MONTCLAIR STATE UNIVERSITY'S QUICK GUIDE TO TECHNOLOGY FOR FACULTY AND STAFF
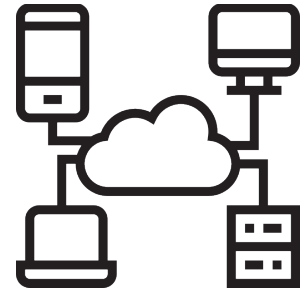
Academic 2023 – 2024
https://www.montclair.edu/information-technology/
Hours of Support Regular Semester Hours (Fall and Spring)
Sunday-Saturday: 7:00am–12:00am

Welcome! Get started by activating your MSU NetID, an account that is used as a login for most services on campus. If you have not received your NetID or are unsure of what it might be, please check your email(s) or contact your department's administrator. **https://iams-amc.montclair.edu/**

Please Note: You will be required to change your password every 6 months. You will be given a two-week notice via email.

IT SERVICE DESK

We provide primary support for all Administrative and Auxiliary departments. In addition, we provide support for the **College of the Arts** (CART), the **College of Humanities and Social Sciences** (CHSS), and **the Sprague Library**. In the evening, support is provided across campus.

*The **College for Education and Engaged Learning** (CEEL), the College for Community Health (CCHL), the **College of Science and Mathematics** (CSAM), and the **School of Business** (SBUS) have their own local academic technology teams that provide support throughout standard business hours.*

ACADEMIC TECHNOLOGY SUPPORT GROUPS

	LOCATION	EXTENSION	DIRECTOR
CCHL/CEEL	UNIV - 2013	4457	JASON FRANCIS
CSAM	RICH - 110	5414	JOSEPH YOUN
SBUS	SBUS - 220	5491	ROGER SALOMON

LIVE CHAT

msuchat.montclair.edu

Support Hours: 10 AM – 4 PM

PHONE

(973) 655-7971

Option 1: Service Desk
Option 2: Canvas
Option 3: Student Systems
Option 4: Classroom Emergencys

EMAIL

itservicedesk@montclair.edu

workday@montclair.edu

nest@montclair.edu

canvassupport@montclair.edu

OPEN AN INCIDENT

montclair.service-now.com/ditportal/

DOCUMENTATION

montclair.edu/oit/Information-technology

SETTING UP EMAIL, FILE STORAGE, AND CALENDAR

Montclair State University utilizes 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: https://www.montclair.edu/information-technology/gmail-and-google-apps-faculty-students/

NEST – https://nest.montclair.edu

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 – https://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.

ITDS – Instructional Technology & Design Services

ITDS, 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.

TECHNOLOGY SERVICES & LINKS

IT WEBSITE
https://montclair.edu/oit

25LIVE
https://25.collegenet.com/montclair

ADAPTIVE INSIGHTS
https://login.adaptiveinsights.com/app

CANVAS
https://montclair.edu/canvas

CITRIX
https://citrix.montclair.edu

GOOGLE
https://google.com

GOOGLE RESOURCE CALENDAR CENTER
https://grcc.montclair.edu

GROUP MANAGER
https://netid.montclair.edu/groupmanager

IT POLICIES
https://montclair.edu/information-technology/it-policies-and-procedures

IT SERVICE STATUS
https://app1.montclair.edu/itstatus

MSU FILE HAWK
https://msufilehawk.montclair.edu

RAVE
https://getrave.com/login/montclair

MSU FILES
https://montclair.edu/oit/documentation/campus-file-sharing-and-printing

NEST
https://nest.montclair.edu

NETID ACCOUNT MANAGEMENT CENTER
https://montclair.edu/information-technology/netid-account-management-center

GENERIC EMAIL ACCOUNT CENTER
https://genericaccountcenter.montclair.edu/GenericAccountCenter

QUALTRICS
https://montclair.edu.qualtrics.com

SOFTWARE REPOSITORY
https://montclair.edu/oit/software

SURVEYS
https://surveys.montclair.edu

SYMPA LISTS
Administration (Campus) site: http://lists.montclair.edu/sympa/

WORKDAY
https://myworkday.com/montclair