Information Technology at CMU
Introducing Information Technology

Information Technology and the IT Help Desk are committed to supporting the technology needs of faculty, staff, and students at CMU. A great way to get to know our department is to visit our IT page, [www.coloradomesa.edu/it](http://www.coloradomesa.edu/it).
Get Started: Faculty/Staff

As a new employee of CMU, you’ll want to check out the Get Started page for Faculty/Staff, [https://www.coloradomesa.edu/it](https://www.coloradomesa.edu/it). Click Get Started, Faculty/Staff, Technology Resources. Topics include:

- CMU Logon; Changing, Resetting Passwords, Securing Your Computer
- MAVzone; Campus Portal for all users
- Get Connected; Connecting your WiFi devices, and synchronizing CMU Mail on your Smart Phone
- Technology Resources; Details on technology for use at CMU
Logging In

Your CMU login is used to login to any campus computer and to access the campus portal, MAVzone. Surf to [www.coloradomesa.edu](http://www.coloradomesa.edu) and click MAVzone.

### Where

Campus Computers

MAVzone

### 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@coloradomesa.edu](mailto:username@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.
MFA: Multi-Factor Authentication

- MFA provides a second layer of security for CMU systems and accessing data by asking you to enter a code from your smartphone on login attempts.

- If your MAVzone password were compromised, a hacker would not be able to gain access without approving the access request that will come to your phone.

- Optionally, MFA can be configured to use Microsoft Authenticator. Go to https://www.coloradomesa.edu/information-technology/how-to.html, and perform the steps under 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.
“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)
- Multi-Factor Authentication (MFA)
- MFA: Alternate Verification Method – Microsoft Authenticator
- Microsoft 365
- Microsoft Outlook
- Microsoft Teams – Basic
- Microsoft Teams – Guide to Softphone Features
- Panopto
- Reset Forgotten Password
- Synchronizing CMU Mail
- Windows Quick Guides
Information Technology

Information Technology (29 FTE)

Jeremy Brown
x1962

Information Systems
Tami Mittan
x1648
• Banner SIS
• Enterprise SW
• MAVzone Portal
• MAVprint

Telecommunications and Instructional Technology
Brian Arcand
x1938
• Media Services
• Classroom AV
• Phone System
• Infrastructure

Computing and Network Systems
Mike Kansgen
x1745
• Servers & Storage
• Networks/Wireless
• E-mail
• Security

Computer Support Services
Tom Watson
x1768
• Help Desk
• Computer Techs
• Desktop Support
• Software
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.
• **MAVzone** is CMU’s campus portal for easy access to the applications you will need throughout your career at CMU: campus updates, personal information, current tasks you need to perform, and Applications.

• 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 view and update information about your account, find your 700# (Student ID) access your W2 at tax time, change your password, configure MFA, and update your office location. Be sure to memorize your 700#.

• 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.
OneDrive

Access from MAVzone

1. OneDrive provides you with cloud storage from any Internet connected device. This is where you will store most of your files while working at CMU.

2. Click MAVzone to log in. Click Applications in the Navigation Bar, and click the OneDrive app.
File Storage

- On campus computers, don’t save files to the local hard drive. If these computers have issues, the drives are wiped, and data will be lost.
- Always use OneDrive as your primary file storage location.
- Access your OneDrive folder on campus or off campus through the OneDrive app.

- Other traditional storage locations available are available:
  - R: drive (Share); each department has their own R: drive for shared files.
  - Access your R: 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.
IT Policies and Procedures

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

Contact information
- Tomlinson Library (L) first floor
- 970.248.2111 (p)

Computer Use Policy
CMU Privacy Policy
CMU Data Protection Policy
Electronic Communications Policy
End User Agreement
Network Use Agreement
Project Scoping Document (PSD)
  - After you click 'Project Scoping Document', it will open in your browser. Use the DOWNLOAD button to download this file to your computer. Once it's downloaded, open in Acrobat Reader and fill out. Follow the directions at the end of the form to send to IT for review.

Technology Master Plan
Information Security

- Protect Personal Information
- Strong Passwords
- Security Awareness

Annual Information Security Training

95% of all successful attacks on enterprise networks are the result of targeted phishing attacks \(^1\)

www.coloradomesa.edu/information-technology/security.html

\(^1\) https://www.networkworld.com/article/2164139/network-security/how-to-blunt-spear-phishing-attacks
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 to 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 Kansgen, mkansgen@coloradomesa.edu for more information and guidance.
Welcome to CMU!
Go MAVS!
Have a great semester!