

# Tech Quickstart Guide for Students

## PASSWORD

Your Murray State password will be used for nearly all MSU systems, including myGate, Canvas, RacerMail (Google Mail), lab and library computer access, and the MSUstudent and ResNet wireless networks.

## 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](https://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 until you can get back to your phone. You can do this from inside myGate.

**TIP:** If you get a new phone, but have the same phone number, be sure to reactivate the Duo Mobile app on your new phone! Instructions are at [bit.ly/DuoPhone](https://bit.ly/DuoPhone).

## RACERMAIL/GOOGLE ACCOUNT

All 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 two years after your last semester of classes.

## RESNET INTERNET ACCESS

There are several ways to connect to the Internet in the residential colleges. Each student should have access to two network ports, but they need to be activated each year. Request port activations at [bit.ly/WiredPort](https://bit.ly/WiredPort).

Wireless devices can be connected to ResNetWireless (for computers and phones) or ResNetDevices (for TVs, gaming devices, and other smart devices). Connection instructions and a list of allowed devices are at [bit.ly/ResNetWireless](https://bit.ly/ResNetWireless).

## CAMPUS PRINTING

CampusPrint allows you to submit print jobs from your computer or mobile device, and then print your document from any CampusPrint printer at your convenience. You can add Print Dollars and check your Print Dollars balance from myGate. Information on printer locations, submitting a print job, and various printing options can be found at [bit.ly/CampusPrint](https://bit.ly/CampusPrint).

## SUPPORT SITE (Service Catalog)

You can view articles and request assistance through our Service Catalog, located at [support.murraystate.edu](https://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](https://bit.ly/MSUTicketHelp).

## HELPFUL WEBSITES

Login Portal: [login.murraystate.edu](https://login.murraystate.edu)  
myGate: [mygate.murraystate.edu](https://mygate.murraystate.edu)  
RacerMail: [racermail.murraystate.edu](https://racermail.murraystate.edu)  
Canvas: [canvas.murraystate.edu](https://canvas.murraystate.edu)  
Support: [support.murraystate.edu](https://support.murraystate.edu)  
RacerNet: [racernet.murraystate.edu](https://racernet.murraystate.edu)

## SERVICE DESK CONTACT INFORMATION

### SUPPORT HOURS

#### Regular Support Hours

Fall/Spring: Monday-Friday, 8:00am-4:30pm

Summer: Monday-Friday, 7:30am-4:00pm

*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


 270.809.2346

 [msu.servicedesk@murraystate.edu](mailto:msu.servicedesk@murraystate.edu)

 300 North Applied Science

### FOLLOW US

 @msuinfosys

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