Getting Started with Your Computer Accounts and Other Information Technology Resources 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/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 the Cope Administration Building and 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.–4:30 p.m. Monday–Friday.

The Help Desk in KUC 320 is available during semester sessions at 615-898-5345 or help@mtsu.edu. Information and resources are found at mtsu.edu/help/index.php.
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 information, visit mtsu.edu/dac/atc.php or call 615-904-8550.

Currently, the Help Desk hours are 2 p.m.–9 p.m. Sunday; 7 a.m.–9 p.m. Monday–Thursday; 7 a.m.–4:30 p.m. Friday; and 8 a.m.–4 p.m. Saturday. The current hours are available when each semester is in session. During the semester breaks, the hours are 8 a.m.–4:30 p.m. Monday–Friday. These hours are subject to change based on traffic patterns.

Information and resources are available 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 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 & Guidelines.
FSA: Faculty and Staff Accounts

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).

MTSU’s FSA Active Directory domain provides centralized authentication for faculty, students, and administrative staff. You will use your FSA user name and password to sign in to many MTSU systems, including PipelineMT, email, D2L, and computers on campus.

To request an additional email account such as a class, department, or student organization, please contact the Help Desk at 615-898-5345.

MTSU faculty and staff members also have access to the following other MTSU systems:

• Brightspace/Desire2Learn (D2L)—automatic for faculty
• Banner INB—approval required
• MTSU’s reporting system and data warehouse—approval required

Access is restricted on these systems.

Workshops for Faculty and Staff

Each semester, ITD offers many hands-on workshops for faculty, staff, and graduate assistants.

A list of workshops is available at mtsu.edu/itd. Click on Workshops & Training to register online. For 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.

Visit www.mtsu.edu/itd/forms.php and click on “Email account application for Retirees (PDF).” Retiree MTSU Email accounts expire yearly on the anniversary date of processing, but may be renewed annually by contacting the MTSU IT Help Desk (another form is not required at that time).

Note that if you have data that you want to take with you, it is your responsibility to download it before you leave MTSU.
Learning with Lynda.com

The campus-wide Lynda.com subscription is a tremendous benefit for educators, staff, and especially the University's nearly 24,000 students.

Tutorials are available for writing, publishing, graphic design, animation, and audio/video programs; career fields like marketing, filmmaking, game creation, IT security, and web design; and even job skills such as time management, and project coordination.

Faculty members can make tutorials part of curricula, or recommend certain ones to help students be better prepared for assignments so classroom time is not spent on teaching how to use basic programs. Staff members can use Lynda.com for professional development, or to learn specific new skills needed for their jobs.

Log in at https://portal.office.com/myapps. Under Work/School Microsoft Account credentials, enter your FSA username@mtsu.edu. (If you sign in to your work computer with the FSA username jjones, then enter jjones@mtsu.edu.) Type in your FSA password.

Find more resources including tutorials and examples of classroom use at mtsu.edu/itd/lynda.php. Learn more about Lynda.com uses in higher education at lynda.com/academic/higher-education.

MTSU offers Microsoft Imagine Academy

MTSU is a member institution of the Microsoft Imagine Academy, which provides faculty, staff, and students access to a collection of downloadable learning resources and self-paced tutorials to prepare for Microsoft certification exams.

Categorized into Productivity, Computer Science, and IT Infrastructure, the catalog consists of more than 250 tutorials. In addition, MTSU has a limited site license allowing faculty, staff, and students to take Microsoft Office Specialist (MOS) certification exams (i.e. Word, Excel, PowerPoint, Access).

If you are interested in the tutorials, incorporating the materials/resources from the repository, or learning more about taking a MOS certification exam, visit mtsu.edu/msitcad. To incorporate the Academy into coursework, contact the FITC at 615-904-8189.
PipelineMT
PipelineMT ([mtsu.edu/pipelinemt](mtsu.edu/pipelinemt)) is a portal that gives students, faculty, and employees single sign-on, secure access to their personal MTSU data.

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

If you forget your password or need a new password assigned, visit [mtsu.edu/changepw](mtsu.edu/changepw) or call the ITD Help Desk at 615-898-5345.

Creating a Password
Complex passwords are required when setting and changing your password for FSA/email and PipelineMT accounts.

The requirements and guidelines you must follow can be found in Policy 925 “Implementation of Secure Passwords” at [mtsu.edu/itd/policies.php](mtsu.edu/itd/policies.php).

Along with technical requirements, the site contains some do's and don’ts, as well as 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” also can become “easy to guess.” And, in a world where hackers use sophisticated software to crack passwords, an easy password is an open invitation.
- The challenge is to create something that is memorable for you, but tough for others to decipher.
- A password should be changed if there is a chance that it has been compromised. Your MTSU PipelineMT/FSA password is to 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 visit [mtsu.edu/passwords.php](mtsu.edu/passwords.php).
Personal Information
Visit PipelineMT’s home page and click on Personal Information to perform the activities listed below.
• View/update address, phone numbers, and personal email addresses
• See your Directory Profile (aka the campus Find People directory)
• View/update emergency contacts
• See your MTSU ID number

Faculty
Visit PipelineMT’s Faculty page to perform the activities listed below.
• 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 Permits/Over-rides
• Class List with Photo
• Class List with Student Detail
• Class Photo Gallery
• Class Schedule Search
• Closed Class Request
• Course Catalog
• CRN Enrollment/Location/Outstanding Permits
• Display Corequisites
• Evaluation Results Website
• Faculty Schedule (detailed)
• Faculty Schedule (week at a glance)
• Final Grades
• Look Up Classes
• Office Hours
• Pre-Banner Class/Instructor Lookup (fall 1990 to summer 2007)
• 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
Advisors

Visit PipelineMT’s Advisors page to perform the activities listed below.

• Academic Appeals
• Academic Progress Report by Student ID
• Academic Progress Report for Advisees by Reporting Period
• Academic/Enrollment Notes
• Address and Phone Number
• Advised Student-Assign Registration PIN
• Advised Student-Release Advising
• Advisee Listing
• Assigned Advisor(s)
• Assigned Registration Time
• Change of Major/Program
• Class Schedule Search
• Course Catalog
• Course Substitution
• Current Student Facts
• Degree Evaluation
• Display Corequisites
• Email Address
• GPA Calculator
• Holds
• Look Up Classes
• Maximum Registration Hours for Term
• Prescribed Course Summary
• Prior College/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

Banner system

MTSU’s main administrative system uses Banner software for managing student, financial aid, human resources, finance, advancement, and other online data. Banner data is accessible two ways:

• Direct access to the online forms of Internet Native Banner (INB)
• Self-Service Banner (SSB) access via PipelineMT

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.
Employees

Visit PipelineMT’s Employees page to perform the activities listed below.

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

Students

Visit PipelineMT’s Academic Information, Registration, Billing & Payment, and Admissions pages to perform the activities listed below.

- Academic Appeals
- Academic/Enrollment Notes
- Academic Progress Report
- Active Registration
- Admissions
- Add or Drop Classes
- Assigned Advisor(s)
- Assigned Registration Time
- Attendance Reporting Change of Major/Program
- Class Schedule
- Course Catalog
- Confirm Enrollment/Registration
- Dates and Deadlines (Final Exam, Drop/Add and Withdrawal, etc.)
- Degree Evaluation
- Display Corequisites
- Enrollment Verification
- Final Grades
- Financial Responsibility Statement
- Finish Line Scholarship
Financial Aid

Visit PipelineMT's Financial Aid page to perform the activities listed below.

• Academic Transcript
• Academic Progress
• Award
  • Account Summary by Term
  • Award for Aid Year
  • Award History
  • Loan Application History
  • Withdrawal Information
• Deferment
• Eligibility
• Federal Shopping Sheet
• Financial Aid History and Status
• General Financial Aid
• Holds
• Request Financial Aid
• Student Requirements
• View TELS Eligibility
Your BlueID Card

The BlueID card identifies students, faculty, and staff for access to campus 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 library materials
• gain entry to the Recreation Center, campus computer labs, and residence halls
• attend campus events and purchase extra tickets
• receive student health services
• pay for food with your student meal and budget plans
• access printing services

You can also use your BlueID as a debit card. Just deposit money into a Raider Funds account at the cashier windows in the Student Services Building or through a link at mtsu.edu/BlueID. 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 food service locations on campus. Contact the Business Office at 615-904-8077 for more information about Raider Funds.

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

• view up-to-the-minute balances for Raider Funds, 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

Visit the BlueID WebCard Center at blueid.mtsu.edu. Simply log in using your PipelineMT/MTMail username and password. The BlueID Office is in the Student Services and Admissions Center (SSAC), Room 112. Hours are 8 a.m.–4:30 p.m., Monday–Friday. Hours of operation may increase during peak registration periods.

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.

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 is damaged, bring it to the BlueID Office and a replacement will be made at no charge.
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:

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

• **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.

• **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 (LT&ITC), a collaborative effort of Academic Affairs and ITD, focuses on providing faculty with opportunities for pedagogical support, consultation, and
professional development. Instructional support specialists offer consultations on all phases of course preparation and delivery.

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. More info at mtsu.edu/ltanditc.

**Instructional Support Team can help with course design**

Designing and building a course is like building a new house—the to-be-homeowner has the idea of what is desired, but must enlist the help of experts to make that dream a reality.

Course design can be thought of in the same way. With the help of experts on an instructional design team, the idea that starts with the faculty can grow into a pedagogically sound, highly engaging, multimedia-rich learning environment.

In an instructional design team:

- The faculty member(s) serves as subject matter expert, establishing learning outcomes and providing content leadership.
- The instructional designer/technologist(s) serves as the pedagogy expert determining appropriate teaching and technology methodologies to use.
- The learning multimedia developer creates graphic, video and other course elements to enhance the course materials.
- The accessibility specialist provides quality checking to assure that the course meets high, rigorous standards and will be accessible to all our students.
- The educational assessment expert(s) provides direction on assessing the outcomes of the project.

ITD’s instructional support team began piloting this approach with two design projects in fall 2017. The team now plans to offer this service to more course developers.

If you are undertaking a course design/redesign and would like to take advantage of this team approach, or to further discuss the possibilities, please contact Barbara Draude at 615-904-8383.
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 departments and offices upon request. The CEM features two units:

- **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.

- **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.

James E. Walker Library

The library provides traditional and high-tech learning resources, including nearly 1 million print volumes, with an equal collection available online as e-books and databases providing online articles.

In addition, the library creates digital collections in its Digital Scholarship Lab and has materials in a variety of media. Historical information can be found in the digital collections, on microfilm, and in the Special Collections area of the library.

The library’s webpages at library.mtsu.edu provide access to the catalog, electronic resources, e-reserves, and interlibrary loan services, plus show library hours and other basic information. All library borrowing transactions and printing/copying require a BlueID.

For more about circulation policies, see library.mtsu.edu/borrow.php, or call 615-898-2650.

More than 475 desktop computers and approximately 100 laptops are available. Wi-Fi allows use of laptops and other devices throughout.

The Research Commons on the first floor offers a mix of individual and collaborative computers and expert assistance with research at the Reference Desk.

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. The LTS staff provides front-line help for students’ personal laptops and assistance with Wi-Fi, PipelineMT, and D2L connectivity.

The Digital Media Studio (DMS) on the second floor offers specialized computer equipment and hardware. 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. Three presentation rehearsal rooms allow practice and video recordings of presentations. To learn more or to reserve a space, visit library.mtsu.edu/spaces.

Makerspace open at Walker Library

Makerspace is open at the James Walker Library, on the second floor in the Digital Media Studio (DMS).

It offers use of 3D printers, resin printers, vinyl printers, laser cutters, virtual reality, augmented reality, micro-circuitry, robot-building kits, and more to students in one location.

The goal of Makerspace is a self-directed, collaborative, problem-solving lab that draws upon digital literacy and entrepreneurship. Priority is given for education-related projects, but use isn’t limited to course materials. Users are required to receive training.

Academic applications include computer science, education, art, mechatronics engineering, geoscience, architecture, aerospace, fashion design, theater, business, education, and health care.

Find out more at library.mtsu.edu/makerspace.php.

Digital Scholarship Initiatives

Digital Scholarship Initiatives is an extension of the mission of the library as an active partner in the scholarly communication process. This includes a Digital Scholarship Lab on the second floor dedicated to faculty and advanced students who enhance research by using digital tools, collaborating on digital projects, and disseminating research through digital platforms.

Other resources include digitization guidelines, digital humanities seminars, workshops, grant opportunities, journal-hosting services, open access consultation, and preservation of research through faculty submissions to the institutional repository called JEWLScholar. More information is available at dsi.mtsu.edu.
ITD instructional technology grants available

Visit mtsu.edu/ltanditc/awards_opportunities.php for information about internal grants and awards available to MTSU faculty, including for Outstanding Achievement in Instructional Technology. Also, Faculty Instructional Technology Innovation grants are being awarded again. ITD brought back this grant program for support of innovative teaching/learning environments.

Proposals are solicited and the Instructional Technology Development Committee reviews them and recommends several to the vice president for Information Technology/ CIO for funding consideration.

Recent projects include Portable Resources for Teaching With Video Games, Adding UI/UX Large-Format (Digital Signage) Design to the Graphic Design Curriculum, and Immersive Storytelling Techniques and Technologies—i.e., Virtual Reality.

Details are at mtsu.edu/itdacad/docs/ITDCGrantGuidelines.pdf. Direct any questions to the Faculty Instructional Technology Center at 615-904-8189 or itdacad@mtsu.edu.
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 hard-wiring (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.).

Wireless connectivity

Wireless internet access is available at many locations on campus, including outdoor areas, lounges, dining areas, and classroom buildings. To access the wireless network, a Wi-Fi 802.11g/n or 802.11ac interface card is required. This is often built into laptop computers.

WLANMTSU is the campus-wide Wi-Fi network, while on-campus housing residents should use RESNETMT in the dorms.

Full wireless service on campus is limited to University students and employees and can be accessed by entering MTSU mail username and password. Limited internet access is available for guests. Find more information at mtsu.edu/itdnet/wireless.php.

Desire2Learn (D2L)

The Desire2Learn (D2L) Learning Environment is a complete web-based suite of easy-to-use teaching and learning tools for course development, delivery, and management. Desire2Learn’s Learning Environment provides the flexibility to control the environment to match your own unique approach to teaching and learning, and provides tools to help facilitate communication, collaboration, and community building. For more information on using Desire2Learn (D2L), visit mtsu.edu/d2lsupport.

MTSU has moved to a new look and feel of Desire2Learn called “Daylight.” The normal functions of D2L will work exactly as they always have but the interface will now be mobile-friendly and respond to the size of the screen on the device it is being displayed. Those using phones and tablets will have a much-improved experience.
ePortfolio tool
The Desire2Learn (D2L) ePortfolio tool is open to all MTSU students as part of the University’s MT Engage initiative to improve student performance.
It allows students to collect “artifacts” of their educational careers, organize them, and present them to prospective employers or grad schools in the form of a mini personal website.
Also, ePortfolio also offers numerous tools for classroom presentations, collaboration with fellow students, and communication with teachers.

Webpage Content
Please read the Information Technology Resources Policy to make sure any original webpage content is not in violation. For example, no obscene material may be posted on an MTSU webpage. 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 mtu.edu/changepw. The IT Help Desk also can reset your PipelineMT/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.

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 Listserv software to host many different discussion and announcement groups.
It also provides secure departmental lists used for internal communication, open or moderated discussion 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 listserv should contact the ITD Help Desk at 615-898-5345 or help@mtsu.edu.

subscribers@mtsu.edu
The email 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.
The Telecommunication Services area of ITD is responsible for all matters relating to MTSU’s telephone and cable TV service. Telecommunication Services provides communication services through 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.

**Microsoft Skype for Business**

Unified communications, including telephone service, is provided by Skype for Business, serviced by the Information Technology Division. Calls may be made internally by dialing any MTSU four-digit extension. From off-campus, include the appropriate area code, 615- and prefix: 898, 494, or 904. Local calls may be made from any campus phone by dialing the 10-digit local number. For long distance, dial 9, 1, and the 10-digit number. Courtesy phones are restricted to campus calls only.

For additional information on Skype for Business, please visit the Skype for Business website at mtsu.edu/itdtele/skype/. To sign up for a S4B Basic or Advanced training workshop, visit mtsu.edu/itd/workshops.php.

Voice mail service is provided to all faculty, staff, and administration through Exchange Unified Messaging. For more information regarding voice mail, visit mtsu.edu/itdtele/services/voicemail.php.

To request changes to existing telephone service or to report telephone issues, 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–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 many main buildings.

Skype for Business users have extensive conferencing features. For more information about audio call conferencing, contact Telecommunication Services at 615-898-2991 or visit the website mtsu.edu/itdtele.
Audio/Videoconferencing Equipment
A high-quality speakerphone for audioconferences is available for rent. Call Telecommunication Services at 615-898-2991 to schedule installation of the phone for your next audioconference.

Videoconferencing is available for any on-campus user, through a Skype or Skype for Business account. Telecommunications Building Conference Room 201 is available for videoconferences. 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. Among recent upgrades is the inclusion of high definition for any available channel (almost 80 channels now in hi-def), plus four premium channels (StarMAX, Cinemax East, HBO Comedy, and HBO Family East).

For more information, contact Telecommunication Services at 615-898-2991, or visit mtsu.edu/itdtele and click Services.

Since the cable TV service is all-digital, a digital TV or digital tuner is required. TVs manufactured in the last few years have digital tuners. If you have an older TV that only has an analog tuner, you need to acquire a digital-to-analog converter (DTA) to connect to the system.

The iView 3500STBII has been successfully tested and is recommended. The iView 3500STBII can be purchased online through a variety of suppliers. (Please note that some standard DTAs for over-the-air reception will not work with this system.)

Cable TV service is provided to campus dorm rooms and to the common living area in campus apartments. Additional service may be requested for bedrooms in Scarlett Commons apartments.

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 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 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 also is 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. To add phone numbers for texting and/or voicemail, or additional email addresses, 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. For more information, visit mtsu.edu/alert4u/faqs.php or contact Alana Johnson at 615-898-2677. 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.

More info
For a detailed description of all of the telecommunications system features, visit mtsu.edu/itdtele.

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. to load survey data onto the campus server or the user’s storage device) is available in ROTC Annex Room 103 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

Computer and Network Security

To reduce the threat of your computer being infected by a worm, virus, or spyware, strive to keep your system as secure as possible. For more information, go to mtsu.edu/security.
To learn more about information security, read policy 920 “Information Security” at mtsu.edu/itd/policies.php.
Multi-Factor Authentication

With more MTSU services available on the internet, it has never been more important to protect your MTSU account from unauthorized access. Phishing attacks, malware, and social engineering constantly target the University population with the intent of stealing users’ credentials to gain unauthorized access to MTSU systems. While users should always create strong passwords to protect against unauthorized access, passwords alone are simply no longer a sufficient means of authentication as these attacks continue to become more sophisticated.

As a result, ITD has implemented multi-factor authentication services to protect your MTSU account. This will be similar to services offered by Apple, Google, Microsoft, Amazon, FaceBook, Twitter, and credit card companies.

Specifically, this means MTSU systems using single sign-on (SSO) services will require a second factor of authentication in addition to a password. So if hackers compromise your password, they would still need a second factor, like your phone, to complete an authentication request. MTSU systems requiring students to enter the MTMail credentials or employees to enter their Pipeline/FSA user name @mtsu.edu use SSO services. Microsoft Azure multi-factor will be authentication available to all users as an opt-in service. Visit the following MTSU Web site to opt in to the service and enroll accounts: webservices.mtsu.edu/EnableMFA

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. It also pays for students to use printer/copying services at labs across campus.
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. The Instructional Technology Committee makes expenditure recommendations to the VP for Information Technology/CIO. After consideration, the final recommendation is submitted to the president for approval. As soon as proposals receive final approval, purchases can 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 equipment that shows it is a result of technology fees at work.

MTSU’s mobile app, created and maintained by ITD student developers since its inception in 2011, has many features that faculty, staff, and students will find helpful.

Features include:
- tracking of bus locations
- parking lot information
- class schedule information
- classroom and office locations
- contact information
- academic progress reports
- campus office phone numbers
- University event calendars
- and more

You can access PipelineMT, D2L, and MTSU email through the app.

Get the app at mtsu.edu/mobile.
University Computer Labs

University Computer Lab at BAS (contains link to s-drive)
Business and Aerospace Bldg., S137
www.mtsu.edu/businesslab/index.php
(615) 898-5515

University Computer Lab at KOM
2nd Floor - KOM 204/252/267
3rd Floor - KOM 350/351/360
www.mtsu.edu/csc/lab_KOM.php
(615) 898-2144

University Computer Lab at Walker Library (LIB)
http://library.mtsu.edu/
(615) 898-2817

University Adaptive Technology Computer Lab at Walker Library
www.mtsu.edu/dac/atc.php
(615) 904-8550

University Collaborative Computer Lab at Student Union (STU 206)
www.mtsu.edu/mtunions/computer_lab.php
(615) 898-5121

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.
MTSU’s Website
mtsu.edu

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

ITD Information
mtsu.edu/itd
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

PipelineMT
mtsu.edu/pipelinemt

University Computer Labs
- University Computer Lab at BAS
  mtsu.edu/businesslab/index.php
- University Computer Lab at KOM
  mtsu.edu/csc/lab_KOM.php
- University Computer Lab at Walker Library
  http://library.mtsu.edu/
- University Adaptive Technology Computer Lab at Walker Library
  mtsu.edu/dac/atc.php
- University Collaborative Computer Lab at Student Union
  mtsu.edu/mtunions/computer_lab.php

Multi-Factor Authentication
https://webservices.mtsu.edu/EnableMFA/

Your Email Address
firstname.lastname@mtsu.edu

0618-0001

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.