New Faculty Orientation for Fall 2022
ITS Services and Support

- The Mines Service Center (MSC) is in room CT 156A within the Center for Technology and Learning Media (CTLM) Computer Commons, 1650 Arapahoe Street. You can also contact us by calling 303-384-2345 or simply dial 2345 from any phone on-campus. The MSC provides in-person support to students, faculty, and staff for common computing issues. We have a staff of student consultants that are ready to provide you with the support you need to succeed. To check the hours of operation, submit a ticket, or read our knowledge base articles, visit: https://helpcenter.mines.edu

- The Educational Technology and Accessibility team is focused on improving outcomes and the user experiences for Mines students, faculty, and staff by supporting the adoption and use of accessible technologies, services, and solutions to enhance teaching and learning across campus. The team provides technical support and administration for Canvas, our learning management system (LMS), along with a variety of other digital learning tools and services. Learn more about who we are and what we do at:
https://its.mines.edu/organization/educational-technology

- The Audio-Visual (A/V) team supports all the technology in the classrooms. They make sure the projectors and podium equipment are functional across campus. If you need technical assistance in a classroom, there is a help button located on the podium A/V touch panel screen which sends a message directly to the A/V team for quick response.

- The ITS Cyberinfrastructure and Advanced Research Computing (CIARC) team supports centralized High-Performance Computing (HPC) resources, data transfer services and assistance, and high-capacity storage options to support your research and teaching goals. You may view services or contact the CIARC Team by visiting https://ciarc.mines.edu. Other ITS managed infrastructure resources, including data center hosting, can be requested through: https://helpcenter.mines.edu

- Mines campus teaching computer labs are undergoing a transformation as we free up physical space for other needs. Two teams that comprise the teaching and learning lab environment support are the Lab and the Virtual Lab Team. Both teams have the same mission to provide software students and faculty need for lessons and homework. This team has been working hard over the summer to build an application streaming pool for common application needs. After piloting last semester and over this summer, we are excited to launch this new user experience this Fall. To see the current offerings within our physical computer labs, please visit https://its.mines.edu/campus-computing-labs.

  Search for "virtual labs" at https://helpcenter.mines.edu for our virtual lab offerings.

- DUO Multi Factor Authentication (MFA) helps to protect against malicious entities who have stolen passwords. Without MFA, the attacker can use a Mines account to negatively impact the entire campus. Verifying your identity using a second factor prevents anyone but you from logging in, even if that other person knows your password. You can use your own smart phone with the Duo Mobile app (iOS and Android) or ITS can provide you with a FOB. A FOB is a physical device that will generate a random 6-digit number for you to enter every time you need to login to systems that have been protected by DUO. If you are not enrolled in DUO, you will not be able to access certain systems such as Canvas. Whenever you need help with MFA, please call the MSC at 303-384-2345. For more information about MFA, visit: https://its.mines.edu/mfa.

- Anyone with a Mines email address has access to Office 365 (O365) which includes email, collaboration and video conferencing through MS Teams, personal cloud storage through OneDrive, and the full suite of Microsoft Office products (Word, Excel, PowerPoint, etc.). Log into https://www.office.com with your Mines email address (username@mines.edu) and password.

- Virtual Private Network (VPN) is a system that uses encryption to create a connection between a remote device and the campus network allowing the remote user access to services not normally available to those who are off campus. Mines uses a system from Palo Alto Networks called Global Protect for VPN services. To learn more about our VPN and what services require it, search for "VPN and Global Protect" at https://helpcenter.mines.edu.

- "The M" is the Mines official mobile app (named for our famous campus landmark). The M is available for download in the App Store for iOS and Google Play store for Android devices. For more details, visit its.mines.edu/mines-mobile.