



## Your First Login:

You are provided an MSU Denver NetID and initial password when you join the University. Your NetID permits secure access to a variety of applications and services. To look up your NetID and initial password, go to **msudenver.edu/myfirstlogin** and follow the step-by-step instructions.

## Student ID Number

(a.k.a. 900 number):

Your student ID number will be at the top of your admissions letter. This number will be required for all transactions with the University.

NetID  
jondoe23 @msudenver.edu  
Email address



## Get Connected

### Email

To access your MSU Denver email account and Office 365 apps, go to **msudenver.edu/studenthub**, click the **Email** link, and log in using your NetID and NetID password.

### Wireless Network Access

Find out about the fast, secure "MSUDenver" wireless network and the open "MSUDenver-Guest" network by visiting **msudenver.edu/wifi**.

### Computer Labs

MSU Denver has numerous student computer labs for your computing and printing needs. More information about labs is on the back.



## Resources

### Student Hub

The Student Hub at **msudenver.edu/studenthub** provides a central place where you can access Email, Self-Service Banner, and Canvas, along with links that allow you to connect with University organizations and academic services.

### Canvas

Canvas is MSU Denver's learning management system used for online and many face-to-face courses. Go to **msudenver.edu/studenthub**, click the **Canvas** link, and log in using your NetID and NetID password.

### Directory

To find contact information for your professors, go to the MSU Denver homepage and use the 'Search MSU Denver' tool.



## Security

### Rave Alerts (Emergency Notifications)

To get up-to-date information about emergencies and other important information sent to you via email or text message, sign up for the Rave alerts program at **getrave.com/login/MSUDenver**.

### Avoiding Phishing Scams

Be aware of possible phishing emails that are sent intentionally to steal your personal information, money, or identity! Get information on how to detect and avoid phishing at the ITS website, and forward any suspicious emails you receive to **spam@msudenver.edu**.



## Free Stuff

### Office 365

As an MSU Denver student, you receive five FREE copies of Microsoft Office for your personal use and can access online versions of many of these apps through the Office 365 web portal. Please visit **msudenver.edu/office365** for more information.

### Laptop Checkout

Laptops are available for five-day checkout at two locations: West Classroom (WC) 243 and Student Success Building (SSB) 230. You will need to present a current MSU Denver ID card and a second ID (preferably a driver's license).



## Manage Your Account

### Strong Password Tips

Think of passwords like the locks you use to secure your valuables: Stronger is better! Your passwords should be:

1. At least 10 characters long
2. A combination of letters, numbers, and symbols
3. Changed at least every 120 days
4. Secret (don't share them with anyone!)

### Password Reset and Account Recovery

Your NetID password can be changed through Office 365 at any time. Be sure you set up account recovery options so you can get back in if you forget your password. Please visit **msudenver.edu/passwordreset** for step-by-step instructions.

### Multi-Factor Authentication

All MSU Denver Email (Office 365) accounts are configured with multi-factor authentication for added security. Please visit the User Accounts & Access section of the ITS Knowledge Base at **support.msudenver.edu** for more information, including step-by-step instructions for setting up or updating your secondary authentication factors.





## Lab Technology Know-Hows

1. Associate your **MSU Denver ID Card** with a Ricoh Printer in an MSU Denver Computer Lab.  
*If you need help, please contact the ITS Service Desk.*
2. **Log Off / Sign Out** of your MSU Denver Computer Lab computer when you finish using it.  
*Make sure you log in before you start working; don't use the last person's account if they forgot to log out.*
3. **Save Your Work** to a USB drive, OneDrive, or other personal data storage.  
*Files are not permanently saved on MSU Denver Computer Lab machines.*
4. **Print from Your Own Device** using Web Print.  
*Go to [print.msudenver.edu](http://print.msudenver.edu) then click "Web Print."*
5. Don't forget to **Take Your Belongings** (USB drives, headphones, cellphone, backpack, etc.) when you leave.  
*Any lost items will be taken to the nearest campus police station, ITS Service Desk location, or the Tivoli bookstore.*



Labs Knowledgebase

## MSU Denver Computer Lab Locations

- Tivoli 225
- Science Building 1058
- Plaza Building 307
- West Classroom 244
- Administration Building 260

Please visit [support.msudenver.edu](http://support.msudenver.edu) for current lab hours and availability.

You can also scan the QR code to view information about lab policies, available technology, and more on our support website's knowledgebase.

## Virtual Lab

Some software can be streamed to personal or other non-MSU Denver computers through the Virtual Lab environment. Please check the "What is the Citrix Virtual Lab Environment?" article on the ITS Knowledge Base at [support.msudenver.edu](http://support.msudenver.edu) for more information, including instructions on how to access the Virtual Lab.



## ITS Service Desk

**CALL**

**303-352-7548**

**CLICK**

Submit a service ticket or search for answers at  
**[support.msudenver.edu](http://support.msudenver.edu)**

**VISIT**

**West Classroom (WC) 243**

Monday - Thursday 8:30 a.m. - 4 p.m.  
Friday 10 a.m. - 4 p.m.

