Public Computing Labs & You!
During the regular fall and spring semesters, MSU provides six (6) public computing labs for use by currently enrolled students with a valid MSU ID card. These labs contain over 400 state of the art computers (including 2 laptop lending areas), with a variety of software applications that are available to students to use in the labs. In addition, these computers are linked directly to the MSU network to give you the ability to access any files saved to your network share (N-Drive).

Important Lab Info:
* You MUST present a valid MSU ID Card in order to enter our labs or borrow a laptop.
* Eating, drinking and smoking are prohibited in all labs.
* Cell phone usage is discouraged in the labs.
* All labs are equipped with software that resets computers back to the original state after you log off.
* We encourage you to save frequently to your network share (aka N: drive) or to your external storage device to avoid losing data.

Borrow a Laptop for Class from our Laptop Lending Labs
Information Technology has over 110 laptops available for loan that can be used on campus for class or studying. These lendable laptops can be found in the Lower Level of Sprague Library and the 5th floor of the University Hall. As these labs operate on different schedules, the laptops must be returned to the originating lab. In order to borrow one of these laptops, you must sign and adhere to the policy that states that laptops must be returned after three (3) hours; otherwise a laptop late fee will be applied to the borrower’s student account. For full details of our policy, please visit: http://oit.montclair.edu/tsc/labs

Want to know when a computer is available? Check out the Computer Lab Availability tool located at https://oit-app2.montclair.edu/labusage from any internet enabled device.

Printing On-Campus
PaperCut is a print management software that allows the Division of Information Technology at Montclair State University to help our students better manage their printing habits and monitor the financial costs and environmental impact of printing. It also provides the University with the ability to monitor printing activity of the entire student body, generate reports and do analysis that enables us to implement policies and practices that will help us control costs.

Each fall/spring term, all currently enrolled undergraduate and graduate students are given a virtual credit of $40 dollars that is equivalent to 800 single-sided or 571 double sided (1142 sides) printed pages. The amount allotted for summer decreases to $20. For full documentation on how to check your balance, printing from a personal device or to watch the “how to” videos, please visit the lab website at http://oit.montclair.edu/tsc/labs.

Printing from your personal laptop, smartphone or tablet
PaperCut gives students the ability to submit print jobs from anywhere on campus using their personal computer or other network ready device via an internet browser. You can release these print jobs from release stations that are placed strategically across campus. All print jobs are held for 72 hours. To learn how to print from your devices, please read the pdf on our website or watch the online video at http://oit.montclair.edu/tsc/labs/PaperCut.mp4

Color Printers & Scanners
Do you ever need to print your documents in color or scan documents? By visiting the Student Interactive Multimedia (SIM) Lab on the 2nd floor of Sprague Library, you can print color documents using your print quota. Some computers located in the SIM Lab also have special software, such as Adobe Photoshop, that are available for students to use.

Need an on-campus job that is flexible with your school schedule? Apply to work for IT! We have positions open for the University Help Desk, Computing Labs and Audio Visual. Log into http://oit.montclair.edu and click on the University Help Desk and select the “IT Student Assistant Online Application”.

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A Student’s Guide to Information Technology
2012 - 2013

Public Computing Lab Hours

<table>
<thead>
<tr>
<th>Facility</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Commons Laptop Cart - 5th Floor University Hall</td>
<td>7 am - 11 pm</td>
<td>7 am - 11 pm</td>
<td>7 am - 11 pm</td>
<td>7 am - 11 pm</td>
<td>7 am - 11 pm</td>
<td>7 am - 11 pm</td>
<td>8 am - 5 pm</td>
</tr>
<tr>
<td>Information Commons - 5th Floor University Hall</td>
<td>7 am - 11 pm</td>
<td>7 am - 11 pm</td>
<td>7 am - 11 pm</td>
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<td>7 am - 11 pm</td>
<td>7 am - 11 pm</td>
<td>8 am - 5 pm</td>
</tr>
<tr>
<td>Multimedia Lapto Loans - Sprague Library Lower Level</td>
<td>24 Hours</td>
<td>24 Hours</td>
<td>24 Hours</td>
<td>24 Hours</td>
<td>Closes @ 12 Midnight</td>
<td>9 am - 12 Midnight</td>
<td>Open @ 12 Noon</td>
</tr>
<tr>
<td>Student Interactive Multimedia (SIM) Lab - Sprague 219</td>
<td>8 am - 8 pm</td>
<td>8 am - 8 pm</td>
<td>8 am - 8 pm</td>
<td>8 am - 8 pm</td>
<td>8 am - 5 pm</td>
<td>12 Noon - 4 pm</td>
<td>2 pm - 6 pm</td>
</tr>
<tr>
<td>Surf-N-Print - Student Center Lower Level</td>
<td>8 am - 2 am</td>
<td>8 am - 2 am</td>
<td>8 am - 2 am</td>
<td>8 am - 2 am</td>
<td>8 am - 10 pm</td>
<td>8 am - 6 pm</td>
<td>1 pm - Midnight</td>
</tr>
</tbody>
</table>
The Technology Solutions Center (TSC) is the central hub for all technology related issues and questions. The TSC is located on the 5th Floor of University Hall. By contacting the TSC, you will gain access to support from all of the departments associated with the Division of Information Technology (IT): The University Help Desk/AV Services, Public Computing Labs, Networking, Technology Training and Integration (TTI), Enterprise Software Services, Systems and Security, and Institutional Research. Some of the more common services that are used by students at Montclair State University are the University Help Desk, the Public Computing Labs, RenNET, and the TTI. This guide will provide you with a list of some of the common questions asked.

The University Help Desk provides software and limited hardware assistance to all currently enrolled students who need to connect their internet-enabled devices to the MSU network. If a device fails to register to our network properly, we provide scheduled appointments with our team in the Computer Virus Clinic. The technician will work with you to remove potential viruses and other malware so that you can successfully connect to the network. The University Help Desk will also assist students with issues that arise on supported software such as Blackboard and MS Office 2010/2011. We act as a liaison to other departments to get you the essential help needed.

Call us: 973-655-7971, Option 1
Email Us: helpdesk@mail.montclair.edu
Chat with us live: http://oit.montclair.edu
Facebook Us!

Montclair State University requires all internet enabled devices to be registered to the campus network if you plan on utilizing the complementary Wi-Fi services. In order to register your device, please follow the instructions below.

How to Register your Internet-Enabled Device to the Network

Step 1: Please connect to the appropriate network. “MSU-WiFi” and “MSU-WPA2” are both approved MSU networks. Once you are connected, please open your browser. You should automatically be directed to the 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 step 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 University Help Desk for virus removal.

Step 5: Once the scan is successful, you will need to restart your browser. Upon restart, you should be able to access the internet with no problems. Please note that the scan can take between 2-10 minutes depending on the age of your device.

Blackboard 9

Blackboard is a course management tool that allows instructors to provide their students with announcements, course materials, discussion board, online assessments and more! Blackboard also supports MSU email, allowing instructors and students, to easily communicate with one another.

Blackboard can be accessed at: http://blackboard.montclair.edu.

In order to make learning more accessible, MSU launched Blackboard Mobile Learn to improve the experience for our students. From here you have the ability to see your grades, read assignments, participate in discussions and collaborate with instructors simply by downloading the software to your certified mobile device. Certified mobile devices include Android/Blackberry over Sprint networking 3G/4G or iPhones and iPads over WiFi. For more information regarding Blackboard 9 and Student use, please visit: http://oit.montclair.edu/bml/documentation-forstudents.html.

Webmail

The MSU e-mail system is the official communications channel to the University community. 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. Your unique MSU e-mail account is composed of your netid and the domain @mail.montclair.edu. In order to access your e-mail, you must activate your NetID first. All students are automatically enrolled in the allstudents@lists.montclair.edu group for the entirety of their tenure here.

FSU/MSU Webmail can be accessed with an active internet connection at: http://webmail.montclair.edu

Please Note: Your email account will remain active for one (1) year after graduation.

Access Network Shared Drives with Active Directory

Montclair State University provides all students with personal web space and network storage space that is backed up on nightly basis. MSUWeb allows students the ability to publish their pages both on and off campus. In addition, students can save their important documents to their personal home directory. This directory is automatically mapped to your computer in the public computing labs on campus. You can save up to 1GB combined on both the personal web and home directory.

Learn how to publish and view your MSUWEB files by going to: http://oit.montclair.edu/documentation/msu_apps/ad/MSUWEBinfo.html

For more detailed information regarding mapping these drives to your personal computer or accessing it from a lab, please visit: http://oit.montclair.edu/documentation/ad/index.html

NetID vs. CWID

As a student of Montclair State University, you must know your NetID credentials. The NetID at MSU is a single sign-on that consists of your last name + the first initial of your first name + an assigned number (ex. Mary Smith, NetID is msmith1). These credentials will grant you access to a multitude of services including email, blackboard, the library databases, printing and access to the computers in the Public Computing Labs. In order to initiate your NetID, change your password or change your email forwarding options you need to log onto the MSU NetID Account Form located at http://netid.montclair.edu and log in with your CWID and pin.

The CWID is your 8-digit identification number that is associated with your University account. The CWID is primarily used to log into WESS so that you may register for courses, check your academic progress and view your billing summary. WESS can be accessed at wfs.montclair.edu

Please Note: The University will never ask for your passwords via email.