

ADDITIONAL SUPPORT SERVICES

Software Licensing

Discounted software is available for purchase from the campus Bookstore located in the Student Union. Available titles include Windows XP, Microsoft Office Pro (Word, Excel, PowerPoint, Access, and Publisher), PageMaker 7.0, etc.

Internet Access

Internet access is available to all students in the residence halls. You will need a computer with an Ethernet adapter. You will be required to login to the campus network. Just use your email login and password. If you live off campus, dial-up services are available on a limited basis. 24/7 access is not guaranteed. The dial-up number is 858-3800. Again, use your email login and password to authenticate.

File Storage and Web Publishing

To store files on the server, in any Web browser, type *ftp://mail.misu.nodak.edu* Then enter your email login and password. You can then create folders and drag and drop files into the folders to store them. To publish a Web page, create a "public" folder (if it does not already exist). Copy your Web files into the public folder. The file name for your home page should be index.htm or index.html. To view your Website, go to the following URL and enter your name where *firstname.lastname* is indicated:
<http://mail.misu.nodak.edu/~firstname.lastname/>

YOUR.EMAIL
@MINOTSTATEU.EDU



HELP DESK
INFORMATION

Contact Information

Telephone Number 701-858-4444
800-777-0750 ext 4444
6-4444 (on campus)
Fax Number: 701-858-4449
Email: helpdesk@minotstateu.edu
Web-based work order request:
<http://portico.misu.nodak.edu/helpdesk>
Web-based email: <http://mail.misu.nodak.edu/webmail>

Hours & Location

IT Central	Main 108 (West End)
Monday-Thursday	7:30-7:30 pm
Friday	7:30-4:30 pm
Saturday	10:00-2:00 pm

If you reach the MSU Help Desk voice mail, please leave a message and include the following information: full name, campus address (if applicable), telephone number, and a brief description of the problem. Your call will be answered promptly.

For after-hour support, contact the North Dakota University System

DO YOU NEED TECHNICAL SUPPORT? CONTACT THE HELP DESK FOR ASSISTANCE WITH ANY OF THE FOLLOWING:

- Access to dial up and campus wired or wireless network.
- General hardware and software troubleshooting.
- Software installations and upgrades (antivirus, etc.)
- Access to file storage and assistance publishing to the Web.
- Spyware and Adware removal.
- Issues with campus email account.

YOUR.EMAIL
@MINOTSTATEU.EDU



CAMPUS EMAIL ACCOUNT AND OTHER COMPUTER SERVICES

Minot State University has created a campus email account for you to receive official campus information throughout the semester. An email account has been created for you, although you may not have activated it yet. Your account is free of charge and remains active as long as you are enrolled at the University. Increasingly, email is becoming the primary mode of communication between students and the University.

You can expect to receive information regarding:

- Add/Drop Deadlines
- Registration Information
- Academic Advising
- New Course Offerings
- Changes in Degree Requirements
- Athletic Events
- Campus Events
- Emergency Notices

Check your email on a frequent and consistent basis. The University recommends checking email daily.

TO ACCESS YOUR ACCOUNT...

Go to www.minotstateu.edu

Click on **Student Information**

Under **Student Services**, Click on

● **E-Mail (Web Based)**

Name: Enter your name in this format: `firstname.lastname` (i.e., `sally.smith`)

Password: Enter your student NAID number. Do not include the hyphen and the last digit. *Example:* NAID number 123456-7 would be entered as 123456.

Change Password: To change your password, go to this URL:
<http://poste2.ad.misu.nodak.edu:8080/student/password>

If you need assistance with your email login and/or password, stop by IT Central located at 108 Old Main, contact the Help Desk or send an email to: helpdesk@minotstateu.edu

The MSU campus email policy is in compliance with SBHE [Procedure 1901.2](#) Computer and Network Usage

The policy referenced above is available at this URL:
<http://www.ndus.edu/policies/ndus-policies/subpolicy.asp?ref=2551>

VIRUS, WORM, SPAMBOT—ARE YOU PROTECTED?

Computer viruses share some of the traits of biological viruses. A computer *virus* passes from computer to computer like a virus passes from person to person. A virus must piggyback on top of some other program (e.g. email) or document (e.g. attachment) in order to get executed. Once it is running, it is then able to infect other programs, documents and computers on the network. A computer *worm* is a program that replicates itself over a computer network. This can have significant impact on computer and network resources. A *spambot* is a program designed to collect (harvest) e-mail addresses from the Internet in order to build mailing lists for sending unsolicited e-mail, also known as SPAM.

IF YOU ANSWER "NO" TO ANY OF THE FOLLOWING, YOUR COMPUTER MAY BE VULNERABLE TO ATTACK:

Is your antivirus software up to date?

Have you installed the most recent Windows updates?

Did you know hijacker software (spyware, adware) can monitor user activity on the Internet, gather personal information (passwords, credit card numbers), cause your computer to run slow and flood you with popup messages?

Did you know you could be sending out large amounts of SPAM from your computer?

WE CAN HELP...CONTACT THE MSU HELP DESK

A campus site license provides for the free installation of McAfee anti-virus software on all faculty, staff and student-owned computers.

TIP

Turning on Microsoft Automatic Updates is the best way to ensure you have the latest updates and patches.

LOCATION OF CAMPUS COMPUTER LABS

Old Main Mac Computer Lab (Room 103)
Monday-Thursday 2:30 pm-10 pm
Friday 8-10 am

Old Main 314 & 316
Monday-Thursday 4 pm-10 pm
Saturday 12 noon-7 pm

Student Union Cafeteria (lower level)
Monday-Friday 7:30 am-4:30 pm

Library Computer Lab
Monday-Thursday 7:30 am-12 pm
Friday 7:30-4 pm
Saturday 12 noon-3:30 pm,
Sunday 1 pm-12 pm

Model Hall Computer Lab
Monday-Thursday 8 am-9 pm
Friday 8 am-4 pm

NEED A DESKTOP COMPUTER FOR USE IN THE DORM? WANT TO CHECK OUT A LAPTOP?

Stop by IT Central located in 108 Old Main or contact the Help Desk for more information!

Projectors, digital cameras, and a video projector are also available for student use.

Check out the **Computer Kiosks** located in:
Old Main (1st Floor) Study Zone
Student Union Atrium Area
Student Union Cafeteria (lower level)