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, complete coursework, access course specific software, communicate with friends, send emails, collaborate on group projects and research, publish web pages, write reports, and build 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 computers and software in Computer Learning Centers (CLCs), and the computing network and wifi. 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:

- Microsoft 365 Applications (https://portal.office.com/)
- Google Apps, including Drive, Sites, Google+
- High Performance Computing clusters
- Access to:
  - Campus wired and wireless networks
  - Joe'SS
  - Learning Management System (Canvas)
  - Zoom
  - Panopto
  - Network file storage

University Communications to Students

Each student will be issued a @umsystem.edu account. This is the account used to log into any university systems, software service, and other academic resources. The account is what the student will use to access their @mst.edu mailbox. Each user mailbox has both an @mst.edu email address and an @umsystem.edu email address associated with it.

This mailbox is used for official university business and official university communications while the student is enrolled. Students are expected to check their Missouri S&T email account multiple times a day for university communications and are responsible for communications sent to 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: https://it.mst.edu/services/email/student-email/. (https://it.mst.edu/services/email/student-email/)

Leaving Missouri S&T

A student's computer account will remain active and available for use as long as the student is enrolled in classes at Missouri S&T.

Students are responsible for creating a backup of any data on their campus network storage, Microsoft OneDrive, Google Drive, and email prior to leaving the university.

There are two components of a student's account that need to be considered when leaving Missouri S&T -

1. Account Access after graduation or separation from university. This also refers to access to campus tools/resources. Examples include computers, Distributed File System (DFS) file storage, Microsoft 365, Google Apps, and many more.
   A. Upon graduating or leaving Missouri S&T, students retain access to their email account for 12 months from the last enrolled or admitted semester to allow for finishing projects and proper transition of contacts to a personal or professional account.
      i. Notifications are sent to the student prior to the closure of the account.
      ii. Once a student has received notification that the account will be closed, the student can apply for a one-year extension that starts as soon as the extension is approved.
      iii. To apply for a one-year extension, follow the instructions in the account removal notification email.
      iv. If the student waits until the account has been locked, they will need to contact the S&T IT Helpdesk https://help.mst.edu/.
      v. Students are responsible for creating a backup of any data on their campus network storage, Microsoft OneDrve, Google Drive, and email prior to leaving the university.
      vi. If you worked as an employee for the university during your time on campus your access may be removed as if you were an employee and not a student, and a grace period cannot be guaranteed.
2. Single Sign-On (SSO)
   A. You may continue using your SSO after graduating or leaving Missouri S&T to access resources such as financial aid and student loans, or possible re-enrollment. The SSO can be used to access these resources as long as it is necessary or until alternate access methods have been provided.

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
- High Performance 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 and available for use on personal computers.

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 uses a print management system, PaperCut, in 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. A user's print quota indicates the number of sheets of paper they have available. 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 printed while you are there at the printer. You can find more information online at https://it.mst.edu/services/clc/clcprint/webprint/.

Classroom Technology

IT supports Computer Learning Centers (CLCs), and classroom presentation technologies - such as podium computers, webcams, Wacom drawing tablets, projectors, speakers, and student response systems (clickers) - are provided to enhance instruction and learning in the classroom.

The Learning Environments Support team designs, implements, and supports technology to provide the best possible learning experience. Our environment includes 100+ classrooms, and 50+ computer labs. The team also supports numerous instructional software tools. These tools range from lecture capture and delivery, to virtual desktop environments and Canvas.

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 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 computing hardware and software to purchase for personal use. Computers can be purchased with warranties that allow for S&T IT to perform warranty work on the computers at the S&T IT Help Desk located on the first floor of the Curtis Laws Wilson Library.

Academic discounts are available for personally owned computers purchased through The S&T Store.

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

Many software applications used as part of a course are available through AppsAnywhere. Learn more about AppsAnywhere by visiting https://appsanywhere.mst.edu/.

IT recommends the antivirus software, Windows Defender, for Windows Computers. Windows Defender comes pre-installed on Windows computers.

Connecting to the Network

Wireless coverage currently extends to nearly 100 percent of the campus buildings and grounds - providing great flexibility and convenience for members of the campus community. Computers and wireless devices in residential halls connect to campus resources via Apogee https://MyResNet.com/.

Devices moving between residence halls and campus will connect seamlessly once the student has connected the devices to both the ResNet and MST wifi using their SSO credentials. 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 (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. Learn more about VPN by visiting https://it.mst.edu/services/vpn/.

Special usage policies apply to network connections. For more information, see the policies and procedures web page at https://it.mst.edu/policies/. (http://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 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: https://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 for Windows-based PCs, Macintosh systems, and supported software on these systems. Limited support is available for Linux workstations and software.

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 Curtis Laws Wilson Library or call the Help Desk line at 573-341-4357 (HELP). Hours of operation are available by visiting https://it.mst.edu/.

IT Communications

Missouri S&T IT communicates information to campus users by campus eConnections, eAdditions, and on the IT Status Page.

Please visit and subscribe to the IT Status Page by visiting https://status.mst.edu/.

Internet Resources

- AppsAnywhere - https://appsanywhere.mst.edu/
- IT Status Page - https://status.mst.edu/
- IT Department Homepage – https://it.mst.edu/
- IT Help Desk – https://help.mst.edu
- IT YouTube - https://it.mst.edu/help-desk/videos/
- Microsoft 365 Applications - https://portal.office.com/
- Online IT Help Request – https://help (https://help.mst.edu/).mst.edu (https://help.mst.edu)
- Virtual private network (VPN) - https://it.mst.edu/services/vpn/