

A FACULTY & STAFF QUICK GUIDE TO TECHNOLOGY @ MONTCLAIR STATE UNIVERSITY

<https://www.montclair.edu/oit>

Academic 2017-2018

Welcome! Get started by establishing your **MSU NetID**, an account that is used as a login for most services on campus. Your NetID is typically your last name and the first initial of first name or the first few letters of your first name (ex. *smithm*)

Please Note: You will be required to change your password **every 180 days** you will a notice via email 2 weeks prior.

<https://netid.montclair.edu>

In order to establish your NetID, you would need to know your **CWID** and PIN that was provided to you upon hire. Your CWID is an eight (8) digit number that can be found in the Workday System.



Getting Technology Support at MSU

Montclair State University has a distributed technology support model across campus. For assistance, please follow this guide to contact the IT Service Desk or your local academic technology team.

IT Service Desk: Provides primary support for all Administrative, Auxiliary and several colleges including CART, CHSS, Grad School and Sprague Library. In addition, we provide evening support across campus.

Live Chat: www.montclair.edu/oit

Phone: (973) 655-7971

***Option 1:** Hardware and Software ***Option 4:** Workday Support
***Option 2:** PeopleSoft Finance ***Option 5:** Ellucian Student Systems
***Option 3:** Canvas Support ***Option 6:** Online Program Support

Email: itservicesdesk@montclair.edu
workday@montclair.edu
nest@montclair.edu
canvassupport@montclair.edu

Open a Ticket: <https://montclair.service-now.com/ess>

Social Media: RedHawkIT (Instagram, Twitter or Facebook)

Documentation: www.montclair.edu/oit/documentation

Academic Technology Support Groups (Primary Support)

Primary	Location	Extension	Director
CEHS	UN-2103	4457	Jason Francis
CSAM	RI-110	5414	Joseph Youn
SBUS	PA-435	5491	Roger Salomon
LLT	CS-138	7504	Michael Heller

Setting Up Email, Storing Files and Checking Your Calendar

Montclair State University utilizes in G Suite. This provides Faculty, Staff and Students with unlimited storage* for files (documents, spreadsheets, pictures, etc.) and email. In addition, Google Calendar is the official tool for scheduling meetings and resources. To access any of the available Google Services, please go to www.google.com and log in with your username (**NetID@montclair.edu**) and password. For documentation and directions on Google Apps for Education at Montclair State University, please go to: <http://www.montclair.edu/oit/documentation/google-apps/>



*Access to Google Drive: You **MUST** opt-in through the NetID page in order to have access. Google Drive may not be used to store sensitive data. Please visit the Data Classification and Handling Policy for a list of sensitive data. <https://www.montclair.edu/oit/policies/>

Using the Campus Network

In order to get your device on the campus network, it must be registered. For directions on how to do this, please go to: <http://www.montclair.edu/oit/tech-solutions-center/networking-and-security/>



When using wireless, it is important to pick the right Wi-Fi SSID access point from the list below.

Wireless Networks

- **MSU-Secure (Preferred)**- The recommended option for anyone with a MSU NetID which includes the capability of using WPA2 encryption.
- **MSU-WiFi** - A network for older computers and devices that are not capable of using WPA2 encryption. Do not use this if you do not need to.
- **MSU-Guest** - A network that is intended only for temporary visitors to campus (i.e. attendees of a workshop or event) who do not have an MSU NetID account.

NEST... www.montclair.edu/nest

NEST (Networked Engagement and Student/Staff Transactions) is the primary academic portal for Montclair State University. It is a single-sign on portal that allows faculty to utilize NEST to view their class rosters, attendance verification and input grades at the end of the semester. Employees will have varying uses for NEST depending on their role at the University. They can use NEST as the access point for applications such as Banner, 25 Live and Degree Works.



Canvas... montclair.instructure.com

Canvas is the University's Learning Management System (LMS). It provides an online conduit to access course materials and content, while also serving as a means for interaction between faculty and students. With Canvas, instructors can create announcements, assignments, online discussions, quizzes and manage their course content. Students may submit assignments, retrieve content, and interact with other students through Canvas as well.



Technology Services & Links

*IT Website	https://www.montclair.edu/oit
25Live	Campus-wide room reservation system for classrooms and specialty spaces. https://25live.collegenet.com/montclair/
Adaptive Insights	https://login.adaptiveinsights.com/app
Anti-Spam	Application utilized to block and allow email SPAM. https://antispam.montclair.edu
Canvas	https://montclair.instructure.com
Citrix	https://xenapp.montclair.edu
ESS (Legacy)	Employee Self-Service is a legacy application that has been replaced with Workday. You can access this page to gain access to old paystubs prior to July 2016. https://wfs.montclair.edu/
Gartner Portal	Application used to gain research articles from Gartner. https://app1.montclair.edu/gartner
Google	Montclair State University participates in Google Apps for Education that allows for us to have access to Google Mail, Drive, Calendar, Analytics and so much more. https://www.google.com
Google Resource Calendar Center	Web-portal that allows for users to grant access to view a Google Resource Calendar. https://grcc.montclair.edu
Google: Opting into Google Drive	New Users must opt-in to Google Drive in order to gain access. http://www.montclair.edu/oit/documentation/google-apps/how-to-enable-google-drive/
Group Manager	Web-portal that allows you to manage specific file shares on MSU Files or grant access to Sharp Devices. *Must have been granted custodial rights.* https://netid.montclair.edu/GroupManager
IT Policies	Campus-wide Information Technology Policies https://www.montclair.edu/oit/policies
IT Service Status	Check on the status of a managed IT System https://app1.montclair.edu/itstatus
LimeSurvey	Supported Survey Tool https://msusurveys.montclair.edu
MSU File Hawk	File transfer page utilized for sending confidential documents to people on campus. https://msufilehawk.montclair.edu/
MSUFiles	Managed network file storage for use for individuals or departments. https://www.montclair.edu/oit/documentation/campus-file-sharing-and-printing/
Nest	https://nest.montclair.edu
NetID Form	Application that allows users to change or reset their password. https://netid.montclair.edu
NJVID	New Jersey Digital Video Repository (NJVID) is a service for video streaming and publishing of videos for higher education institutions. http://montclair.njvid.net/
PeopleSoft	Application utilized to input budgetary information. https://finance.montclair.edu
Qualtrics	https://montclair.qualtrics.com
Rave	https://www.getrave.com/login/montclair
Request a Generic Email Account	Web-portal that allows users to request generic email accounts. Generic Accounts do not receive a NetID. https://genericaccountcenter.montclair.edu/GenericAccountCenter/
ServiceNow Self-Service	Self-service to create, track and update incidents for the IT Service Desk. https://montclair.service-now.com/ess
Software Repository	https://www.montclair.edu/oit/software
Surveys	https://surveys.montclair.edu
Sympa Lists	Listserve that is managed by individual users for groups, classrooms and announcements. Administration (Campus) site: <a href="http://lists.montclair.edu/sympa/Colleges & Schools sites: http://<sitename>-lists.montclair.edu/sympa/">http://lists.montclair.edu/sympa/Colleges & Schools sites: http://<sitename>-lists.montclair.edu/sympa/
Virtual Computing Lab (VCL)	Custom Citrix portal that allows for users to use virtualized course related software, such as SPSS, from a personal device. https://www.montclair.edu/oit/tech-solutions-center/computing-labs/virtualcomputinglab/
Workday	Application utilized to manage human resources data. Payroll, Time-sheet Approvals, Personnel Information. https://www.myworkday.com/montclair

Test Scanning & Reports Need a test scanned? We provide scanning of tests, exams and faculty evaluations. Reports are generated with the statistical analysis and returned to the professors and/or departments. Please bring scans to University Hall, 6th floor.



Training and Instructional Design Services:

<http://tti.montclair.edu/>

The Technology Training and Integration Group (TT&I), a subdivision of Information Technology, is committed to providing services, support, and education to the Campus community in order to effectively integrate technology into instructional and administrative operating units. We achieve this mission by offering a wide variety of training opportunities, faculty development programs and initiatives, and Instructional Design expertise, delivered in a manner that is customized to facilitate, support, and enhance the scholarship of teaching and learning through the use of technology. Our focus is on adapting emerging and promising technologies to the teaching curriculum and demonstrating best pedagogical uses that will enhance the learning environment.

Full List of Training Courses:

<http://tti.montclair.edu/training/all-training-offerings/>



Register for a Course:

<https://ttraining.montclair.edu/ttcourse/index.php/auth/login>

Working with Instructional Designers

Our Instructional Designers are responsible for advising the online course developing faculty member on the application of the MSU Instructional Design model and procedures during the course development process. If you would like Instructional Design assistance, please a consultation request form or contact the Technology Training and Integration (TT&I) group (Robin Walker, walkerr@mail.montclair.edu or ext. x5449).

Empowering Online Teaching and Learning

<http://tti.montclair.edu/instructionaldesign/faculty-development-program/>

“Empowering Online Teaching and Learning” is a four-week program intended to provide faculty with an overview of teaching and learning online, applicable for both online and hybrid courses. Participation in this program is highly recommended for all faculty members who will be teaching online or hybrid courses for the first time at Montclair State University.

Our next session will be offered fully online in Fall from 10/16/17-11/12/17 and requires 2-4 hours worth of participation over the course of the four weeks.

Computer Lifecycle Replacement Program

Information Technology (IT) provides a single leased computer to each full time faculty or staff member. These computers are part of the University's Computer LifeCycle Replacement Program and are refreshed every 48 months. The default computer platform for the Computer Life Cycle Replacement Program is a Windows laptop (Standard or Ultra -Portable) or desktop configuration. Alterations to the standard build configurations may be approved, but they must be authorized by the Dean of the Academic unit, Divisional VP, or their designee, and the Director for Technical Support Services.

To review the policies and approval process, please visit:

<https://www.montclair.edu/oit/policies/>

Adjunct Labs

Each Academic area has a specific areas for adjuncts computer access on campus. To find out more information, please contact your department or Local Academic Technology Team.

You can find Information Technology's hours of operation, additional IT Services, and a detailed documentation section by going to <https://www.montclair.edu/oit>.