



MICHIGAN STATE UNIVERSITY

HEALTH INFORMATION TECHNOLOGY
Technology Working for You

Health College Technology

Revised September 21, 2015

Introduction

Health Information Technology (HIT) provides specific technical services for the students, staff, and faculty of the Health Colleges. The following pages will explain the services HIT provides, as well as some of the other technology services supported by MSU that you will use as a student of the Health Colleges.

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1) Log In IDs and Services

If you have issues with your Health College login, please contact the HIT Service Desk at 517-355-6531

The following paragraphs will discuss the process of logging in to the different services used as a Health College student. You will have two separate login IDs – one given to you by MSU, and one as a proprietary ID of the Health Colleges. Depending on the service you are using, the login ID you use (and the parties who support that service) will vary.

A) MSU NetID

Your MSU NetID is assigned by the university. It is a combination of letters from your last name, first name, and potentially some numbers.

Example: If your MSU email address is “sparty@msu.edu,” your NetID would be “sparty” (without quotation marks)

Your NetID will give you access to university-supported services. The following are some examples of those services and the websites where they can be found:

1. Email - mail.msu.edu
2. Library services - lib.msu.edu
3. Desire2Learn - d2l.msu.edu
4. Google drive, calendar, etc. - googleapps.msu.edu
5. Web Printing - print.msu.edu
6. MSU Wireless - dhcp.msu.edu

Again, these services are supported by the university, not Health Information Technology. Consult the service’s website for support.

B) Health College ID

Your Health College ID (HCID) is assigned to you by HIT. HIT will make your HCID match your NetID. Your password is your APID. This is a capital A followed by a series of digits, and can be found on your MSU student ID. It is best practice to change your password as soon as possible to something you can remember – it can even be changed to be the same password you use with your MSU NetID. You will be prompted to change your HCID password as soon as you log in to a Health College lab computer, or you can change it at <http://www.hit.msu.edu/PasswordChange.aspx>.

Your HCID gives you access to Health College technology services. The two primary services you will access with this ID are:

1. Health College computer labs
2. Streaming and recorded lectures on Mediasite

2) Health College Computer Labs

The Health College computer labs are meant to be quiet study spaces where students can access resources such as computers, printing, and study materials. All labs are open 24 hours (accessible with a valid student ID), except the East Lansing Kobiljak Computer Center which has the following hours:

Monday – Thursday	7:30 am – 10 pm
Friday	7:30 am – 7 pm
Saturday	Noon – 6 pm
Sunday	Noon – 10 pm

The following list describes the resources available at each college lab:

1. East Lansing

- a. E101 Fee Hall – Kobiljak Resource Center
 - i. One printer
 - ii. Medical journals
 - iii. Private study rooms
- b. E102 Fee Hall– Kobiljak Computer Center
 - i. Computers
 - ii. Two printers
 - iii. Study materials for checkout
- c. B10 Radiology – Student Learning Center
 - i. Computers
 - ii. Private study rooms
 - iii. Two printers
- d. A137 Clinical Center – Echt Computer Lab
 - i. Computers
 - ii. Two printers

2. Macomb University Center

- a. UC4-103 – Computer Lab
 - i. Computers (VDI)
 - ii. Printers
 - iii. Study materials
- b. UC4-211 – Histology Lab
 - i. Computers
 - ii. Printer
- c. UC4-213 – Learning Resource Center
 - i. Computers
 - ii. Printer
 - iii. Study Materials

3. Grand Rapids Secchia Center

- a. 257 Secchia – Computer Lab
 - i. Computers
 - ii. Printers
- b. 259 Secchia – Computer Lab
 - i. Computers
 - ii. Printers
- c. 324 Secchia – Resource Library
 - i. Computers
 - ii. Printers
 - iii. Study materials
 - iv. Private study rooms

4. Detroit Medical Center

- a. G025 – Learning Resource Center
 - i. Computers
 - ii. Printers
 - iii. Study materials

3) Computers

If you have issues logging in to computers in the Health College computer labs, please contact the HIT Service Desk at 517-355-6531

Logging In

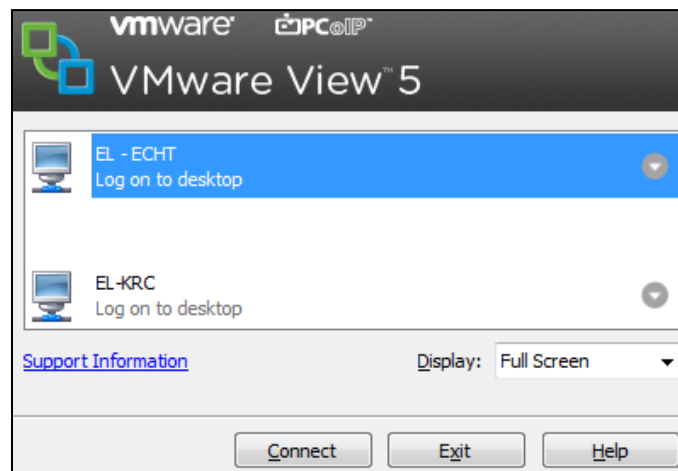
Remember: Your Health College ID is the same as your MSU NetID; your password is your APID

Health College computer labs will be logged into by using your Health College ID. The first time you log in to a lab computer you will be prompted to change your password. If you wish, you can use the same password as you use for your MSU NetID, as long as it conforms to the following parameters:

- At least 8 characters long
- Contain one number and/special character (?, !, # etc)
- One uppercase letter
- Cannot contain your name

Depending on the lab you are in, you may be prompted to select your location. The location you select will determine the printers you have access to, so make sure to select the correct lab.

- **East Lansing**
 - Kobiljak Computer Lab – Select “EL-KRC”
 - Echt Lab – Select “EL-ECHT”



- **Macomb University Center**
 - Learning Resource Center – Select “MUC-LRC”
 - All other labs – no location selection is necessary
- **Grand Rapids Secchia Center**
 - No location selection is necessary
- **Detroit Medical Center**
 - No location selection is necessary

4) Printing

If you have issues printing, please contact MSU's IT Services at (517) 432-6200 or visit help.msu.edu.

Starting in the Fall semester of 2015, student printing will be done through Michigan State University's "MSU Print" service. MSU Print allows the MSU community to print documents to printers across campus, either from campus computer labs or any personal computer on the campus network via print.msu.edu.

Use your MSU NetID and password (NOT your HCID) to log in to MSU Print.

A) Printing Quotas

The Health Colleges provide 1500 pages of printing per student, per semester. This quota is budgeted by giving \$75 worth of **non-refundable** printing credit to each student account at the beginning of each semester. Printing is charged against this credit at \$0.05 per black and white page. Students can add credit to their account to supplement the Health College print credit. Credit can be purchased through the print.msu.edu web page.

The \$75 Health College printing credit is valid for the entirety of the semester, and resets at the beginning of each new semester. Any unused Health College credit will not carry over from semester to semester.

Student-purchased printing credit does not expire. If a student has a balance of both Health College print credit AND credit they purchased for themselves, the Health College credit will be used first. Students should only need to purchase credit if they run out of Health College credit or if they need to print outside of semester dates.

B) Printing from MSU Print

1. Log in to print.msu.edu and click the "Web Print" menu item.
2. Click "Submit a Job," found on the lower right side of the page.

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Web Print

Web Print is a service to enable printing for laptop, wireless and unauthenticated users without the need to install print drivers. To upload a document for printing, click Submit a Job below.

[Submit a Job »](#)

3. Select your desired printing group by clicking on the corresponding selection button. Printing groups are sorted first by **Location** (1), then **Capabilities**. After you make your selection, click on “Print Options and Account Selection” at the bottom of the page to continue.

- **Locations**

- i. East Lansing Campus (main campus, non-library locations)
- ii. Health College Distance Learning Sites (this applies to DMC, MUC, and Grand Rapids)
- iii. Libraries (also on the East Lansing campus)

- **Printing Capabilities**

- i. B/W (black and white, which costs \$0.05 per page)
- ii. Color (\$0.40 per page, not available at all distance learning sites)
- iii. Simplex (single sided)
- iv. Duplex (double sided; charges are incurred by the number of document pages, not the number of sheets of paper used)

Note: Many printers are located in classroom locations where scheduled classes and events are taking place. Refer to <http://roomscheduling.msu.edu> for schedules and information on University Classroom locations.

The screenshot shows a printer selection interface. At the top, there is a 'Quick Find:' search bar with the text 'NOT used on this page' and a 'Find Printer' button. Below this is a table with two main columns: 'Printer Name' and 'Location/Department'. A red box highlights the 'Printer Name' column, and a red arrow points to a note '(1) Geographic Location and print queue qualities.' Another red box highlights the 'Location/Department' column. The table lists various printer options, including B/W Duplex, B/W Simplex, Color Duplex, and Color Simplex for different locations like East Lansing Campus, Health College Distance Learning Sites, and Libraries. At the bottom, there are two buttons: 'Back to Active Jobs' and '2. Print Options and Account Selection'.

Printer Name ▲	Location/Department
<input type="radio"/> msuprintEast Lansing Campus B/W Duplex (virtual)	East Lansing Campus - B/W - Double Sided
<input type="radio"/> msuprintEast Lansing Campus B/W Simplex (virtual)	East Lansing Campus - B/W - Single Sided
<input type="radio"/> msuprintEast Lansing Campus Color Duplex (virtual)	East Lansing Campus - Color - Double Sided
<input type="radio"/> msuprintEast Lansing Campus Color Simplex (virtual)	East Lansing Campus - Color - Single Sided
<input type="radio"/> msuprintHealth College Distance Learning Sites B/W Duplex (virtual)	Health College Distance Learning Sites - B/W - Double Sided
<input type="radio"/> msuprintHealth College Distance Learning Sites B/W Simplex (virtual)	Health College Distance Learning Sites - B/W - Single Sided
<input type="radio"/> msuprintHealth College Distance Learning Sites Color Duplex (virtual)	Health College Distance Learning Sites - Color - Double Sided
<input type="radio"/> msuprintHealth College Distance Learning Sites Color Simplex (virtual)	Health College Distance Learning Sites - Color - Single Sided
<input type="radio"/> msuprintLibraries B/W Duplex (virtual)	Libraries - B/W - Double Sided
<input type="radio"/> msuprintLibraries B/W Simplex (virtual)	Libraries - B/W - Single Sided
<input type="radio"/> msuprintLibraries Color Duplex (virtual)	Libraries - Color - Double Sided
<input type="radio"/> msuprintLibraries Color Simplex (virtual)	Libraries - Color - Single Sided
<input type="radio"/> msuprintLibrary Copy Center B/W Duplex (virtual)	Library Copy Center - B/W - Double Sided - Pick up and pay at Copy Center
<input type="radio"/> msuprintLibrary Copy Center B/W Simplex (virtual)	Library Copy Center - B/W - Single Sided - Pick up and pay at Copy Center
<input type="radio"/> msuprintLibrary Copy Center Color Duplex (virtual)	Library Copy Center - Color - Double Sided - Pick up and pay at Copy Center
<input type="radio"/> msuprintLibrary Copy Center Color Simplex (virtual)	Library Copy Center - Color - Single Sided - Pick up and pay at Copy Center

4. Specify the number of copies to print in the Copies field, and the click on “Upload Documents” to continue.
5. Upload your documents. Select the documents to upload by dragging the file(s) to the “Drag files here” area (1), or click on the “Upload from computer” button (2) to browse your computer.

Note: Allowed file formats are listed (3). If your file format is not listed, you can save it as a PDF before uploading. For instructions on saving as a PDF please see [TB11835](#).

Also Note: A PowerPoint file will print as an individual slide per page. If you wish to adjust this, first output a PDF file from PowerPoint with the desired format selected.

The screenshot shows the 'Web Print' interface with a navigation bar containing '1. Printer', '2. Options', and '3. Upload'. The '3. Upload' step is active. Below the navigation bar, there is a section titled 'Select documents to upload and print'. This section contains a large grey box with a red border and the text '1' and 'Drag files here'. Below this box is a button labeled '2' 'Upload from computer'. Underneath the button, it says 'The following file types are allowed:'. This is followed by a table with two columns: 'Application / File Type' and 'File Extension(s)'. The table lists four categories: Microsoft Office Excel, Microsoft Office PowerPoint, Microsoft Office Word, and PDF. To the right of the table is a red '3'. At the bottom right of the interface is a button labeled '4' 'Upload & Complete'.

Application / File Type	File Extension(s)
Microsoft Office Excel	xlam, xls, xlsb, xlsx, xltm, xltx
Microsoft Office PowerPoint	pot, potm, potx, ppam, pps, ppsm, ppsx, ppt, pptm, pptx
Microsoft Office Word	doc, docm, docx, dot, dotm, dotx, rtf
PDF	pdf

6. Wait for your document(s) to Process. Once completed, the “Status” of your document will change to “Held in a queue.” Uploaded documents are held in the queue for two hours before getting automatically cancelled.

Submit Time	Printer	Document Name	Pages	Cost	Status
Jun 1, 2015 8:24:55 AM	msuprint\ABB14 B/W	pdf-test.pdf	1	\$0.05	Held in a queue

7. Release your “Held in a queue” document to a printer using the location and capabilities you chose in step 3.
 - a. Click “Held in a queue” on your document, or click “Jobs Pending Release” on the left sidebar menu (1).
 - b. On this page you’ll see any documents you’ve uploaded in the last two hours. Click [print] under the “Action” field (2) to send a job to a printer (or “cancel” to delete the job)

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Jobs Pending Release






Jobs awaiting approval prior to printing are listed below:

Auto refresh (Refresh in: 44) Your balance: \$0.05

Submit Time	Printer	Document	Client	Pages	Cost	Action
Jun 1, 2015 8:24:01 AM	msuprint\ABB14 B/W	pdf-test.pdf	Web Print	1	\$0.05	print cancel

8. Choose which building and printer you wish to send your document
 - a. Select which printer you wish to print your document to.
 - i. Printers locations are listed alphabetically by building name
 - ii. Printers capabilities (e.g. B/W or Color) were selected in step 3
 - b. Once the printer location is selected, the print will complete (if funds are available)

Note: Printer availability is determined by the capabilities chosen (B/W, color, duplex, simplex) during step 3. If the printer you are trying to send the document to does not appear in the list of available printers, you will need to cancel your current job and repeat the process, selecting a different printing group in step 3.

Jobs Pending Release		
This job may be printed at one of several possible printers. Please select a printer from the list below.		
Printer	Location	Status
msuprint\ABB14 B/W	Abbot 14 - B/W	 OK
msuprint\AKR141 B/W	Akers 141 - B/W	 OK
msuprint\AKR22 B/W	Akers 22 West - B/W	 OK
msuprint\ANH1210 B/W	Anthony 1210 - B/W	 OK
msuprint\BCCLOBBY B/W	Business College Complex Lobby - B/W Single Sided	 OK

5) Wireless Internet at MSU

The following information is for students at East Lansing, Detroit Medical Center, and Grand Rapids.

If you have issues connecting to Wireless Internet at MSU, contact the MSU IT Service Desk at 517-432-6200

For information on connecting to wireless internet at Macomb University Center, scroll down to "Connecting to WiFi at MUC."

A) Connecting to WiFi in East Lansing, Grand Rapids and DMC

Wireless internet is available throughout Michigan State University campus. In order to connect:

1. On your device, connect to the MSU wireless network ("MSUNet 2.0" or MSUNet 3.0")
2. Open a browser. If you are not automatically directed to the MSU DHCP Registration page, navigate to dhcp.msu.edu in your browser.

https://dhcp.msu.edu

MICHIGAN STATE UNIVERSITY | dhcp.msu.edu

MSU DHCP Login

Login below to **register** your computer or to **manage** your computer registrations.

Login:

NetID

Password

For full network access, your computer must be registered.

DHCP Registration Notes

- You must register your computer to use it on the network at Michigan State University. You will not be able to register your computer unless you are presently connected to an active Ethernet or wireless connection on campus.
- If you have registered your computer, and are still being directed to this page, your network access may have been suspended, or you may be using a different network connection (e.g. wired vs. wireless). To check, please login.

3. Log in using your MSU NetID and password (not your Health College ID)

4. Click “Register your computer’s wired or wireless connections

[Main Menu](#) [Logout](#) [Help](#) [Contact Us](#)

Main Menu

This web page provides registration and management functions for computers attached to the Michigan State University campus computer network from an Ethernet or Wireless network adapter. Before attempting to register your computer, you must have your computer attached to the campus network from your Ethernet adapter, or to the **MSUnet Wireless** network.

Wireless users, please note: As of November 23, 2010, you will need to register your computer to use MSUnet Wireless service.

You may need to register your computer twice, if you are moving from a wired Ethernet connection to **MSUnet Wireless** service, or vice versa.

 [Register your computer's wired or wireless connection](#)
[Manage your computer registrations](#)
[Logout](#)

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5. Fill in the information requested and follow the rest of the screen steps to register your device with MSU DHCP.

B) Connecting to WiFi at MUC

MSU-COM at MUC makes use of the Macomb Community College wireless network. To connect to the wireless network at MUC:

1. On your device, connect to the “MSUwifi” network
2. The MSUwifi network password is “gogreen@mcc” (no quotation marks)
3. If your device requires it, use the following information:
 - Security Type: WPA2-Personal
 - Encryption Type: AES
 - If prompted, check the option: Connect even if the network is not broadcasting its name (SSID)

6) Mediasite

If you have issues accessing or viewing videos in Mediasite, check your computer settings at <https://support.sonicfoundry.com/Training/ViewingRequirements>, then contact the HIT Service Desk at 517-355-6531

Health Information Technology uses Sonic Foundry's Mediasite application for lecture capture, on-demand delivery, and streaming of Health College lectures. Your Course Coordinator will determine whether your class will make use of live-streaming and/or recorded lectures.

If recorded lectures are available for your class, links to the lecture catalogs will show up in your Desire2Learn course (for more information on D2L, see section 7 of this document). The COM lecture catalog for your current semester can be found at <http://media.hc.msu.edu/Mediasite/Catalog/catalogs/COM>, and the CHM lecture catalog is at <http://media.hc.msu.edu/Mediasite/Catalog/catalogs/CHM>.

- To check to see if your computer and connection can support Mediasite playback visit <https://support.sonicfoundry.com/Training/ViewingRequirements>
- Mediasite is supported by most browsers and a listing of these supported browsers is available at <https://support.sonicfoundry.com/Knowledge/Article/000003279>
- Additionally, some mobile platforms are supported and a list of supported platforms can be found at <https://support.sonicfoundry.com/Knowledge/Article/000003025>
- Sonic Foundry has also published a troubleshooting playback guide at <https://support.sonicfoundry.com/Knowledge/Article/000003315>

A) Course Content Availability

Students can access content for courses in which they are current enrolled in. Content offered via Mediasite is accessible for one week after a semester concludes. If content needs to be accessed for remediation, it can be made available in the Remediation Catalog (<http://media.hc.msu.edu/Mediasite/Catalog/catalogs/remediation>), upon request.

Lecture recordings are streamed, not downloadable.

B) Lecture Podcasts

HIT offers audio podcasts of recorded lectures through Mediasite. Software such as iTunes can be used to subscribe to these podcasts. A list of podcasts is available at <http://www.hit.msu.edu/mediasitelinks.aspx>. You will need your HCID and password to access the podcasts.

7) Desire2Learn

***If you have trouble using D2L, go to help.d2l.msu.edu
or contact MSU's Distance Learning Services Help Desk at (517) 432-6200***

Desire2Learn (D2L) is the learning management system at MSU. Much of your course information will be made available to you through D2L by your instructor. You will also need to log in to D2L to register your iClicker. The registration process is covered in section 7.

Log in to D2L using your MSU NetID (NOT your Health College ID).

D2L is supported by MSU's Distance Learning Services. If you have questions or issues using D2L, you can find information at <http://help.d2l.msu.edu>, or you can contact the Distance Learning Services Help Desk at (517) 432-6200.

8) iClicker

If you have questions about an iClicker-related grade, contact your course Curriculum Assistant.

For questions about how to use iClicker, go to support.iclicker.com.

If you have questions about registering your iClicker in D2L, go to help.d2l.msu.edu.

iClickers are interactive audience response systems. They provide the opportunity for large classroom interaction through multiple choice questions and answers. Your instructor may use iClicker for:

- Feedback
- Quizzes
- Warm up exercises
- Attendance

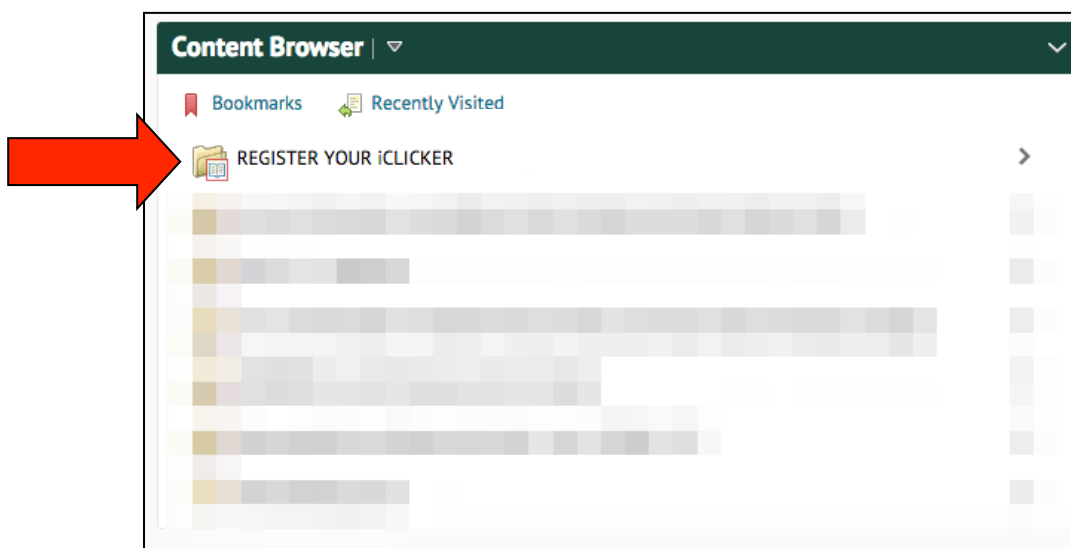
For classes that use the iClicker system, MSU Health Colleges require students to use the iClicker 2. They are available for purchase on campus.

A) Registering Your iClicker

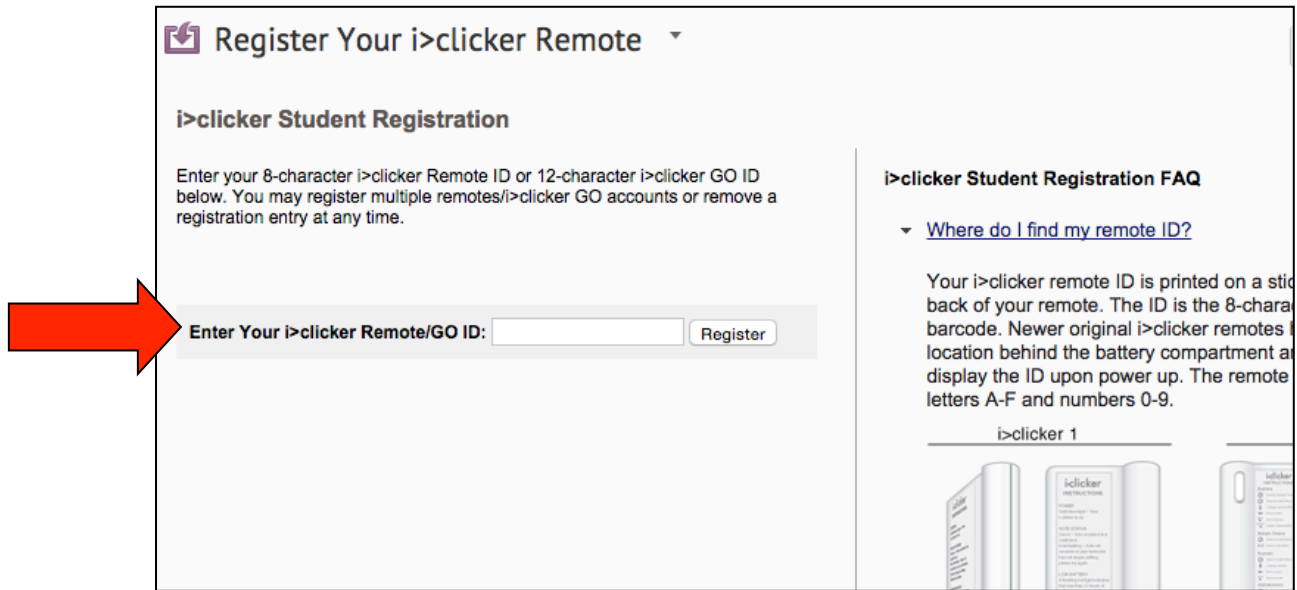
In order to receive credit for your iClicker responses, you **MUST REGISTER** your iClicker in D2L. Do not register your iClicker at iclicker.com.

To register your iClicker:

1. Navigate to d2l.msu.edu using Firefox or Internet Explorer (Chrome and Safari do not support the iClicker Registration tool in D2L)
2. Log in to D2L and select your class
3. Find the “Register your iClicker” tool in the D2L Content Browser



4. Type in your iClicker ID (8 digits and/or letters on the back of your iClicker) and click “Register.” (further registration information can be found to the right of the registration tool)



5. When you click register, you should see your iClicker ID and the date you registered show up in a table below the blank. This will indicate that your iClicker has been registered successfully.
6. You only have to register your iClicker in one course site within D2L in order to receive credit in any course that uses iClicker.

B) Tips for iClicker Use

The following should be considered for successful use of iClicker in the classroom:

- Register your iClicker in D2L
- Bring extra batteries to class
- Confirm you have the correct iClicker frequency with the session facilitator
- Don't LOSE your iClicker (keep it in a safe place)
- Make a note of your iClicker number (consider emailing it to yourself)

C) iClicker Support

If you have questions about grades related to an iClicker quiz, first confirm that you have registered your iClicker by navigating to the iClicker registration tool and looking for your iClicker ID in the registration table. Then contact your course Curriculum Assistant/Curriculum Coordinator.

If you have questions about how to use your iClicker, go to support.iclicker.com.

If you have questions about how to register your iClicker, contact the Distance Learning Services Help Desk at (517) 432-6200, or go to help.d2l.msu.edu.

9) Computer Based Testing

The Health Colleges use a testing software for examinations called SofTest, a product of ExamSoft. Though the Health Colleges implement Computer Based Testing (CBT) in similar ways, some differences exist.

A) College of Osteopathic Medicine

With the commencement of Semester 1 courses in June of 2015, Michigan State University College of Osteopathic Medicine (MSUCOM) will initiate CBT for the Class of 2019. The testing platform will be Bring Your Own Device (BYOD). This means that you must bring a device to run SofTest to MSUCOM at the time of matriculation.

Students should make sure that their device meets the minimum system requirements. This can be done by visiting examsoft.com/msucom and consulting the information related to your device.

Further information for MSUCOM students regarding CBT preparation can be obtained in the CBT Orientation Materials.

B) College of Human Medicine

Michigan State University College of Human Medicine (MSUCHM) uses computer labs as the testing platform for CBT. Students will check-in at their designated testing location and log in to the CHM ExamSoft website. Further information for MSUCHM students regarding CBT preparation can be obtained at examsoft.com/msuhit.

10) Next Steps

HIT recommends you take the following few steps to ensure a successful experience as a new student:

1. Log in to a Health College lab computer and change your HCID password
2. Log in to Mediasite to confirm that you are able to view your college's semester catalog (videos may not be available, but you should be able to see the root folder)
3. Register your personal device(s) on the MSU Wireless Network
4. Purchase an iClicker and register it on D2L
5. MSUCOM students should confirm that the device they will be using meets the minimum requirements at examssoft.com/msucom
6. For students attending the CHM Grand Rapids campus with questions not addressed in this document please call (616) 234-2744

***On behalf of the Health Information Technology team,
welcome to the MSU Health Colleges!***