



STAFF TECHNOLOGY RESOURCES

Visit the tech.msu.edu/staff page for more information about university technologies and policies.

GENERAL INFORMATION

- Technology guidelines and policies (tech.msu.edu/about/guidelines-policies)
- Web Accessibility Policy (webaccess.msu.edu)
- Usability/Accessibility Research and Consulting services (usability.msu.edu)
- MSU NetID (netid.msu.edu)

TECHNOLOGY SUPPORT

MSU offers a variety of technology support. Full details are at tech.msu.edu/support.

General Computer and Classroom Technology Help

Walk-in help (and computer repair services) at 120 Computer Center or call (517) 432-6200/ toll free (844) 678-6200. Can also email ithelp@msu.edu.

Electronic Resources and Library Help

Call (800) 500-1554 or (517) 355-2345 or email reachout@msu.edu.

Spartan ID Card and NetID Services

Walk-in help at the MSU ID Office in 170 International Center or call (517) 355-4500.



@TechAtMSU

HELP AND SUPPORT

- Technology help and support (tech.msu.edu/support)
- Desktop support (tech.msu.edu/support/desktop)
- Computer Store — Help and Repair (cstore.msu.edu)
- Technology training and professional development (spartanslearn.msu.edu)

SERVICE STATUS

Service Status shows information on planned maintenance and service notifications for various technology systems.

View Service Status updates at servicestatus.msu.edu. Click “subscribe” on the site to receive notifications by email, SMS, or webhook.

CONNECTING TO MSU

- MSU Network registration for wired and wireless (dhcp.msu.edu)
- Wireless (tech.msu.edu/wireless)
- Virtual Private Network (vpn.msu.edu)
- Email (mail.msu.edu)
- Transferring files (filedepot.msu.edu)
- Google Apps/G Suite for Education (googleapps.msu.edu)
- Conferencing options (tech.msu.edu/conferencing)
- MSU social networking accounts (msu.edu/social)

tech.msu.edu/staff

REGISTERING YOUR COMPUTER/DEVICE

1. Connect your devices to a working Ethernet jack for the wired network or to MSUnet Wireless where available.
2. Open your web browser to **dhcp.msu.edu**.
3. Log in using your MSU NetID and password and then follow the directions.
4. Restart your devices when complete.

COMPUTER SECURITY

Practicing safe computing is everyone's responsibility. It is important to safeguard your passwords, accounts, and computing devices. Read more tips at **secureit.msu.edu/safe-computing**.

1. Create strong passwords and don't share them with anyone, including coworkers.
2. Don't respond to phishing emails asking for your password and NetID combination or account information. MSU and other reputable organizations will NEVER ask for your account and password combination in an email.
3. Perform regular operating system, web browser, and software updates, which often include security patches.

WORKING WITH DATA

- Request access to data (**tech.msu.edu/access-requests**)
- Records management (**archives.msu.edu/records**)
- Credit card payments (**tech.msu.edu/technology/payment-ecommerce**)
- Enterprise Business Systems (**ebs.msu.edu**)
- Two-Factor Authentication (**secureit.msu.edu/two-factor**)
- Institutional Data Forms and Policy (**tech.msu.edu/idp**)

SECURING INSTITUTIONAL DATA

Institutional data are all of the data held by Michigan State University, in any form or medium, for normal business operations. We all have roles to play in managing institutional data responsibly.

Learn more about the MSU Institutional Data Policy, data-specific responsibilities, and resources at **secureit.msu.edu/sid**.

1. Know what data are confidential.
2. Access and use data ONLY as needed to do your job, and keep data only as long as needed to perform the job.
3. Keep data secure physically and electronically.

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