Digital Disaster?
Don’t panic! We’re here to help!

ITD Help Desk
615-898-5345
help@mtsu.edu
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Welcome to Information Technology at MTSU!

This handbook has all the information you need to set up your email/computer account, register for classes online, 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, and much more.

What’s 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 campus telecommunication services
- promotes and supports instructional technology, including training and maintenance support for all campus 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, alumni/development, and PipelineMT
- administers the Student Technology Assistant program (see Page 4), the campus ID system, and the MTSU website

ITD offices are located in the basement and on the second floor of the Cope Administration Building. Telecommunication Services is in the Telecommunications Building near Greenland Drive. The BlueID office is in Room 112 of the Student Services and Admissions Center (SSAC). All our offices are open 8 a.m.–4:30 p.m., Monday through Friday.

The Help Desk in KUC 320 is available during semester sessions at 615-898-5345 or help@mtsu.edu. Information and resources are available at mtsu.edu/help/index.php.

Currently, 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.
IT Resources at MTSU

Your MTMail and PipelineMT accounts each have their own purposes and benefits.

PipelineMT

PipelineMT provides access to your student data, financial aid, registration, class schedules, grades, and other MTSU information.

To establish an initial PipelineMT password or to reset a password, visit mtsu.edu/changepw or call 615-898-5345. Note: You need to have entered a personal email address when you applied for admission to MTSU in order to alter your password online.

A link for completing your password reset is sent to your personal email address, and it is only valid for one hour.

You will use the same password to log in to MTMail and PipelineMT.

Once you've logged in to PipelineMT, use the left-nav to choose Registration & Student Records, Financial Aid or Billing & Payment. Some of the available information includes:

- registration/drop/add/withdrawal
- registration confirmation
- degree evaluation
- grade inquiry
- grade/transcript holds
- registration holds
- transcripts
- scholarship information
- course search options
- class schedule
- change of address
- account balance
- online fee payment (by credit)
- financial aid data

Student announcements are also posted in PipelineMT, which is available 24 hours a day, seven days a week. It may be unavailable at times due to maintenance or special processing.

PipelineMT’s Home page will display outage information about one week in advance. You also can find outage information at mtsu.edu/projects/outages-planned.php.

If you have problems or questions, contact the ITD Help Desk at help@mtsu.edu or 615-898-5345.
MTMail

MTMail is email for students provided as a partnership between the University and Microsoft, using Office 365. Each student is issued an individual MTMail email account with 50 GB of storage capacity. Students receive email access as part of their computing accounts.

**Note:** All official University email will be sent ONLY to your MTMail, so you should check it regularly even if you primarily use another email account.

Through Office 365, students get free access to Microsoft Word, Excel, PowerPoint, and more, including LinkedIn Learning (see page 14).

If you are a new student, you need to activate your MTMail account. To do so, follow the instructions on the previous page to establish your initial PipelineMT password.

After your password has been set, you can go to the Office 365 login, which also is found at mtsu.edu/email. Enter your MTMail email address, which takes the form of your username followed by @mtmail.mtsu.edu. A typical student address will resemble zzz2a@mtmail.mtsu.edu.

If you wish to change your MTMail password, visit mtsu.edu/email. Once there, click on the Password Recovery Tool link. The MTMail account can be accessed from anywhere you have an internet connection. There are links on the MTSU home page at mtsu.edu (click on the MTSU email link).

MTMail is separate from any personal accounts. It may be necessary for you to click on the Sign In With a Different Account option. For more information, visit mtsu.edu/email/faq/index.php.

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**Student Technology Assistant (STA) Program**

ITD’s Student Technology Assistant (STA) program gives students an opportunity to earn and learn while providing assistance to computer lab users, repairing equipment, and diagnosing tech problems. The mission of the STA program is to:

- serve as a special opportunity for students to develop professional-level skills using information technology
- help participating labs become student-centered, technology-based learning environments where students, faculty, and staff can use the latest tech available

To apply, visit mtsu.edu/sta.
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. Use your BlueID card to

• check out books from the library
• 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
• obtain free tutoring

You also can use your BlueID as a debit card. Just deposit money into your Raider Funds account at the cashier windows in the Student Services and Admissions Center (SSAC) or through mtsu.edu/BlueID. Then use your BlueID card instead of cash at the bookstore or to pay registration fees, buy a soft drink or snack, or purchase meals at any 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. Log in using your PipelineMT/MTMail username and password.

The BlueID Office is in SSAC 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, you can deactivate it online using the BlueID Webcard Center, and 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.

Replacement BlueID cards can be obtained from the BlueID Office during regular office hours. There is a $10 fee to replace lost or stolen IDs. If your current card is damaged, bring it to the BlueID Office and a replacement will be made at no charge.
Student Printing
Student printing is available at all University labs and is a privilege for all active students. We ask that students be frugal and responsible when making printing decisions and not print unnecessarily and excessively.
Printing should always be reserved for academic purposes only and not used for personal gain, i.e., advertising flyers, etc.
Such non-academic printing should be performed at Blue Print Solutions in the Student Union Building.
Printing levels are monitored. The good news is that the vast majority of students (96.5 percent) are responsible printers. You will be notified through the print management system when you are approaching an excessive amount of printing.

Desire2Learn (D2L) and ePortfolio
Your instructor(s) may choose to use MTSU's online learning environment Desire2Learn (D2L) to support coursework.
It provides course materials and allows you to communicate with your instructor and classmates, complete and upload assignments, and check grades. Also, ePortfolio organizes and showcases your academic work in a mini personal website.
To access your D2L page, click the link on the MTSU website’s Quick Links page. More at mtsu.edu/d2lsupport/index.php.

Adaptive Technologies
Adaptive technology stations for students with disabilities are available at

- Walker Library (throughout building)
- Adaptive Technology Center in library
- University 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, large monitors, and scanners.
For more information, visit mtsu.edu/dac/atc.php.

Phillips Bookstore
At Phillips Bookstore in the Student Union Building, you can buy tech supplies, textbooks, MTSU clothing items, and snacks. Visit mtsu.edu/phillips or call 615-898-2700 for more information.
Information Technology Resources Policy

Acceptance of computing accounts means that users are aware of and accept MTSU’s published policies and procedures. For more information, contact ITD at 615-898-5345. Use of the computing and network resources at MTSU is governed by the University’s Information Technology Resources Policy. Violation can result in the loss of all computing privileges at MTSU plus additional disciplinary action.

The policy covers several very important rules for using information technology resources at MTSU:

- Use the computer and network resources to enhance your education in the academic fields offered by MTSU.
- Don’t abuse other users, the equipment, or computing resources.
- Don’t do anything that would deprive or interfere with others’ efforts to get a proper University education. Using the computer for entertainment in ways that consume large amounts of resources is an example of activity that could degrade or deprive others’ use for educational purposes.
- Don’t violate any laws in using the resources.
- Don’t install wireless network routers or access points.
- Don’t display obscene material in a public area.
- Don’t use the resources to harass or impersonate another.
- Don’t copy the work of another and claim it as your own.
- Don’t violate copyright laws.
- Don’t use peer-to-peer file-sharing programs to download and/or upload copyrighted material.

Visit mtsu.edu/policies/information-technology/910.php.

Network Security

To reduce the threat of your computer being infected by a worm, a virus, malware, or spyware, you should keep it as secure as possible.

For more information on computer security, go to mtsu.edu/security.

If you believe you have been hacked, contact the Help Desk at 615-898-5345 or help@mtsu.

MFA required at MTSU

MTSU students now use Multi-factor Authentication (MFA) sign-in service. It provides a two-step process for accessing your student accounts. For information, visit mtsu.edu/security/mfa.php. To enroll your account, visit mtsu.edu/security/mfa-instructions.php.
**Telephone/Telecommunication Services**

The Telecommunication Services area of ITD is responsible for MTSU’s telephone and cable television services.

Contact Telecommunication Services at 615-898-2991, or visit [mtsu.edu/itdtele](http://mtsu.edu/itdtele) for more information including a detailed description of telecommunication system features.

**Operator Assistance**

Dial 0 on any campus phone for campus directory service. For campus operator assistance from off campus, dial 615-898-2300. Operator assistance is provided 8 a.m.–4:30 p.m., Monday–Friday.

A speech-recognition directory is available after hours and during holidays. To reach the speech-recognition directory during regular operator hours, dial ext. 5000 on campus or 615-898-5000 off campus.

Courtesy phones are located in the lobbies of main buildings across campus.

**Cable TV**

Cable TV service is provided through ITD’s Telecommunication Services to residence halls and other buildings.

The system has been upgraded. Among the changes 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](http://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 will 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.
Emergency Alerts

Campus safety alerts can be received on cell phones via MTSU’s Critical Notification System. Employees and students can go to the Critical Notification System website at mtsu.edu/alert4u for more information. Alerts can be sent as text messages to a cell phone, calls to cell or landline telephones, and/or as email.

Campus safety alerts range from security breaches to cancellations of classes due to severe weather. Users who elect this option and provide contact information may be assured that their information will not be shared. Student email addresses are automatically uploaded into the system, and you have the option to put a mobile number in for text messaging. Your current carrier’s text messaging rates apply.

As part of the Critical Notification System, MTSU will send a text message alert to any student who has enrolled in classes but has not completed the registration confirmation step. Not completing the registration confirmation step by posted purge dates will result in courses being purged from the system. This is the only text alert categorized as critical but is not campus safety- or weather-related.

Wireless Connectivity at MTSU

Wireless internet access is available across the campus, including outdoor areas, lounges, eateries, 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.

Full Wi-Fi service on campus is limited to University students and employees and can be accessed via PipelineMT username and password.

WLANMTSU is the campus-wide Wi-Fi network, while on-campus housing residents should use RESNETMT.
University Computer Labs

Students, faculty, and staff with current MTSU IDs may use computers in University computer labs. Many departments also have labs for classes, research, and general use. Computer labs also are provided for students who live in Corlew, Lyon, and Smith residence halls and Womack Lane Apartments.

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

University Computer Lab
Business and Aerospace Building, Room S137
mtsu.edu/businesslab
615-898-5515

University Computer Lab
Kirksey Old Main, Rooms 350/351/360
mtsu.edu/csc
615-898-2144

University Computer Lab at James E. Walker Library
Electronic Information Center (first floor)
Workstations on each floor near elevators
https://library.mtsu.edu/home
615-898-2772
James E. Walker Library

The library offers 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 https://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, head-phones, 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. Makerspace provides students access to 3D printers, resin printers, vinyl printers, laser cutters, virtual reality, augmented reality, micro-circuitry, robot-building kits, and more. 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.
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/reference/inst_req.php, call 615-904-8530, or email gwen.williams@mtsu.edu.

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. Also see library.mtsu.edu/help for more information.

Other library resources include:

- University Writing Center (third floor) for help with writing
- Tutoring Spot (first floor), info at mtsu.edu/tutoring
- Designated quiet zones on third and fourth floors
- Starbucks
Web Information

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 (offices, the library, computer labs, and residence hall rooms with direct connection) or a Wi-Fi connection (requires a Wi-Fi 802.11g/n or 802.11ac interface card).

The University also provides wireless access to smart phones and other web-enhanced devices (iPads, tablets, eReaders, etc.). **WLANMTSU** should be used across campus. **RESNETMT** is the Wi-Fi network for on-campus housing residents.

Additional Help and Information

Online

► **Help with Software**: Most software packages include online help. If you’re 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](http://mtsu.edu) and ITD’s website at [mtsu.edu/itd](http://mtsu.edu/itd).

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

Phone
Call ITD’s Help Desk at 615-898-5345.

Some MTSU Webpages of Interest

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<th>goblueraiders.com</th>
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<td>mtsu.edu/itd</td>
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</tr>
<tr>
<td>Walker Library</td>
<td>library.mtsu.edu</td>
</tr>
<tr>
<td>News and Media Relations</td>
<td>mtsu.edu/news</td>
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<td>mtsu.edu/pipelinemt</td>
</tr>
<tr>
<td>Student Programs/Special Events</td>
<td>mtsu.edu/events</td>
</tr>
</tbody>
</table>
LinkedIn Learning: New name, same great collection of video tutorials from Lynda.com

The wide range of video tutorials offered by Lynda.com is now available to MTSU students through LinkedIn Learning. Lynda.com has become LinkedIn Learning, and MTSU has migrated students, faculty, and staff to this upgraded version. Lynda.com 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 LinkedinLearning that is accessible through portal.office.com/myapps. The Lynda.com tile is no longer available. Users will sign in to LinkedIn Learning using their SSO credentials just as they did to Lynda.com. 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 based on jobs you are interested in without leaving LinkedIn’s platform. When activating your account, you will be provided the opportunity to link your MTSU account with your personal LinkedIn profile. This is optional and not required to complete your account activation. If you have any questions, contact the ITD Help Desk at 615-898-5345 or help@mtsu.edu.

Changes made to MS 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 students 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 students can access the MSIA master directory through PipelineMT’s Resources Area at pipeline.mtsu.edu. For more information, call 615-604-8189.
Student Technology Access Fee
The student Technology Access Fee (TAF) is used for direct student benefit, including new and improved high-tech 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, TAF funds may go toward computer lab upgrades, new computer labs, new computer equipment and software, multimedia and master classrooms, recording and production equipment, or library resources.

Learn more at mtsu.edu/taf.

See where your money is going
Equipment purchased using funds from the student Technology Access Fee is tracked to ensure 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.

Center for Educational Media
The Center for Educational Media (CEM), 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 programming via satellite, webcasting, the internet, and cable television. It also partners with MTSU departments, state agencies, and other organizations to produce educational media for grants, contracts, and other projects.
MTSU Mobile App

MTSU’s Mobile App, created and maintained by ITD student developers since its inception in 2011, has many features that you as a student will find helpful.

You can track the MTSU shuttle buses real-time on the app’s map. You can see and save your class schedule on the app, get directions to buildings, access your personal mid-term grades and final grades, and confirm enrollment each semester if you don’t owe a balance.

Also, use a schedule planner to help you plan your courses for the next semester.

Get the app at mtsu.edu/mobile.

Be a good Wi-Fi citizen: Some Do’s and Don’ts

It may not be obvious at first but what you do when you’re in residence halls or classrooms, or walking around the MTSU campus, CAN affect Wi-Fi performance for those around you. Setting up your own wireless hotspot or router will create connectivity issues for others—so cooperation and good etiquette are necessary for everyone to get the connection they need! Wired connections in your dorm room are best for game consoles, DVRs, and TVs. Wired connections can allow game consoles to connect with the necessary ports, providing a better experience. Because Wi-Fi networks use a range of frequencies that are unregulated and available for public use, many electronic devices and appliances may cause interference and degrade network performance.

Personal Wi-Fi routers (or rogue access points) significantly and negatively impact the campus Wi-Fi environment. They can cause the environment to deteriorate and be unusable by all. Questions? Contact the Help Desk at 898-5345 or help@mtsu.edu.
Information Technology Division (ITD)
QUICK REFERENCE

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

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

Computer & Network Security
mtsu.edu/security

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

Wireless Connectivity
mtsu.edu/itdnet/wireless.php

University Computer Labs
• Business and Aerospace S137
  615-898-5515
• Walker Library
  615-898-2772
• Adaptive Technology Center
  Walker Library, Room 174
  615-904-8550

PipelineMT
mtsu.edu/pipelinemt

Your Email Address
username@mtmail.mtsu.edu

MTSU’s Website
mtsu.edu

ITD’s Website
mtsu.edu/itd

Student Printing
mtsu.edu/itd/student-printing
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Cut those wires!

Wireless connectivity available at MTSU

Who can use it
- MTSU students
- MTSU employees
- Guests

What you need
- Laptop computer or mobile internet device
- Wi-Fi 802.11g/n or 802.11ac compatible card

Where it’s available
- Service is available at many locations on campus, including eateries, outdoor areas, lounges, and classroom buildings.

How to set up service
- Just use your PipelineMT ID to register your device.
  More information at mtsu.edu/itdnet/wireless.php

Wireless connectivity is available to all students, faculty, and staff, but is not required.

mtsu.edu/itdnet/wireless.php
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