

MONTCLAIR STATE UNIVERSITY TECHNOLOGY QUICK GUIDE STUDENT EDITION



At Montclair State University, technology powers every part of your college experience — from checking schedules in NEST and collaborating in Google Workspace to streaming lectures in Canvas and staying connected with friends. Whether you're working on class projects, promoting your club online, or finding an open computer lab, our technology keeps you learning, creating, and engaged both in and out of the classroom.



**IT SERVICE DESK
HOURS OF SUPPORT
(FALL AND SPRING)
MONDAY-FRIDAY: 7AM-12 MIDNIGHT
SAT 8AM-5PM / SUN 12PM-9PM**

CHAT WITH US

[MSUCHAT.MONTCLAIR.EDU](https://msuchat.montclair.edu)

CHAT SUPPORT HOURS: 10 AM – 4 PM

CALL US

(973) 655-7971

OPTION 1: SERVICE DESK

OPTION 2: CANVAS

OPTION 3: STUDENT SYSTEMS

OPTION 4: CLASSROOM AUDIO-VISUAL EMERGENCIES

EMAIL US

ITSERVICEDESK@MONTCLAIR.EDU

WORKDAY@MONTCLAIR.EDU

NEST@MONTCLAIR.EDU

CANVASSUPPORT@MONTCLAIR.EDU

VISIT US

MONTCLAIR CAMPUS
UNIVERSITY HALL, 5TH FLOOR

BLOOMFIELD CAMPUS
185 LIBERTY STREET

OPEN AN INCIDENT

[MONTCLAIR.SERVICE-NOW.COM/DITPORTAL](https://montclair.service-now.com/ditportal)



DOCUMENTATION

[MONTCLAIR.EDU/INFORMATION-TECHNOLOGY](https://montclair.edu/information-technology)

ESSENTIAL ACCOUNTS & ACCESS

CWID: An eight-digit number assigned upon enrollment. (ex. 99999999)

NetID: Your Montclair State ID account is used for most campus technology services. (ex. *pancakej35*)

Activate/Reset Password: iams-amc.montclair.edu

DUO MFA: DUO Multi-Factor Authentication (MFA) is a mandatory application that must be installed on your mobile device to ensure your account's security. You will need to use DUO to access all campus applications.

Documentation: <https://www.montclair.edu/information-technology/security/duo-mfa>



Duo Mobile Makes It Simple

MONTCLAIR STATE UNIVERSITY EMPLOYEE & STUDENTS



Download Duo Mobile
Get it from the App Store or Google Play



Enroll your device
Follow the prompt to link your phone to Duo Mobile for quick, secure logins.



Open Duo to get your code
Enter the 3-digit code shown in the app to log in



Set up an additional device
Use an alternative device like a tablet, phone, etc.



Don't have the Duo Push option?
Contact the IT Service Desk:
itservicedesk@montclair.edu or 973-655-7971



Never give away your codes
Scammers will ask. Real IT won't. Keep your Duo code off the menu.

MONTCLAIR STATE UNIVERSITY Information Security

CAMPUS TECHNOLOGY RESOURCES

Printing on Campus: Printing is done through the PaperCut printing system, and each student is provided with credits to print in the public labs and with your personal devices.

- **More info:** montclair.edu/information-technology/printing-on-campus

Public Computer Labs: There are several public computing labs available across campus - including a laptop lending

- **Locations:** montclair.edu/information-technology/public-computing-labs
- **Laptop Lending:** Montclair Libraries (Montclair and Bloomfield Campus), 4-hour loans with a valid MSU ID.

LEARNING & PRODUCTIVITY TOOLS

Virtual Computing Lab

All students must have access to a virtual computer lab with classroom applications that can be used from any computer, tablet, or smartphone.

- **Login:** vdi.montclair.edu
- **Documentation:** www.montclair.edu/information-technology/virtual-computing-lab

Adobe Express & Firefly

Students can now utilize the Adobe Express Suite with their login credentials.

- **Documentation:** www.montclair.edu/information-technology/adobe-products

Canvas

- Here, you can access course materials, assignments, and engage in discussions.
- **Link:** montclair.edu/canvas

Google Workspace

- **Login:** Access your account using your NetID@montclair.edu at google.com
- **Documentation:** Find it at montclair.edu/information-technology/gmail-and-google-apps-faculty-students



NEST

Your student portal for registration, grades, housing deposits, financial aid, and more.

- **Link:** nest.montclair.edu

Software Repository

- We offer complimentary applications such as Microsoft Office, EndNote, and Citrix for your personal device.
- **Link:** <https://itswrepo.montclair.edu>

ServiceNow (SNOW)

Our incident tracking tool lets you create incidents and requests for the technology services you need in one easy-to-use platform. After submitting an incident, you'll receive an email from the IT Service Desk with an incident #.

- **Link:** <http://snow.montclair.edu>

STAY SECURE

RAVE Alerts - Real-time emergency notifications for the MSU campus, i.e. closings, road closures

Access RAVE Alerts: getrave.com/login/montclair



Phish Files is your campus hub for spotting email scams! It showcases real phishing emails, tricks to watch for, and tips to stay safe—helping you avoid falling for fake links or shady requests. Stay alert, stay secure!

Link:

montclair.edu/phish-files

CONNECTING TO WIRELESS ON CAMPUS

Whether you're streaming, studying, or gaming, it's essential to connect your devices to the appropriate network at Montclair State University:

- **Laptops & Smartphones:** You must connect to **MSU-Secure** using your NetID. One-time login required!
- **Smart TVs, Game Consoles, Rokus & More:** To connect to **MSU-WiFi**, you'll need to register your device's MAC address through the My Devices Portal first.

My Devices Portal:

www.montclair.edu/information-technology/my-device-portal

Connect to Wireless Directions:

www.montclair.edu/information-technology/connect-to-wireless-network

OTHER IT LINKS

- **IT Website:** montclair.edu/oit
- **IT Policies:** montclair.edu/information-technology/it-policies-and-procedures
- **Follow Us on Instagram:** @montclair_it

COMING SOON

A ONE-STOP SHOP LOCATED IN COLE HALL FOR YOU TO GET SUPPORT FOR YOUR TECHNOLOGY NEEDS. MORE DETAILS TO COME.

