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

ITD Help Desk
615-898-5345
help@mtsu.edu
## Contents

Welcome to Information Technology at MTSU ...............................................2
Accounts and Passwords ..........................................................................................3
Multi-Factor Authentication (MFA) .......................................................................4
PipelineMT ........................................................................................................................4
MTMail ................................................................................................................................5
BlueID Office & Online ................................................................................................6
Printing on Campus ......................................................................................................7
Desire2Learn (D2L) and ePortfolio .......................................................................7
Adaptive Technologies ................................................................................................7
IT Resources Policy/Network Security ........................................................................8
Wireless Connectivity .................................................................................................9
Critical Notifications and Alertus ...........................................................................9
Borrowing Computer Equipment ........................................................................10
Good Wi-Fi Citizenship .............................................................................................10
University Computer Labs .......................................................................................11
James E. Walker Library ....................................................................................12, 13
Student Technology Assistant (STA) Program ...............................................14
LinkedIn Learning, MS Imagine Academy ..........................................................15
Student Technology Access Fee ..........................................................................16
Center for Educational Media (CEM) ................................................................16
MTSU Mobile App .......................................................................................................17
Zoom Videoconferences ..........................................................................................18
Quick Reference ...........................................................................................................19
Index ..................................................................................................................................20

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0421-9702–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: Christy Sigler, J.D., Deputy Title IX Coordinator, MTSU, Cope Administration Building 116, 1301 East Main St., Murfreesboro, TN 37132; Christy.Sigler@mtsu.edu or call 615-898-2185. MTSU’s policy can be found at: mtsu.edu/policies/general-policies/I-01-10.php.
Information Technology at MTSU

MTSU’s Information Technology Division (ITD) is here to help you achieve academic success by taking advantage of all available online resources.

Access quick links to ITD services at mtsu.edu/itd.

The Information Technology Division:

- manages the campus network and MTSU's primary academic and administrative computing systems
- provides campus unified communication services
- promotes and supports instructional technology, including training and maintenance 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 14), the campus ID system, and the MTSU website

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/itd.

Currently, Help Desk hours are 2 p.m.–9 p.m. Sunday; 8 a.m.–9 p.m. Monday-Thursday; 8 a.m.–4:30 p.m. Friday; and 10 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.
MTSU assigns current students an account for accessing IT resources such as PipelineMT, Desire2Learn (D2L), MTMail email and other Microsoft Office 365 services, computers labs on campus, and more.

Student accounts are protected with passwords, and MTSU provides easy-to-use resources to manage passwords. NOTE: You must know your MTSU ID (M#) or email address, and you must have entered a personal email address when you applied for admission to MTSU. A link for setting an initial password will be sent to your personal email address and will be valid for one hour.

To set your initial password, visit mtsu.edu/changepw. (Use this webpage to reset your password too.)

After setting an initial password, managing your MTSU password is easier than ever with Self-Service Password Reset (SSPR). You must first register your information in Office 365. This can consist of a mobile phone number, alternate email address, and security questions, and you will only have to set this up one time.

This means that in addition to using a recovery email address to verify your identity prior to resetting your password, you will have the option to verify your identity using:

- security questions
- a phone number to receive a call or text message
- a code generated by the Microsoft Authenticator app if you configured it for use with multi-factor authentication (MFA)
Read more about SSPR at mtsu.edu/security/sspr-faq.php. If you have any other questions about passwords, contact the ITD Help Desk at 615-898-5345 or at help@mtsu.edu.

PipelineMT

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

Once you’ve logged in to PipelineMT, use the left navigation menu 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 card)
- financial aid data

Multi-Factor Authentication

Along with passwords, MTSU protects all student accounts with Multi-Factor Authentication (MFA). MFA provides an important, additional layer of security to guard against unauthorized access to your MTSU account by requiring a second factor, like a phone, to sign into your account.

If you ever had to log into a Web site by entering a password and a code you receive via text message, this is an example of MFA. Like SSPR, you can easily manage MFA for your account online.

Read more about MFA at mtsu.edu/mfa. If you have any other questions about MFA, contact the ITD Help Desk at 615-898-5345 or at help@mtsu.edu.
Student announcements are also posted in PipelineMT. It is available 24 hours a day, seven days a week except during outages for maintenance or special processing. PipelineMT’s home page will display outage information about one week in advance.

**MTMail**

MTMail is email for MTSU students provided as a partnership between the University and Microsoft using Office 365. Visit [www.mtsu.edu/email](http://www.mtsu.edu/email) to access the login page and FAQ. To log in, enter your MTSU user name (e.g., zzz2a@mtmail.mtsu.edu) and password.

All official University email communications will be sent ONLY to your MTMail email address. So you should check it regularly even if you primarily use another email account. In classes that use Desire2Learn (D2L), your professor may use its internal email system for class communication.

**IT Security**

MTSU uses a multilayered approach to IT security to safeguard the University’s IT resources and data and keep students safe online.

Such IT security services include firewalls, next generation antivirus, advanced email threat protection, multi-factor authentication, privileged account management, and annual security awareness training for faculty and staff, to name a few.

Learn more about MTSU IT Security at [mtsu.edu/security](http://mtsu.edu/security). Also, if you receive any suspicious emails, forward them to [abuse@mtsu.edu](mailto:abuse@mtsu.edu) and delete them.
Your BlueID Card

The MTSU BlueID card is used to identify students, staff, and faculty on campus, but it has many other uses. It is your:

- ticket to athletic events
- dining meal ticket
- campus debit card
- library card
- access card to enter computer labs, the Recreation Center, residence halls
- printing/copying key (students must have a BlueID to print or copy on campus)

Just make deposits into your Raider Funds account. Raider Funds accounts are available to anyone with an ID card. Deposits can be made in person at cashier windows in the Student Services and Admissions Center (SSAC) or online at mtsu.edu/BlueID.

BlueID Online

The BlueID office is open in SSAC 112, but you can save a trip and skip the lines.

BlueID Online is your one-stop destination for digital MTSU ID card management. Visit mtsu.edu/BlueID for details. Upload your own ID photo and then receive your card in the mail or pick it up in person. Or simply request a replacement.

You also can manage your BlueID account. Just log in and:

- get up-to-the-minute balances for Raider Funds and MT Dining FlexBucks and meal plans
- view card transaction history in real time
- disable your card at any time if it’s lost
- enable low balance alerts via email or text for Raider Funds and Flex Dollars

You also can obtain a Virtual BlueID for your mobile device.
**Student Printing**

Student printing is available at all University labs and is a privilege for all active students. Please be frugal and responsible when making printing decisions and do not print unnecessarily and excessively. For locations and hours, visit [mtsu.edu/itd/labs.php](http://mtsu.edu/itd/labs.php).

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. You will be notified through the print management system if you are approaching an excessive amount of printing. The University reserves the right to bill for or revoke printing privileges for students who continue to print excessively.

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**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 work in a mini personal website.

MTEngage offers scholarships through an ePortfolio creation contest. Visit [mtsu.edu/mtengage/scholarship.php](http://mtsu.edu/mtengage/scholarship.php).

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**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](http://mtsu.edu/dac/atc.php).

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**Phillips Bookstore**

MTSU's Phillips Bookstore, under Barnes & Noble College management, is in the Student Union Building. Visit [mtsu.edu/phillips](http://mtsu.edu/phillips).
Information Technology Resources Policy

Acceptance of computing accounts means that users are aware of and accept MTSU’s published policies and procedures.

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.

Wireless Connectivity at MTSU

For wireless access on campus use the network WLANMTSU. Campus housing utilizes the separate wireless network RESNETMT available in all residence halls.

Selecting Any Available Network or Ad Hoc modes could create an unsecured situation by connecting your computer to another wireless computer. Open a web browser to any page and you will automatically be redirected to the MTSU Network Registration page.

Enter your PipelineMT username and password to register your device for complete access. For Windows users, this will require download of the Extreme NAC Agent, a piece of software that helps ensure the computer meets acceptable security configurations.

Wireless networks are less secure than hardwired connections; therefore, it is recommended that SSL or SSH encryption be used for any transactions that involve sensitive data. The MTSU wireless network supports the 802.11n, 802.11g and 802.11ac wireless standards. If you have any questions, contact the Help Desk at 615-898-5345 or help@mtsu.edu.

Critical Notifications and Alertus

Campus safety and severe weather alerts can be received on cell phones via MTSU’s Critical Notification System. Visit the Critical Notification System website mtsu.edu/alert4u for more information.

Alerts can be sent as text messages to a cell phone, as calls to cell or landline telephones, and/or as emails. In addition, workstations and laptops running Alertus will display a full-screen pop-up alert. These are in addition to those you receive on your mobile devices and by email and are not meant to replace them.

Alertus desktop alerts will appear on all active desktops with Alertus software installed, including workstations, most classroom computers, and some faculty/staff machines.
Borrowing computer equipment from ITD

ITD has a limited number of Chromebooks, Wi-Fi hotspots, and laptop computers available for students to check out on a first-come, first-served basis for use during a semester.

To make a request to borrow equipment, go to the webpage: mtsu.edu/itd/equipment-request/. Any student who borrows equipment agrees to:

- Assume full fiscal liability for all equipment issued from the time of checkout until it is checked back in
- Promptly report to the IT Help Desk any damage or problems encountered when using the borrowed equipment
- Return all borrowed equipment to the IT Help Desk by the due date to avoid being charged for it

Good Wi-Fi Citizenship: Some Do’s and Don'ts

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 Wi-Fi hot spot or router will create connectivity issues for others—so cooperation and good etiquette are needed for everyone to get the connections 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.

Wi-Fi networks use a range of frequencies that are unregulated and available for public use, so many devices and appliances cause interference and degrade network performance.

Personal Wi-Fi routers (or rogue access points) significantly and negatively impact the campus Wi-Fi environment. Questions? Contact the Help Desk at 898-5345 or help@mtsu.edu.
Students with current MTSU IDs may use computers in University labs. Many departments also have labs for classes, research, and general use. Because of COVID-19, social distancing practices and capacity limits are implemented across campus. Labs also are provided for students who live in Corlew, Lyon, and Smith residence halls and Womack Lane Apartments. Find more info at mtsu.edu/itd/labs.php.

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

**University Computer Lab**  
Business and Aerospace Building, Room S137  
[mtsu.edu/businesslab](http://mtsu.edu/businesslab)  
615-898-5515

**University Computer Lab**  
Kirksey Old Main, Rooms 350/351/360  
[mtsu.edu/csc](http://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  
[library.mtsu.edu/technology/computers](http://library.mtsu.edu/technology/computers)  
615-898-2772
James E. Walker Library
The James E. Walker Library has fully reopened to MTSU students, faculty, and staff, and is committed to providing an environment conducive to research and study.

It has numerous collections and services to support MTSU, as well as flexible options for study spaces in the library building. While all the library’s in-person service points are open, we continue to provide online options for book requests and research assistance.

For more information on how to request a library book online, please visit library.mtsu.edu/request-print.

Ask Us! for research assistance or help using the library at libanswers.mtsu.edu.

Reserve a study space in the library at library.mtsu.edu/spaces. Study rooms may be reserved as well as practice presentation rooms.

Check out a laptop for up to three days at a time. For more information, please visit library.mtsu.edu/technology.

Looking for a textbook? The library developed a textbook affordability collection to help students with the rising cost of textbooks. Students may borrow certain textbooks required for classes. Please visit library.mtsu.edu/services/ltp.

Makerspace at Walker Library
The Makerspace, located on the second floor, offers use of 3D printers, resin printers, vinyl printers, laser cutters, virtual reality, augmented reality, microcircuitry, robot-building kits, and more to students in one location.

Priority is given for education-related projects, but use isn’t limited to course materials. Users are required to receive training.

Find out more at library.mtsu.edu/makerspace.
Looking for a resource that the library doesn’t own? Interlibrary Loan supports research by making it easy to borrow from other libraries. Place your request at library.mtsu.edu/ill.

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 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/.

Other student resources located in Walker Library include:

- University Writing Center: mtsu.edu/writing-center/
- Adaptive Technology Center: mtsu.edu/dac/ATC.php
- Starbucks in the front lobby
The Student Technology Assistant (STA) program is designed to give students an opportunity to earn and learn while helping to provide front-line assistance to computer lab and Help Desk users on a wide range of computing-related issues, with an emphasis on customer service.

The STA program consists of online training at three levels of expertise: Beginning, Intermediate, and Advanced.

The STA program is an innovative initiative that benefits students, while also helping to meet the technology support needs of some campus computer labs and the ITD Help Desk.

In order to work during a semester, an STA must be enrolled as a full-time student in the fall and spring semesters. If a student is enrolled full time in the fall, he or she may work during the summer months without taking a summer class. (Exceptions may be made for graduating seniors.)

STAs are expected to successfully complete the levels that are required by the lab in which they work, by a deadline. The first level is to be completed within the first semester of employment. Failure to successfully complete or meet specified deadlines will result in termination from working in any STA-hosted lab. Success or failure in the program is up to each individual STA.

- STAs are not allowed to work more than 28 hours per week.
- International and graduate students are limited to 20 hours per week.
- STAs are not allowed to work in any other department while employed in any lab supported by Technology Access Fees or at the ITD Help Desk.
- Each STA is also subject to the rules of the lab where employed.

For info or to apply, visit mtsu.edu/sta.
LinkedIn Learning: Video tutorials can supplement your classroom experience

MTSU students have access to the online training video library LinkedIn Learning. Tutorials are available for thousands of 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.

So whether for classroom assignments or personal and professional development, you can learn with LinkedIn Learning. **Accessing LinkedIn Learning with your MTSU account:**

Log in at [portal.office.com/myapps](http://portal.office.com/myapps). Once the page loads, you will see the Office 365 sign-in page.

**Students:** Under Work/School Microsoft Account credentials enter your MTMail username@mtmail.mtsu.edu. Then type in your MTMail password. Click the Sign-in button. *If you are prompted to choose a Work, School, or Personal account, then please choose “Work or School.” From here, click on the Linkedin Learning tile (if you do not see it, click on the tiles icon in the upper left-hand corner, click on “All apps” and click on LinkedIn Learning under “Admin selected apps.” For more information, visit [mtsu.edu/itd/lil.php](http://mtsu.edu/itd/lil.php).

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**MS Office apps and training available**

MTSU students have free access to the Microsoft Office suite of apps, including Word, Excel, PowerPoint, and more.

Log in to the access portal at: [portal.office.com/myapps](http://portal.office.com/myapps).

Master these and other programs through Microsoft’s Imagine Academy, a collection of learning resources, self-paced tutorials, and certification exam preparation materials.

Sign in to PipelineMT and click on Resources to access Imagine Academy tutorials. To request an exam contact the University Testing Center at 615-898-2743.

If you need further assistance, contact the ITD Help Desk at 615-898-5345 or at [help@mtsu.edu](mailto:help@mtsu.edu).
**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.

**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), located in McWherter Learning Resources Center, oversees the production, distribution, and broadcast of high-quality educational video programs for the College of Education (COE) and coordinates the scheduling and operation of the college's PK-12 Professional Development Center. CEM offers computer facilities support for COE and production services for other departments and offices upon request through:

- Audio/Visual Services supports faculty use of audio/visual equipment and provides engineering support for activities at CEM and COE.
- TV/Video Production produces original videos and television programs for COE faculty, departments, and grant projects.
- The PK-12 Professional Development Center facilitates events and programming in CEM that support educators in PK-12 and higher education, partnering with the College of Education, MTSU, Tennessee Department of Education, school districts, professional education organizations and PreK–12 training initiatives.

CEM distributes its educational programming through web posted media, streaming, and cable television. It also collaborates with other MTSU programs, K-12 educational institutions, state agencies, and public and private organizations. CEM has an ongoing partnership with True Blue TV to air content produced in CEM.
MTSU's Mobile App, created and maintained by ITD and its 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 midterm 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.

The app team is made up of four to eight students and constantly changes, but its mission stays the same: Maintain the University’s mobile app and develop new features. It is divided into Android and iOS teams. Much time is spent making sure the app can function with each newly released operating system on both platforms.

The MTSU Mobile App team recruits applicants from current students who have taken a core programming course but who are not about to graduate. This is done when current members are scheduled to graduate at the end of the semester. A notification instructs students on how to apply for the team, and chosen applicants are then interviewed by team members for the final cut.

Get the app at mtsu.edu/mobile.
MTSU Zoom portal offers security, advantages

Zoom is available to faculty, staff, and students for remote learning, collaboration, or just communicating with friends and family.

The University purchased an enterprise education license, which has additional privacy safeguards that comply with the Family Educational Rights and Privacy Act (FERPA).

In order to stay safe online with Zoom, ITD cybersecurity recommends using only the MTSU Zoom link found at mtsu.edu/stayoncourse/students/zoom.php. (This webpage also offers links to additional advice and resources that will help you have a successful semester. Click on the Students tab on the left-hand navigation menu.)

The MTSU Zoom link offers the following advantages over the free version:

- Use of MTSU’s Single Sign-On (SSO) system in combination with Multi-Factor Authentication (MFA), which protects your MTSU Zoom account from unauthorized access
- Additional support from ITD through an administration console not normally available with the free version
- Numerous quick links to video tutorials and training

If you have any additional questions concerning privacy, please email security@mtsu.edu.
Information Technology Division (ITD)
QUICK REFERENCE

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

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

Computer & Network Security
mtsu.edu/security

BlueID Office & Online
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

Password set/reset
mtsu.edu/changepw

PipelineMT
https://pipeline.mtsu.edu/

Your Email Address
username@mtmail.mtsu.edu

ITD’s Website
mtsu.edu/itd/

Student Printing
mtsu.edu/itd/student-printing.php
Index

A
Accounts........................................3–5
Activate computing account ..........3
Adaptive technologies ...............7, 11
Alertus.............................................9

B
BlueID Online.................................6, 19
Bookstore (Barnes&Noble) ..........7
Borrow Computer Equipment ......10

C
Cellphone alerts...........................9
Center for Educational Media .....16
Changing your password ..............3
Computer/network security ... 4-5
Computer labs ................................11
Critical Notifications .....................9

D
Desire2Learn (D2L) .................7
Databases, library........................12
Digital Media Studio ....................12
Digital Scholarship Initiatives ....13

E
Email, MTMail ................................5
Emergency alerts..........................9
ePortfolio scholarship ...............7

F
Fee, Technology Access ...........16
Financial aid ..................................4

H
Help ..............................................2, 19
Help Desk ....................................2, 19

I
ID cards .......................................6, 19
Information Technology
Division (ITD)..............................2
Information Technology Policy ...8
Internet access to accounts ....3-5

L
Labs, computer...............................11
Library services ..........................12-13
LinkedIn Learning .......................15

M
Makerspace....................................12
Microsoft Imagine Academy ......15
Mobile app ..................................17
MTMail ..........................................5
MT Dining FlexBucks ....................7
Multi-Factor Authentication ......4

O
Office 365 apps ............................5
Online learning environment .......7
Online library catalog ............12–13

P
Passwords ..................................3–4
Phillips Bookstore .......................7
PipelineMT .................................4-5
Policy, Information Technology
Resources ..................................8
Printing ..................................6, 7, 11
Quick Reference .........................19

R
Raider Funds ................................6
Reset, Self-Service Password ....3

S
Security, computer/network ......7
Self-Service Password Reset ....3
Student printing .........................6, 7, 11
Student Technology Access Fee ...16
Student Technology Assistant ....14

T
Technology Access Fee .............16
Textbook affordability collection ..12

U
University Computer Labs ........11
Username on PipelineMT .........3

W
Wi-Fi Citizenship .......................10
Wireless connectivity ...............9
Writing Center ............................13

Z
Zoom Videoconferencing ..........18
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
Think before you download.

Using MTSU resources for unauthorized downloading, copying, or distribution of materials is prohibited.

Downloading videos, music, software, and other copyright-protected information without proper authorization is illegal.

The violation of copyright laws can result in costly prosecutions and lawsuits.

For more information, visit mtsu.edu/itd/policies.php