

MISSOURI SOUTHERN
STATE UNIVERSITY
INFORMATION TECHNOLOGY

Student
Technical
Reference



MSSU IT Help Desk

Plaster 205

helpdesk@mssu.edu

417.659.4444

go.mssu.edu/it

Welcome to Southern!

Welcome! We're here to help you. If you have any questions about LioNet, Blackboard, or need assistance in other technical areas, call or stop by the IT Help Desk!

IT Vision Statement

We [the Office of Information Technology] will be a leader in providing superior service by engaging and growing our community in a secure and innovative way. We will empower our employees to promote a standard of excellence built on trust, respect, and communication.



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Acceptable Usage Guidelines

- The use of university computing resources, like the use of other university-provided resources and activities, is subject to the requirements of legal and ethical behavior.
- The legitimate use of a university computer, computer system or network is a privilege and not a right, and the university may withdraw or limit that privilege at any time at its sole discretion.
- View the full policy and others online: Policy.mssu.edu

Users **Must Do the Following**

- Comply with federal, state and local laws.
- Comply with all university rules and policies*.
- Comply with intellectual property laws and terms.
- Accept responsibility for any activity from their accounts.
- Use the MSSU provided email to conduct any university business.
- Engage in “safe computing” practices, as security or confidentiality is not guaranteed.

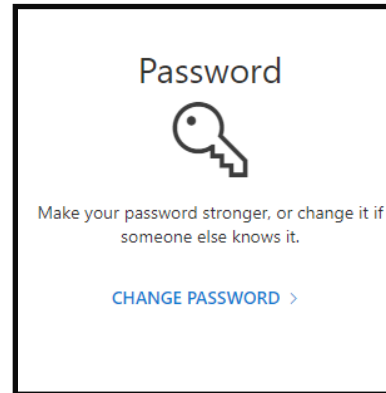
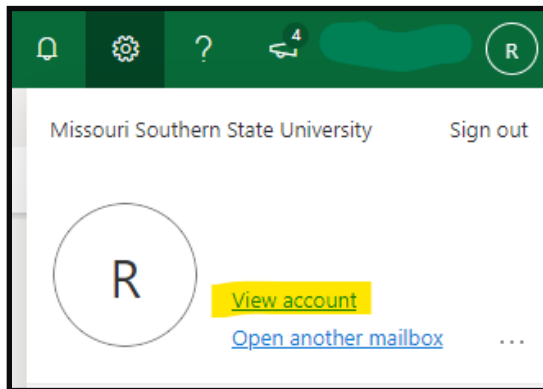
Users **Must Not Do the Following**

- Engage in an excessive use of bandwidth or applications.
- Allow the usage of their accounts and/or passwords by anyone else.
- Use any MSSU web pages and/or university computing resources for personal, commercial, financial or other gain.
- Use the MSSU provided email for inappropriate conduct such as spam or chain mail.
- Use and/or establish alternative network access such as routers/hubs/modems/VPNs/WAP.
- Use computing resources to gain unauthorized access to remote computers, impair, or damage the operations of MSSU computers, networks, terminals or peripherals.

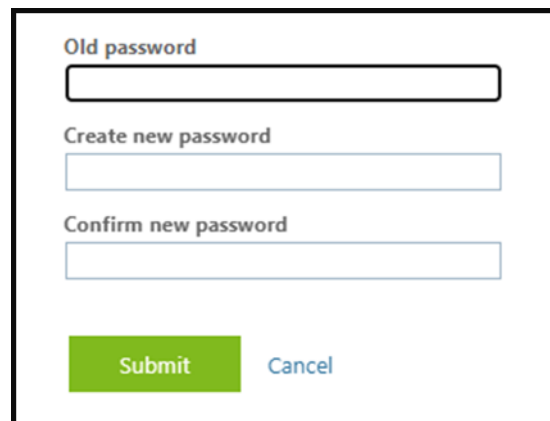
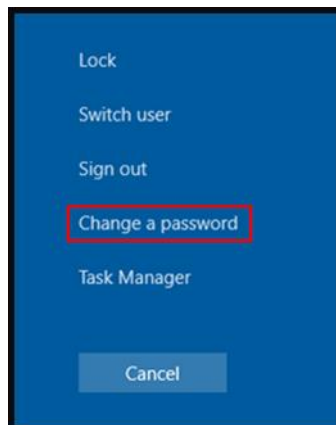
Change Your Password for University Logins

To change your password, you can do one of the following methods:

- Log into your University email account. In the top right-hand corner, click on the letter initial. Select “**View Account,**” then click on **Change Password.**



- Log onto any campus computer and click “**Ctrl**”, “**Alt**”, and “**Delete**” at the same time. Then click “**Change a password**”. You will then be asked to input your old password as well as a new password.



Login Information

When a student first applies to the University, they set up a profile using an alternate email address as well as creating their own password. This is through Target X and is managed and seen within Admissions. If the password is forgotten for the made-up account (profile) the student can select “forgot password” and a password reset will go to the alternate email address they set the account up with.

MSSU will NEVER send you an email asking you to supply your login credentials or other personal email information.

- **Blackboard** is used to access your course information, where you will participate in group discussions, turn in assignments, etc.
- **LioNet** can be used to access your student information. You can look up your booklist, add/drop classes, view your class schedule, view/pay account balance, view/accept financial aid offers, Degree Works, etc.
- **Outlook** (Email) is used for contact between your professors, other students, faculty, and staff.

Email Address Login

The email address login includes your full University email address and your university password. This will also include your verification method.

- Blackboard
- EMS (Room Scheduling)
- Outlook

Username Login

The username login will include the first part of your university email address (everything before the @ symbol) and your university password.

- Campus Computers
- LioNet
- Wireless Access
- Form Wizard
- VPN & EzProxy (Library)

Multifactor Authentication Setup

Set up and enroll in Multifactor Authentication (MFA) using the Microsoft Authenticator app.



You already use MFA when you log into your bank or when you answer security questions on your account. Simply put, it keeps your identity and data safer!

To set up Multifactor Authentication (MFA):

*You will need a computer and a cell phone.

- Navigate to **www.mssu.edu** and click on **Menu** on the right-hand corner. Once the **Quick links** open, click on email and sign in with your credentials. It will prompt for more information.

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

- Download the Microsoft Authenticator app from your phone's App Store. Follow the on-screen instructions on your computer and phone. You will switch back and forth between the two as you go through the process.
- On your computer, click **Next** until you get to a QR code. Using the Microsoft Authenticator app on your phone, scan the QR code. Click **Next** until you get to the **Done** screen.
- Log into your email account to verify the verification process is working correctly.

Wireless Access

There are 3 wireless networks on Missouri Southern's campus:

- **Southern** - used on the campus side. Can be used by students and employees.
- **LionWiFi** - used on the dorm side. Can be used by students living in the dorms.
- **Guest network** - used on both the campus and dorm sides. Can be used by anyone visiting Missouri Southern.

Android Devices

For older Android devices:

- Go to your device's Settings.
- Select your WiFi Option (Southern).
- For "**EAP method**", use "**PEAP**".
- For "**Identity**", and "**Password**", type in your MSSU login credentials (example "doe-j" and your password).
- Change the "**PHASE 2 AUTH**" to "**MSCHAPV2**".
- For "**CA certificate**", select the option "**Do Not Validate**".
- Press the "**Connect**" button".
- Go to your device's Settings.
- Select your WiFi Option (Southern).
- For "**EAP method**", use "**PEAP**" (the default option).
- For "**Identity**", and "**Password**", type in your MSSU login credentials (example "doe-j" and your password).
- For "**CA certificate**", select the option "**Use system certificates**".
- For "**Online certificate status**", select the option "**Request status**".
- For "**Domain**", type in "**mssu.edu**".
- Press the "**Connect**" button".

For newer devices with Android 11 +

Apple/OS X Devices

- Go to your device **Settings**.
- Select your Wi-Fi option. Make sure your Wi-Fi is set to "on".
- Select your network option (Southern/LionWifi)
- You will be prompted for a username and password.
- You will be asked to accept the **Security Certificate**.
- **Accept** and you will be connected.

Wireless Device Setup

- In the Firefox browser, put in the following: (must use Firefox)
 - **Connect.mssu.edu**
- Enter your credentials.
- Click the **Add** button.
- Enter your **MAC** address and a **brief description**. Ex. Xbox, PlayStation
- Click **Submit**.
- Connect your device to **LionWifi Guest**.

*There is a list of instructions for finding the MAC address for common devices on Connect.mssu.edu.

Devices that have to go through this process:

- Game Consoles (PlayStation, Switch, Xbox, etc.)
- Smart TVs

***Printers are not supported on the wireless network.**

Degree Evaluation (Degree Works)

- To run a Degree Evaluation:
 - Click **Degree Evaluation (Degree Works)** in the Student Quick Links.
- To run a “What If” Analysis:
 1. This is often done with students that are looking at changing majors and would like to see what credits they’ve already taken will count for their new degree and what classes they will still need to take.
 2. Select the **What-If** tab under the **Degree Audit** heading.
 3. Under the **Program** header, select the **Catalog Year**, the **Degree** you are thinking of perusing, and **Level**.
 4. Under the **Areas of study** header, select the **Major** you would be pursuing. You may also select any **Minor**.
 5. You can now select **Process** to process your **What-If** or **Reset** to reset the information back to the defaults.

The screenshot shows the 'What-If Analysis' interface within the Academic system. At the top, there are tabs for 'Academic' and 'What-If', with 'What-If' selected. A link 'View historic what-if audit' is visible in the top right. The main section is titled 'What-If Analysis' and contains several sections:

- Options:** Three checkboxes are present: 'Use current curriculum' (unchecked), 'In-progress classes' (checked), and 'Preregistered classes' (checked).
- Program:** Three dropdown menus are shown: 'Catalog year *' (2026-2027), 'Degree *' (MA01-Computational Math (BS)), and 'Level *' (Undergraduate).
- Areas of study:** Two dropdown menus are shown: 'Major *' (MA01 - Math CIS-ComputationalMath(...)) and 'Minor'.
- Additional areas of study:** A dropdown menu with a downward arrow.
- Future classes:** Two input fields for 'Subject' and 'Number', followed by an 'ADD' button.

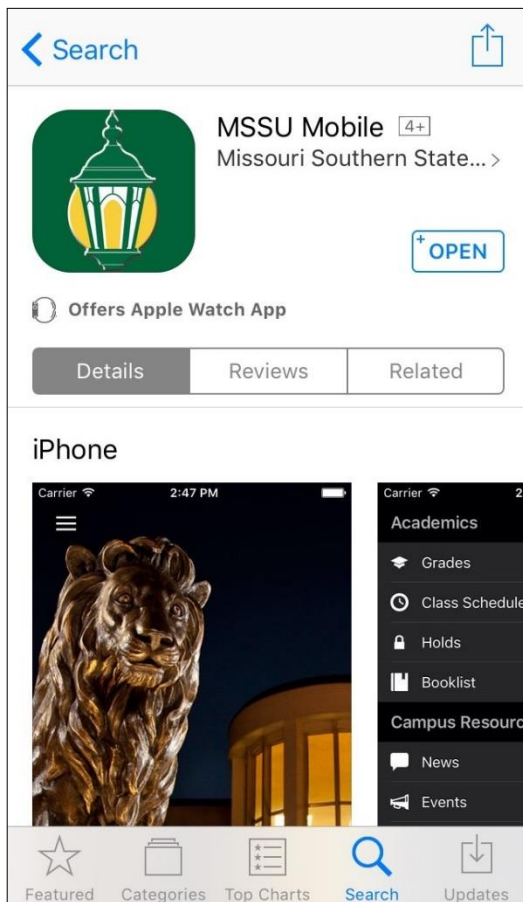
At the bottom right, there are two buttons: 'RESET' and 'PROCESS'.

MSSU Mobile App

Our app includes features like:

- Your class schedules
- Your grades
- Your booklist
- Your holds
- Campus map
- News
- Events
- Employee directory

We offer an Apple Watch App as well!



Office 365 for Free

To download the full Office Suite:

1. Navigate to **outlook.com/mymail.mssu.edu**
2. You may be prompted to choose **work or school account**.
3. Enter your email address and password.
4. Click the **App Launcher** (9 square grid) in the top left corner, then select “**Microsoft 365**”.
5. On the next page, in the top right corner, click **Install apps**.
6. In the dropdown, select **Other install options, View apps & devices**.
7. It will then download and you can run the installation.

You can get the full Office Suite for free using your student, faculty or staff email account. You can download and use Microsoft Office 365 on up to 5 PCs or Mac devices.

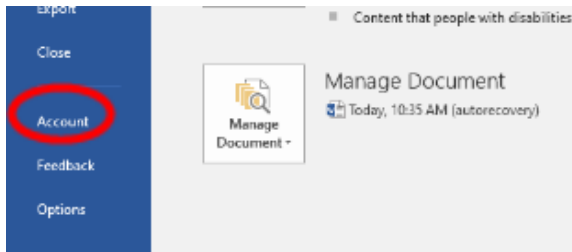


Trouble shooting Microsoft License

Occasionally, you may experience instances where your Microsoft Office products may display error messages that may require you to uninstall the license then re-install it to fix the issues.

Removing Office License on Windows

- Sign Out of Office.
- Go to the **File** tab on Word.
- Choose “**Office Account**” on the left list of tabs.



- Click “**Sign Out**” for your account. Please make sure that your account is fully signed out. If it is, then it should not be showing your name at all on Word.



- Close Word, then reopen, and sign back into your account.
- If it asks you if you would like to sign into other apps, and if you would like your organization to be able to make changes to your device, be sure to uncheck the option for your organization to make changes. You will have your account sign into other apps though, so that your log in affects the other Office programs on your device.
- If Word is still saying unlicensed product at the top, then please close and reopen it

Removing Office License on Macs

- If you're troubleshooting Office and would like to remove the license files on your Mac, you can use the license removal tool. This will completely remove all licenses for Microsoft 365 for Mac.
- Download and run the license removal tool(google Microsoft removal tool for Mac)
- Open the .pkg file from your Mac's Downloads folder. Note: If you get an "unidentified developer" error, try opening the file by holding Control + clicking the file > Open.



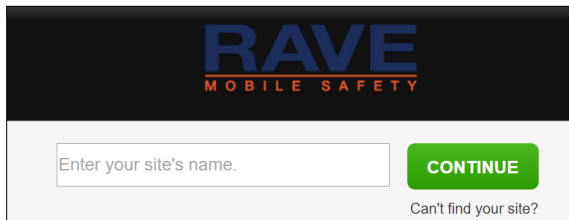
- Select **Continue** and follow the prompts in the setup wizard. Caution: We recommend you double-check that you have the correct account info ready by logging in.
- When you're ready to complete the license removal, select **Install**. You may need to enter your Mac's local admin account password.
- After the tool successfully removes licenses, select **Close**.
- Now open any Office app and sign in to activate with the email account associated with your Microsoft 365 for Mac license. If you're troubleshooting an issue, you may need to reinstall Office before signing in.
- After you've successfully activated, restart your computer and then you're good to go!
- Uninstall the License Removal Tool by dragging the **Microsoft_Office_License_Removal** file from **Finder > Downloads** to **Trash**.

RAVE

RAVE is an alert system that provides text and email alerts to the campus community in the event of an emergency situation. This mass notification system is utilized by the university to provide students and employees important, potentially life-saving information including severe weather alerts, threats to persons or even campus closures.

For your safety, everyone's email is automatically enrolled in the system. If you would like to receive text message notifications, you will need to log in and provide your information.

1. Navigate to **www.getrave.com**.
2. When prompted for your site's name, enter **Missouri Southern State University**.

A screenshot of the RAVE Mobile Safety website registration page. The top section features the RAVE logo in blue and orange, with the text "MOBILE SAFETY" below it. Below the logo is a white input field with the placeholder text "Enter your site's name." To the right of the input field is a green button with the text "CONTINUE" in white. Below the input field and button is a link that says "Can't find your site?"

3. Click **Continue**.
4. Enter your username and password, which is:
 - a. Username: First part of student email (before @)
 - b. Password
5. You will have to accept the terms and conditions at this point.
6. You can now enter/verify your information that is in the system

MSSU IT HELP DESK

Fall and Spring Hours

Monday-Friday 8:00am - 5:00pm

IT Maintenance Window

(Please see Weekly IT Newsletter for updates)

Tuesday nights after 7:00pm

Friday nights after 7:00pm

Summer Hours

Monday – Thursday 7:00am - 5:00pm

Summer IT Maintenance Window

(Please see Weekly IT Newsletter for updates)

Thursday nights after 7:00pm

****All hour's subject to change****

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