Take Away

Three most important things to leave with today:

1. Memorize your 700#.
2. Set your **password reset** questions.
3. Take the D2L Orientation, finish, and pass the quiz.
For a comprehensive overview of technology and various resources available to you, start with the IT web site: www.coloradomesa.edu/it.
Logging In

• **Where**
  – Campus Computers
  – [MAVzone](http://www.coloradomesa.edu)

• **Username**
  – First Initial + Middle Initial + Last Name (Max 14 characters); digit added at end for name conflicts

• **Password**
  – Minimum; 8 characters, 1 capital letter, 1 lower case letter, 1 numeral or symbol
  – Example:
    • M8zsUH20!9
    • 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.
Forgotten Password

Issue: Forgetting MAVzone password, especially at beginning of fall semester and over winter/summer breaks.

Solutions:

1. Use password reset procedure. Executed at MAVzone login screen via the *I forgot my password* link.
2. Contact Technology Help Desk, 970-248-2111.
3. Visit the Help Desk, 1st Floor Tomlinson Library, north-east corner.

Password Reset Procedure Requirements

- Set password reset questions.
Set Password Reset Questions

- Login to MAVzone.
- In the Navigation Bar on the left side of the window, click the MY ACCOUNT button.
- Next, click Personal to expand that section.
- Find the Password Expires setting and to the right click the RESET QUESTIONS button.
- Follow the next steps exactly as stated. You must provide a personal email address so that when you need to use the password reset feature, we can email you a reset link to an email account you can access.
- Enter in your questions and answers. Make sure these questions are things only you will know the answer to and not people who know you.
Performing a Password Reset

• From any Internet connected device, go to www.coloradomesa.edu.
• Click the Log in to MAVzone link.
• At the login screen, click the *I forgot my password* link.
• Enter your MAVzone login name.
• Enter the last 6 digits of your Library number, located on the front bottom right-hand corner of your MAVCard.
• Answer your security questions.
• An email with a reset link will be sent to your personal email account that you provided when you established your password reset questions and answers.
• Open up this email, click the activation link, and establish a new login password.
• In MAVzone, click the IT Help Desk App to submit a request for help.

**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**. In 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.

• The Technology Help Desk can be reached at 970-248-2111.

• The Technology Help Desk is located on the first floor of Tomlinson Library in the North East corner.
Getting Help: CHIME

Click-to-Chat Support: CHIME

- Help provided via chat, and possible remote control or a technician can be dispatched.

![CHIME Support Interface](image)
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 everything, service and software, you'll ever need.

• 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 your information about your student account, advisors and courses. For example, you can 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 link 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
  - OneDrive; cloud based file storage
  - Outlook Email (OWA)
  - Panopto; video capture tool/repository
  - Parking Permits; purchase parking pass, pay ticket fines
  - Register for classes
  - University Tickets; purchase tickets for campus events
  - You; well being hub connecting you to campus and online resources
  - .............
Access from MAVzone

1. www.coloradomesa.edu
2. Click Log in to MAVzone
3. Click Applications in the Navigation Bar, and click the Outlook Email (OWA) app.
Access from MAVzone

1. www.coloradomesa.edu

2. Click Log in to MAVzone.

3. Click Applications in the Navigation Bar, and click the OneDrive app.
Installing Office 365

Access from MAVzone

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

NOTE: The Office 365 license permits you to install the Microsoft Office suite on up to 5 personal devices.
File Storage

• When using campus computers, don’t save files to the local hard drive, desktop. If these computers have issues, the drives are wiped; data will be gone.
• Always use OneDrive as your primary file storage location.
• Other storage locations available:
  • F: drive (personal); mainly used for legacy applications that cannot access cloud-based storage.
  • K: drive (Courses folder); some courses will use this location to store class related files.
• Access your F: or K: drive files off campus via the MAVzone app, **MY FILES**: 
D2L (Desire to Learn)

D2L
- Online Courses
- Hybrid Classes
- Supplemental Classes
- Course grades
- Assignment Drop box
- Class posts

Orientation
- 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 Orientation as a whole.
- Use the Course Map to get to the Table of Contents to complete your Orientation.
- **IMPORTANT:** In module 3, Discussions, you must post your own “original thread.” If you don’t create your own, you will not be able to take the quiz at the end of the Orientation!
- Complete your orientation by 12:00 AM and have access to your class within 1 to 2 hours. Failure to pass the Orientation before the add/drop dates* will result in denied access to the corresponding online or hybrid course(s). The student will be dropped from that class. **NO overrides will be granted.**
- **CHECK YOUR CMU EMAIL!**
Welcome to the D2L Orientation!

You have been enrolled in the D2L Orientation course in D2L because of your enrollment in:

<table>
<thead>
<tr>
<th>Course</th>
<th>Instructor</th>
<th>Begins</th>
<th>Orientation Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANTH202-003-23308 Intro to Anthropology-GTSS3</td>
<td>Emily Long</td>
<td>2018-10-15</td>
<td>2018-10-19 11:59 p.m.</td>
</tr>
<tr>
<td>new - EDUC115-002-22594 What It Means to Be an Educator</td>
<td>Mark Schmalz</td>
<td>2018-08-20</td>
<td>2018-08-24 11:59 p.m.</td>
</tr>
<tr>
<td>GEOL100-003-22054 Survey of Earth Science-GTSC2</td>
<td>Verner Johnson</td>
<td>2018-08-20</td>
<td>2018-08-26 11:59 p.m.</td>
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To access the Orientation, log into the MAVzone Login page and click on the D2L icon. This will open another tab for D2L. At the top of the D2L tab, click on Select a Course and choose:

**D2L Orientation**

Please be aware that you must pass this Orientation 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 for each class to pass the Orientation. You may have alternate deadlines for different courses (i.e. a full semester vs. a mod course). Failure to pass the Orientation 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.

You will be required to pass the Orientation only once before you are granted full access to these courses and any future online or hybrid course. Please make sure to pass the Orientation before **11:59 p.m. on 2018-08-24** in order to have full access to all your online or hybrid courses.

D2L is our online course delivery system. Your course shells will be available to you at 12:00 a.m. on the day your course is scheduled to begin. Check the course schedule on the Colorado Mesa University.
D2L Orientation Notification via MAVzone, MY TASKS
D2L Orientation Notification Notification via MAVzone, MY ACCOUNT

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<thead>
<tr>
<th>MAVzone</th>
<th>Maverick, Megan Junior Criminal Justice</th>
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<td>DASHBOARD</td>
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<td>Courses</td>
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<tr>
<td>ANTH202-003-23308</td>
<td>Intro to Anthropology-GTSS3 (Long, Emily)</td>
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<td>CAMPUS UPDATES</td>
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<td>MY ACCOUNT</td>
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<td>MY TASKS</td>
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<tr>
<td>CONCERNS</td>
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<tr>
<td>Student</td>
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<tr>
<td>NURA170-003-23351</td>
<td>Nurse Aide Clinical (Kueber, Donna)</td>
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Attention New Online and/or Hybrid Students
Conditionally Released

If you are a taking an online or hybrid course for the **first time**, you are **required** to complete the D2L Orientation.

You will not have full access to your online and/or hybrid course(s) until you pass the orientation.

You can access the orientation course by clicking the 9-tiled "Select a Course" icon and selecting "D2L Orientation".

Please check your CMU email for more information regarding the orientation.

*The Office of Distance Education*
D2L - Clear Browser Cache

• Web browsers store numerous files when you surf the Net. 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 where 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.
Welcome to the Online Student Orientation!

Hello Megan,

This orientation is designed to help you become familiar with the Desire2Learn (D2L) learning platform and its associated tools. D2L is used in all online courses, and this course will help you develop many of the skills needed to be a successful online learner. Watch the welcome tutorial video below to learn more about this course:

Tip: To watch the video in full screen mode, click on the square in the bottom right corner of the video.
Computer labs

• Open Computers in Tomlinson Library
  – 186 open PCs across all three floors
  – 24/7 access room
  – Printers / Scanners available
  – 24 Group rooms available for reservation
  – 3 Media View rooms

• Each Dorm
  – Computer lab and printer available
  – For issues, launch CHIME for instant message help, enter a ticket via the 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.
Effort to conserve University resources for printing led to a pay-to-print system called GoPrint, OR, MAVprint.

Log in to MAVprint to release your print job.

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

- Print normally from whatever application you want to print from.
- The MAVPrint client will launch automatically and appear as follows:
Sometimes the MAVprint client won’t launch automatically. If this happens, you can easily access it:

– For Windows, access the GoPrint icon from the System Tray (the area where the clock lives), and double-click to launch. You may have to click the Show hidden icons button to display
MAVprint Client

- For OS X, look for **GoPrint** in the menu bar, near the clock.
MAVprint Client

- Login to MAVprint.
- Select the print job you want to release.
- Select the Purse you want to pay from.
- Click **Pay and print**.
You can add money to your FLEXMONEY account so that you can continue to print after you exhaust your free purse.

- Option 1 is to visit the MAVcard office, fill out a form to add money to your Flex account and bring payment.

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

- Click the MAVCARD app.
- A new webpage will open to Heartland Payment Systems for your account.
- Click the Add Cash button.
- Choose the FLEXMONEY balance.
- Enter your email address, amount you want to deposit, and a deposit note for your records. Click the Continue button.
- The next screen will ask for your payment method. Answer all prompts and continue through the process. 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
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 Smart TVs, 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

CMU WiFi

• Steps for Connecting:
  – [https://www.coloradomesa.edu/information-technology/get-connected.html](https://www.coloradomesa.edu/information-technology/get-connected.html)

• Connect to CMU WiFi. Login with MAVzone user name and password.

• **CMU Network Access** form will appear. Login with MAVzone credentials.

• Enter a name for your device, read and agree to CMU Network Use Agreement (terms of use).

• Register device.
CMU PSK

• Steps for Connecting:
  – [https://www.coloradomesa.edu/information-technology/get-connected.html](https://www.coloradomesa.edu/information-technology/get-connected.html)

• Using a device registered on CMU WiFi, login to MAVzone and run Network Device Registration.

• **CMU Network Access** form will appear. Enter name for your device and MAC address of device. Read and agree to CMU Network Use Agreement (terms of use).

• Enable **AirGroup** to discover device from other devices. You can also then share with other users; for example WiFi printer in dorm room shared with roommate.

• Register device.

• Receive email with PSK password. Connect device to CMU PSK using password provided.
CMU Ethernet

• Steps for Connecting:
  – [https://www.coloradomesa.edu/information-technology/get-connected.html](https://www.coloradomesa.edu/information-technology/get-connected.html)

• Physically connect to Ethernet and launch web browser. The CMU Network Access form will appear. Login with MAVzone credentials.

• Provide name for your device and MAC address of device.

• Read and agree to CMU Network Use Agreement (terms of use).

• Register 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

CMU Visitor

• Steps for Connecting:
  – [https://www.coloradomesa.edu/information-technology/get-connected.html](https://www.coloradomesa.edu/information-technology/get-connected.html)

• Connect to CMU Visitor. Launch browser which will redirect to CMU Visitor Access form. Enter a personal email address, cell phone number, and name.

• Read and agree to CMU Network Use Agreement (terms of use). Register device. CMU Visitor Access form will reappear with login name auto filled.

• Password will be texted to mobile number provided. Enter password to login.
**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 any Peer-to-Peer file sharing software. Such software is 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.

**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.
Copyrights & Peer to Peer

Disciplinary Actions

- 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.

University Owned 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 http://www.coloradomesa.edu/copyright/index.html.

Device Registration Alert

All personal computer/mobile devices must be registered on the CMU Ethernet or Wireless networks for Internet access.

During this registration process, you are presented with the Colorado Mesa University Network Use Agreement (terms and conditions).

This agreement encapsulates what you can and cannot do with your devices on our network. BE SURE TO READ THIS THOROUGHLY before you agree to the terms. Failing to read and simply agreeing does not excuse you from compliance.

To view this agreement at any time, go to:

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.
CMU 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. What should you set to help you change your password on your own?
   **Password Reset Questions**

3. What orientation should you take and pass the quiz, before the academic semester?
   **D2L Orientation**
Have a great semester!

Go Mavs!