



Welcome to Montclair State University! New employees should familiarize themselves with the variety of IT services and resources available to support their roles. This concise guide offers an overview of the IT services offered by the Division of Information Technology and your local academic technology team. For more detailed information, please visit our website.

THE IT SERVICE DESK

Did you know that the IT Service Desk is here to provide you with the best technical support? Whether you're a student, faculty member, or staff, we've got you covered. Along with the Administrative areas, we support several colleges, including the **College of the Arts (CART)**, **College of Humanities and Social Sciences (CHSS)**, **School of Nursing**, the **Graduate School**, **Montclair State Libraries**, and the **Bloomfield Campus**.

Our team works closely with the distributed technology teams to provide secondary technology support to the other Colleges – **College of Science and Mathematics (CSAM)**, **College of Education and Engaged Learning (CEEL)**, **College for Community Health (CCHL)** and the **School of Business (SBUS)**. We can help you with a wide range of IT-related inquiries, including troubleshooting University-owned hardware, account issues, applications issues, and network connectivity.

Our Student-run service desk is available to assist you 7 days a week via phone, email, chat, and walk-in. So, if you have any questions or need technical assistance, don't hesitate to reach out to us. Check out our IT website for a full list of hours, and let us help you get the most out of your technology experience.

What is Your NetID?

Your University **NetID**, like "smitha", consists of your last name and first initial, serving as your access ID for campus systems and online services.

What is my email address?

You should have access to your email by now, but just in case, remember to use your NetID followed by @montclair.edu for your email address.

CCHL & CEEL	•	CSAM	•	SBUS
UNIV-2013, x4457	•	RICH-110, x5414	•	SBUS-230, x5491

CONTACT US

LIVE CHAT

msuchat.montclair.edu
Chat Hours: 10 AM – 4 PM

IT SERVICE DESK PHONE

(973) 655-7971

Option 1: General Technology Questions

Option 2: Canvas

Option 3: Student Systems

Option 4: Classroom Emergencies

WORKDAY CUSTOMER CARE

(Questions on Using Workday)
(973) 655-5000

Option 1: Workday Finance

Option 2: Workday

Recruit/Performance Management

Option 3: Workday HR

EMAIL

itservicedesk@montclair.edu

nest@montclair.edu

canvassupport@montclair.edu

WCCSupport@montclair.edu

Self-Service Issue Creation

montclair.service-now.com/ditportal

Check Out Website for Hours



Accessing Your MSU NetID & Duo

Your MSU **NetID** serves as your gateway to accessing various university systems and services, including email, wireless network, and online resources. To activate your NetID or learn more, visit our NetID Account Management page - <https://iams-amc.montclair.edu/page-account-claiming>

Ensuring the security of our data is key at Montclair State University and for that reason, we utilize **DUO** for multi-factor authorization (sometimes called MFA or 2FA). You will need to setup DUO on either your cell phone or a landline. You can find the directions for DUO at <https://inside.montclair.edu/administration/information-technology-division/it-help-support/accounts-access-netid/duo-mfa-enrollment-usage-guide>

We recommend using a cell phone as DUO is used for a multitude of applications.

Email and Collaboration Tools

Montclair leverages G Suite to empower its faculty, staff, and students with comprehensive tools for collaboration and productivity. Users enjoy up to 1TB of storage for files (**Google Drive**), **Google Mail**, along with the convenience of **Google Calendar** for scheduling meetings and managing resources. Accessing these services is as simple as logging in at **www.google.com** with your university NetID and password. For detailed instructions and documentation on utilizing Google Apps for Education at Montclair State University, visit <https://inside.montclair.edu/administration/information-technology-division/software-enterprise-applications/google>

Zoom Workplace

Montclair State University utilizes Zoom Workplace for a variety of purposes, including audio and video conferencing, meeting recording, and live streaming classes. The university's Zoom license permits faculty, staff, and students to access the platform with their accounts. With this license, users can host meetings for up to 300 participants without any time restrictions. **However, individuals need to claim their Zoom accounts before using the platform.**

You can claim your license by going to

<https://montclair.zoom.us>

Printing on Campus (PrintDeploy)

Print Deploy is our solution for managing printer drivers and queues across campus. It streamlines deployment, ensuring smooth printing resource management university-wide. To install a campus printer on your computer, please follow the directions located here:

<https://inside.montclair.edu/administration/information-technology-division/it-help-support/printing-students>

The Montclair Campus Network

You can connect to the encrypted secure wireless network using your NetID credentials using the **MSU-Secure** SSID.

We also have several other campus SSID's:

MSU-WIFI | MSU-Guest | Eduroam

Full Instructions can be found at <https://inside.montclair.edu/administration/information-technology-division/connect-network>

In addition, some buildings have wired ports to connect your device to (if applicable).

Canvas

Canvas serves as the University's Learning Management System (LMS), offering an online platform for accessing course materials and facilitating interaction between faculty and students. Instructors utilize Canvas to generate announcements, assignments, online discussions, quizzes, and manage course content, while students can submit assignments, access content, and engage with peers within the platform. You can access Canvas using your NetID credentials at <https://canvas.montclair.edu/>

Your University Issued Computer

To ensure that University personnel have access to up-to-date computing technology needed for their roles, the "Computer Lifecycle Replacement Program" was established in 2003. This program schedules the replacement of computers for full-time faculty, full-time staff, and specified computing laboratory facilities every 60 months.

Our standard-issue computer is a Windows laptop tailored to meet the majority of campus requirements. You can find more information about the program and its process within our [self-service knowledge base](#).

Audio-Visual Classroom Support

The University boasts over 250 mediated spaces scattered across campus, each equipped with state-of-the-art audio-visual technology. Faculty and staff can easily enhance their proficiency with these tools by scheduling training sessions tailored to their needs. These mediated spaces offer a dynamic environment for collaborative learning and innovative presentations.

Montclair Telephone Numbers

All on-campus numbers start with **(973) 655** and conclude with an extension. You can directly dial this extension from any campus number; otherwise, you'll need to dial the full number.