

COLORADO MESA

UNIVERSITY

Technology at CMU

Take Away

The most important things to gain from this presentation:

1. Memorize your **700#**.
2. Consider using Microsoft Authenticator to enhance **MFA: Multi-Factor Authentication**.
3. Be alert for **phishing** emails! Don't open, don't click any links, just delete!
4. Take the **Introduction to D2L** course, finish, and pass the quiz.

Get Started: Students

For a great place to start, check out the Get Started page for Students. <https://www.coloradomesa.edu/it>. Click **Get Started, Students, Technology Resources**. Topics include:

- Computer Labs
- Computer Lab Usage Guidelines
- Classroom/Computer Lab Software
- CMU Mobile
- D2L Learning Management
- FAQs – Web Help Desk
- File Storage
- Knowledge Imaging Center – KIC
- MAVprint
- Microsoft 365
- Residence Halls – Network Assistance
- Video Capture

Logging In

Where

- Campus Computers



Username

- Preferred First Initial + Middle Initial+Last Name (Max 10 characters); digit added at end for name conflicts
- This is also the first part of your email address; *username@mavs.coloradomesa.edu*

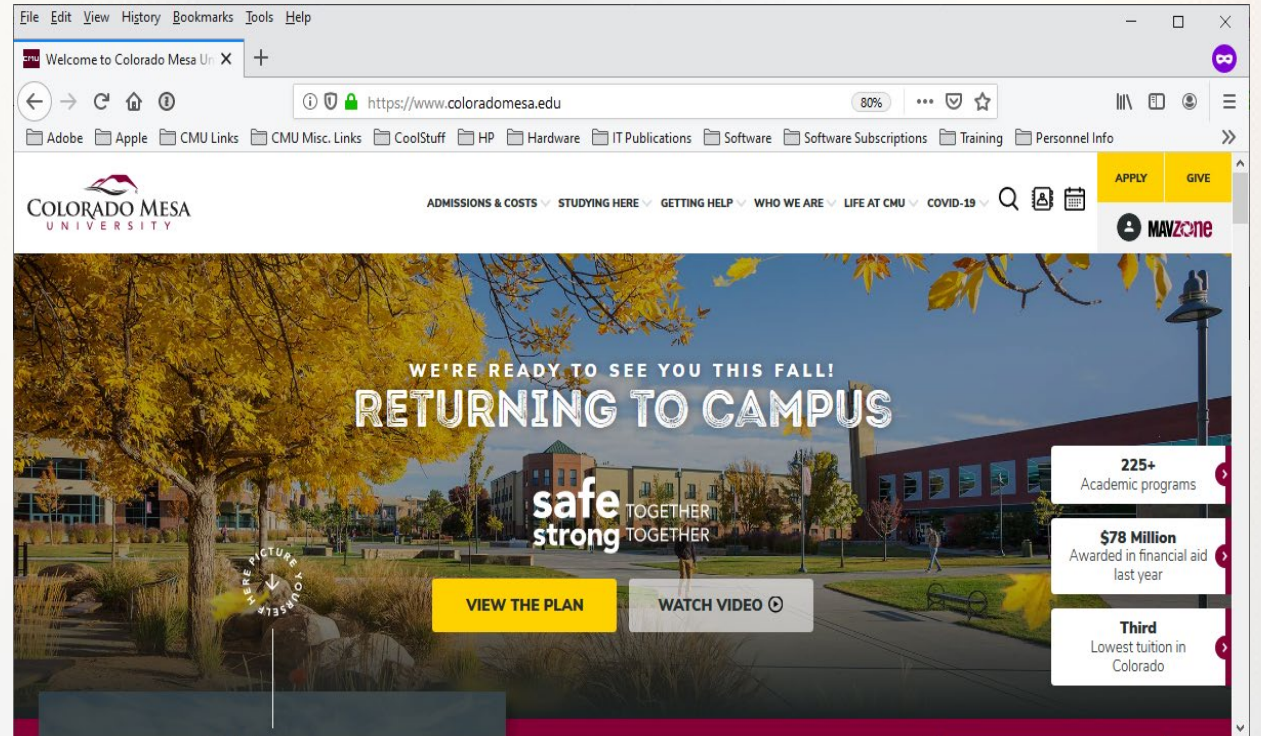
Password

- Minimum; 8 characters, 1 capital letter, 1 lower case letter, 1 numeral or symbol. For example:

M8zsUH20@0

Sk00LrahkZ!

- Expires every 180 days
- Cannot reuse previous passwords, cannot include first name or last name



Alert: When changing your MAVzone password, be sure to change it on your mobile devices for CMU WiFi connectivity and for syncing your CMU Outlook email.

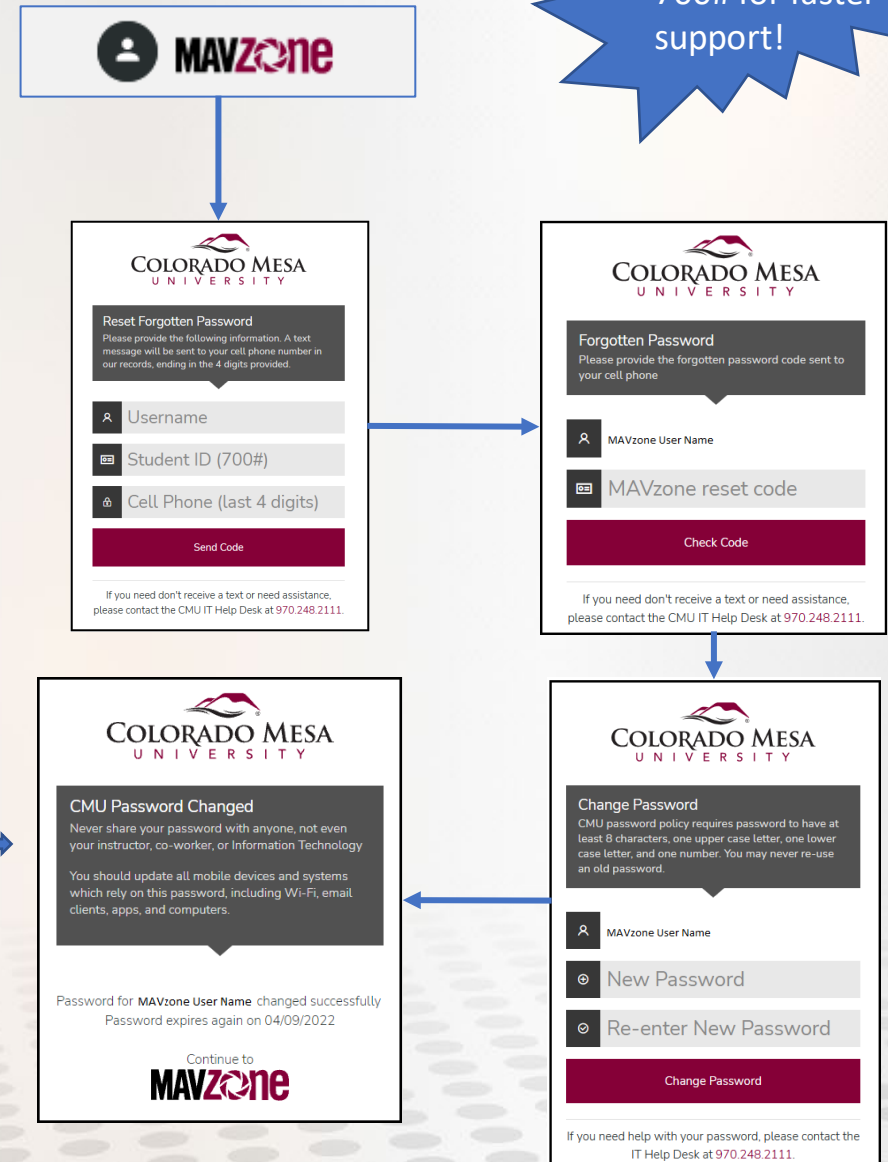


Alert: Avoid saving passwords in web browsers, as this can cause issues when you are required to change a login password and it becomes out of sync with what your browser has stored.

Resetting a Forgotten Password

1. From any Internet connected device, go to www.coloradomesa.edu. Click the **Login to MAVzone** button.
2. At the login screen, click the **I forgot my password** button.
3. At the next dialog, enter your *MAVzone Username*, *Student ID (700#)*, and the *last 4 digits* of your cell phone on record with CMU. Click the **Send Code** button.
4. In the next dialog box, enter the *MAVzone Reset Code* you were just texted and click the **Check Code** button.
5. Now, enter your new password into each box, following the password policy described in this dialog. Click the **Change Password** button.
6. Once the password has been changed, you will see the following dialog box.

Password resets can also be done at the Technology Help Desk located on the 1st floor of Tomlinson Library. Make sure to bring your MAVcard. Finally, you can call the Help Desk, 970-248-2111, and request a password reset. Be sure to have your 700# memorized.



MFA: Multi-Factor Authentication

- MFA provides a second layer of security for accessing Microsoft 365 applications. Makes use of your smartphone by sending an **Approve/Deny Sign-On** request to your phone.
- If your MAVzone password were compromised, a hacker would not be able to access your Microsoft 365 apps without approving the access request that will come to your phone.
- The hacker also will not be able to disable your MFA because an Approve/Deny request will also be sent to your phone, which only you can answer.
- NEVER '**Approve**' a sign-on attempt if you did not initiate the request. If you receive a verification code on your phone or an **Approve/Deny Sign-On** request on your phone through no action on your part, ALWAYS choose **DENY**.
- MFA is pre-configured to prompt you for a code, sent to your smartphone. To change the configuration to use Microsoft Authenticator, go to <https://www.coloradomesa.edu/information-technology/how-to.html>, and perform the steps under *Multi MFA: Alternate Verification Method – Microsoft Authenticator*.
- If you anticipate getting a new phone number, or traveling overseas, please contact or visit the IT Help Desk to discuss how to prevent interruptions in receiving MFA requests to your device.
- If you get a new phone and you transfer Microsoft Authenticator to your new phone, it won't be connected to your account. You must go into MAVzone, My Account, Personal, Multi-Factor Authentication, Settings. Remove the Authenticator app, then re-add the Authenticator app. By scanning the QR code, it connects the Authenticator app to your new phone.

Getting Help with Technology

For a comprehensive overview of technology and available resources, start with the IT web site: www.coloradomesa.edu/it

Technology Help Desk Support

Information Technology

- Get Started
- Get Connected
- "How To" Documents
- Information Security Awareness
- Policies and Procedures
- Department Info

Try our Virtual Support!

The Information Technology Help Desk is committed to practicing social distancing with all of our support tools to keep you and our professional staff safe. We have virtual tools in place reducing the need for you to visit the Help Desk.

If you do need you to come in to the Help Desk, we encourage you to contact the Help Desk first via phone or through the IT Help Desk app to schedule a support appointment. Also we offer **Live Chat** to connect directly with our Help Desk staff during regular Library hours.

GET STARTED
New to CMU? Learn how to access our Internet, technology you will need and more...

GET CONNECTED
Need to connect to campus WiFi? Follow the steps on our Get Connected page.

"HOW TO" DOCUMENTS
Get detailed information on how to complete some common technological tasks

Need Technology Assistance?

- Submit a Help Desk Ticket**
Start an online support ticket for assistance.
- Call Us Directly**
Call 970.248.2111 to chat with an IT expert.
- Visit Our Technology Help Desk**
We are located on the first floor of the Tomlinson Library.

Did you know?
We have a MAVzone app for this

IT HELP DESK

Help Desk Hours
Sun 1 pm – Midnight

Live Chat

“How To” Documents

Visit <https://www.coloradomesa.edu/it>, and click “**How To**” Documents for the full repository of tech related documentation. Some of the more popular topics include:

- Change MAVzone Login Password
- Classroom/Computer Lab Software
- Connect to CMU WiFi (Faculty, Staff, Students)
- Connecting Consumer WiFi Devices (Streaming Media, Gaming, Printers)
- Early Start Program (ESP) Documentation (This very presentation)
- Installing Printers
- Multi-Factor Authentication (MFA): Quick Setup Guide
- MFA: Alternate Verification Method – Microsoft Authenticator
- Microsoft 365
- Microsoft Outlook
- Reporting Residence Hall Issues
- Reset Forgotten Password

Get Connected

The Get Connected page will answer all of your WiFi and Ethernet connectivity needs for computers, printers, and streaming devices. <https://www.coloradomesa.edu/it>. Click **Get Connected**. Topics include:

- Connect to CMU WiFi (Faculty, Staff, Students)
- Connecting to CMU Visitor
- Connecting Consumer WiFi Devices (Streaming Media, Gaming, Printers)
- Connecting to the CMU Ethernet (Students)
- Synchronizing CMU Mail

Get Connected

Wireless networking is available and supported in all of the Residence Halls, most classroom buildings, the University Center, Maverick Center, and Tomlinson Library.

CMU WiFi

- Used by students, faculty, and staff to connect smart phones, laptops and tablets.

CMU PSK

- Used by students to connect, Streaming Media devices, WiFi Printers, Gaming consoles, etc.

CMU Ethernet

- Dorm rooms offer Ethernet wall jacks to connect devices that offer Ethernet connectivity, such as a laptop computer.

CMU Visitor

- Provides limited access to the Internet for visitors to campus

Get Connected: CMU WiFi [\(https://www.coloradomesa.edu/information-technology/get-connected.html \)](https://www.coloradomesa.edu/information-technology/get-connected.html)

- On your device, locate the WiFi connection tool and select **CMU WiFi**.
- Enter your MAVzone login credentials, and click or tap **Join** (iOS), **Connect** (Android), or whatever confirmation button is shown for your device.
- iOS will prompt you to accept the certificate. Do so by clicking or tapping **Trust**.
- Android devices will ask for the following additional items. Set as follows: **EAP method** = *PEAP*, **Phase 2 Authentication** = *MSCHPAV2*, **CA certificate** = *(Unspecified)*, **User certificate** = *(Unspecified)*, **Identity** = *MAVzone username*, **Anonymous Identity** = *blank*, **Password** = *Your password*.
- At the **CMU Network Access** form, enter your MAVzone login credentials. Click or tap **Log In**.
- At the **Create Device** screen, enter a name for your device; e.g., My iPhone.
- Click or tap the checkbox to accept the **terms of use**.
- Click or tap **Create Device**.
- Depending on the brand, your device may disconnect and reconnect automatically, or you may need to return to the WiFi list on your device and select CMU WiFi again.
- From this point forward, your device should automatically connect when you are within range of the CMU WiFi.



NOTE: If you are having issues connecting, some devices may make use of a **Private** (iOS) or **Random** (Android) **MAC address**. Try turning this off. For iOS, tap **Settings**, tap **Wi-Fi**, tap the **Information** icon for the given network, tap the slider button for **Private Address**. To turn off on Android, Open **Settings**, then tap **Wi-Fi**. Tap Gear icon next to the given WiFi network. Tap on **MAC address type**. Tap **Use phone MAC**.

Get Connected: CMU PSK [\(https://www.coloradomesa.edu/information-technology/get-connected.html \)](https://www.coloradomesa.edu/information-technology/get-connected.html)

Obtain the wireless hardware address for your device. This address may be referred to by one of several names; hardware address, MAC address, WiFi address, physical address. See [Locating a Device Hardware Address](#) for help in finding your device's address.

- Using a device that is already registered with CMU WiFi, login to MAVzone.
- In MAVzone, launch the app called **Network Device Registration**. Login with your MAVzone credentials.
- Enter the name of your device. (My WiFi Printer, My Nintendo Switch, etc.). Enter the **MAC Address** for your device.
- If you want to access this device from your other devices, check *Enable AirGroup*. For example, if you are registering a wireless printer that you want to print to from your computer, or smartphone, select this option. Additionally, you can share this device with other users by entering their MAVzone login name(s).
- Check or tap the checkbox to accept the **terms of use**.
- Click or tap the **Create Device** button.
- You will receive an email to your CMU account that contains the password to connect your device to **CMU PSK**. Ignore the instructions in this email that talk about CMU WiFi. Instead, look for the CMU PSK Instructions.
- Note the network password provided.
- Now, on the consumer device (Amazon Echo, Google Home, Apple HomePod, Amazon Fire Stick, Roku, Xbox, PlayStation, Nintendo, etc.) connect to CMU PSK. Enter the network password and click or tap the button to confirm the connection.

Get Connected: CMU Ethernet <https://www.coloradomesa.edu/information-technology/get-connected.html>

Dorm rooms have Ethernet ports which can connect computers, or other consumer type devices that support Ethernet.

Connecting your Computer via Ethernet

- Connect your computer to the Ethernet port in your dorm room. Launch your web browser. The browser should automatically redirect to the **Network Device Registration** page. Login with your MAVzone credentials.
- Enter the name of your device. Notice that the MAC address is automatically populated. This is the MAC address of your Ethernet adapter.
- Check or tap the checkbox to accept the **terms of use**. Click or tap the **Create Device** button.
- Once the device is created, wait about 15 - 20 seconds and your computer should automatically reconnect. Test by trying to load an external web page.
- If this doesn't work, simply unplug the Ethernet cable from your computer, wait 15 seconds, then plug it back in. Now test by going to an external web page.

Connecting Other Devices via Ethernet

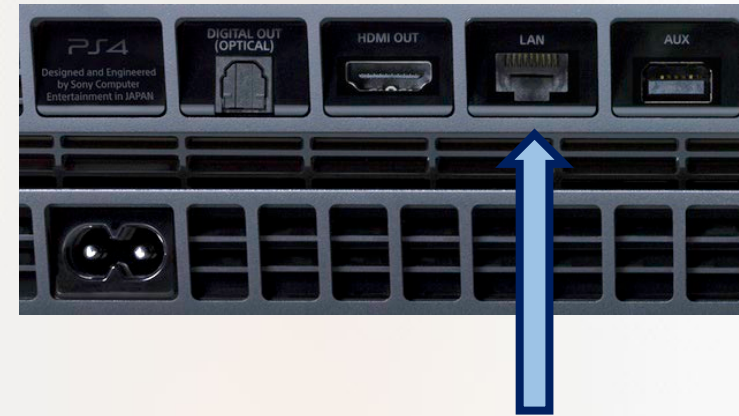
- Obtain the **wired** hardware address for your device. This address may be referred to by one of several names; hardware address, MAC address, physical address. See [Locating a Device Hardware Address](#) for help in finding your device's wired address.
- Using a device already connected to the CMU network, launch your web browser and login to MAVzone.
- Launch the app called **Network Device Registration**. Enter the name of your device. (My Nintendo Switch, My Xbox, My Laptop, etc.)
- Enter the **MACAddress** for your device. Click or tap the checkbox to accept the **terms of use**. Click or tap the **Create Device** button.
- Once the device is created, wait about 15 - 20 seconds and your computer should automatically reconnect. Test the device. If this doesn't work, simply unplug the Ethernet cable from your device, wait 15 seconds, then plug it back in. Now test the device.

Wired Network: Ethernet

Xbox One



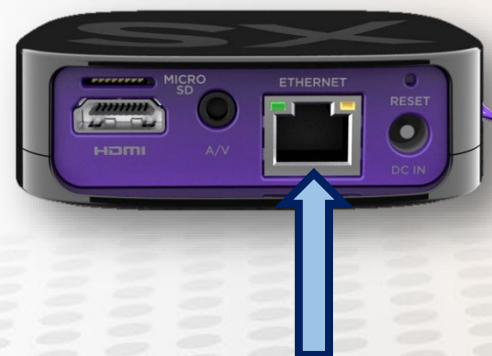
Playstation 4



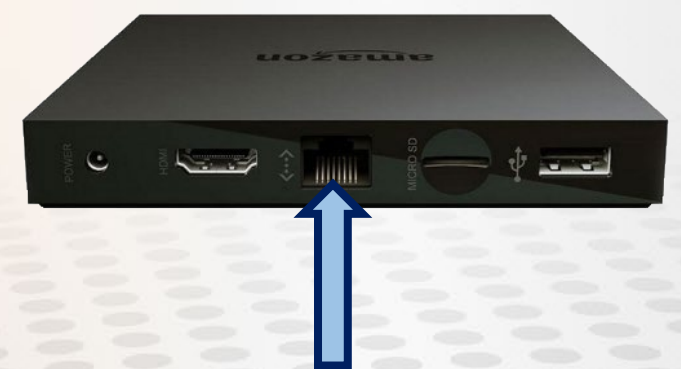
Apple TV



Roku

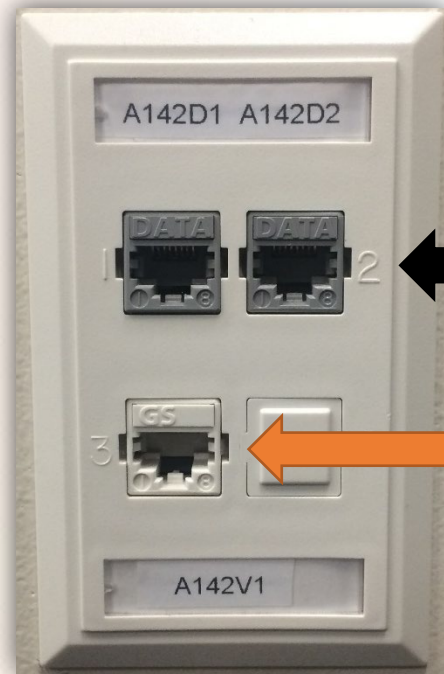


Amazon Fire TV



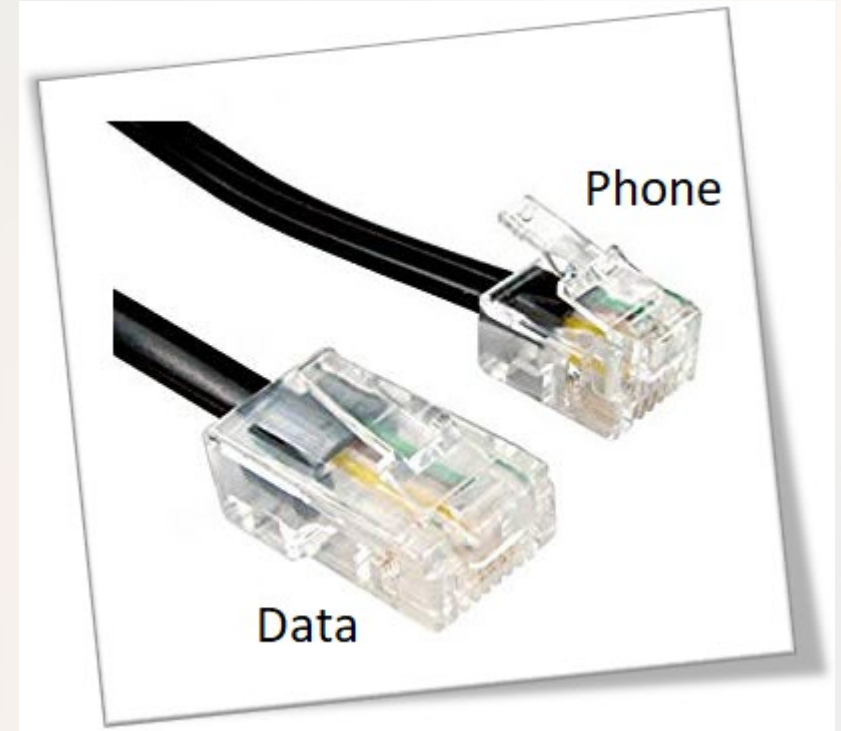
Wired Network

Ethernet Jacks are available in all dorm rooms



← Data Jacks

← Telephone Jack



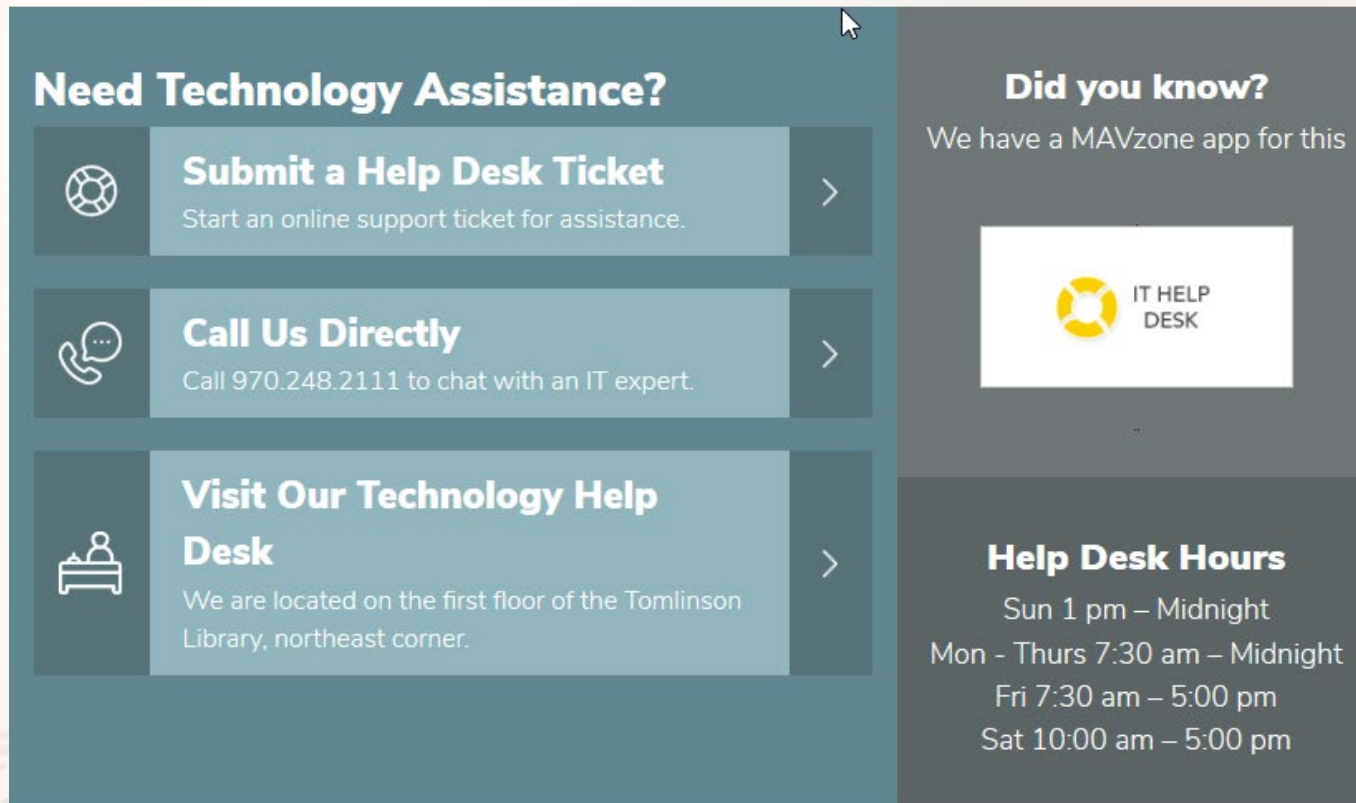
Get Connected: CMU Visitor <https://www.coloradomesa.edu/information-technology/get-connected.html>

Access to the CMU Visitor wireless network is now self-configured. Individuals can easily connect to the CMU Visitor network by following the steps below. Be sure to read the entire list of steps below completely before performing. This WiFi network is only to be used by visitors, not by CMU students.

- On your device, locate the WiFi connection tool and connect to **CMU Visitor**.
- If not redirected to your web browser, launch your web browser. Complete the *CMU Visitor Access* form by entering a personal email address, your cell phone number and your name.
- Click or tap the checkbox to accept the **terms of use**.
- Click or tap **Register**.
- The *CMU Visitor Access* form will now show your email address as your login name and you will be prompted for a password.
- Shortly, you will receive a text containing a 6-digit *visitor access code*. This is your password.
- Enter this password.
- Click or tap the checkbox to accept the **terms of use**.
- Click or tap **Log In**.

Technology Help Desk Support


- Navigate to www.coloradomesa.edu.
- Click the **Getting Help** link at the top of the page and then choose **IT HELP DESK**.
- Choose any of the methods shown to reach out to the Help Desk for technology support, including our newest method, LIVE CHAT, which offers immediate response from our Help Desk staff during normal library hours.



Need Technology Assistance?

- Submit a Help Desk Ticket**
Start an online support ticket for assistance.
- Call Us Directly**
Call 970.248.2111 to chat with an IT expert.
- Visit Our Technology Help Desk**
We are located on the first floor of the Tomlinson Library, northeast corner.

Did you know?
We have a MAVzone app for this



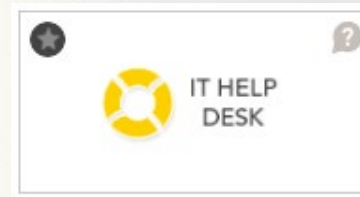
Help Desk Hours

- Sun 1 pm – Midnight
- Mon - Thurs 7:30 am – Midnight
- Fri 7:30 am – 5:00 pm
- Sat 10:00 am – 5:00 pm

Live Chat



Getting Help: IT Help Desk



To submit a Help Desk ticket, click the *Submit a Help Desk Ticket* link from the Technology Help Desk Support page, or click the *IT Help Desk* app in MAVzone. Fill out the request and provide as much detailed information as possible. Provide a callback number so staff can reach you to discuss the issue with you and work towards problem resolution.

A screenshot of the CMU Technology Help Desk web interface. The page has a header with the Colorado Mesa University logo and the text "CMU Technology Help Desk". Below the header are navigation tabs: "Request" (selected), "History", "FAQs", "Messages", and "Profile". The main content area is titled "Help Request" and contains several input fields: "Request Type" (a dropdown menu), "Subject" (a text input field), "Request Detail" (a large text area), "Carbon Copy (Cc):" (a text input field with the email address "aherron@coloradomesa.edu" and an "Enabled" checkbox), "Location" (a dropdown menu), and "Room" (a text input field). At the bottom of the form are "Save" and "Cancel" buttons.

Exercise Civility

- Only enter important information into the Request Detail that describes the issue fully.
- Leave out your frustration and upset. There are real people at the other end of the ticket whose job it is to help you, and they are dedicated to doing their utmost to resolve your issue.



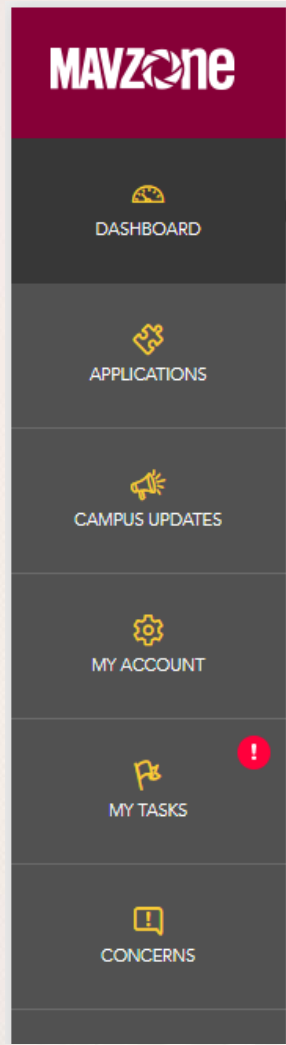
Attaching screenshots is invaluable!

Windows: Press **ALT+PrtScn**, then paste into a Word file, save, and then attach the file to your Help Request.

Snip Tool; For Windows 10, in the 'Cortana, Run, Search' box, type **Snip** and press **Enter**. For Windows 11, press the Windows Key, then type **Snip** and press **Enter**. In the **Snip** window, click **New**, drag box around desired area, and release. In Snip window, click **Save**. Then attach the file to your Help Request.

OS X: Press and release **SHIFT+COMMAND+4**, then press and release the **Space bar**. Point to window (with camera icon) and click. Creates a PNG file on the desktop. Attach the file to your Help Request.

MAVzone



- **MAVzone** is CMU's campus portal that enables you to manage your college career at CMU. Login to MAVzone and everything is right at your fingertips: campus updates, personal information, current tasks you need to perform, and Applications, which provides all the services and software you'll need during your time at CMU.
- Check out the **DASHBOARD** for *Campus Updates*, and *Trending Apps* made popular by your peers. Customize your DASHBOARD by adding the Apps you use the most to *My Favorites*.
- **APPLICATIONS** is a directory of just about every online service or application you will ever need. Favorite an App by clicking the **Gold Star** on the *App Tile*. Unfamiliar with an App? Hover over the **Question Mark** bubble on the *App Tile* for a brief explanation.
- **MY ACCOUNT** is where you find information about your student account, advisors and courses. For example, select Personal to find your 700 number here (be sure to memorize this number). Use the quick links to keep your information current.
- Keep an eye on **MY TASKS!** You have something to complete when you see a *Red Exclamation Point*.
- **MAVzone** is easy to use and mobile friendly. The best way to learn how to use it is to dive in and experience it! Just click the button shown below at www.coloradomesa.edu, and begin exploring all that MAVzone has to offer.




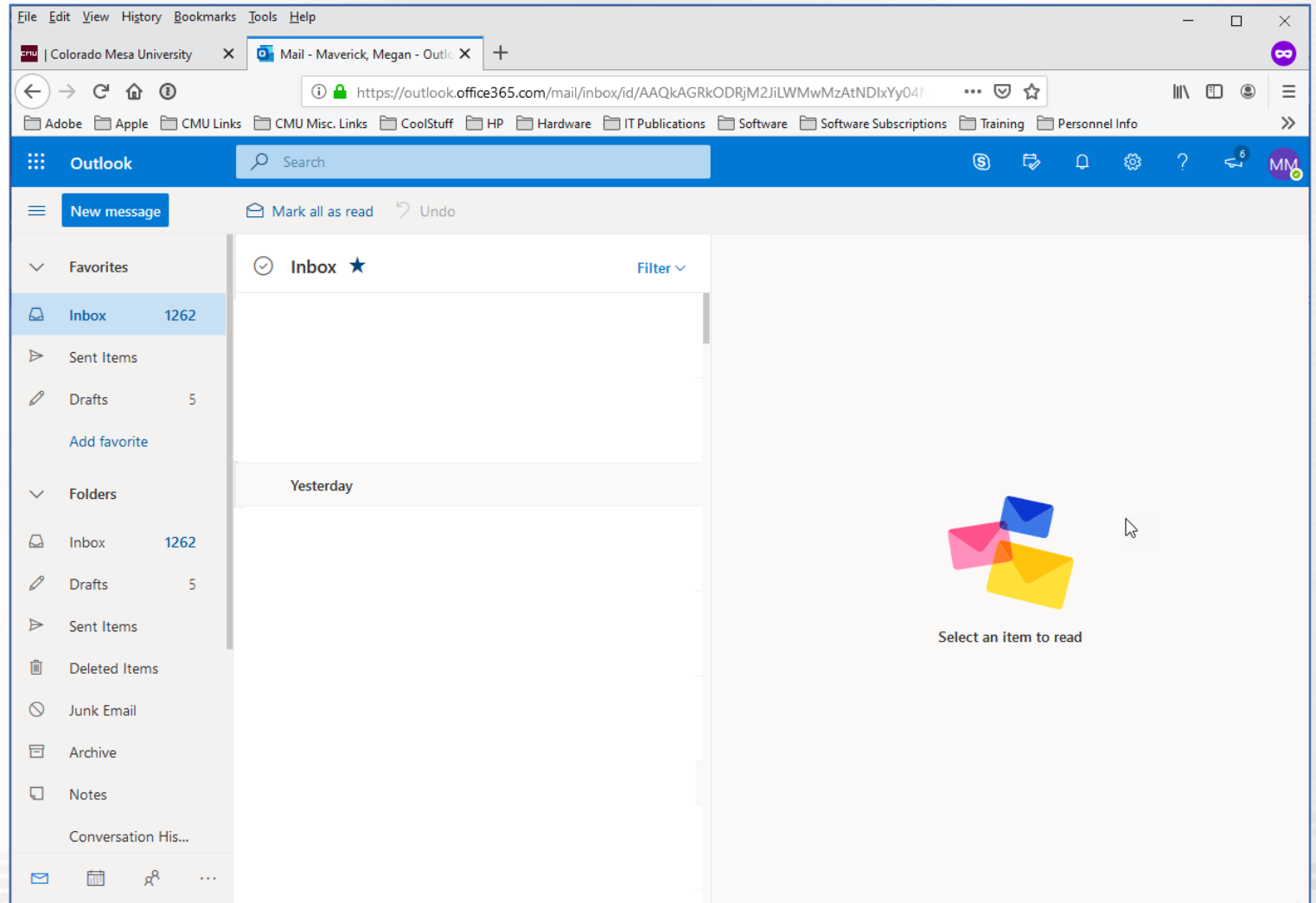
MAVzone Applications

- Gateway to Everything You Need
 - **D2L**; *Desire 2 Learn*
 - **Degree Works**; *Analyze degree progress*
 - **ePay**; *View and pay your bill*
 - **handshake**; *Job listings for CMU students*
 - **My Housing**; *Residence life*
 - **Microsoft 365**; *Download and install the full suite of Microsoft applications to your personal device*
 - **OneDrive**; *Cloud based file storage*
 - **Microsoft Outlook**; *Campus email*
 - **Panopto**; *Video capture tool/repository*
 - **Parking Permits**; *Purchase parking pass, pay ticket fines*
 - **Register for Classes**; *The name says it all*
 - And so many more.....

Microsoft Outlook

Access from MAVzone

- www.coloradomesa.edu
- Click  to login.
- Click **Applications** in the Navigation Bar, and click the **Outlook Email (OWA)** app.



Phishing Scams

Computer users are under a constant threat of malware and security attacks, focused on stealing something from you, and/or causing harm to your device. A 'phishing' email or text message is designed to fool you into taking some action; clicking on a malicious link, opening up an infected email attachment, or filling out an online form with **Personally Identifiable Information** (PII).

Ways to Spot a 'Phishing' Attempt

- The message has a strong sense of urgency, meant to rush you into taking action.
- Generic greetings are used, rather than using your name or title.
- The *From* or *Reply-To* address is a personal email address; @gmail.com, @hotmail.com, etc.
- An offer that plays on your curiosity, or seems too good to be true, such as notification of a package delivery even though you have nothing on order, or notification of winning a contest for which you have not entered.

Ways to Spot a 'Spear Phishing' Attempt

- Similar to a phishing attempt, but the message targets specific individuals by customizing for the recipient.
- May appear to come from a friend or co-worker, but the tone of the message does not sound like that person.
- Strong sense of urgency, pressuring you to ignore or bypass company policies.
- Email is work related, but comes from a personal email address.


Handling Phishing Attempts

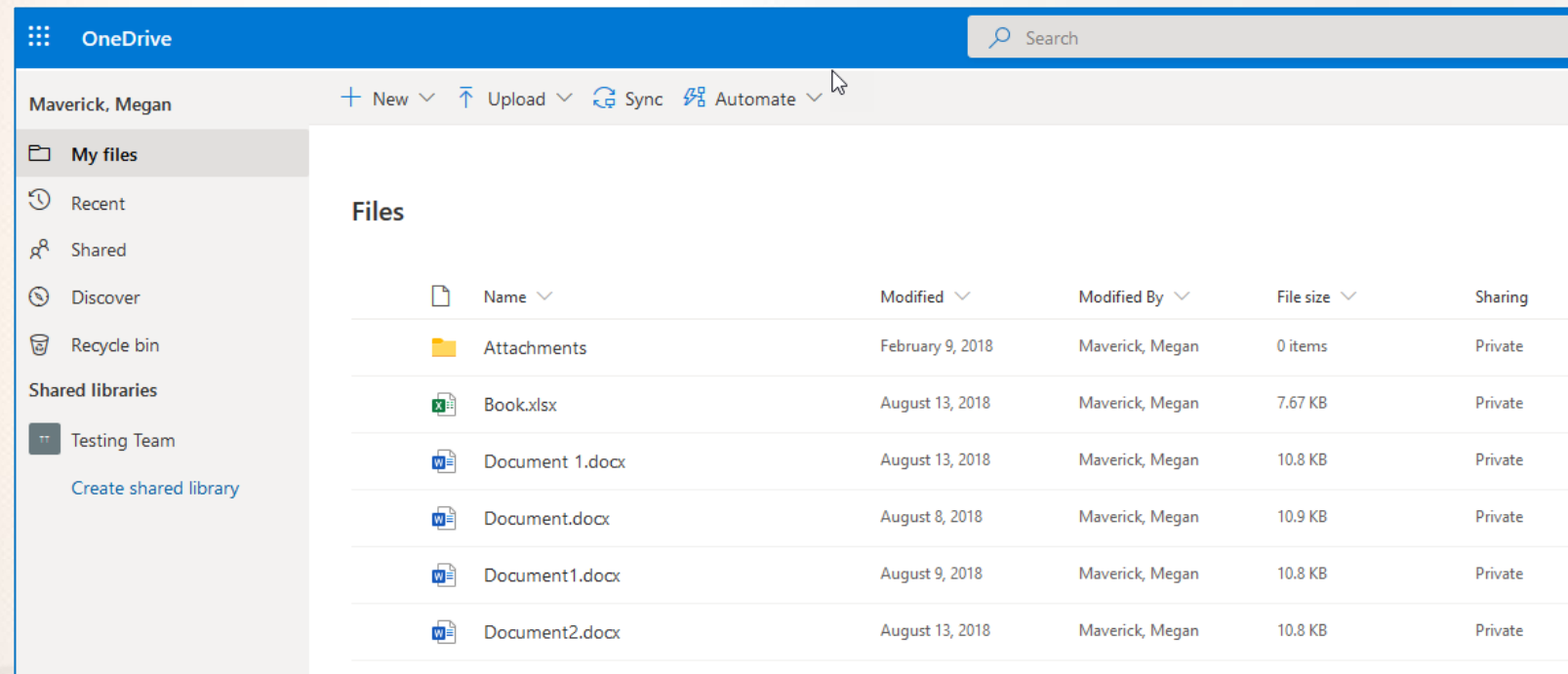
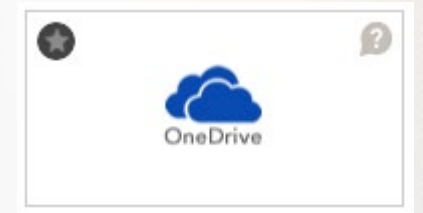
- Always assume that a suspicious email is a phishing attempt. Hackers are getting better at this all the time, and some look very real.
- If you do business with a company that is represented in any email, DO NOT use the email to get to the company's web site. Open a browser and use an existing favorite/bookmark, or type in the company's website address manually. Once you are on the site, look for the same notification found in the email and respond directly on the site.
- Forward suspicious email to itsecurity@coloradomesa.edu for review and follow up, then delete the message.
- Contact the CMU IT Security Officer, Mike Meens, mmeens@coloradomesa.edu for more information and guidance.



OneDrive

Access from MAVzone

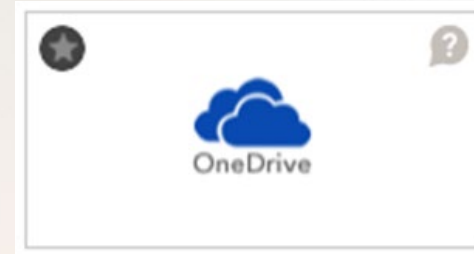
1. OneDrive provides you with 1TB of storage from any Internet connected device. This is where you will store most of your work while a student at CMU.
2. Click  to log in. Click **Applications** in the Navigation Bar, and click the **OneDrive** app.

A screenshot of the OneDrive web interface. The top navigation bar is blue with the "OneDrive" logo on the left and a search bar on the right. Below the navigation bar, the user's name "Maverick, Megan" is displayed. A secondary bar contains action buttons: "+ New", "Upload", "Sync", and "Automate". The left sidebar shows navigation options: "My files", "Recent", "Shared", "Discover", "Recycle bin", and "Shared libraries" (with "Testing Team" listed and a "Create shared library" link). The main content area, titled "Files", displays a table of files and folders.

Name	Modified	Modified By	File size	Sharing
Attachments	February 9, 2018	Maverick, Megan	0 items	Private
Book.xlsx	August 13, 2018	Maverick, Megan	7.67 KB	Private
Document 1.docx	August 13, 2018	Maverick, Megan	10.8 KB	Private
Document.docx	August 8, 2018	Maverick, Megan	10.9 KB	Private
Document1.docx	August 9, 2018	Maverick, Megan	10.8 KB	Private
Document2.docx	August 13, 2018	Maverick, Megan	10.8 KB	Private

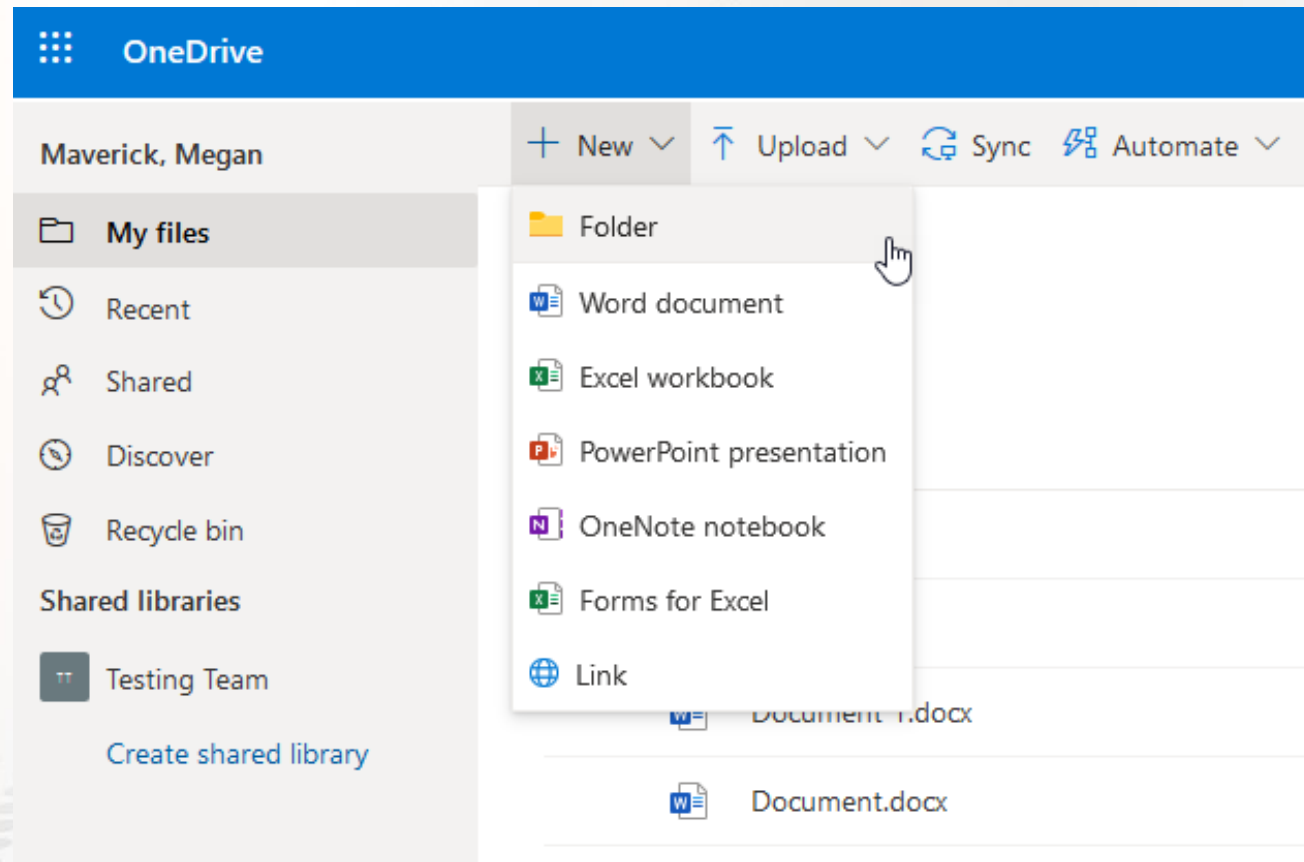
File Storage

- When using campus computers, don't save files to the local hard drive, such as the Desktop. If these computers have issues, the drives are wiped and data will be gone.
- Always use OneDrive as your primary file storage location.
- Other traditional storage locations available are available:
 - K: drive (Courses folder); some courses will use this location to store class related files.
- Access your K: drive files off campus via the MAVzone app, **MY FILES**. This app permits downloads and uploads only. Edits have to be done on your device.




Microsoft Apps Online

The most common files can be created completely through Microsoft's web-based versions of their applications, Microsoft 365. What's great about this is that you can do this from any Internet connected device. You don't need the Microsoft apps installed on your device to create/edit a Word or Excel document, for example. Also, saving is automatic, so you are less likely to lose changes when working through these web-based apps.

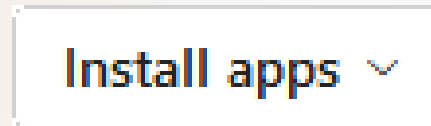


Installing Microsoft 365

Access from MAVzone

1. Uninstall any legacy Microsoft Office Apps from your Windows PC or Apple Computer.
2. Go to www.coloradomesa.edu and click 
3. Click Applications in the Navigation Bar, and click the **Microsoft 365** app.
4. On the next page, click **Install apps**.
5. Follow the prompts to download and install Microsoft 365 apps.

NOTE: The Microsoft 365 license permits you to install the Microsoft 365 apps on up to 5 **personal** devices. This installer is only for personal devices. Do not try this on CMU computers.



D2L (Desire to Learn)

D2L

- Online Courses
- Hybrid Classes
- Supplemental Classes
- Course grades
- Assignment submission folders
- Class news and announcements



Introduction to D2L Course

- Required for Online and Hybrid classes.
- Must be completed before you can begin using D2L.
- A Welcome email will be automatically sent to students' CMU email account shortly after an online or hybrid course is registered. **Due dates and deadlines are included in this email.**
- Students will have to complete all the required activities and pass the final quiz with an **80% or higher** in the course in order to successfully pass the *Introduction to D2L* course as a whole.
- Complete your *Introduction to D2L* course by 11:59 PM and have access to your classes within 1 to 2 hours. Failure to pass the *Introduction to D2L* course before the add\drop dates will result in denied access to the corresponding online or hybrid course(s). The student will be dropped from the class. **NO overrides will be granted. CHECK YOUR CMU EMAIL!**

Introduction to D2L Notification 1

Example of D2L notification email with Deadlines!



Welcome to the Introduction to D2L!

Brightspace, commonly referred to as just "D2L," is the online course delivery system used at Colorado Mesa University. CMU uses D2L to allow students and instructors to engage in online classroom activities.

Because you have enrolled in the course(s) below, you will need to complete the **Introduction to D2L** course before you can access your course(s).

Course	Instructor	Begins	Intro to D2L Deadline
new - KINE100-007-22051 Health and Wellness	Professor Who	2020-10-12	2020-10-16 11:59 p.m.

Please be aware that you must pass the Introduction to D2L course with an **80% or better** to be able to access your online or hybrid course(s). You will have until the deadline listed above to pass the Introduction to D2L course. You may have alternate deadlines for different courses (i.e. a full semester vs. a mod course). You will be required to pass the Introduction to D2L course only once, and you will have as many attempts as needed to pass the required quizzes.

Failure to pass the Introduction to D2L course before the deadlines will result in being dropped from the corresponding online or hybrid course(s). **No overrides will be granted.** Your full-time status and course load could be affected.

To access the Introduction to D2L course, log into MAVzone and click on the D2L application, accessible from "Trending Apps". You can also find the D2L app from the "Applications" menu. Clicking on it will launch D2L in another tab. At the top of the D2L page, click on the nine-tiled icon (Select a course) and choose: **Introduction to D2L**.

Introduction to D2L Notification 2

Intro to D2L Course Notification via MAVzone, MY TASKS

The screenshot displays the MAVzone user interface for a user named Megan Maverick. The interface includes a top navigation bar with the MAVzone logo, user profile information, and utility buttons like 'Report an Incident', 'Using MAVzone', and 'How to log out'. A left sidebar contains menu items: DASHBOARD, APPLICATIONS, CAMPUS UPDATES, MY ACCOUNT, MY TASKS, and CONCERNS. The 'MY TASKS' item is highlighted with a red box and a notification badge. The main content area shows a notification titled 'Introduction to D2L' with a red box around a button labeled 'INTRODUCTION TO D2L'. The notification text reads: 'INTRODUCTION TO D2L' and 'Introduction to D2L - pass with 80% or better prior to the start of the semester'.

Introduction to D2L Notification 3

Intro to D2L Course Notification via MAVzone, MY ACCOUNT

The screenshot displays the MAVzone user interface for Megan Maverick. The left sidebar contains navigation options: DASHBOARD, APPLICATIONS, CAMPUS UPDATES, MY ACCOUNT (highlighted with a red box), MY TASKS, and CONCERNS. The main content area shows a user profile and a list of courses. The 'Courses - Fall 2020' section is expanded, showing two courses:

- CISB241-003-20714**: Intro to Business Analysis -- Professor Who. This course has a 'MORE' button and an 'INTRO TO D2L' button, both highlighted with a red box.
- CSCI100-004-22185**: Computers In Our Society -- Professor Who. This course has a 'MORE' button and a 'D2L Starts 2020-08-17' notification.

Below the course list, there are four links for further information:

- Concise Student Schedule
- Student Detail Schedule
- Student Schedule by Day and Time
- Course Surveys

D2L – Course Example

The screenshot shows a D2L course page for "Introduction to D2L" at Colorado Mesa University. The page features a navigation bar with the university logo, course title, and user information ("Demo Student Impersonating"). Below the navigation bar are tabs for "Content", "Grades", "Assessments", "Tools", and "Classlist". A large banner image of a campus building is displayed with the course title "Introduction to D2L" overlaid. The main content area is divided into two columns. The left column has a "Course News" section with a "Welcome to Introduction to D2L!" message and a video player showing a "D2L Introduction" video. The right column has a "Course Content" section with a list of modules: "Start Here!", "Module One: Navigation and Communication", "Module Two: Online Learning Success", and "Module Three: Course Tools". Below the course content is a "Calendar" section showing the date "Friday, July 24, 2020" and an "Upcoming events" dropdown.

Colorado Mesa University Introduction to D2L Demo Student Impersonating

Content Grades Assessments Tools Classlist

Introduction to D2L

Course News

Welcome to Introduction to D2L!

Hello Demo,

This introduction is designed to help you become familiar with the Desire2Learn (D2L) learning platform and its associated tools. You may wonder, "What is D2L?" Check out the following brief YouTube video, as Ed answers that question. (Tip: To watch the video in full-screen mode, click on the full-screen icon in the lower right corner of the embedded video.)

D2L Introduction

Distance Education at CMU

Course Disruption: Continuing Academic Activity

Friday, July 24, 2020

Upcoming events

D2L - Clear Browser Cache

- Web browsers store numerous files when you surf the Internet. The storage of these files is known as “cache”.
- Web sites use these stored files, such as cookies, to help control the user experience when revisiting the same site.
- Sometimes, cached content can interfere with an active session, so it’s important to know how to clear the cache.
 - For example, D2L caches content for 1 week. If you try to get into D2L during a maintenance period, you won’t be able to access your classes. If you come back later at a time when you know D2L should work, you will get the same page telling you that D2L is down, when it really isn’t. Clear your cache, go to D2L again, and it will work just fine.
- Go to <https://www.coloradomesa.edu/information-technology/how-to.html> for documentation on clearing cache for various browser/OS combinations.

D2L - What if something isn't working?

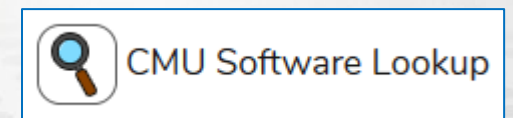
1. **Re-read** all directions and troubleshooting tips.
2. Contact your **instructor** and let them know there is an issue.
3. Reach out to the **IT Help Desk**.
4. Contact **Distance Education** – distanceed@coloradomesa.edu

Computer Labs

- Open Computers in Tomlinson Library
 - 186 open PCs across all three floors, 24/7 access room
 - Printers / Scanners available on all 3 floors
 - 24 Group rooms available for reservation, 3 Media View rooms
- Dorms
 - Most dorms have a computer lab and printer available
- Help with Computing/Printing Resources
 - For issues, go to www.coloradomesa.edu/it, and launch **Live Chat**, an instant messaging tool for help during normal library hours. The Live Chat icon is located at the bottom right-hand corner of the page.
 - Enter a ticket via the **IT Help Desk** app in MAVzone.
 - Or call the Help Desk, 970-248-2111.
- Academic Computer Lab Schedule
 - From MAVzone, launch the **25Live** app to check on availability of a particular academic computer lab.
- CMU Software Lookup
 - Need to identify where certain software is loaded on campus? Go to www.coloradomesa.edu/it, click the “How To” Documents choice and in the list that appears click the first one labeled **Classroom/Computer Lab Software**. Next, click the link *Current Software Installed in Classrooms/Computer Labs*.



Live Chat



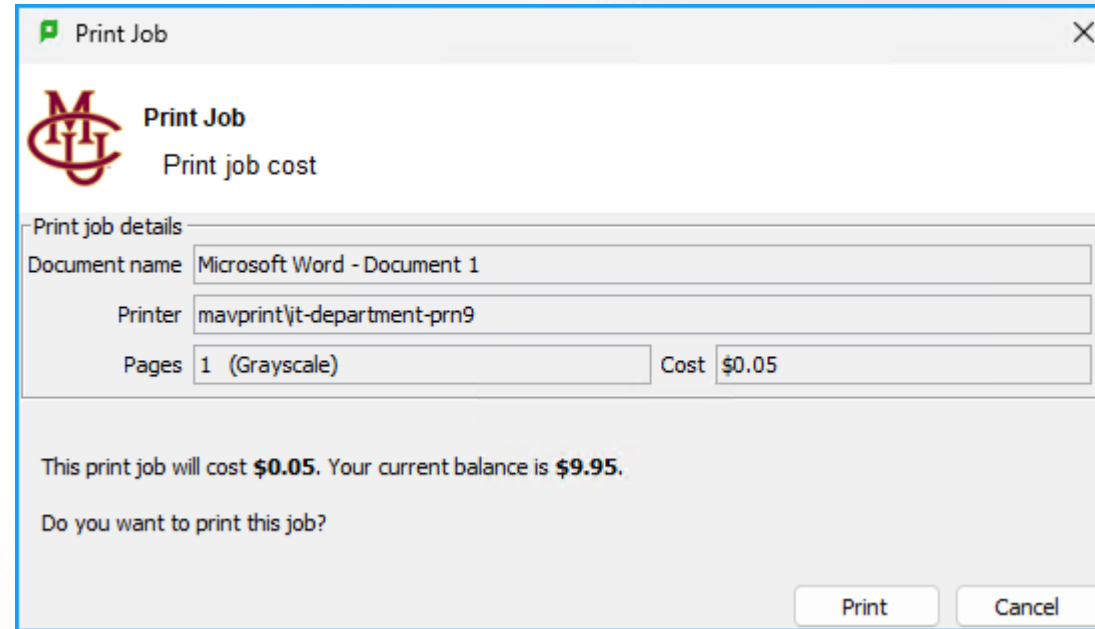
Printing

- Effort to conserve University resources for printing led to a pay-to-print system.
- The software is called **PaperCut**, however we've branded it as **MAVprint**.
- Free Semester quota is \$10.00/semester; no rollover. Refunds can be requested at the IT Help Desk for jobs that don't print.
- Cost
 - 4¢ for double sided (duplex)
 - 5¢ for single sided
 - 25¢ for color



MAVprint Client

- On any campus computer, print normally from whatever application you want to print from.
- The MAVPrint client will launch automatically and appear as follows:



Print Job

M
Print Job
Print job cost

Print job details

Document name: Microsoft Word - Document 1

Printer: mavprint\jt-department-prn9

Pages: 1 (Grayscale) Cost: \$0.05

This print job will cost **\$0.05**. Your current balance is **\$9.95**.

Do you want to print this job?

Print Cancel

- There are two purses from which you can pay to print, the **Free** purse, refreshed with \$10.00 each semester, and your FlexMoney account. Jobs automatically debit the free purse first. Once that purse is exhausted, subsequent jobs will debit the FLEX Balance purse. The *current balance* shown is the combination of both purse accounts.
- You can add money to your FlexMoney account at any time to provide additional funds for printing.
- Visit [Printing through Paper Cut – Students](#) for info on printing to campus lab printers from personal device.



MAVprint Funds

Add money to your FLEXMONEY account so that you can continue to print after you exhaust your free purse.

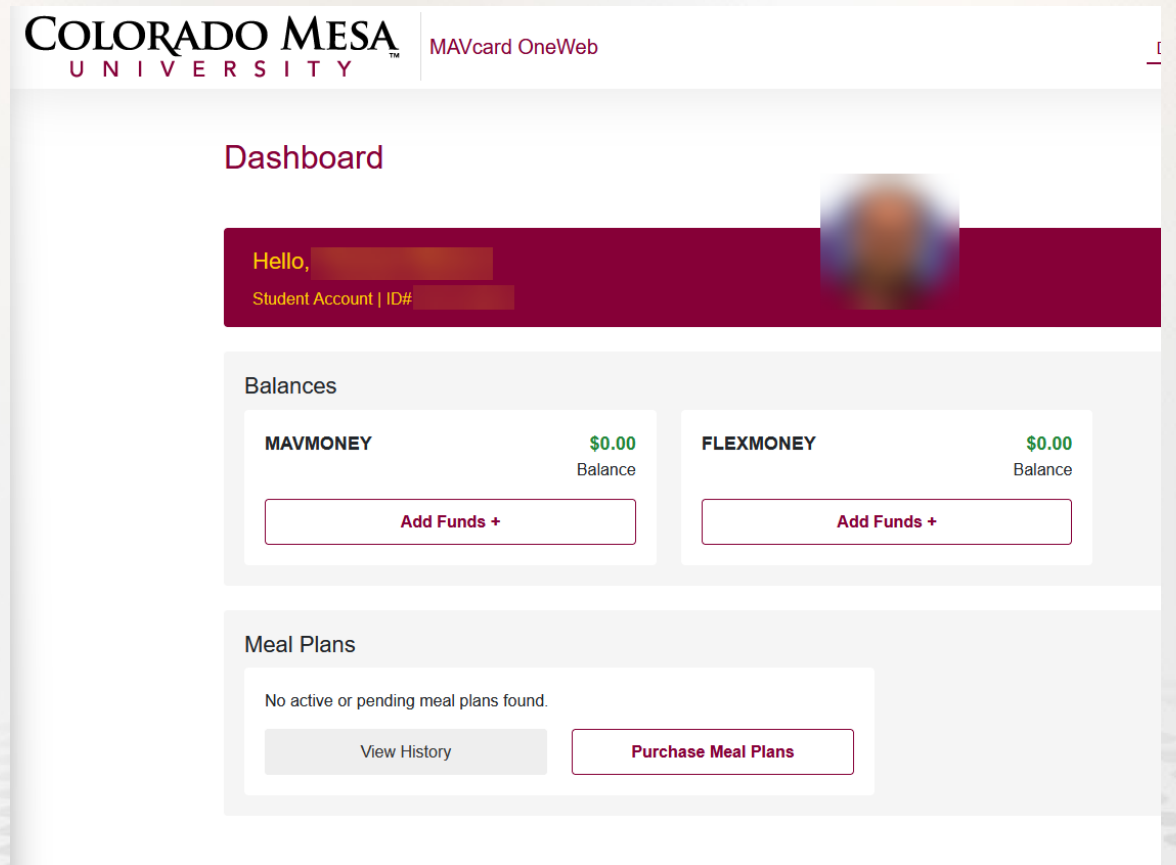
- Simply visit the MAVcard office and ask to add funds to your FLEXMONEY account.

Alternately, you can add money online in MAVzone through the MAVCARD app.

- Click the **MAVCARD** app.
- A new webpage will open. Under the FLEXMONEY option, click **Add Funds** button. Be sure to add to FLEXMONEY, you cannot use MAVMONEY for printing.
- Follow the prompts and be sure to have a payment method available with you. Allow up to 15 minutes for the system to update and reflect the added amount in your FLEXMONEY balance.



For more info on FLEXmoney, go to <https://www.coloradomesa.edu/mavcard/flex.html>

The screenshot shows the MAVcard OneWeb dashboard for Colorado Mesa University. The header includes the university logo and the text 'MAVcard OneWeb'. The main content area is titled 'Dashboard' and features a user profile section with a blurred name and ID. Below this, there are two 'Balances' sections: 'MAVMONEY' and 'FLEXMONEY', both showing a balance of '\$0.00'. Each balance section has an 'Add Funds +' button. At the bottom, there is a 'Meal Plans' section with the message 'No active or pending meal plans found.' and two buttons: 'View History' and 'Purchase Meal Plans'.

Copyrights & Peer to Peer



Digital Millennium Copyright Act

- Federal law requires CMU to protect against illegal downloading of copyright material and Peer-to-Peer (P2P) file sharing. Examples of P2P programs are uTorrent, PopCorn Time, and BitTorrent.
- DMCA notices go out to any user who has illegally downloaded copyrighted materials. Can be subject to civil and criminal liabilities.
- Avoid installing Peer-to-Peer file sharing software. Used to download free movies, music, and other types of copyrighted material, this software also potentially exposes your computer to viruses and other malware.

CMU Response to Illegal Downloads/Virus Activity

- Port blocking, email from DMCA, contact IT Help Desk to review DMCA Notice and/or prohibited P2P activity, potential risks and criminal liabilities, required steps to remove copyrighted work and P2P software, copy of DMCA notice provided to CMU Student Conduct Officer.
- Disciplinary Actions
 - First notice; System blocked 1 – 2 days, owner contacts IT Help Desk, remedial actions taken.
 - Second notice; System blocked for mandatory period of 30 days, owner contacts IT Help Desk, remedial actions taken. Owner will be required to meet with the University's Student Conduct Officer. Further University sanctions can be imposed.
 - Third notice; System blocked for a mandatory period of 45 days and owner's network privileges may be lost INDEFINITELY. User required to meet with the University's Student Conduct Officer. Further University sanctions can be imposed.

Banned Device Incidents

If your computer is banned, you will need to bring it to the Technology Help Desk in Tomlinson Library in order to meet with IT Staff and review the incident. The ban will be removed in accordance with disciplinary actions set by policy.

Banned incidents are cumulative per user and never expire. For example, if you are banned for downloading a copyrighted movie as a freshman, take a year off from school and return later and get banned again, that incident will be your second notice.

University Computers

Similar disciplinary actions apply for the same conduct on University owned computer equipment. This information can be found using the link titled *Policy and Plan to Combat Unauthorized Distribution of Copyrighted Material and Peer-to-Peer File Sharing* found at <https://www.coloradomesa.edu/copyright/index.html>.

Banned Computers

Other Causes for Banning Computers

- Malicious activity, such as virus or other types of malware.
- Suspicious behavior, such as email spamming, hacking, keylogging, etc.

Removing a Ban

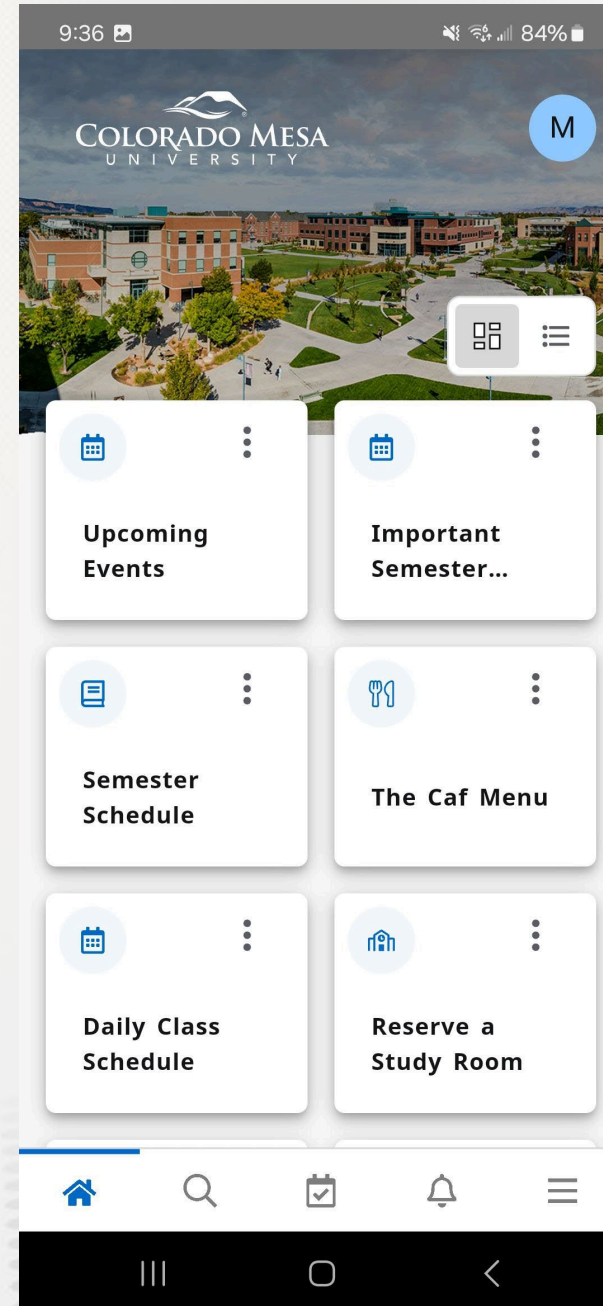
- If your device is the target of a virus or external hacking, there will be no disciplinary action, however we still need to ban your device until the issue can be resolved in order to protect the CMU network.
- Bring your device to the IT Help Desk to discuss the issue with IT staff.
- Once the offending software or malware has been removed your port will be unblocked.



MyCMU Mobile App



- Available on iOS & Android
- Download from App Store
- Login with MavZone Account
- Access information!



Quick Review

1. What number should you memorize?

700#

2. Which application enhances your use of MFA?

Microsoft Authenticator

3. You could never receive a 'phishing' email from Fed Ex or Amazon. T/F

False

4. What online course should you take and pass the final quiz, before the academic semester?

Introduction to D2L Course

GO MAVS!

Have a great semester!

