

Tech Quickstart Guide for Employees

PASSWORD

Your Murray State password will be used for nearly all MSU systems, including myGate, Canvas, RacerMail (Google Mail), on-campus computer access, and the MSUemployee wireless network.

TIP: Set up Password Self-Service from inside myGate! Once you've set this up, you can reset your password at your convenience. Instructions are at bit.ly/MSUPSS.

MYGATE

The myGate portal is where you access your timesheet or leave report, update your direct deposit information, sign up for parking, access your W-2, and so much more.

DUO (myGate Two Factor Authentication)

MSU uses Duo to provide an additional layer of protection for your account. Tips for setting up Duo (our two-factor authentication platform) are at bit.ly/myGate2FA.

TIP: Be sure to print out your backup passcodes and keep them with you! If you don't have access to your phone, you can use a backup passcode to access your accounts. You can do this from inside myGate.

TIP: If you get a new phone, but have the same phone number, be sure to activate the Duo Mobile app on your new phone! Instructions are at bit.ly/DuoPhone.

RACERMAIL/GOOGLE ACCOUNT

All employees and students have access to RacerMail, which is powered by Google. This includes access to other Google applications like Calendar and Drive. Access to your RacerMail/Google account is deactivated 60 days after your last date of paid employment. Student access is deactivated three years after graduation, or two years after a student stops taking classes but didn't graduate.

WIRELESS ACCESS

Employees will use their MSU username and password to connect to the MSUemployee wireless network. If you change your MSU password, always update your wireless devices so you don't lock yourself out of your account!

CANVAS

Canvas is our learning management system for students and instructors, but also hosts mandatory employee trainings like FERPA, Active Aggressor, and Title IX.

CYBER SECURITY AWARENESS TRAINING

All employees have access to the Cyber Security Awareness Training from the Employee tab inside myGate. Even if the training is not required by your department, we highly recommend this for every employee.

SUPPORT SITE (Service Catalog)

You can view articles and request assistance through our Service Catalog, located at support.murraystate.edu. If you have previously submitted a ticket, or have called the Service Desk for assistance, you can check the status of your ticket from the Service Catalog. Instructions for creating, viewing, and updating tickets are at bit.ly/MSUTicketHelp.

HELPFUL WEBSITES

myGate: mygate.murraystate.edu

RacerMail: racermail.murraystate.edu

Canvas: canvas.murraystate.edu

Support: support.murraystate.edu

RacerNet: racernet.murraystate.edu

SERVICE DESK CONTACT INFORMATION

SUPPORT HOURS

Regular Support Hours

Fall/Spring: Monday-Friday, 8am-4:30pm

Summer: Monday-Friday, 7:30am-4pm

Support available via phone, email, and in-person.

Extended Support Hours (Fall and Spring semesters)

Monday-Thursday: 4:30pm - midnight


Friday: 4:30pm - 6:00pm

Saturday: 10:00am - 4:00pm

Sunday: 1:00pm - 9:00pm

Limited support available via phone only. Hours are subject to change.


CONTACT US


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FOLLOW US

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