MONTCLAIR STATE UNIVERSITY'S QUICK GUIDE TO TECHNOLOGY
STUDENT EDITION
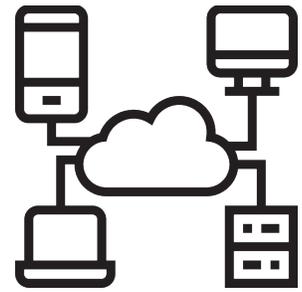
Academic 2023 – 2024
https://www.montclair.edu/information-technology/
Hours of Support Regular Semester Hours (Fall and Spring)
Sunday-Saturday: 7:00am–12:00am

NETID: Montclair State ID account that is used for most technology related services on campus. To activate your NetID or update your password, please follow the instructions here: iams-amc.montclair.edu/

CWID: Eight (8) digit number assigned to students upon enrollment at Montclair State University.

NEST: Acronym for Network Engagement and Student Transactions. It is the primary web gateway for all services provided through student self-service, including course registration, checking grades, updating personal and emergency contact information, paying housing deposits, reviewing financial aid information, viewing upcoming summer and fall registration information and viewing important announcements.

WiFi: You must register all devices that require wireless internet access (i.e. laptops, desktops, tablets, gaming devices or smartphones) by using your NetID and password. In order to register these devices, please follow the directions (on-campus only) : https://www.montclair.edu/information-technology/connect-to-wireless-network/

Printing: Montclair State University provides each undergraduate student with virtual dollars in order to print in the public computing labs or from personal devices (smartphone, laptop, tablets or etc). https://www.montclair.edu/information-technology/printing-on-campus/

Sit Down Computer Labs: There are five computer labs across campus available to students. Visit the Computer Labs page to find out their location and work hours. https://www.montclair.edu/information-technology/public-computing-labs/

Borrowing a Laptop: Visit our laptop lending area located on the first floor of Sprague Library to borrow one of our state of the art laptops loaded with Course Software. All laptops loans are four (4) hours and you MUST have a valid Montclair State ID card to borrow.

LIVE CHAT

msuchat.montclair.edu

Support Hours: 10 AM – 4 PM

PHONE

(973) 655–7971

Option 1: Service Desk
Option 2: Canvas
Option 3: Student Systems
Option 4: Classroom Emergencys

EMAIL

itservicedesk@montclair.edu

workday@montclair.edu

nest@montclair.edu

canvassupport@montclair.edu

OPEN AN INCIDENT

montclair.service-now.com/ditportal/

DOCUMENTATION

montclair.edu/oit/Information-technology

SETTING UP EMAIL, FILE STORAGE, AND CALENDAR

Montclair State University utilizes G Suite. This provides Faculty, Staff and Students with unlimited storage* for files (documents, spreadsheets, pictures, etc.) and email. In addition, Google Calendar is the official tool for scheduling meetings and resources. To access any of the available Google Services, please go to www.google.com and log in with your username (NetID@montclair.edu) and password.

For documentation and directions on Google Apps for Education at Montclair State University, please go to: https://www.montclair.edu/information-technology/gmail-and-google-apps-faculty-students/

NEST – https://nest.montclair.edu

NEST (Networked Engagement and Student/Staff Transactions) is the primary academic portal for Montclair State University. It is a single-sign on portal that allows faculty to utilize NEST to view their class rosters, attendance verification and input grades at the end of the semester. Employees will have varying uses for NEST depending on their role at the University. They can use NEST as the access point for applications such as Banner, 25 Live and Degree Works.

CANVAS – https://montclair.instructure.com

Canvas is the University's Learning Management System (LMS). It provides an online conduit to access course materials and content, while also serving as a means for interaction between faculty and students. With Canvas, instructors can create announcements, assignments, online discussions, quizzes and manage their course content. Students may submit assignments, retrieve content, and interact with other students through Canvas as well.

ITDS – Instructional Technology & Design Services

ITDS, is committed to providing services, support, and education to the Campus community in order to effectively integrate technology into instructional and administrative operating units. We achieve this mission by offering a wide variety of training opportunities, faculty development programs and initiatives, and Instructional Design expertise, delivered in a manner that is customized to facilitate, support, and enhance the scholarship of teaching and learning through the use of technology. Our focus is on adapting emerging and promising technologies to the teaching curriculum and demonstrating best pedagogical uses that will enhance the learning environment.

TECHNOLOGY SERVICES & LINKS

IT WEBSITE
https://montclair.edu/oit

CANVAS
https://montclair.edu/canvas

CITRIX
https://citrix.montclair.edu

GOOGLE
https://google.com

IT POLICIES
https://montclair.edu/information-technology/it-policies-and-procedures

IT SERVICE STATUS
https://app1.montclair.edu/itstatus

MSU FILE HAWK
https://msufilehawk.montclair.edu

RAVE
https://getrave.com/login/montclair

NEST
https://nest.montclair.edu

NETID ACCOUNT MANAGEMENT CENTER
https://montclair.edu/information-technology/netid-account-management-center

QUALTRICS
https://montclair.edu.qualtrics.com

SOFTWARE REPOSITORY
https://montclair.edu/oit/software

SURVEYS
https://surveys.montclair.edu

WORKDAY
https://myworkday.com/montclair

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