



# COLORADO MESA UNIVERSITY

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).

The screenshot displays the website's header with the title "Information Technology and Help Desk Support" over a background image of people working at computers. Below the header is a navigation menu under "Information Technology" with links for "Get Started", "Get Connected", "How To", "Information Security Awareness", "Policies and Procedures", and "Department Info". A "Contact information" section lists the Tomlinson Library (L) first floor and the phone number 970.248.2111 (p). The main content area features a red starburst graphic that says "Try our Virtual Support!". To the right of this graphic is a paragraph explaining the IT Help Desk's commitment to providing excellent customer service and self-help information. Below this is another paragraph encouraging users to contact the Help Desk via the IT Help Desk app, phone, or live chat. Three call-to-action buttons are provided: "GET STARTED" (with a brief description for new users), "GET CONNECTED" (with a brief description for campus WiFi), and "HOW TO" DOCUMENTS (with a brief description for common tasks). At the bottom, there are two sections: "Need Technology Assistance?" with buttons for "Submit a Help Desk Ticket" and "Call Us Directly", and "Did you know?" which mentions the MAVzone app and features the IT HELP DESK logo. A small red live chat icon is visible in the bottom right corner.

## Information Technology and Help Desk Support

**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)

**Try our Virtual Support!**

The Information Technology (IT) Help Desk is committed to providing excellent customer service to help you succeed at CMU. We also strive to provide self-help information right here on our web site. *Get Started*, *Get Connected*, and *"How To"* offer a great deal of technology information.

If you need you work with the Help Desk directly, we encourage you to contact us first by submitting a Help Desk request via the **IT Help Desk** app in MAVzone. You can also reach us by phone at 970-248-2111. Finally, we offer **Live Chat** to connect directly with our Help Desk staff during regular Library hours. See the **Live Chat** icon at the bottom right-hand corner of this page, and all other IT pages.

**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.

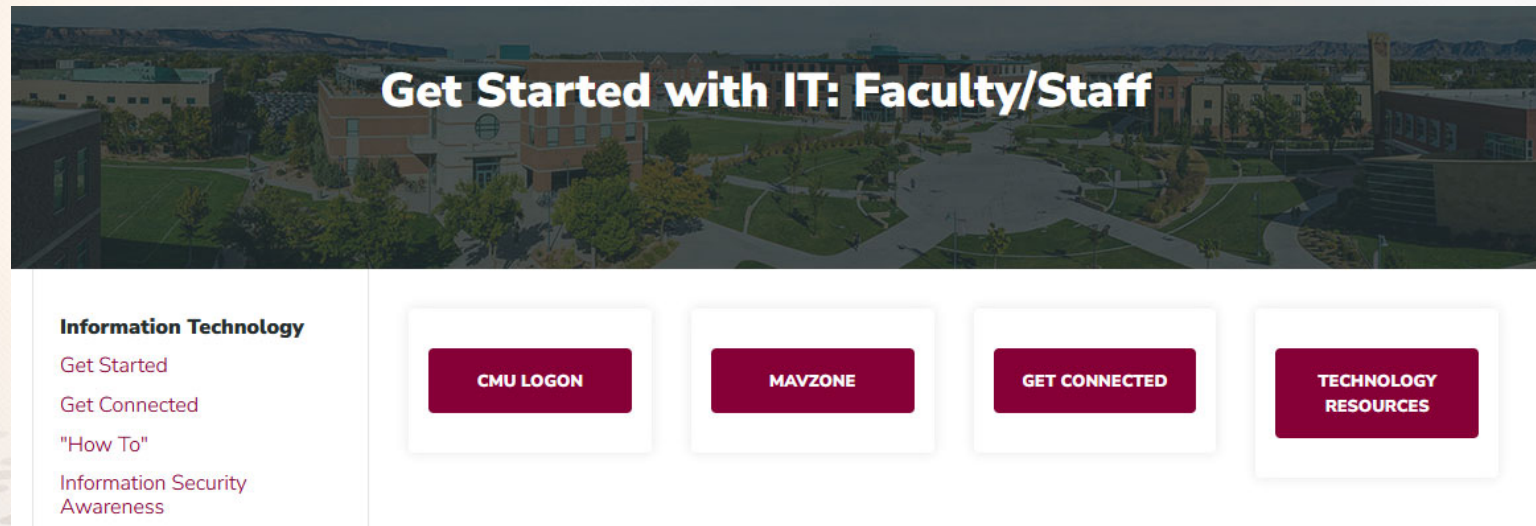
**Did you know?**  
We have a MAVzone app for this

**IT HELP DESK**

# 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>. 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



**Get Started with IT: Faculty/Staff**

**Information Technology**

- Get Started
- Get Connected
- "How To"
- Information Security Awareness

**CMU LOGON**   **MAVZONE**   **GET CONNECTED**   **TECHNOLOGY RESOURCES**

# 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*



## 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



The screenshot shows the MAVzone login interface. At the top is the Colorado Mesa University logo. Below it are two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to toggle visibility. A large red button labeled 'Log in to your account' is positioned below the fields. At the bottom of the form are two smaller buttons: 'Change my password' and 'I forgot my password'. A footer note reads: 'If you need help with your password, please contact the CMU IT Help Desk at 970.248.2111'.



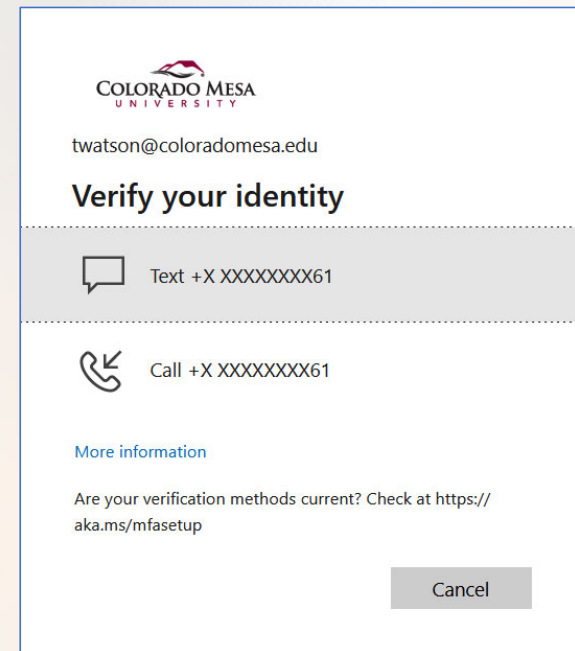
**Alert:** When changing your MAVzone password, be sure to change it on your mobile devices for CMU WiFi connectivity and for syncing your CMU Outlook email.



**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.

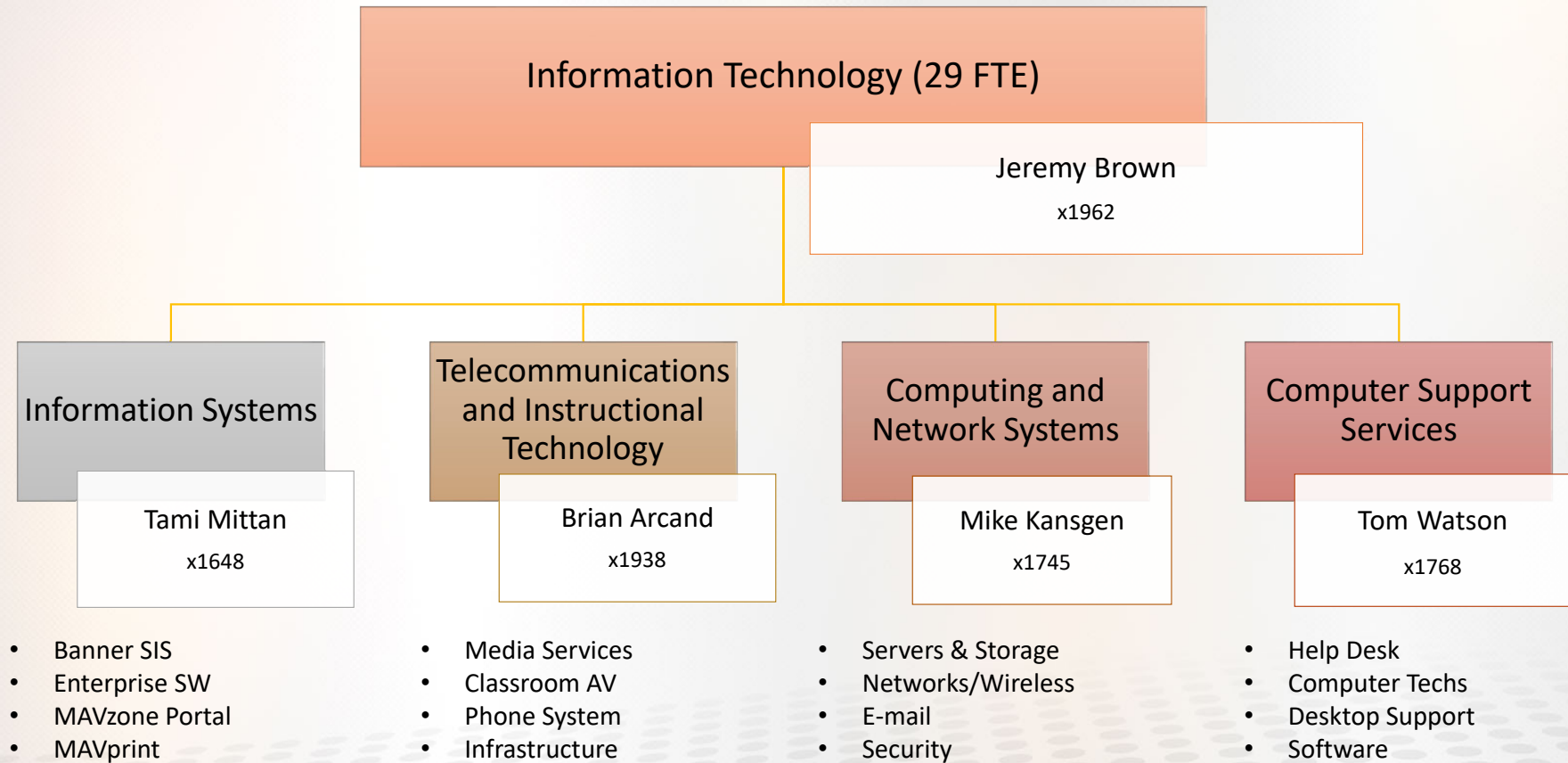


# “How To” Documents

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:

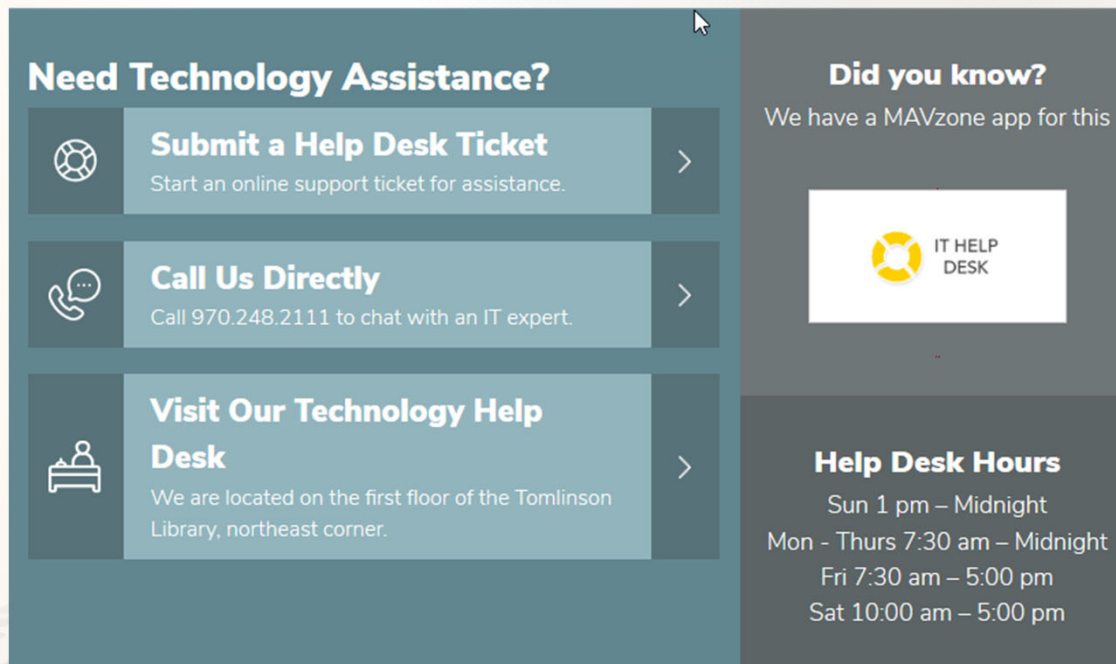
- Change MAVzone Login Password
- Classroom/Computer Lab Software
- Connect to CMU WiFi (Faculty, Staff, Students)
- Multi-Factor Authentication (MFA)
- MFA: Alternate Verification Method – Microsoft Authenticator
- Microsoft 365
- Microsoft Outlook
- Microsoft Teams – Basic
- Microsoft Teams – Guide to Softphone Features
- Panopto
- Reset Forgotten Password
- Synchronizing CMU Mail
- Windows Quick Guides

# Information Technology



# Technology Help Desk Support

- Navigate to [www.coloradomesa.edu](http://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.



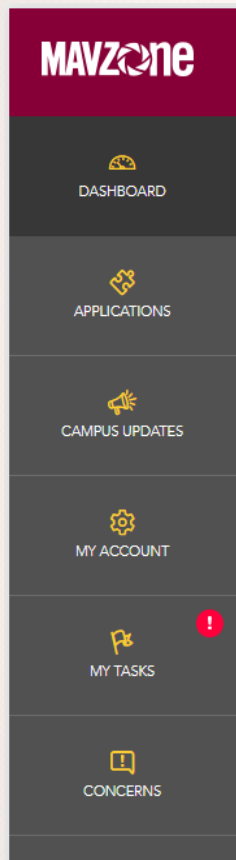
The screenshot shows a user interface for IT Help Desk support. On the left, under the heading "Need Technology Assistance?", there are three options: "Submit a Help Desk Ticket" (with a globe icon), "Call Us Directly" (with a phone icon), and "Visit Our Technology Help Desk" (with a person at a desk icon). Each option has a right-pointing arrow. On the right, under "Did you know?", it says "We have a MAVzone app for this" and shows the "IT HELP DESK" app logo. Below that, "Help Desk Hours" are listed: Sun 1 pm – Midnight, Mon - Thurs 7:30 am – Midnight, Fri 7:30 am – 5:00 pm, and Sat 10:00 am – 5:00 pm.

Live Chat





# MAVzone




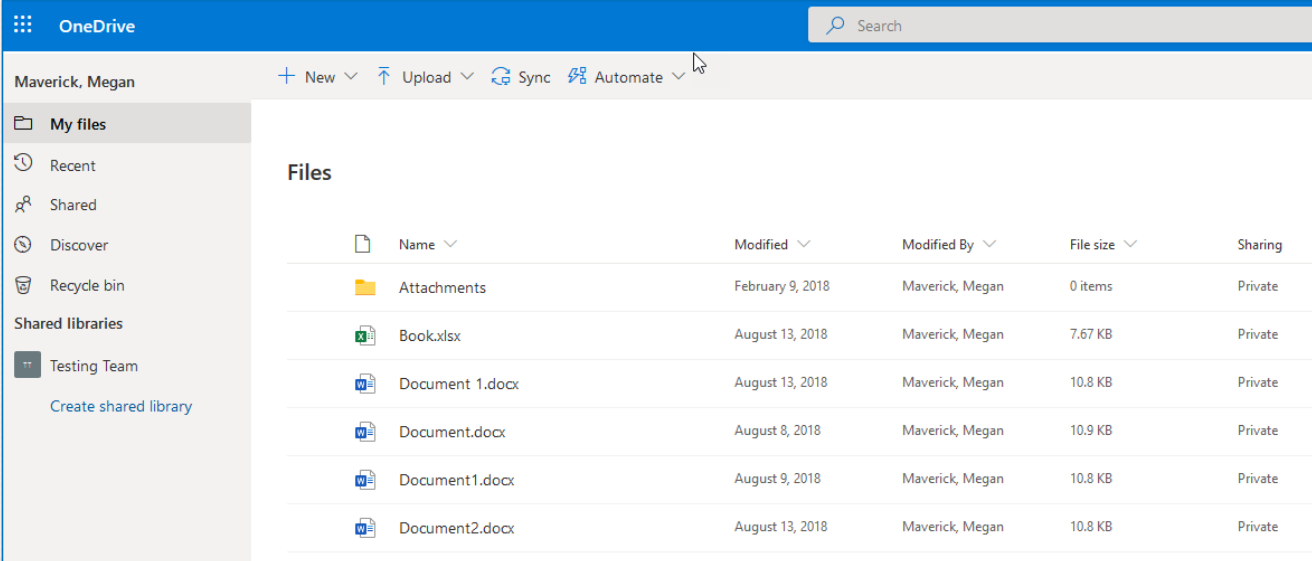
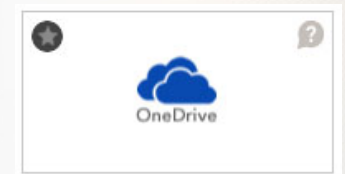
- **MAVzone** is CMU's campus portal for easy access to the applications you will need throughout your career at CMU: campus updates, personal information, current tasks you need to perform, and Applications.
- Check out the **DASHBOARD** for *Campus Updates*, and *Trending Apps* made popular by your 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](http://www.coloradomesa.edu) and begin exploring all that MAVzone has to offer.



# OneDrive

## Access from MAVzone

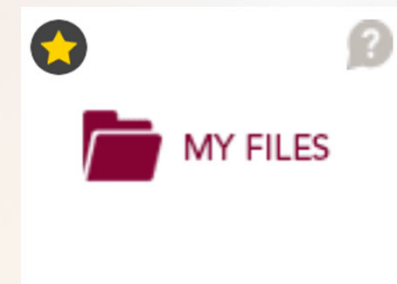
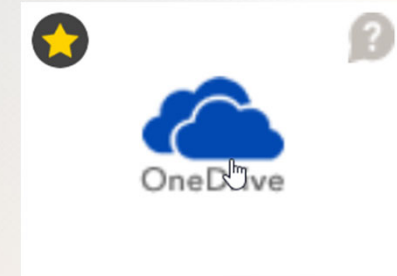
1. OneDrive provides you with cloud storage from any Internet connected device. This is where you will store most of your files while working at CMU.
2. Click  to log in. Click **Applications** in the Navigation Bar, and click the **OneDrive** app.


A screenshot of the OneDrive web interface. The top navigation bar is blue and contains the "OneDrive" logo, a search bar, and user information "Maverick, Megan". Below the navigation bar, there are options for "New", "Upload", "Sync", and "Automate". The left sidebar shows "My files" with sub-items: "Recent", "Shared", "Discover", and "Recycle bin". Under "Shared libraries", there is a "Testing Team" library and a "Create shared library" link. The main content area is titled "Files" and displays a table of files with columns for Name, Modified, Modified By, File size, and Sharing. The table contains one folder named "Attachments" and five document files.

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

- 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](#)

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## 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 <sup>1</sup>

[www. coloradomesa.edu/information-technology/security.html](http://www.coloradomesa.edu/information-technology/security.html)

<sup>1</sup> <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 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](mailto:itsecurity@coloradomesa.edu) for review and follow up, then delete the message.
- Contact the CMU IT Security Officer, Mike Kansgen, [mkansgen@coloradomesa.edu](mailto:mkansgen@coloradomesa.edu) for more information and guidance.





Welcome to CMU!  
Go MAVS!  
Have a great semester!

