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

ITD Help Desk
615-898-5345
help@mtsu.edu
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 13), 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.
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/passwords 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.

Read more about Self-Service Password Reset in the online FAQs at mtsu.edu/security/sspr-faq.php. Also, you can read the instructions for the enrollment process online at mtsu.edu/security/sspr.php.

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. 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. Outage information is also found at mtsu.edu/itd/outages.php. If you have 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.

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. In classes that use Desire2Learn (D2L), your professor may use its internal email system for class communication.

Through Office 365, students get free access to Microsoft Word, Excel, PowerPoint, and more. Visit office.com/apps.

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. Manage passwords through Self-Service Password Reset. More info: mtsu.edu/passwords/.

After your password has been set, 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. For example: zzz2a@mtmail.mtsu.edu.

If you wish to change your MTMail password find a link and instructions at mtsu.edu/email. Your MTMail account can be accessed from anywhere you have an internet connection. There are links on the MTSU home page at mtsu.edu and through the MTSU mobile app. (See page 16)

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/index.php.

Proofpoint is an advanced email filter designed to protect University email from SPAM, phishing, and other attacks. Find out more about it and other tips on using MTMail at mtsu.edu/email/mtmail-faq.php.
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 University 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.

Introducing BlueID Online

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

We have launched BlueID Online as 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, MT Dining (Flex Dollars), 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 have the alternative to obtain a Virtual BlueID for use on your mobile device.
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.

MTEngage offers annual scholarships through an ePortfolio creation contest. Visit mtsu.edu/mtengage/scholarship.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/атс.php.

Phillips Bookstore

MTSU’s Phillips Bookstore, under Barnes & Noble College management, is in the Student Union Building, offering tech supplies, textbooks, MTSU clothing items, and snacks. Visit mtsu.edu/phillips.

Student Printing

Student printing is available at all University labs and is a privilege for all active students. We ask that you be frugal and responsible when making printing decisions and not print unnecessarily and excessively. For lab locations and hours, visit mtsu.edu/итд/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. The good news is that the vast majority of students are responsible printers. 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.
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 info on computer security, go to mtsu.edu/security/index.php.

If you believe your computer has been hacked or infected, contact the Help Desk at 615-898-5345 or help@mtsu.edu.

MFA required at MTSU

MTSU students use Multi-factor Authentication (MFA) sign-in service. It provides a two-step process for accessing your student accounts. Find more information at mtsu.edu/security/mfa.php.
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.

Choose Infrastructure Mode in your wireless software. 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 for any transactions that involve sensitive data that SSL or SSH encryption is used. The MTSU wireless network supports the 802.11n, 802.11g and 802.11ac wireless standards. If you have any questions or problems, 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, calls to cell or landline telephones, and/or as email. 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 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.

Visit mtsu.edu/alert4u/alertus.php for more information.
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.

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.
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](http://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

As part of MTSU’s second phase of campus reopening, the James E. Walker Library has reopened to MTSU students, faculty, and staff.

In order to make you safe when visiting, library staff has reconfigured furniture to allow for social distancing, reduced the total number of people who can be in the library at one time, and are not allowing group study or group activity. There are dedicated entrance and exit doors and up and down staircases.

Full details including occupancy updates are available on the Walker Library’s reopening page at https://library.mtsu.edu/reopening.

Walker Library will continue to offer contact-free book pick-up for MTSU students, faculty, and staff via the Pull & Hold service. For more info or to place an order visit https://library.mtsu.edu/request-print.

After placing a hold online through the library catalog and receiving a confirmation email, patrons may pick up items from the designated shelf in the library’s atrium any time the library is open.

The library is supporting remote teaching, learning, and scholarship. Visit https://libanswers.mtsu.edu/index.php to start an “Ask Us” chat, send an email, or request a virtual research session.

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 online instruction session, visit library.mtsu.edu/instruction/request or call 615-904-8530.

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 student resources include:

- **University Writing Center.** Remote help is available at mtsu.edu/writing-center/
- **Tutoring Spot.** Remote options are available at mtsu.edu/studentsuccess/tutoring.php

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**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.
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 (Microsoft Office Specialist Certification), and Advanced (Microsoft Technician Certification).

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 on campus while employed in any TAF-supported lab 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. 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.”

The first time you sign in to your account, you will be asked if you wish to connect your LinkedIn Learning account to your LinkedIn account or continue without connecting your account.

For more information, including how to access Linkedin Learning through the app, visit mtsu.edu/itd/lil.php.

Software access and training available

As a student, you can download and use a variety of software apps including Excel, PowerPoint, and Word. Log in with your student credentials at portal.office.com/myapps.

Then you can learn to master these and other programs through Microsoft’s Imagine Academy, a collection of learning resources, self-paced tutorials, and certification exam preparation materials. The materials are categorized into Productivity, Computer Science, and IT Infrastructure materials where users can search a list of hundreds of tutorials for self-directed learning.

Visit mtsu.edu/msitacad for access information.
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](http://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), located in the McWherter Learning Resources Center (LRC), oversees the production, distribution and broadcast of high-quality educational video programs for the College of Education (COE).

It offers computer facilities support for COE and production services for other MTSU departments and offices upon request. CEM has four units:

- **Audio/Visual Services (AVS)** 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 Education Resource Channel** (ERC@MT) produces and broadcasts original programming and selected MTSU events, as well as broadcasting other educational programming that is licensed and/or provided by educational media vendors from across the United States.
- **PK-12 Professional Development Center** facilitates events and programming in CEM that support educators in PK-12 and higher education.

Programming is distributed through satellite, webcasting, streaming, and cable television. It also collaborates with other MTSU departments, state agencies, and public and private organizations to produce educational media for grants, contracts, and other partnerships.
MTSU’s Mobile App, created and maintained mostly 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.

The app team is made up of 4-8 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 has chosen Zoom as the recommended tool for remote courses, collaborative learning, 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, 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 Bldg. 003

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

PipelineMT
https://pipeline.mtsu.edu/

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.php
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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
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