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Public Computing Lab Hours

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WHAT IS THE TECHNOLOGY SOLUTION CENTER?

The Technology Solutions Center (TSC), located on the 5th floor of University Hall.

The Information Technology Division is proud to provide the students at Montclair State University with the technical resources, services and support they need to communicate and collaborate with faculty and staff. Among those support services most frequently utilized by MSU students are the University Help Desk, public and teaching computing laboratories, audio visual, hardware and software consulting services and training sessions.

In particular, the University Help Desk provides assistance to resident and commuter students who connect their computers to the MSU network and might have potential computer viruses. If you need assistance and are a current MSU student with a laptop, please contact the University Help Desk to schedule an appointment. However, please be advised that due to campus site license agreements, we are unable to distribute operating systems and the Microsoft Office applications to students.

UNIVERSITY HELP DESK CONTACT INFORMATION

Call us or email us at: 973-655-7971, Option 1
helpdesk@mail.montclair.edu

Chat with us live by visiting us at
http://oit.montclair.edu

Hours of Operations: Monday through Friday 7am-9pm, Saturday 8am-5pm and closed Sundays.

LIKE US ON FACEBOOK

The Information Technology Division is on Facebook! While you are checking your wall posts and updating your status, stop by the MSU-Help Desk Facebook page. Check to find up-to-date hours on printing labs campus wide, search FAQs, and view technology services documentation!

GET TRAINED!

Having some trouble with computers on campus? Or are you simply looking to pick up a new skill? Well, did you know our TTI group holds various training events that are not limited to faculty and staff, but also open to students and even family members! Register at our website http://oit.montclair.edu/tsc/training/ and start learning today!

NEED TO BORROW EQUIPMENT?

Did you know that students, (yes, you!) can reserve a data projector, camcorder, video projector, PA system, laptop, karaoke unit, or a mobile presentation system for class purposes?

The online form must be submitted by a staff member or professor 2-3 business days in advance of reserve date located under forms on the OIT website. On the form the professor must include your name, CWID, type of equipment needed, the reservation date, as well as the purpose of the reservation. The equipment must be picked up from the TSC and returned at the end of the scheduled class.

NOTE: Failure to return the equipment at the designated time may result in a hold being placed on your transcript.

STORE DOCUMENTS ON MSUWEB

Are you looking for somewhere to save a paper? Well, MSUWeb is a network storage space where you are able to store up to 500MB of your files and documents. It can be accessed through any computer with an internet connection and a web browser (i.e. Firefox, Chrome, Safari, or Internet Explorer). To access MSUWeb go to http://msuweb.montclair.edu and login in today using your NetID!
MANAGE YOUR NET ID

An MSU NetID is your unique electronic identity that gives you access to a growing number of online services at the University. The NetID management form at https://netid.montclair.edu can be used to activate and maintain your MSU NetID. During the creation process, you will be asked if your personal information is correct. If it is not, contact the Registrar at 973-655-4376 to correct this information before proceeding. Your NetID will be activated immediately after submitting the NetID form.

IMPORTANT TO KNOW:

In order to activate your NetID, you will need to enter your Campus Wide Identifier (CWID) and PIN # (the same numbers used to register for classes). If you do not have a PIN #, contact the Registrar’s office to obtain one. You may be required to provide proof of identity.

BLACKBOARD 9

Blackboard is a powerful course management tool that enables instructors to provide their students with announcements, course materials, discussion boards, online assessments, external links, and more.

To access Blackboard, go to http://blackboard.montclair.edu and log in using your NetID. Once you are logged in, you will see the courses that you are enrolled in for the current semester.

If you are unable to view courses that you are enrolled in, please contact your professor.

BLACKBOARD ON THE GO!

Need to check assignments on the go? Well, Blackboard Mobile Learning takes interactive teaching and learning to the mobile devices, giving instructors and students instant access to their courses, communities, and contents. So whether you are riding the MSU Shuttle or grabbing a bite to eat on-campus you can read discussion boards, view power point presentations, and more all from your smartphone!

To learn more about Blackboard Mobile Learn, please visit http://oit.montclair.edu/bb9/docs_instructors/mobile_learn/MobileLearn12-10.pdf

MSU WEBMAIL

The MSU e-mail system is the official communications channel to the University community and all students are expected to utilize their MSU e-mail account. All MSU students are provided with 150 MB of storage space. Webmail provides students with all the typical e-mail services including sending and receiving mail, exchanging attachments, organizing mail, and managing a mailbox. E-mail can be accessed through any computer with an internet connection at http://webmail.montclair.edu. To access your e-mail, you must activate your NetID first.

POST-GRAD

Student accounts are terminated one (1) year after graduation.

How to Register Your Laptop to the Montclair State Network

STEP 1:

Please connect to the appropriate network. “MSU-WiFi”, “MSU-Preferred”, “MSU Wireless”, or “WaveLAN” are all acceptable networks. Once you are connected, please open your browser. You should automatically be directed to Netaccess.montclair.edu Registration page. Please read through the page and click Accept and Next. After reading the Policy on Responsible Use of University Computing Resources click Accept and click the Next button.

STEP 2:

Under the “Student, Faculty, or Staff” heading please click Start. Log in with your NetID and password. When you are done, click Download.

STEP 3:

By clicking download you will perform a virus scan called the Bradford Dissolvable Agent on your computer. If your computer passes the scan please proceed to five.

STEP 4:

If your computer fails this scan, you will not be allowed onto the network and be prompted with an error message. If you do not have any Anti Virus Software you can simply visit the following link: https://oit.montclair.edu/software/ After logging in with your NetID and password please click on I agree to the above terms and conditions. You will then be directed to the Software page. Here you can download Sophos Anti Virus for either your Mac or PC. Run and install Sophos from the appropriate section. Update Sophos by right clicking on the blue-gray shield (Mac: Black shield) when it appears in the corner of your screen near the clock. Run the Bradford Dissolvable Agent again. If you still fail to pass the scan, you will need to set up an appointment with the us for virus removal.

STEP 5:

Once the scan is successful, you will need to restart the computer. Upon restart, you should be able to access the internet with no problems.
SETTING UP YOUR MONTCLAIR STATE WEBMAIL ON YOUR SMARTPHONE!

APPLE IPHONE 3GS & 4

1. Open the Settings application on your phone’s home screen.
2. Open Mail, Contacts, Calendars:
3. Tap Add Account:
4. Select Other
5. Next, select “Add Mail Account”
6. Enter Name, Address (NetID@mail.montclair.edu), Password and Description of account and click Next
7. Now, enter your incoming mail server information as follows, the host name is mail.montclair.edu, the user name is simply your NetID, and now type your NetID password, and click Next
8. Enter the outgoing server settings as follows, the host name is smtp.montclair.edu, the user name is simply your NetID, and now type your NetID password, and click Next
9. Select Mail to be ON and click Save

MOTOROLA DROID

1. Open the Settings application on your phone’s home screen.
2. Open Accounts and press Add Account
3. Select Email on the screen:
4. Enter you Email address and Password: (Do not select “Automatically configure account”)
5. Complete the given fields:
   a. Account Name:
   b. Real Name:
   c. Email Address:
6. Next, select the Incoming tab:
   a. Select IMAP mail server
   b. Server: mail.montclair.edu
   c. Port: 993
   d. Username & Password should already be filled in
   e. Scroll down and select check box Use Secure Connection
7. Next, select “Outgoing” Tab enter information below:
   a. SMTP server: smtp.montclair.edu
   b. Port: 587
   c. Username and Password should be filled in already
   d. Scroll down and select check box Use Secure Connection
8. Next, select OK and check if email is synced into the phone.

BLACKBERRY

1. In the email setup application, Click Add.
2. Select the email account type Other.
3. Type your webmail address information as [NetID]@mail.montclair.edu and your password. Click Next.
4. If the BlackBerry Internet Service cannot add your email address, type your email address and password again. Click Next.
5. If the BlackBerry Internet Service still cannot add your email address select to Provide Email Settings: • For your webmail, select POP/IMAP (Most common).
   a. Set the Email server as mail.montclair.edu
   b. Leave the username blank and Click Next.
6. If necessary, select the Contacts check box. Click Next.
7. Click OK until the Email Accounts screen appears. From the browser on your device
   a. On the BlackBerry Internet Service web site, on the Settings web page, click Email Accounts.
   b. Click Add My Existing Email Account.
   c. Type your email address information. Click Next.

MAKE SURE TO TURN SSL ON

1. Open the Settings application on your phone’s home screen.
2. Open Mail, Contacts, Calendars:
3. Select the Account that you wish to turn SSL on for
4. Select Account Info
5. Scroll to the bottom and select Advanced
6. Under Incoming Settings – Use SSL – slide it over to On

NEED A LAPTOP FOR CLASS OR FOR COMPUTING ON CAMPUS?

Not a problem! Just stop by the 5th floor of University Hall or the lower level of the Sprague Library to borrow a laptop today! You can check availability of Lab Computers and Loaner Laptops by visiting https://oit-app2.montclair.edu/labusage before stopping by to ensure we have a laptop for you!

Please be advised that you will be fined for late laptops as per the Montclair State University Policy, $15.00 an hour. Any questions or concerns regarding late fees email turchynv@mail.montclair.edu

WANT TO WORK FOR OIT?

Are you interested in becoming a Student Assistant for the Office of Information Technology? Positions are available in the following fields: Help Desk, Computer Labs, Audio/Visual

Visit http://oit.montclair.edu and click on Student Resources to fill out an application today!