



Information Technology eNews

This eNewsletter is produced by the Office of Planning & Information Technology
for Administration & Academics

August 11, 2010

Vol. 2 No. 3

Morgan State University E-mail Account Use is Required

Morgan State University's e-mail use is required for all official University communications. Morgan e-mail is the means by which administrators, faculty, and staff communicate official University information to students. Please remind students that e-mails from non-Morgan accounts will not be acknowledged.

New Faculty/Staff Directory is in Progress

Sometime this fall semester, a new Faculty/Staff directory will replace the current, out-dated version. Stay-tuned for further information.

Campus Announcements

If you are not receiving campus announcements in your Morgan e-mail account, please contact the HELP Desk at 443-885-4357.

Technology for New Employees

The website for Planning & Information Technology has created a page for new employees to "get started" with technology at Morgan. On this page, there is a form for an employee to request an e-mail account plus information on setting up e-mail and changing a temporary password. Many links to technology that would be useful for a new faculty or staff are listed on the page.

Look for the new page under **Technology FAQs** or follow the link "**Technology for New Employees**" on the Faculty and Staff webpage.

Hand-held Device Settings for Morgan E-mail

The following are the server settings for Morgan e-mail for hand-held devices:

Incoming (POP3): email.morgan.edu (requires authentication)

Outgoing (SMTP): mail-relay.morgan.edu (requires authentication).

Guest Accounts

A visitor to Morgan State may be issued a short term guest account for using the Student Center or Library computers. Proper identification is required. Guests should inquire at the main desk of either facility.

Spring 2010 Top Lab Manager

After tabulating the student responses to the most recent Computer Lab Survey, the Planning & Information Technology (P & IT) Division is happy to recognize **Dr. John Clarke**, manager of the Holmes Hall general lab, as the Top Lab Manager for Spring semester 2010. His lab received the highest ratings by students for functioning of computers and printers, availability of assistance, and friendliness of the staff.

The computer lab survey is sent to students via e-mail every semester. Planning & Information Technology uses the survey responses to determine what particular improvements are needed in labs, as well as to monitor students' satisfaction levels with the labs in general.

Technology FAQs and Telephone Hints

Be sure to check out the **Technology FAQs** on the Planning & Information Technology website for answers to common questions about Blackboard, E-mail, and APEX.

Also, the **Telephone Services** page contains detailed information about setting up and retrieving voice mail. Some common features of the campus D-term Series I and III telephones are listed on this page.

Tip of the Week

HELP when the HELP Desk is closed! Have you ever found yourself with *an expired Morgan e-mail or network password* after business hours when the HELP desk is unavailable?

If you have set up your Security Questions at <http://resetmypwd.morgan.edu> with your three security questions and answers, you will be able to help yourself. At the above website, just click on **My Security Questions**, answer two security questions and create one question of your own, and either enter your current password, or enter a new password (always 8 characters with one capital letter and at least one number). If you haven't set up questions, do it today and you won't be stranded later. (We advise students to save the answers to their security questions in their phones.)