

Faculty and Staff Technology Reference Guide



Morgan Network Account:

Your Morgan Network Account will provide you with access to Morgan email, Blackboard, campus computers, and wireless networks on campus.

- After your first successful login to the Morgan Network you should set up security questions by visiting <http://resetmypwd.morgan.edu>. Once your security questions are set up, you will be able to change your password or unlock your account on your own using the same website.
- Morgan Network Account passwords for employees must be reset a minimum of every 90 days and must contain each of the following: at least 8 characters, at least 1 capital letter, and at least 1 number.

Email:

University-issued email addresses are to be used by faculty, staff, and students for ***all*** official (electronic) University communications.

- New employees who have begun working and have not been issued a Morgan email address should fill out an Email Request Form (found at the bottom of the “Faculty & Staff” web page) and follow the instructions on the form.
- To access your email, visit <http://mail.morgan.edu> or select the “WEBMAIL” link at the top of the Morgan homepage (www.morgan.edu).
- If you are not receiving campus announcements or are experiencing trouble with your email account, contact the Help Desk at 443-885-HELP (4357).
- You should ***never*** share your email password with anyone, including Help Desk staff!

Blackboard:

To access your Blackboard account, visit <https://morgan.blackboard.com> or select the “BLACKBOARD” link at the top of the Morgan home page. Contact any of the following Morgan Blackboard administrators for assistance with Blackboard:

- Karen Rubinstein – karen.rubinstein@morgan.edu (443-885-1103)
- Lavern Woodland – lavern.woodland@morgan.edu (443-885-3504)
- Sabah Karam – sabah.karam@morgan.edu (443-885-4597)

Banner/WebSIS:

There is only ***one*** Banner database, but two ways to view the data – Internet Native Banner (INB) and Self-Serve Banner (WebSIS).

- Issues with WebSIS login and web time sheets should be addressed to the Office of Human Resources at 443-885-3195.
- Any Banner issues or questions related to student data discrepancies or lack of access to student/adviser records for faculty should be directed to the Office of Records and Registration 443-885-3300.
- For more information regarding INB, visit the Banner/WebSIS web page – accessible via the Faculty & Staff web page.

Wireless Access:

Most buildings on Morgan's campus are equipped with wireless access.

- To connect your portable device to a Morgan wireless network, select "MSU Wireless" from the list of available networks and login using the username and password to your Morgan Network Account.
- After 8 hours of connectivity, you will automatically be timed out. If this happens, refresh your browser and log back in.
- Remember to continuously save your work as you go to avoid permanently losing it.

Help Desk:

Help Desk staff can be reached Monday through Friday, from 8:00 a.m. to 5:00 p.m. except on holidays and during University closures at 443-885-HELP (4357).

- You should contact the Help Desk for any of the following services: new computer installation; software upgrades; desktop, laptop, or printer support; email support; wireless network support; new/upgraded telephone services; telephone repair/replacement; etc.
- You should not contact the Help Desk for questions or support related to Native Banner, WebSIS, Blackboard, or APEX.

APEX:

Oracle Application Express (APEX) is Morgan's official Banner reporting application.

- Requests for APEX accounts must come **directly** from your Vice President, Dean, or Chairperson and sent to Cynthia Mendoza-Robinson at cynthia.mendoza@morgan.edu or faxed (with a signature) to 443-885-8211. Requests should include the name and MSU email address of the individual for whom the account is being requested.
- If you have questions about the data in your APEX reports, find discrepancies in the data within your APEX report, would like to request a new report or modification to an existing report, or would like to schedule an APEX demonstration, contact Cynthia Mendoza-Robinson at cynthia.mendoza@morgan.edu or 443-885-4596.
- If you experience trouble logging in, forgot your APEX username or password, or encounter an error message when trying to run a report, contact Don Steedman (donald.steedman@morgan.edu or 443-885-3125) or Steven Law (steven.law@morgan.edu or 443-885-3125).

Other Online Technology References:

The Faculty & Staff page on Morgan's website hosts a variety of other useful links. To access this page, select the "Faculty & Staff" link on the blue bar along the left-hand side of the Morgan homepage. There you will find the following technology resource links:

- Email Account Request Form
- Technology Training Services
- Blackboard
- Banner/WebSIS
- Technology for New Employees
- Computer Labs
- Technology FAQs
- Reset your Password

Web Page Development:

The University's web site is managed by the Office of Public Relations & Communications.

- Most departmental web page content is created and edited by designated end users (web authors and publisher) using the Content Management System. Contact your Dean or Vice President to identify your department's designated web page author(s) and publisher(s).
- Other web page-related requests or questions should be directed to the University web master at webmaster@morgan.edu.