INFORMATION TECHNOLOGY (IT)

Getting Started

Missouri S&T’s information technology (IT) department provides a variety of computing tools and resources to assist with academic, research and administrative work done at the university. Students, faculty, and staff use computers daily to register for classes, communicate with friends, send email, collaborate on group projects and research, publish web pages, write reports, and find course schedules.

Computer Accounts

Computer accounts are assigned to students and are used to access various resources at Missouri S&T and UM System, such as the computing network and the computers and software in computer learning centers (CLCs). Services provided by Missouri S&T IT and UM System require an authorized computer account (username, password, and MultiFactor Authorization (MFA)) to gain access. The following services are available through IT computer accounts:

- Access to the campus network, including wireless networks on campus
- Google Apps, including Drive, Sites, Google+
- Microsoft 365 Applications (https://portal.office.com)
- High Performance Computing clusters
- Joe’Ss (student web portal)
- Learning Management System (Canvas)
- Network file storage

University Communications to Students

Each student, once initially registered for classes, will be issued a Missouri S&T email account with an address on the mst.edu domain. This is the account used for official university business and official university communications to students. Students are expected to check their Missouri S&T email account regularly for university communications and are responsible for communications sent to this and from this account. Therefore, communications sent to this account will be considered to have fulfilled any university obligation for notification.

Students must activate their email account online at: http://it.mst.edu/services/email/student-email/.

Leaving Missouri S&T

Assigned computer accounts remain active and available for use as long as a student is enrolled in classes at Missouri S&T.

Following graduation, Missouri S&T students retain access to their student email accounts. Local account access is removed one semester after students graduate or stop attending. If the student was also employed by the university, account removal may occur sooner.

Students are responsible for creating a backup of any data on their campus network storage prior to leaving the university.

Systems and Software

Missouri S&T’s IT department provides a wide variety of computing and networking facilities and support. These facilities include, but are not limited to the following:

- Computer learning centers (CLCs)
- General Purpose Cluster Computing
- HPC
- Linux systems
- Macintosh systems
- Nonavitra high definition wall
- Software for use on personal computers
- Windows-based PCs

Computer Learning Centers (CLCs)

Computer labs, called computer learning centers (CLCs), provide computers and specialty software for students to use for in-class, homework, and project related work. AppsAnywhere is available in all CLCs.

CLCs are located in various buildings around campus. Use of computers and technology in these locations is restricted to Missouri S&T faculty, staff and students. The list of CLC locations, hours of operation, and equipment is available online at https://it.mst.edu/services/clc/.

Missouri S&T is now using a print management system, PaperCut NG, in campus computer labs (CLCs). Students and instructors will be given a semester printing quota sufficient for completing academic work. This initiative will help conserve paper, toner and electricity and help ensure fair use of campus printing resources. All print quota is reflected in shamrocks. It is important to note that shamrocks in no way correlate to real money. More information can be found online at https://it.mst.edu/services/clc/clcprint/.

The Web Print service allows users to initiate a print job from their local machine or device and then direct that print job remotely to a select few printers on campus. Once you are at the printer, you can simply retrieve your print job and have it print while you are there at the printer. You can find more information online at http://it.mst.edu/services/clc/clcprint/webprint/.

Classroom Technology

To support teaching and learning, IT supports a broad set of instructional technologies. In addition to CLCs, classroom presentation technology, such as podium computers, webcams, Wacom drawing tablets, projectors, and speakers, are provided to enhance the ability of instructors and teaching assistants to present course materials and use student response systems (clickers) in the classroom.

The Media Services team is made up of professional video producers, audio technicians and graphic designers who collaborate with faculty and staff to create recruitment, research, commencement and other various videos. They are also the administrators of our campus Zoom Webinar license available to campus.

The Learning Environments team designs, implements and supports the technology that helps provide faculty and students the best possible learning experience. Our environments include 100+ classrooms, 50+ computer labs, and many full production studio classrooms. We also support numerous instructional software tools. These tools range from lecture capture and delivery, to virtual desktop environments and Canvas-
our learning management system. We work directly with faculty to ensure all required software is deployed in our computer labs across campus.

Privileges and Responsibilities
Missouri S&T IT provides access to computing, networking and information resources in support of teaching, research and other official duties of the university. Access to the computing resources and facilities is a privilege, not a right. The Missouri S&T Computing and Network Facilities Acceptable Use Policy describes the ethical and legal responsibilities regarding computing resources.

Computing policies and procedures, including the University of Missouri policies, can be found at https://it.mst.edu/policies/.

Individually Owned Devices
Missouri S&T's IT department, in partnership with The S&T Store, provides recommendations for hardware and software to those wishing to purchase for personal use.

Academic discounts are available for personally-owned computers purchased through The S&T Store. Most software on university-owned machines is provided through licensing agreements with various vendors.

All students have access to Microsoft 365 Applications through the portal https://portal.office.com.

IT recommends the antivirus software, Windows Defender, for Windows Computers. Windows Defender comes preinstalled on Windows computers.

Connecting to the Network
Wireless coverage currently extends to nearly 100 percent of the campus - providing great flexibility and convenience for members of the campus community. Computers and wireless devices in residential halls connect to campus resources via ResNet https://www.resnet.us/.

Devices moving between residential halls and campus will connect seamlessly. Detailed instructions on connecting to the network, using either wired or wireless Ethernet, are available by the supported operating system at: https://it.mst.edu/services/.

Virtual private network (VPN) connections are available, which allow members of the campus community to connect to the network while away from campus or traveling.

Special usage policies apply to network connections. For more information, see the policies and procedures web page at https://it.mst.edu/policies/. In addition, Ethernet cards (both wired and wireless) and cables may be purchased through The S&T Store, located in the Havener Center.

Emergency Alert System
Missouri S&T has a system in place to alert the campus community in the event of a campus-wide emergency. An email is automatically sent to every university email account, but students, faculty and staff can enter additional contact information and register to receive emergency alerts via cell phone voicemail or text message.

For more information, or to register for the Emergency Alert System, visit: http://alert.mst.edu/. (https://alert.mst.edu/)

Getting Help
The Missouri S&T IT help desk is available to assist the students, faculty and staff of Missouri S&T in using the different computing systems on campus.

Help is available on a wide range of items, including Windows-based PCs, Macintosh systems, and Linux workstations, as well as supported software on these systems.

Members of the campus community may use the chat feature on https://it.mst.edu, access the online help request system at https://help.mst.edu, email ithelp@mst.edu, stop by the help desk on the first floor of the Missouri S&T Library or call the Help Desk line at 573-341-4357 (HELP). Hours of operation are available by visiting https://it.mst.edu.

Internet Resources

• IT Department Homepage – https://it.mst.edu
• IT Help Desk – https://it.mst.edu/help-desk (https://it.mst.edu/help-desk/)
• IT Services – https://it.mst.edu/services/
• IT Comms - https://itcomms.mst.edu/
• Online IT Help Request – https://help.mst.edu
• Microsoft 365 Applications - https://portal.office.com
• IT YouTube - https://it.mst.edu/help-desk/videos/