New to Montclair State University?
Follow our Checklist...

1. Obtain your CWID and Pin (p. 2)
2. Activate your NetID (p. 2)
3. Read our Policy on Responsible Use of Computing (p. 2)
4. Connect to our MSU-WiFi wireless network and register your devices (p. 4)
5. Confirm that you can access your webmail account (page 2)
6. Confirm that you can access Canvas (page 6)
7. Access Faculty and Advisor Services (FASS) (For Faculty)
8. Access Employee Self Services (ESS)
9. Attend an IT training class
10. Take a mediated classroom training to familiarize yourself with the available AV equipment
11. Visit the IT documentation page for the latest documentation and videos
12. Get familiar with your local tech team (p. 8)
YOUR NETWORK STORAGE, NETID AND EMAIL

Activating or Modifying your NetID & CWID

In order to access most things on campus, you must know your CWID number and NetID.

Your MSU CWID is your campus wide identifier consisting of an 8 digit # and your PIN. Please log into Employee Self Service to find out your CWID or reset your PIN. You can access Web for Employees through the Quick Links on the main Montclair University website. For all adjuncts—Please visit your departmental secretary to obtain your CWID/PIN. You can also get this information from your department chair.

An MSU NetID is your unique electronic identity that gives you access to a growing number of online services, including Canvas, E-mail, Network Computer Registration, IT Software Archive, Active Directory login and Self Service. Your NetID is typically your last name + one or two characters of your first name.

The NetID management form at https://netid.montclair.edu can be used to activate and maintain your MSU NetID. Your NetID will be activated immediately after submitting the NetID form.

MSUFiles

Information Technology offers a centralized file sharing & storage service to all Faculty, Staff and Students with a valid NetID. The service supports both Mac OS and Windows clients and is accessible via the campus network and remotely via the Internet. It provides individuals with a personal file share directory known as a “home directory” as well as a common file sharing space for both academic and administrative departments upon request. (Please contact the University Help Desk for more information.)

More information on using this service is available at: http://www.montclair.edu/oit/documentation/active-directory-services/

The service provides the following storage allotments:

<table>
<thead>
<tr>
<th>Home Directory</th>
<th>Web Directory</th>
<th>Department Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 GB</td>
<td>50 MB</td>
<td>150 GB</td>
</tr>
</tbody>
</table>

MSUPrint

MSUPRINT is a service part of active directory print services which allows network printers to easily be installed and connected to computers. For more information and documentation on how to install a network printer using MSUPRINT please visit http://www.montclair.edu/oit/documentation/active-directory-services/

Backining Up Your Data...

Please be sure to back up your local data (documents) on a regular basis to either network storage or external device (hard drive, flash drive, CD/DVD). If your data contains personally identifiable information (PII) like CWIDs, student names and addresses, social security numbers, credit card info, etc., be sure these backups are stored in a *secure location*. Note that all files stored in MSUFILES departmental or home directory shares are automatically backed up by IT.

The Policy on Responsible Use of University Computing Resources is in effect for all users on the MSU Network. By activating your NetID, you are agreeing to this policy. To read this policy, please visit http://www.montclair.edu/oit/policies/policy-responsible-computing/

MSU E-mail

The MSU e-mail system is the official communications channel for the University community. All users are automatically added to the allusers@lists.montclair.edu distribution list. All MSU faculty and staff are provided with 3GB of email storage space. The largest size email (with attachments) that can be sent is 20MB. You can access email through our standard email client, Mozilla Thunderbird (installed on all standard images) or via Webmail, through any browser at https://webmail.montclair.edu.

To use the e-mail system, you must first activate your NetID. **NOTE:** Faculty and staff e-mail accounts are terminated 2 weeks after date of separation.

Generic E-mail Accounts

Your department can request a generic e-mail account by visiting the Generic Email Account Center at: https://app1.montclair.edu/GenericAccountCenter/ Please note: Departments may have up to five (5) generic accounts each.

Mailing Lists—SYMPA

The University operates a Sympa mailing list service that allows for the easy creation and management of e-mail distribution lists. By using these lists, groups of users can communicate more efficiently via e-mail.

http://www.montclair.edu/oit/documentation/sympa/

To access the main Sympa lists, go to https://lists.montclair.edu/sympa

Phishing

Phishing is the criminally fraudulent process of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication. For more information on how to prevent being a victim of a phishing scam please go to: http://www.montclair.edu/oit/phishing

REMINDER: **MSU WILL NEVER** ask you to provide your password, social security number, or other personal information in an email.
**Share Files Securely With MSU File Hawk**

**MSU File Hawk** is a web based service that is intended to provide a secure and convenient method for exchanging files between MSU employees (faculty and staff). It allows you to send one or more files (up to 10 files at once) to any number of valid faculty and/or staff recipients. The service utilizes SSL (https) to secure the file transfer. Therefore it can even be used to transfer files that contain sensitive data such as confidential University documents or files that contain Personally Identifiable Information (PII) like student record reports, etc.


**Copy, Scan or Print Today Using a Sharp MFD**

MSU has standardized in the Sharp Multi-functional Device (MFD) for copying, scanning and printing (in some areas) on campus. At this time, these devices are located in 100 different locations around campus. In order to use this device, you MUST have a valid MSU ID Card or your NetID and password.

Each device comes with a 3rd party application called Drivve that will allow for scanning to email, network directory or USB.

For more information, please go to [http://www.montclair.edu/oit/tech-solutions-center/help-desk/sharpmfd](http://www.montclair.edu/oit/tech-solutions-center/help-desk/sharpmfd)

**Mediated Classrooms and the Analog Sunset**

MSU has over 250 mediated e-learning/e-conferencing state of the arts facilities throughout the University to support the pedagogical and administrative needs of the University Community. Many classrooms contain high-speed internet, Crestron control panels, DVD, document cameras and ceiling mounted projectors. Select classrooms include video and/or audio conferencing and SMART boards.

**What is the Analog Sunset?**

The best way to describe the analog sunset is the fact that as of 2013, Analog devices are no longer being produced and has switched over to digital. New devices will come with a Display Port, HDMI or USB instead of a VGA cable which has become the standard at Montclair State University. For machines that are not provided by MSU, we ask that you purchase an adapter for your computer so that you can utilize VGA in the classroom. In our newer classrooms, we have upgraded the rooms and removed all analog equipment. For a listing of those rooms, please go to our “Analog Sunset” page located at [http://www.montclair.edu/oit/tech-solutions-center/av-services/analog-sunset/](http://www.montclair.edu/oit/tech-solutions-center/av-services/analog-sunset/)

For the complete list of mediated spaces and available equipment on campus, please visit: [https://www.montclair.edu/oit/tech-solutions-center/av-services/learning-sites/](https://www.montclair.edu/oit/tech-solutions-center/av-services/learning-sites/)

**Looking for a Video Conference Room?** Visit [https://www.montclair.edu/oit/tech-solutions-center/av-services/videoconferencing/locations/](https://www.montclair.edu/oit/tech-solutions-center/av-services/videoconferencing/locations/)

**Need training on mediated classrooms?** Contact the University Help Desk at (973) 655-7971, opt. 1 to schedule a training

**IT Service Status**

*Does it seem like an application might be down?* Stay up to date on the status of standard software applications and services that are being used on campus by going to our IT Service Status page that is located at [https://app1.montclair.edu/itsstatus/](https://app1.montclair.edu/itsstatus/)

**IT Policies**

Information Technology, in conjunction with the University's Administration, has developed several policies related to the appropriate use of computing resources, account and password security, network access, and safe handling of sensitive data.

Please visit [http://www.montclair.edu/oit/policies](http://www.montclair.edu/oit/policies) to review and become familiar with all of these policies.

**Vidyo**

Vidyo software enables multi-party video conferences with natural, HD-quality, face-to-face interactions over regular IP networks using laptops, desktops or Vidyo room systems. Faculty, students, guest speakers, search committees and candidates are able to participate from home, work or on the road.
Computer LifeCycle Replacement Program

Information Technology (IT) provides one primary computer to each full time faculty/staff member. These computers are part of the University’s Computer LifeCycle Replacement Program and are refreshed every 4 years. The default computer platform for the Computer Life Cycle Replacement Program is the Lenovo Laptop (Standard or Ultra-Portable) or Lenovo Desktop (standard) 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.


Montclair State University has standardized on Lenovo and Apple products. To view our recommended computer models, go to http://www.montclair.edu/oit/tech-solutions-center/help-desk/buying-a-computer

Laptop Bags: If you select a laptop as your primary computer, IT has a limited amount of complimentary laptop bags available for laptops supplied through the program. Please complete the MSU Laptop Bag Request Form located at http://www.montclair.edu/oit/forms/

Peripheral Devices: If you are interested in purchasing additional computers or peripherals (monitors, keyboards, mice, port replicators, external drives, additional batteries or power supplies), please visit the Product Vendors page at http://www.montclair.edu/oit/tech-solutions-center/help-desk/product-vendors/ to obtain a quote.

Printers: At this time, MSU does not provide centralized print management. For policy on personal and network printing, please refer to your department head. For a recommendation

Connecting Your Device to the MSU Wireless Network

To access the University wireless/wired network all devices need to registered with your NetID credentials. The step by step instructions can be found at http://www.montclair.edu/media/montclairedu/oit/networkingandsecurity/Registering.pdf or you can view the video link by scanning the QR Codes below.

Apple/MAC

Windows/PC

Phones and Audix

Those Faculty/Staff who are provided with a campus desk phone will have local calling access only (unless otherwise requested). Faculty and staff can also have a voice mailbox (called Audix) on their office extension by request. To call into audix, please dial x5323 (on-campus). You will be prompted to enter in your password. For more information on personal greetings, please go to http://www.montclair.edu/media/montclairedu/oit/documentation/Modular_Messaging_System_Instructions.pdf

Phone Directory

The campus utilizes a voice response phone directory service that allows callers both on and off campus to look up and connect to the University phone extensions simply by saying the name of the person or department they wish to reach.

To utilize this service, dial extension 2000 (on campus) or (973) 655-4000 (off campus).

Protecting Your Machine

In order to keep your standard computer safe, the IT Division deploys patches and updates for the Microsoft Operating Systems, Office and 3rd Party Updates (ex. Java, Flash., Adobe) on a weekly basis. In order for these patches to take effect, you will be prompted to restart your computer.

Please Note: If you are an administrator of your machine you will not necessarily receive updates.

Personal Laptops

Trying to access the network but can’t because you are not registered or have a virus on your personal laptop? The University Help Desk provides assistance, by appointment, with eradicating computer viruses and harmful malware through the IT Virus Clinic. In addition, we can help you get to the patch level needed to register to the network. Please contact the University Help Desk for assistance.

Cell Phones

For more information on configuring your MSU calendar or email on your Smartphone, please go to http://www.montclair.edu/oit/documentation/configure-email/

MSU Provides an Android or iPhone for University purchased phones.

MSU will provide best effort support for all cell phone platforms.

Please Note: For personal cell phones, some phone carriers offer a discount for being a MSU employee.
**Specialty Software**

**Public/Teaching Computing Labs**

An instructor may have special course-related software needs that are not currently addressed in the computing labs.

The following is a list of what is required to process a special course-related software request:

- Software title & version
- Which labs the software needs to be installed in
- Original media (CD, DVD)
- # of licenses purchased
- Type of license
- All current license & installation documentation

Note: Deadline for request for Fall semester is June 15th and for the Spring semester is October 15th. For full details, please visit [http://www.montclair.edu/oit/tech-solutions-center/computing-labs/software-request-instructors/](http://www.montclair.edu/oit/tech-solutions-center/computing-labs/software-request-instructors/)

**Surveys**

Need to create a secure online survey? Great! You have two options:

1) Secure surveys ([https://surveys.montclair.edu](https://surveys.montclair.edu)) which is simple, intuitive web-based survey creation tool

2) LimeSurvey which is a more robust survey tool with multiple questions types and branching logic. **Please Note:** Note this tool is intended for more experienced users and training is available through TTI.

Both are available to anyone with a valid MSU NetID. To learn more visit [http://www.montclair.edu/oit/documentation/surveytools/](http://www.montclair.edu/oit/documentation/surveytools/)

**Manage Your Schedule Using Google Calendar**

MSU Gcal, hosted in our Google Apps for Education domain, provides MSU with a reliable, feature-rich, web-based system for meeting scheduling, shared resource and group calendars, and personal calendars. Its ability to easily sync calendars with mobile devices, including the Blackberry, iPhone, or Android-powered phone has enabled users to keep abreast of their appointments. With Gcal, all faculty, staff, and librarians with an active NetID will have an account and can create or be invited to meetings by going to [http://gcal.montclair.edu](http://gcal.montclair.edu) from any browser. Your Gcal account name is the same as your NetID and you will receive an email regarding invitations and notifications to your University email account.

Information Technology has created several how-to documents and videos on the OIT documentation web site located at: [http://www.montclair.edu/oit/documentation/gcal/](http://www.montclair.edu/oit/documentation/gcal/)

**Please Note:** Your address for gCal is netid@montclair.edu

**Connect to the MSU Wireless Network**

Wireless connectivity is available in all administrative and academic buildings throughout campus by selecting the “MSU-WIFI” SSID. For a map of the current wireless — hot spots on campus, please visit [http://www.montclair.edu/oit/tech-solutions-center/networking-and-security/wireless-coverage](http://www.montclair.edu/oit/tech-solutions-center/networking-and-security/wireless-coverage)

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**Standard IT Software**

All faculty and staff computers that are provided by IT come with a pre-installed standard set of software for both PC and Apple computers and is joined to our Active Directory domain.

**For PCs:** Windows 7 (64bit)/Office 2013  
**For Macs:** Mac OS X— Mountain Lion/Office 2011

Both platforms use Sophos for Anti-Virus support.


**Please Note:** The Division of Information Technology has begun rolling out a secured image to all new machines and will be scheduling machines in the field. This secure image ensures the safety of data that is on your machine. For more information, please go to: [http://www.montclair.edu/media/montclairedu/oit/helpdesk/The-Secure-Image-and-You.pdf](http://www.montclair.edu/media/montclairedu/oit/helpdesk/The-Secure-Image-and-You.pdf)
Training and Instructional Design Services

Each month, the Technology Training and Integration Group sponsors numerous information sessions, hands-on training classes, discussion groups, and Faculty Forums. Training classes are available to all faculty, staff, students and family members. To register for a class, please visit https://mis-prod-app1.montclair.edu:8443/tti/app/login.jsp.

Unable to attend a scheduled class? No problem! A 1-on-1 session can also be arranged for you or your department!

Thinking of teaching an online or hybrid course but don't know how or where to get started? Great! We offer services to assist faculty in enhancing their courses with technology and provide instructional design expertise to assist with developing activities that are appropriate for the learning environment.

Please contact Susan Graham at ext. 5449 for additional information.

MyMedia @ MSU– MyMedia is NJVid’s video service here at Montclair State University. NJVid, known as New Jersey Digital Video Repository, is a service for video streaming and publishing of videos for higher education institutions. MyMedia provides a common online platform for presenting, accessing, and hosting MSU’s licensed and locally produced videos that educate and enlighten viewers in support of hybrid and online teaching and learning. Learn more at: https://www.montclair.edu/oit/mymedia/

Camtasia Relay with NJVid- Are you looking for an easy way to create instructional videos? Are you interested in publishing and delivering your videos on the Web to enhance teaching and learning in your online/hybrid courses? Camtasia Relay can help record videos on your computer and directly publish the video to NJVid. NJVid will then seamlessly streamline your video and provide access to you and your students when needed. Learn more at http://www.montclair.edu/oit/documentation/camtasia-relay/

Web Conferencing Tool- Canvas provides a Conference tool that makes it easy to conduct synchronous (real-time) classes for all of the students in your Canvas course. Conferences allows you to broadcast real-time audio, video, demo applications on your desktop, share presentation slides, demo any online resource, and facilitate class interactions. Learn more at http://guides.instructure.com/ and search for “Conferences”.

Canvas

Canvas will be replacing the Blackboard learning management system effective September 1, 2014. All Fall 2014 courses will be delivered in the Canvas learning management system. Blackboard will no longer be available on campus after August 31, 2014.

The University's Canvas learning management system is accessible via https://montclair.instructure.com/. You can log in using your NetID and password. Canvas has been populated with course shells between Spring 2013 and Fall 2014.

To learn more about Canvas, please access the Canvas Information Site at http://www.montclair.edu/oit/canvas.

Adobe Creative Cloud Services Now Available...

As of June 30, 2014, Montclair State University finalized our 3 year Adobe Enterprise Term License Agreement (ETLA) for Adobe Acrobat and Creative Cloud that provides for broader access to members of the Montclair community and more competitive pricing. Creative Cloud is the replacement product for Adobe Creative Suite that includes software like Adobe Photoshop, Illustrator, InDesign and many other Adobe products. In addition to centralizing the purchase of these two Adobe products, the ETLA will give us the ability to maximize the Adobe footprint through our campus public and teaching computing labs while giving faculty and staff the ability to install Creative Cloud on their university owned computers.

All members of the community wishing to obtain these Adobe products are asked to complete the survey at: https://surveys.montclair.edu/survey/entry.jsp?id=1406753611932 Completion of this survey is necessary in order for us to track adoption rates and monitor use in accordance with the terms of the ETLA.

For more detailed information on Adobe Creative Cloud Services, please go to: http://www.montclair.edu/oit/tech-solutions-center/help-desk/adobe-etla/
Hardware & Software Available for Loan

Hardware Available for Loan

Did you know that you can reserve a laptop loan for your class by completing the Equipment Loan Request Form located at https://www.montclair.edu/oit/forms/. By agreeing to the terms on this form, a laptop will be ready for pickup up to 1 hour before your class.

In addition to laptop loans, the University Help Desk also loans out the following equipment: data projector, camcorder, video projector, PA system, laptop, karaoke unit, or a mobile presentation system (MPS). AV equipment loans are due back within 24 hours. Laptops are loaned out for the day. Extended loans must be approved by IT and are subject to availability.

Please Note: Failure to return the equipment at the designated time may result in forfeiting loaner rights or a charge to your department.

Software Available for Loan or Download

MSU offers several software titles for loan for your home computer (PC or Mac) as part of the work from home agreement. These software titles require you to complete the “Software Available for Loan” form located on our forms page at https://www.montclair.edu/oit/forms/

- Office for Mac 2008, 2011 (48hr loan)
- Office 2010 (32-bit, 64-bit), 2013 (48hr loan)
- Windows Windows 7 (32-bit), Window 8 (24hr loan)

We also offer several complimentary titles available for download from our IT Software Repository page located at https://www.montclair.edu/oit/software/ (requires authentication)

- JMP 10 and 11
- * EndNote X7
- * Sophos Antivirus
- * WinSCP
- * FileZilla
- * Fetch 5.6 for Mac

Please Note: As part of our Software licensing policy, all software must be uninstalled from personal computers if you are no longer employed by MSU.

Please visit our MSU Software Webstore for Discounted Software for your personal machine: https://app1.montclair.edu/webstore/

Test Scanning & Reports

Need a test scanned? No Problem! We provide scanning of tests, exams and faculty evaluations. Reports are generated with the statistical analysis and returned to the professors and/or departments.

Data and Reports

Institutional Research prepares and publishes the official enrollment and degree statistics for the University, along with numerous other reports based on survey research and statistical analysis. Five-year trend data are published annually in the University’s Fact Book. All of these reports can be found at http://www.montclair.edu/oit/institutional-research/

Virtual Computing Lab

Did you know that MSU currently has a 24x7 Virtual Computing Lab that is accessible to faculty, staff and students? Applications, such as SPSS, Office, MathLab, are presented in a XenApp environment. For more information of how this works, please visit: http://www.montclair.edu/oit/tech-solutions-center/computing-labs/virtualcomputinglab/

Adjunct Labs

Need to use a computer on campus?

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

WiFi for a Guest Speaker?

MSU offers the ability for your guest speakers to have access to the MSU-WiFi internet from their device. This comes in handy for events and lectures. For access, please fill out your Sponsored Guest Form with your NetID. This form can be found at: https://app1.montclair.edu/netaccess-guest/login.php

Anti-Spam Issues?

Having trouble dealing with junk e-mail, Spam or Phishing scams?

Go to http://antispam.montclair.edu to “Opt In” to manage those unwanted email addresses.

Gartner Campus Portal

Part of MSU’s Gartner Research annual subscription includes the use of a "campus portal" which allows all MSU faculty, staff, and students to access many articles and data from Gartner.

Start Using it Now: https://app1.montclair.edu/gartner

***Your MSU App***

An innovative mobile technology service that will allow you to get up-to-date alerts on your phone.

Get Rave today! https://www.getrave.com/login/montclair

SERVICES

Gartner Campus Portal

Virtual Computing Lab

Adjunct Labs

WiFi for a Guest Speaker?

Anti-Spam Issues?

Test Scanning & Reports

Data and Reports

Hardware Available for Loan

Software Available for Loan or Download
Getting Hardware & Software Support @ MSU

Need Assistance? Contact Us...

The University Help Desk located on the 5th floor of University Hall, is the primary point of contact for your hardware and software technical support service needs. The University Help Desk combines services from the various areas of the Information Technology Division (IT) into one central location.

Among the many support services we offer, the most frequently utilized by MSU faculty and staff are: University Help Desk, teaching/computing laboratories, audio visual equipment loan, University owned hardware and software consulting services, video and audio conferencing services, AV consultation, mediated classroom support, remote desktop support, and training sessions.

We are proud to provide Montclair State University's faculty and staff with technical resources and services to support the academic programs, research and administrative needs of the University and to maintain our strategic commitment to infuse technology where appropriate into the teaching, learning and administrative processes.

The University Help Desk also assists the local technology teams in the Academic areas to ensure that we can provide transparent support when needed.

Hours of Operation
Monday-Friday: 8am-5pm, Saturday: 8am-5pm, Sunday: Closed

Local Technology Support Teams

Working in a distributed model of support, the IT Division provides hardware, software and training support for all members of the campus community. Each college has a designated “Local Technology Support Team” that provides primary* and secondary support to their academic areas.

<table>
<thead>
<tr>
<th>Academic Unit</th>
<th>Support Level</th>
<th>Location</th>
<th>Extension</th>
<th>Director/Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHSS</td>
<td>Primary</td>
<td>DI-337</td>
<td>7835</td>
<td>Milos Topic</td>
</tr>
<tr>
<td>LLT</td>
<td>Primary</td>
<td>CS-138</td>
<td>7504</td>
<td>Michael Heller</td>
</tr>
<tr>
<td>CEHS</td>
<td>Primary</td>
<td>UN-2103</td>
<td>4457</td>
<td>Pam Scully</td>
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<tr>
<td>CSAM</td>
<td>Primary</td>
<td>RI-110</td>
<td>5414</td>
<td>Joe Youn</td>
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<tr>
<td>CSAM-Computer Science</td>
<td>Primary</td>
<td>RI-310</td>
<td>3127</td>
<td>Mike Scehovic</td>
</tr>
<tr>
<td>SBUS</td>
<td>Primary</td>
<td>PA-435</td>
<td>5491</td>
<td>Roger Salomon</td>
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<td>Secondary</td>
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<td>Mike Stuhlmiller</td>
</tr>
<tr>
<td>Library</td>
<td>Secondary</td>
<td>LB-133</td>
<td>7623</td>
<td>Randal Cain</td>
</tr>
</tbody>
</table>

*Primary Support indicates that the “Local Support Team” should be your first point of contact before reaching out to the University Help Desk for hardware and software issues.

There are several ways to receive assistance from the Information Technology Division: :

Please Note: The IT is unable to provide hardware support to non-MSU equipment due to various vendor warranty issues.

Chat With Us:
Visit [http://www.montclair.edu/oit](http://www.montclair.edu/oit) and click on the Chat Icon

E-mail Us:
helpdesk@mail.montclair.edu and a call will be created

Call Us: 973.655.7971, option 1

Visit Us: University Hall, 5th Floor

Visit our Website or our documentation site:
[http://www.montclair.edu/oit](http://www.montclair.edu/oit)

Open Your Own Incident through our Self-Service link:
From Internet Explorer (only):
[https://msuservicedesk.montclair.edu/helpdesk](https://msuservicedesk.montclair.edu/helpdesk)

IT Support Services Manager: Karen Kemp
Director, Technical Support Services: Summer R. Jones