Getting Started with Your Computer Accounts and Other Information Technology Resources
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 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.
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.

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/Admin Pages—approval required
- MTSU’s reporting system and data warehouse—approval required

Access is restricted on these systems.

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.
Changes made to Microsoft Imagine Academy

Some important changes have been made to Microsoft Imagine Academy’s (MSIA) online learning program.

MSIA’s learner portal was discontinued and replaced with a master directory, in OneNote format, that includes links to direct users to specific online learning resources that support courses in the academy’s four learning paths—Computer Science, Data Science, IT Infrastructure, and Productivity.

Also, some of MSIA’s most popular courses were refreshed including the Office 2016 suite and Data Science courses.

MTSU users can access the MSIA master directory through PipelineMT’s Resources Area at mtsu.edu/pipelinemt. For more information, call 615-604-8189.

Lynda.com tutorials now LinkedIn Learning

The wide range of video tutorials offered by Lynda.com is still available to MTSU faculty, staff, and students through LinkedIn Learning.

Lynda.com has become LinkedIn Learning, and MTSU migrated its users to this upgraded version this past spring.

Users should have received an email containing a link with information on how to activate LinkedIn Learning.

That link is learning.linkedin.com/cx/lyndaupgrade.

There is a new tile in Office 365 for LinkedIn Learning that is accessible through portal.office.com/myapps.

Users will sign in to LinkedIn Learning using their SSO credentials just as they did to Lynda.

If you have used Lynda.com at MTSU, your learning activity and history will transfer to LinkedIn Learning.

LinkedIn Learning meshes the online Lynda tutorials with its data so you can learn new skills without leaving LinkedIn’s platform.

When activating your account, you are provided the option to link your MTSU account with your personal LinkedIn Profile.

Find more information on the upgrade at learning.linkedin.com/cx/lyndaupgrade. If you have any questions, contact the ITD Help Desk at 615-898-5345 or help@mtsu.edu.
PipelineMT

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. (See information on Multi-factor Authentication on page 22).

You can access PipelineMT at 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 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. 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.
Visit PipelineMT’s home page and click on Personal Information to perform the activities shown at right.

Other pages provide links for faculty and staff to access and update information in the following categories:

Personal Information
- Addresses and Phones
- Email Addresses
- Emergency Contacts
- Directory Profile
- MTSU Post Office Box and Combination
- MTSU Post Office Box Forwarding Address
- My Mobile Number
- Name Change Information (Student)
- Name or Social Security Number Change Information (Employee)

Faculty Services

Required Reporting/Grading
- Term Due Dates Calendar
- Attendance Reporting
- Mid-Term Grades (Academic Progress Report)
- Monitored Student Athletes (Academic Progress Report)
- Final Grades

Status Reports
- Assigned Courses Not Yet Graded
- Attendance Reporting (Not Yet Reported)
- Closed Class Request
- CRN Enrollment/Location/Outstanding Permits
- Monitored Student Athletes (Not Yet Reported)
- Monitored Student Athletes (Not Yet Reported for College/Department)

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 Admin Pages of Banner
• Self-Service Banner (SSB) access via PipelineMT

Banner access is available by request and granted access only.

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

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Class List Options
Class Email List
Class List Summary
Class List with Photo
Class List with Permits/Overrides
Class List with Student Detail
Class Photo Gallery
Pre-Banner Class/Instructor Lookup (Fall 1990 to Summer 2007)
Pre-Banner Class List (Fall 1990 to Summer 2007)
Wait List Summary
Wait List with Student Detail

Faculty Resources
Academic Calendar
Academic Integrity Incident Report Form
Advising Tools (Advisors Menu)
Catalogs (Undergraduate and Graduate)
Change of Grade Form
Evaluation Results Website (Historical/Opt-Out Faculty Results)
Faculty Schedule (Detailed)
Faculty Schedule (Week at a Glance)
Forms (Enrollment Services)
Intent to Graduate Form (Graduate)
Intent to Graduate Form (Undergraduate)
Office Hours
Online Course Evaluation Summary Reports
Online Evaluation Reports (Administration)
Registration Guide (Dates/Deadlines/Exam Schedule)
Teaching Assignment History

Course Search Tools
Look Up Classes
Display Corequisites
Course Catalog
Class Schedule Search (Basic)
Term Selection
CRN Selection
Advisors Menu

Selection Criteria
Term Selection
ID Selection (searches for current and former students)
ID Selection
Advisee Listing

Course Search Tools
Look Up Classes
Display Corequisites
Course Catalog
Class Schedule Search (Basic)

Student Details
Academic Progress Report by Student ID
Academic Progress Report for Advisees by Reporting Period
Academic/Enrollment Notes
Address and Phone
Advised Student-Click Here To Assign Registration PIN
Advised Student-Release Advising Hold
Assigned Advisor(s)
Assigned Registration Time
Coursework Toward Program of Study
Current Student Facts
DegreeWorks [Use Firefox ]
Email Address
Finish Line Scholarship
Graduation Information
Holds
Maximum Registration Hours for Term
Pre-DegreeWorks (CAPP-UG degree evaluation used Fall 2004 to Summer 2018)
Prescribed Course and High School Deficiency Summary
Prior College Information
Registration History
Schedule (Detailed Including Waitlist and Drops)
Schedule (Grid Format)
Student GPA
Student Registration Audit
Test Scores
Test Scores—PRAXIS
Transcript with Name and MTSU ID
Transfer Evaluation
Employees

Pay and Job Information

- Jobs Summary
- Earnings History
- Earnings by Positions
- Pay Stub
- Direct Deposit Allocation

Benefits and Deductions

- Retirement Plans and Options
- Insurances
- Deductions History
- Miscellaneous Benefits
- Benefit Statement

Federal Income Tax Information

- W-4 Employee’s Withholding Allowance Certificate
- Electronic Regulatory Consent
- W-2 Wage and Tax Statement
- 1095 Employer-Provided Health Insurance Offer and Coverage Statement

Electronic Personnel Action Form

- EPAF Approver Summary
- EPAF Originator Summary
- New EPAF
- EPAF Proxy Records
- Act as a Proxy

Human Resources Links

- Microsoft Home Use Program - Office 365 (5 devices per user)
- Update Preferred First Name
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
  • 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 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.

For more information, call 615-898-5523 or visit mtsu.edu/BlueID.
Instructional Technology

Classroom Technology and Desktop Support
The ITD Client Services Classroom Technology team plays a vital role in the development and functionality of MTSU's standard classrooms by supporting a large range of equipment and services. Classrooms may be equipped with a Windows and/or Apple computer, projector or display, audio system, control capabilities, internet access, and other specialized equipment.

The MTSU Desktop Support team is comprised of technology support specialists and serves as a liaison between the campus community and ITD. Team members leverage their technical expertise to meet the technological needs of constituents. Learn more by clicking the links at mtsu.edu/itd/departments.php.

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's multimedia development studio provides hardware and software for creating and posting multimedia course resources. 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/ait.
Learning, Teaching, and Innovative Technologies Center
The Lucinda Taylor Lea 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 does course redesign
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.

If you’re seeking to design/redesign a course with technology enhancement and want to take advantage of this team approach, or simply discuss the possibilities, contact the FITC at 615-904-8189.
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, 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. 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 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.

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.

Interlibrary Loan supports 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 helps students successfully use the library and find other resources. For more information or to request an instruction session, visit library.mtsu.edu/instruction/request, call 615-904-8530, or email gwen.williams@mtsu.edu.

Faculty members can put assigned readings for students at the reserves desk or online in e-reserves. For more information, call 615-904-8544, visit library.mtsu.edu/reserves, or email suzy.burkhardt@mtsu.edu.

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

Other library resources include:

• University Writing Center (third floor)
• Tutoring Spot (first floor), info at mtsu.edu/tutoring
• Designated quiet zones on third and fourth floors
• Starbucks in the lobby

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**ITD innovation grants available for faculty**

Visit mtsu.edu/provost/awards/index.php for information about internal grants and awards available to MTSU faculty, including for Outstanding Achievement in Instructional Technology.

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/ait/faculty.php.

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/ait.

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 mtsu.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 Listserver 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 listserver 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 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.
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 (TCM) Building Conference Room 201 is available for videoconferences. Any on-campus user may contact Telecommunication Services at 615-898-2991 to schedule the TCM Conference Room.

Skype for Business users have extensive conferencing features. For more information about audio call conferencing, contact Telecommunication Services at 615-898-2991 or visit mtsu.edu/itdle.

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/itdle/services/cable-tv.php 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 by contacting Telecommunications Services at 615-898-2991.

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 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 wireless providers extend discounts to MTSU employees. Please contact your cellphone provider for more information regarding any discounts they may offer.

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.

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.

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

MTSU requires all faculty, staff and students to protect their accounts with Multi-factor Authentication. Visit the following MTSU website for more information: mtsu.edu/mfa.

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 TAF 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 Mobile App

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
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
mtsu.edu/csc/lab_KOM.php
615-898-2397

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

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

University Collaborative Computer Lab at Student Union (STU 206)
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.
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Note: The index entries are listed in alphabetical order, and each entry is followed by the page number(s) where it can be found.
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
mtsu.edu/mfa

Your Email Address
firstname.lastname@mtsu.edu

0719-7764
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/titleix.