, advancement, and other online data. Two methods of access to Banner data are available: direct access to the online forms of Internet Native Banner (INB) or Self-Service Banner (SSB) access known as RaiderNet.
RaiderNet is available from your PipelineMT account. Simply log in to PipelineMT and select the RaiderNet tab. See the PipelineMT/RaiderNet section of this handbook for additional information on what is available via RaiderNet.

Banner INB access is available by request and granted access only. Banner Account Request forms are available at mtsu.edu/itd/forms.php. If you need INB access, please complete and submit the appropriate form.

**BlueID Card**

The BlueID card identifies students, faculty, and staff and is necessary for certain services and privileges. Your BlueID contains your MTSU ID number, which is required for all business transactions. You can use your BlueID card to:

- check out books from the library
- gain entry to the Recreation Center, computer labs, and residence halls
- cash checks
- attend campus events and purchase extra tickets
- receive student health services
- pay for food with your student meal and budget plans
- pay for printing services

You can also use your BlueID as a debit card. Just deposit money into a RAIDER FUND$ account by going to the cashier windows in the SSAC. Then use your BlueID card instead of cash or checks at the bookstore or to pay registration fees, buy a soft drink or snack, or purchase meals at any food service location on campus. Call the Business Office at 615-904-8077 for more information about RAIDER FUND$.

The BlueID WebCard Center is a secure online application that lets you manage your MTSU BlueID card. The WebCard Center allows you to:

- view up-to-the-minute balances for RAIDER FUND$, MT Dining Flex Dollars, and Meal Plans
- view your card transaction history in real time
- deactivate your card at any time if it’s lost

If you lose your BlueID card, it will be invalidated as soon as you report the loss. It is critical that you call the BlueID Office at 615-898-5523, (Monday–Friday, 8 a.m.–4:30 p.m.) After hours, report a loss to MTSU Public Safety at 615-898-2424. Come by the BlueID Office during regular office hours to have a replacement card made. There is a $10 fee to replace lost or stolen IDs. If your card breaks, bring the damaged card to the BlueID Office and a replacement will be made at no charge.

Visit the BlueID WebCard Center at blueid.mtsu.edu for more information. Simply log in using your PipelineMT username and password. The BlueID Office is in the SSAC, room 112. Hours are 8 a.m. to 4:30 p.m., Monday through Friday.
**Master Classrooms**

Students and faculty at MTSU are exploring new ways of learning and teaching in master classrooms across campus. These classrooms are specially equipped with computer, media, projection, communication, and control capabilities, and they are connected to the campus network. Typically, master classrooms have at least one computer that can be used by instructors and students for presentations, simulations, online access, and multimedia.

**ITD Faculty Instructional Technology Center**

The ITD Faculty Instructional Technology Center (FITC) in room 214 of the Telecommunications Building supports faculty members as they strive to enhance teaching and learning through technology. The center provides the following:

- **Equipment and resources for creating and editing multimedia presentations.** FITC also provides facilities for transferring files, browsing the web, and creating webpages. The center has digital flip recorder cameras and digital video camcorders available for faculty checkout. The FITC maintains web-based resources, including FAQs, software support pages, and downloadable software.

- **Instructional design/instructional technology consultation.** The FITC’s instructional technology specialists provide consultation to faculty members designing courses and course materials integrating technology.

- **Technology training.** The staff offers workshops on a variety of instructional technology applications.

- **Instructional technology innovation grants.** The FITC oversees the work of the Instructional Technology Development Committee in determining recipients of ITD grants and the winners of the Outstanding Use of Instructional Technology MTSU Foundation Award.

Learn more at [mtsu.edu/fitc/index.php](http://mtsu.edu/fitc/index.php).

**Learning, Teaching, and Innovative Technologies Center**

The Learning, Teaching, and Innovative Technologies Center, a collaborative effort of the divisions of Academic Affairs and Information Technology, focuses on providing faculty with opportunities for pedagogical support, consultation, and professional development. The center directs a Faculty Fellows program,
faculty and professional learning communities, and writing groups and has a collection of instructional support and technology resources. For more information, go to mtsu.edu/ltandite.

Center for Educational Media

The Center for Educational Media (CEM), located in the McWherter Learning Resources Center (LRC), oversees the production and distribution of high-quality educational video programs for the College of Education (COE) and the scheduling and operation of the COE Professional Development Center. The CEM provides production services for other MTSU departments and offices upon request. The CEM features two units:

1. **Audio/Visual Services (A/VS)**—supports faculty use of audio/visual equipment through its Equipment Section, helps faculty create high-quality original videos and television programs through its Television Section, and provides engineering support for the CEM’s activities;

2. **The Education Resource Channel @ Middle Tennessee** (**ERC @ MT, Comcast Channel 9**)—showcases educational video produced by A/VS and licensed from educational media vendors, select MTSU events recorded by ERC @ MT, and other educational programs obtained at no cost.

The CEM distributes its educational programming via satellite, webcasting, internet and cable television. The CEM also partners with MTSU departments, state agencies, and other public and private organizations to produce educational media for grants, contracts, and other projects.

Walker Library

James E. Walker Library supports instruction and research with expert services and an extensive collection of media and online resources. The library houses over 1 million print volumes and provides access to hundreds of thousands of electronic books and millions of online articles through electronic databases. In addition to the large general collection of books in the main stacks, the library has a reference collection; a curriculum collection of materials that support teacher education, extensive historical materials on microfilm, a popular reading collection, media and music collections, and special collections.

The library’s catalog can help you find materials at Walker, the Center for Popular Music, and the Albert Gore Research Center and in online collections. Simple and advanced search options are available.

The library’s webpages at library.mtsu.edu provide access to the catalog, electronic resources, e-reserves, and interlibrary loan services and show library hours and other information. Specialized research guides have been developed to support coursework in each academic department. Electronic resources can be
used from any computer. Your PipelineMT username and password are required if you are off campus.

All Walker Library borrowing transactions require presentation of your BlueID. Faculty and administrators may borrow up to 50 books or other circulating items for 16 weeks. Each item may be renewed four times. Faculty and administrators may also borrow reference books and bound periodicals for up to one week and current periodicals for one day. Temporary and adjunct faculty enjoy the same privileges as permanent faculty for the term of their appointments.

Staff members may borrow up to 50 circulating items. The circulation period is 16 weeks, and each item may be renewed up to four times.

Library Services
The Research Commons on the first floor of the library offers a mix of individual and collaborative computers and expert assistance with research at the Reference Desk. There is also a lounge and a popular reading collection.

The Library Technology Services (LTS) desk provides technical support for the library; lends laptop computers, headphones, and other equipment to students; and offers color printing and poster/plotter printing. Color and poster printing are fee-based. The LTS staff offers front-line help for students’ personal laptops and assistance with wireless network, Pipeline, and D2L connectivity.

The Digital Media Studio (DMS) on the second floor provides specialized computer equipment and hardware for media-rich projects with expert assistance and software training. Equipment includes high-capacity Dell PCs and Apple iMacs, high-resolution screens, multimedia software, color and black-and-white printing, scanners, and accessories. To learn more about the DMS, see library.mtsu.edu/dms or call 615-904-8526.

Study rooms, presentation rooms, and meeting places are available for groups. Study rooms accommodate up to 10 students, with a desktop computer and whiteboard provided. Use is restricted to students. Three presentation rehearsal rooms allow individuals or small groups to practice and create video recordings of presentations. Meeting spaces on the second and fourth floors have space for larger groups to gather for meetings or presentations.

Large monitors are available in each space, and computer equipment may be checked out. To learn more about library spaces or to reserve a space, visit library.mtsu.edu/services/spaces.php.
Interlibrary Loan supports student and faculty research by making it easy to borrow from other libraries. For more information, visit library.mtsu.edu/ill, call 615-904-8549 or email pam.middleton@mtsu.edu.

The library instruction program offers basic instruction on how students can successfully use the library and find other resources or how to teach more advanced, discipline-specific class sessions. For more information or to request a library instruction session, visit library.mtsu.edu/reference/inst_req.php, call 615-904-8530, or email gwen.williams@mtsu.edu.

Reserves/e-reserves allows faculty members to put assigned readings for students at the reserves desk or online in e-reserves. For more information, please call 615-904-8544, visit library.mtsu.edu/reserves, or email susy.burkhardt@mtsu.edu.

The Circulation Desk manages the lending of books and other materials. For information about circulation policies, see library.mtsu.edu/circulation/index.php, or call 615-898-2650.

The liaison program for faculty links each academic department with a faculty librarian to coordinate collection development and library services to support academic programs. To learn more or to identify your faculty representative, visit library.mtsu.edu/collectionmanagement/liaisonprogram.

Computers are provided by the library in partnership with the Information Technology Division. More than 475 desktop computers are available for all library patrons, and approximately 100 laptops are available for students. All computers offer the Microsoft Office suite of programs. Printing services in the library are subsidized by the student Technology Access Fee. Specialized computers are available in the Digital Media Studio (see above). Recent upgrades to wireless service in the library support the use of laptops and other devices.

Need help with research or using the library? Call 615-898-2817 or use instant messaging, email, or text messaging (@265010), or visit the Reference Desk. Also see library.mtsu.edu/help for more information.

**Other Units in the Library**

The Learning, Teaching, and Innovative Technologies Center on the third floor (room 348) provides workshops and other professional development activities for faculty and GTAs.
The University Writing Center, also on the third floor (room 362), provides assistance for students from all disciplines with organizing, writing, and citing sources for their projects or papers.

Starbucks Coffee at the library entrance offers beverages and food in a relaxed café setting.

The Adaptive Technology Center (in room 174) is open to the public, with priority given to students registered with Disabled Student Services. The center provides access to adaptive computers and devices and offers short-term adaptive technology loans and a variety of alternative media options.

Students and/or faculty members and departments working with disabled students have access to technologies and media options such as screen readers, screen magnifiers, text-to-speech applications, speech-to-text services, tactile graphics, and enlarged print materials.

Tutoring opportunities can be found in various places on campus and in the “Tutoring Spot” on the first floor of Walker Library. Check out mtsu.edu/studentsuccess for more information.

**Brightspace (D2L)**

For developing and managing web-enhanced, hybrid, or online courses, the faculty is encouraged to use Brightspace (D2L), an integrated online learning environment. With Brightspace, course materials can be placed online; synchronous and asynchronous communication can be used; and faculty members can transfer files, conduct online assessments and testing, and provide access to grades. For more information on using Brightspace (D2L), visit mtsu.edu/d2lsupport.

**PipelineMT/My Courses**

Each faculty member has access to the My Courses section of PipelineMT. My Courses, which is separate from Brightspace, is an alternate way to post course resources: announcements, files, emails to students, chat rooms for courses, a message board, and calendar features.

Learn more about PipelineMT at mtsu.edu/pipelimnt.

**MTSU Faculty Grants & Awards**

Check out mtsu.edu/ltanditc/awards_opportunities.php for information about internal grants and awards available to MTSU faculty, including for Innovative Teaching, Learning & Technology.
Accessing the Web
To access the web, users must have a device with communication software and a connection to the internet. That connection can be via hardwiring (i.e., in offices, the library, computer labs, and residence hall rooms, which have direct Ethernet connections to the campus network) or wireless. The University also provides wireless access to smartphones and other web-enhanced devices (e.g., iPad, tablet, iTouch, eReader, etc.).

Web Browsers
Web browsers are used to display documents, view videos, listen to audio files, and navigate between computing sites. Popular browsers include Internet Explorer, Safari, Chrome, and Firefox. Due to programming restrictions, some browsers may not display information properly on various websites.

Additionally, information transmitted over the internet may be secured or unsecured. Sites accessed using http:// and the site name are considered unsecured sites.

Sites accessed using https:// have secure technologies that encrypt information and prevent it from being intercepted and viewed. Financial, medical, or personal information should never be transmitted over unsecured websites.

Internet Addresses
Every user and every computer on the Internet has a unique address. The general form for a user address is username@nodename.domain. The nodename identifies the site (such as MTSU). The trailing domain is often one of the following:

- com: company or commercial institution or organization
- edu: educational institution
- gov: government site
- mil: military site
- net: network gateway or administrative host
- org: private organization that does not fit the other classes of domains

Your MTSU email address is firstname.lastname@mtsu.edu.
Your username will be on the paperwork you receive from ITD after your computing account is created.

You can also find it each time you go through the password reset tool found at mtsu.edu/changepw, or by clicking the Forgot Your Password link on the right side of the PipelineMT page.
Searching the Web

Many search tools are available on the web, including Google, Yahoo Search, Bing, and Ask. Your browser probably provides a web search option that links you to these search engines. Before searching for a topic, look around the site for tips or a help menu that will tell you how to get the best results. Regardless of the engine you are using, you should make your search as specific as possible because searches on general topics typically yield a high number of results. Most search engines list results in order of relevancy based on the number of times specified search terms appear within the document. Also, the website mtsu.edu allows searches on the MTSU website and broader internet.

Creating and Posting Web Content

Faculty and staff members can request campus computing accounts to create web home pages. Various authoring tools are available to support creating web pages. To learn more about creating your own web page, please contact ITD’s Faculty Instructional Technology Center at 615-904-8189.

Please read the Information Technology Resources Policy to make sure your webpage content is not in violation. For example, no obscene material may be posted on an MTSU web page. Do not post copyrighted material on your webpage without permission from the copyright holder. You may not use your MTSU webpage to advertise products, books, or services for which you’d like to receive money or services. If you wish to place advertisements on the web, you must obtain an account from a commercial internet service provider.

If You Forget Your Password

You can reset your password at mtsu.edu/passwords.php. The IT Help Desk can also reset your PipelineMT or FSA password if you forget it. Visit the IT Help Desk office in KUC 320 and bring a valid photo ID. Note: Not all passwords can be changed by the Help Desk. For questions about passwords, contact the IT Help Desk at 615-898-5345 or help@mtsu.edu.

What Are Web URLs?

The Uniform Resource Locator is a way of specifying where something is on the Internet. For example, the full URL for ITD’s webpage is http://www.mtsu.edu/itd.

- The first part of the URL specifies the access method used to retrieve the document, such as http (which stands for HyperText Transfer Protocol and is used for hypermedia documents).
- The resource name, or machine, is identified after the two slashes.
- The last part of the URL may further specify the location, identifying subdirectories and/or file names, for example.

Most webpages can be accessed in a shortened form like mtsu.edu/itd.
Email Discussion Groups
When a subscriber to an email discussion list sends a message to that list, all
other subscribers receive it. This is a convenient way to exchange ideas with
others having similar interests. MTSU uses Lyris Listserver software to host
many different discussion and announcement groups. It also provides secure
departmental lists used for internal communication, open or moderated discus-
sion groups on various topics, and class discussion lists that may aid faculty,
students, and staff in collaboration. Management of these lists is made simple
through a web browser for authenticated access. Those who wish to set up a list
on MTSU’s listserver may begin the process by contacting the ITD Help Desk at
615-898-5345 or help@mtsu.edu.

subscribers@mtsu.edu
The email distribution list subscribers@mtsu.edu enables subscribers to send
and receive email about campus news and events, personnel changes, and much
more. For more information, contact ITD at 615-898-5345.

Telephone/Telecommunication Services
The Telecommunication Services area of ITD is responsible for all matters relat-
ing to MTSU’s telephone and cable TV service. Telecommunication Services
provides communication services using two systems: Avaya Definity S8710 and
Microsoft Skype for Business. For questions regarding telephone or cable TV
service, please contact Telecommunication Services at 615-898-2991 or visit
mtsu.edu/itdtele.

Avaya Users
Traditional telephone service is provided by the University’s Avaya Definity
S8710 telephone switch, which supports digital, analog, and VOIP service. Calls
may be made from campus phones by dialing any MTSU four-digit extension
number. From off campus, include the appropriate area code 615- and prefix:
898, 494, or 904.

Local calls may be made from campus phones by dialing 9 and the desired
10-digit local number. For long distance, dial 9, 1, and the 10-digit number. Some
courtesy phones are restricted to campus calls only.

Voicemail service for Avaya users is provided by request for faculty, staff, and ad-
ministration through Intuity Audix.

To request changes to existing Avaya service or request telephone repairs, please
contact Telecommunication Services at 615-898-2991 or email
telecom@mtsu.edu.
Microsoft Skype for Business

Microsoft Skype for Business is an enterprise-ready unified communications platform that allows users to enhance productivity with a consistent, single-client experience for presence, instant messaging, enterprise voice, and conferencing. Standard call-handling procedures such as call answer, call transfer, call forward, and hold are initiated through Skype for Business Client (softphone) or a Skype-Enabled handset. On-campus calls may be made from campus phones by dialing any MTSU four-digit extension number. From off campus, include the appropriate area code 615- and prefix: 898, 494, or 904. Local calls may be made by dialing the desired 10-digit local number. For long distance, dial 1 and the 10-digit number.

Voicemail service for Microsoft Skype for Business users is provided automatically for faculty, staff, and administration through Exchange Unified Messaging (UM). Integrated with Microsoft Exchange, UM automatically routes voicemail messages to email with a speech-to-text preview of the message and a complete audio attachment. For additional information about Exchange Unified Messaging, please visit the website at mtsu.edu/itdtele.

To request new Skype for Business service, change existing service, or request telephone repairs, please contact Telecommunication Services at 615-898-2991 or email telecom@mtsu.edu.

Operator Assistance

Dial 0 for campus operator assistance from any campus phone. For campus operator assistance from off campus, dial 615-898-2300. Operator assistance is provided 8 a.m.–4:30 p.m., Monday through Friday, with a speech recognition directory for after hours and holidays. For the speech recognition directory during regular hours, dial 5000 on campus or 615-898-5000 off campus. Courtesy phones are located in the lobbies of all main buildings. For Avaya users, up to six parties can be connected on a conference line. Skype for Business users have extensive conferencing features as well. For more information about audio call conferencing, contact Telecommunication Services at 615-898-2991 or visit the website at mtsu.edu/itdtele.

Audio Conferencing Equipment

A high-quality speakerphone for audio conferences is available for rent. Call Telecommunication Services at 615-898-2991 to schedule installation of the phone for your next audio conference.

Videoconferencing

Videoconferencing is available for any on-campus user, through a Skype or Skype for Business account. Telecommunications Building conference room 201 is available for video conferences. Any on-campus user may contact Telecommunication Services at 615-898-2991 to schedule a videoconference.
Cable TV
Cable TV service is provided through ITD’s Telecommunication Services to residence halls and other buildings. The service has over 100 channels—many in high definition. Your TV will need a QAM digital tuner to receive the broadcasts. If you have an older TV with an analog tuner, a digital-to-analog converter will be required to connect to the system. Visit mtsu.edu/itdtele for more information.

Cellular Phone Service
Corporate
Employees needing cellular phone telephone service for business purposes should follow Policy IV:04:18 in the MTSU Policy and Procedures Manual and submit appropriate allowance forms to Human Resources Services for reimbursement. The policy can be found at mtsu.edu/policies.

Departments needing to establish wireless data services by using a wireless data card should contact Telecommunication Services at 615-898-2991.

Employee
Many cellphone providers offer discounts to MTSU employees. For a complete listing of wireless providers and their discount programs, please refer to mtsu.edu/hrs/benefits/discount_communications.php.

Critical Notification System
The MTSU Critical Notification System is used under circumstances that pose a threat of imminent danger and/or when it is vital to contact members of the campus community as quickly as possible.

This also includes (but may not be limited to) notification of an imminent purge of a student’s courses due to incompletion of the registration confirmation step. The system is also used to send MTSU Advisories via email only. When inclement weather affects the University’s daily operations, the MTSU community is notified via Alert4U.

All MTSU staff, faculty, and student email addresses are automatically entered into the MTSU Critical Notification System. If you wish to add phone numbers for texting and/or voicemail, or additional email addresses, please log in at getrave.com/login/mtsu with your PipelineMT username and password.

You may also access your account through your PipelineMT account by clicking on the Alert4U tab.

If you are new to MTSU, you will receive an email with instructions on how to access your account. You are responsible for keeping account information up to date.
The system does not charge subscribers to send or receive SMS messages. Standard or other charges apply depending on your wireless plan and subscription. You can opt out of SMS messages by texting STOP to 67283 or 226787.

Other ITD Services

Check-Out Equipment
ITD has laptop computers, portable projectors and more available for faculty and staff members to check out. To reserve this equipment, go to mtsu.edu/itd and select “Resources,” then “Faculty & Staff” then “equipment checkout,” or call the ITD Help Desk at 615-898-5345.

Test Scoring
Test scoring using optical scanning including statistical analysis and graphical representation of results, if requested, is available at the IT Help Desk (KUC 320). A specialized scanner for advanced scanning needs (i.e. used to load survey data onto the campus server or onto the user’s storage device) is available in James Union Building room 306 upon consultation with ITD staff.

Consulting and Technical Support
For additional information on any of these services, contact ITD at 615-898-5345, or check the ITD web pages at mtsu.edu/itd.

- Limited development of custom software
- Activation of student computing accounts
- Consulting on the academic system including inquiries about network communications, application software, program compilation, or the organization of a data file or survey
- Programming services and technical support for users accessing administrative software systems and data
- Statistical software consulting including design consultation, instruction on software, and data analysis and interpretation for projects using available software packages such as SAS and SPSS
• Assistance with the transfer of data from scan sheets to a storage device, the uploading and downloading of files to and from the server, or the transfer of files across the internet
• Software site license and volume discount programs that enable employees to buy software for MTSU-owned computers at a reduced price
• User support for microcomputer hardware and software including consultation and training; purchase recommendations; repair and troubleshooting; installation of equipment, network cards, and interface software; and site license software
• Network-related services including maintenance of the backbone; proper connection of all LANs, WANs, and other nodes to the backbone; management of all network resources; maintenance of all equipment from the main network backbone to the individual user interface; and assistance with the use of network equipment
Wireless Connectivity
Wireless Internet access is available at many locations on campus, including outdoor areas, lounges, dining areas, and classroom buildings.

Full wireless service on campus is limited to University students and employees and can be accessed by entering a PipelineMT username and password. Limited Internet access is available for guests.

More information may be found at mtsu.edu/itdnet/wireless.php.

Computer and Network Security
To reduce the threat of your computer being infected by a worm, virus, or spyware, strive to keep your computer as secure as possible. For more information on computer security, go to mtsu.edu/security.

To learn more about information security, read the Information Security Policy at mtsu.edu/policies/general-policies/I-03-06.php.

Student Technology Access Fee
The student Technology Access Fee (TAF) is used for direct student benefit, including new and improved high-technology laboratories and classrooms, appropriate networks and software, computer and other equipment, and technological improvements in instruction.

The TAF helps students gain hands-on experience with the latest computer-based and discipline-specific technologies.

For example, the funds may go toward computer lab upgrades, new computer labs, new computer equipment and software, multimedia and master classrooms, recording and production equipment, and library resources. Learn more at mtsu.edu/taf.

Students pay the TAF along with their other fees.

TAF expenditure recommendations from the Instructional Technology Committee are approved by the president and submitted to the TBR vice chancellor for finance for approval.

As soon as proposals receive board approval, purchases begin. The goal is to get the technology to students as soon as possible.
See Where Your Money Is Going
Equipment purchased using funds from the student Technology Access Fee is tracked to be sure it is being used as intended. Look for the special label on each piece of equipment that shows it is a result of technology fees at work.

Additional Help and Information

Help with Software
Most software packages include online help. If you are working with a software package and you need help, check the menu bars across the top of the screen.

Help on the Web
Information is available on MTSU’s website at mtsu.edu and ITD’s site at mtsu.edu/itd. Faculty and staff may also submit help requests to ITD’s Help Desk on the Web at mtsu.edu/help/index.php.

Via Email
Send an email message to ITD’s Help Desk at help@mtsu.edu.

Via Phone
Call ITD’s Help Desk at 615-898-5345.
University Computer Labs

University Adaptive Technology Center
Walker Library 174 (near circulation desk)
mtsu.edu/dac/ate.php
615-904-8550

University Computer Lab at BAS (Business and Aerospace Building)
Business and Aerospace Building S137
http://mtsu.edu/businesslab/
615-898-5515

University Computer Lab at James E. Walker Library
Electronic Information Center (first floor)
Scholar workstations on each floor near elevators
library.mtsu.edu/technology.php
615-898-2772

University Computer Lab at KOM (Kirksey Old Main)
Kirksey Old Main 350/351/360
mtsu.edu/csc/
615-898-2144

Students, faculty, and staff with current MTSU IDs may use computers in University computer labs.

Many departments have labs for classes, research, and general use. Computer labs are also provided for students who live in Corlew, Lyon, and Smith residence halls and Womack Lane Apartments.
Index

A
Accounts ...........................................4
Adaptive Technologies......................3
Audio/visual equipment..................13
Avaya...............................................19

B
Banner .............................................10
BlueID Card....................................11
Bookstore ..........................................9
Brightspace..................................4, 16

C
Cable TV .........................................21
Center for Educational Media .....13
Changing your password ...............18
Computer accounts...........................4
Computer and network security ......24
Computer labs .................................26

D
Databases, library ......................13–15
Desire2Learn ...............................4, 16
Discussion groups, email ................19

E
Electronic books ..............................13
Electronic resources ..........13–16
Email ...........................................4–10
Equipment checkout ........................22

F
Fee, Student Technology
Access ...........................................24
FITC ................................................12
Forgotten passwords ........................18

H
Help...................................................25
Home pages on the Web...........9, 16
Home page creation .......................18

I
ID cards.............................................11
IT Resources Policy .........................3
Instructional Media
Resources ......................................13
Internet ........................................24
Internet addresses ..................17–18
Internet basics ............................17–18
Internet Explorer .............17–18
ITD Instructional
Technology Center..... .................12

L
Labs .................................................26
Learning, Teaching, and Innovative Technologies
Center (LT&ITC) ............................12
Library, Walker .........................13–16

M
Master classrooms ............................12
Microsoft Skype for Business ......20

N
News and Media Relations ..........9

O
Online library catalog ..................13
Operator assistance .................20

P
Passwords.................................9–10, 18
Phillips Bookstore .........................9
Phone services .....................19–22
PipelineMT ............................5–11
Placing telephone calls ............19
Printing .........................................10
RAIDER FUNDS ........................................ 11
RaiderNet ........................................ 5–8
Registration ..................................... 7

Searching the Web ....................... 18
Security, computer and network .... 24
Skype for Business ....................... 20
Student Technology
Access Fee ................................... 24
Subscribers@mtsu.edu .............. 19

Technical support .................... 22-23
Technology fee ............................. 24
Technology Resources Policy .... 3
Telecommunications ................. 19-22
Telephone services ................. 19–22
Test scoring ............................... 22
Text messaging alerts ............... 21
Training, ITD workshops .............. 4

University Computer Labs......... 26
URLs ..... ........................................ 18

Validity of accounts .................. 5
Videoconferencing ................... 20
Voicemail ................................. 20

Walker Library ...................... 13–16
Web ........................................ 17–19
Webpages of interest, MTSU ....... 9
Wireless connectivity ................ 24
Workshops ................................. 4
RECORD YOUR EMAIL ACCOUNT INFORMATION

Your user ID_________________________________________

Your internet email address is firstname.lastname@mtsu.edu.
Information Technology Division (ITD)
QUICK REFERENCE

ITD Help Desk
615-898-5345
help@mtsu.edu
KUC 320
mtsu.edu/help/index.php

ITD Office Hours
8 a.m.–4:30 p.m. M–F
Cope Administration Bldg. 003

Computer and Network Security
mtsu.edu/security

BlueID Office
615-898-5523
8 a.m.–4:30 p.m. M–F
SSAC Room 112
mtsu.edu/BlueID

Wireless Connectivity
mtsu.edu/itdnet/wireless.php/

University Computer Labs
• Business and Aerospace S13
  Questions? Call 615-898-5515
• Walker Library
  Questions? Call 615-898-2772
• Adaptive Technology Center
  Walker Library, Room 174
  Questions? Call 615-904-8550

PipelineMT/RaiderNet
mtsu.edu/pipelinemt/

Your Email Address
firstname.lastname@mtsu.edu

MTSU’s Website
mtsu.edu

ITD’s Website
mtsu.edu/itd

0716-3056—Middle Tennessee State University does not discriminate against students, employees or applicants for admission or employment on the basis of race, color, religion, creed, national origin, sex, sexual orientation, gender identity/expression, disability, age, status as a protected veteran, genetic information, and any other legally protected class with respect to all employment, programs and activities sponsored by Middle Tennessee State University. The following person has been designated to handle inquiries regarding non-discrimination policies for MTSU: Marian V. Wilson, PhD, Assistant to the President for Institutional Equity and Compliance and Title IX Coordinator, Middle Tennessee State University, Cope Administration Building 116, 1301 East Main Street, Murfreesboro, TN 37132; marian.wilson@mtsu.edu or call 615-898-2185. MTSU’s policy on non-discrimination can be found at: mtsu.edu/policies/general-policies/I-01-10.php.