



Digital Classroom Services  
Information Technology  
**MICHIGAN STATE UNIVERSITY**

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# Health College Technology

Revised April 2018

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# Introduction

Digital Classroom Services (DCS) is a branch of Michigan State University Information Technology (MSU IT).

In addition to general support for campus classrooms, DCS provides specific technical services for the students, staff, and faculty of the Health Colleges and Health Team.

The following pages will explain the services DCS provides to Health College students, as well as some of the other technology services supported by MSU IT that you will use as a student of the Health Colleges.

*For assistance with MSU IT services, please call 517-432-6200 or visit [help.msu.edu](http://help.msu.edu)*

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## 1) First Steps

DCS recommends you take the following steps to ensure a successful experience as a new student. For further explanation of these steps, visit the corresponding chapters in this packet.

1. Register your personal device(s) on the MSU Wireless Network (connect to a MSUNet 2.0 or 3.0 access point and navigate to [dhcp.msu.edu](http://dhcp.msu.edu) in your browser)
2. Log in to Mediasite
  - MSU-COM students should confirm that they are able to view their semester catalog (videos may not be available, but you should be able to see the root folder). A list of catalog links is available at <https://media.hc.msu.edu>
3. Prepare for CBT
  - MSU-COM students should confirm that the device they will be using for testing meets the minimum computer based testing requirements at [examsoft.com/msucom](http://examsoft.com/msucom)
  - MSU-CHM students should visit [examsoft.com/msuhit](http://examsoft.com/msuhit) for more CBT information
4. Register for the lecture response system used by your college (see your college's website for more information on how to register)
  - MSU-COM uses iClicker Reef for years 1 and 2, and TopHat for semester 1
  - MSU-CHM uses TopHat
5. For CHM students at Grand Rapids campus, if you have questions not addressed in this document, please call (616) 234-2744

***On behalf of MSU IT and Digital Classroom Services,  
welcome to the MSU Health Colleges!***

## 2) Login IDs and Services

***Call 517-432-6200 for assistance with logging in to services.***

The following paragraphs will discuss the log-in process for different services at MSU.

### A) MSU NetID

MSU NetIDs are assigned to all current faculty, staff, students and retirees. A NetID is a unique alphanumeric identifier auto-generated from the user's name.

Your NetID is your personal identifier at MSU and serves as your login to many university computing and networking services.

Your NetID also determines your MSU email address, which is [netid@msu.edu](mailto:netid@msu.edu).

The following are some examples of services that can be accessed using your MSU NetID, along with the websites where they can be found:

1. Email - [mail.msu.edu](mailto:mail@msu.edu)
2. Library services - [lib.msu.edu](http://lib.msu.edu)
3. Desire2Learn - [d2l.msu.edu](http://d2l.msu.edu)
4. Google drive, calendar, etc. - [googleapps.msu.edu](http://googleapps.msu.edu)
5. Web Printing - [print.msu.edu](http://print.msu.edu)
6. MSU Wireless - [dhcp.msu.edu](http://dhcp.msu.edu)
7. Viewing live and recorded lectures
  - a. MSU-COM primarily uses Mediasite for recorded and live-streaming lectures – [media.hc.msu.edu](http://media.hc.msu.edu) for a list of Mediasite catalogs
  - b. MSU-CHM primarily uses Kaltura MediaSpace for pre-recorded lectures – [mediaspace.msu.edu](http://mediaspace.msu.edu)

When setting up your MSU NetID and password for the first time, visit [netid.msu.edu](http://netid.msu.edu).

If you need assistance with your MSU NetID, or any of the services listed above, you can consult the service webpage, or call MSU IT at 517-432-6200.

### 3) Health College Computer Labs

The Health College computer labs are 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). The following resources are available at each college lab:

#### 1. **East Lansing**

- a. E101 Fee Hall – Kobiljak Resource Center
  - i. Printer(s)
  - ii. Medical journals
  - iii. Private study rooms
- b. C19 East Fee Hall
  - i. Printer(s)
- c. B10 Radiology – Student Learning Center
  - i. Computers
  - ii. Private study rooms
  - iii. Printer(s)
- d. A137 Clinical Center – Echt Computer Lab
  - i. Computers
  - ii. Printer(s)

#### 2. **Macomb University Center**

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

#### 3. **Detroit Medical Center**

- a. G025 – Student Computer Lab
  - i. Computers
  - ii. Printer(s)
- b. CG82 – Learning Resource Center
  - i. Study materials

#### 4. **Grand Rapids Secchia Center**

- a. 257 Secchia – Computer Lab
  - i. Computers
  - ii. Printer(s)

- b. 259 Secchia – Computer Lab
  - i. Computers
  - ii. Printer(s)
- c. 324 Secchia – Resource Library
  - i. Printer(s)
  - ii. Study materials
  - iii. Private study rooms

## 4) Printing

**Call 517-432-6200 or visit [help.msu.edu](http://help.msu.edu) for help with printing.**

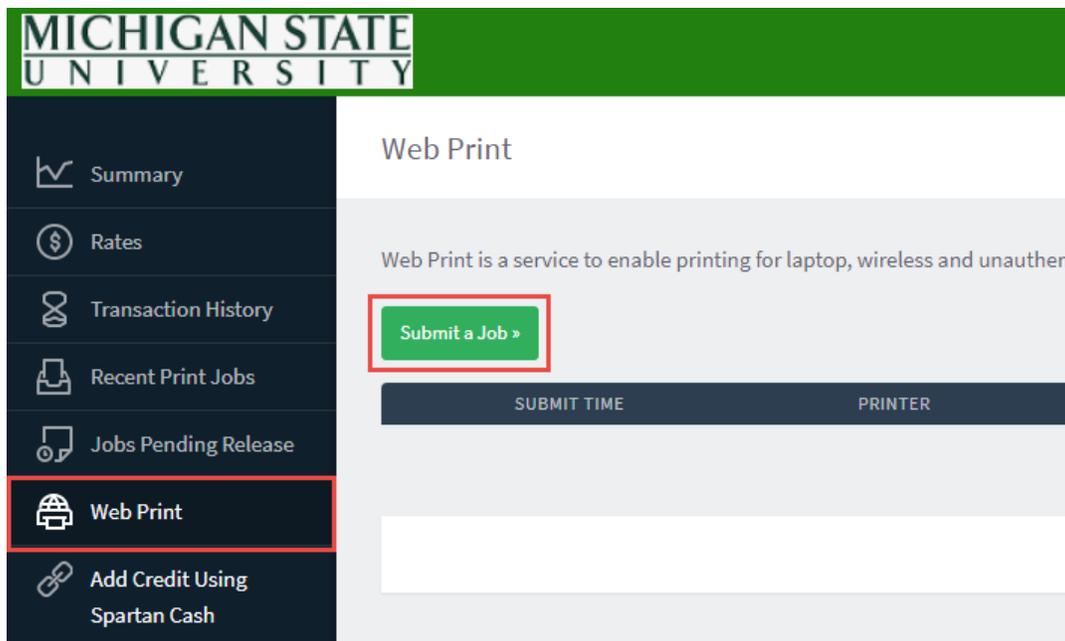
Michigan State University offers printing to students through its MSU Print service. MSU Print allows users to print documents all across campus, either from campus computer labs or any personal computer on the campus network via [print.msu.edu](http://print.msu.edu).

Use your MSU NetID to log in to MSU Print.

### Printing from MSU Print

**The following instructions can also be found by logging in to [print.msu.edu](http://print.msu.edu) and clicking “Help”**

1. Log in to [print.msu.edu](http://print.msu.edu) and click the “Web Print” menu item.
2. Click “Submit a Job”.



3. Select your desired printing group by clicking on the corresponding radio button. Printing groups are sorted first by **Location**, then **Capabilities**. After you make your selection, click on the “Print Options and Account Selection” button 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. Single Sided
- iv. Double sided (charges are incurred by the number of document pages, not the number of sheets of paper used)

**Please note:** Many printers are in classrooms where scheduled classes and events may be taking place. Refer to [roomscheduling.msu.edu](https://roomscheduling.msu.edu) for schedules and information on university classroom locations.

Select a printer:

➤

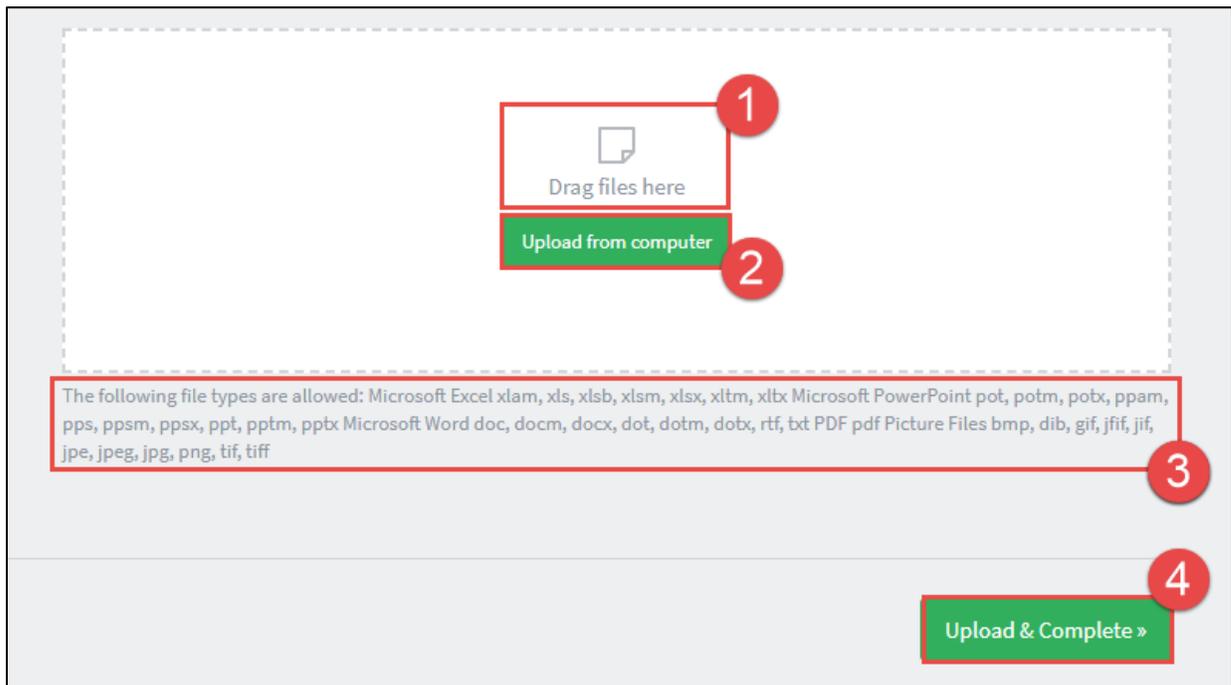
PRINTER NAME ↑	LOCATION/DEPARTMENT
<input type="radio"/> msuprint\East Lansing Campus B/W Duplex (virtual)	East Lansing Campus - B/W - Double Sided
<input type="radio"/> msuprint\East Lansing Campus B/W Simplex (virtual)	East Lansing Campus - B/W - Single Sided
<input type="radio"/> msuprint\East Lansing Campus Color Duplex (virtual)	East Lansing Campus - Color - Double Sided
<input type="radio"/> msuprint\East Lansing Campus Color Simplex (virtual)	East Lansing Campus - Color - Single Sided
<input type="radio"/> msuprint\Health College Distance Learning Sites B/W Duplex (virtual)	Health College Distance Learning Sites - B/W - Double Sided
<input type="radio"/> msuprint\Health College Distance Learning Sites B/W Simplex (virtual)	Health College Distance Learning Sites - B/W - Single Sided
<input type="radio"/> msuprint\Health College Distance Learning Sites Color Duplex (virtual)	Health College Distance Learning Sites - Color - Double Sided
<input type="radio"/> msuprint\Health College Distance Learning Sites Color Simplex (virtual)	Health College Distance Learning Sites - Color - Single Sided
<input type="radio"/> msuprint\Libraries B/W Duplex (virtual)	Libraries - B/W - Double Sided
<input type="radio"/> msuprint\Libraries B/W Simplex (virtual)	Libraries - B/W - Single Sided
<input type="radio"/> msuprint\Libraries Color Duplex (virtual)	Libraries - Color - Double Sided
<input type="radio"/> msuprint\Libraries Color Simplex (virtual)	Libraries - Color - Single Sided
<input type="radio"/> msuprint\Library MakeCentral B/W Duplex (virtual)	Library MakeCentral - B/W - Double Sided - Pick up and pay at MakeCentral
<input type="radio"/> msuprint\Library MakeCentral B/W Simplex (virtual)	Library MakeCentral - B/W - Single Sided - Pick up and pay at MakeCentral
<input type="radio"/> msuprint\Library MakeCentral Color Duplex (virtual)	Library MakeCentral - Color - Double Sided - Pick up and pay at MakeCentral
<input type="radio"/> msuprint\Library MakeCentral Color Simplex (virtual)	Library MakeCentral - Color - Single Sided - Pick up and pay at MakeCentral

4. Specify the number of copies to print in the Copies field, and the click on “Upload Documents” to continue.

- 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 knowledge document [403197](#).

**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.



- 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	1 Status
Jun 1, 2015 8:24:55 AM	msuprint\ABB14 B/W	pdf-test.pdf	1	\$0.05	<a href="#">Held in a queue</a>

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

1 job pending release with cost \$0.05 ✔ Auto refresh (16) [Refresh Now](#)

Your balance:\$0.00

[Release All](#) [Cancel All](#)

SUBMIT TIME ↓	PRINTER	DOCUMENT	CLIENT	PAGES	COST	ACTION
Apr 17, 2018 2:28:27 PM	msuprint\Health College Distance Learning Sites B/W Simplex	How to start Migration.docx	Web Print	1	\$0.05	<a href="#">[print]</a> <a href="#">[cancel]</a>

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 code
    - 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, single or double-sided) 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.

This job may be printed at one of several possible printers. Please select a printer from the list below.

PRINTER	LOCATION	STATUS
<a href="#">msuprint\DMCG026 B/W</a>	Detroit Medical Center G026 B/W	OK
<a href="#">msuprint\FLINT133 B/W</a>	Flint Student Lab 133 B/W	OK
<a href="#">msuprint\SEC257-1 B/W</a>	Grand Rapids Secchia 257-1 B/W	OK
<a href="#">msuprint\SEC257-2 B/W</a>	Grand Rapids Secchia 257-2 B/W	OK
<a href="#">msuprint\SEC259 B/W</a>	Grand Rapids Secchia 259 B/W	OK
<a href="#">msuprint\SEC324 B/W</a>	Grand Rapids Secchia 324 B/W	OK
<a href="#">msuprint\UC4103 B/W</a>	Macomb University Center UC4 103 B/W	OK
<a href="#">msuprint\UC4213 B/W</a>	Macomb University Center UC4 213 B/W	OK

[Back](#)

## 5) Wireless Internet at MSU

**The following information applies to students in East Lansing, Detroit Medical Center, and Grand Rapids. These students can contact the MSU IT service desk at 517-432-6200 for assistance connecting to MSU Wireless Internet.**

**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 MSU campus. 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](https://dhcp.msu.edu) in your browser.

https://dhcp.msu.edu

MICHIGAN STATE UNIVERSITY | [dhcp.msu.edu](https://dhcp.msu.edu)

### MSU DHCP Login

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

**Login:**

NetID	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/>	

*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.

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

[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 [support.sonicfoundry.com/Training/ViewingRequirements](https://support.sonicfoundry.com/Training/ViewingRequirements).  
If you continue to have trouble accessing Mediasite, call 517-432-6200.*

**NOTE: The College of Human Medicine no longer uses Mediasite for most of its curriculum. Speak to your course instructor for information on how to use their selected media platform.**

The Health Colleges use Mediasite for recording and live-streaming of 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 be available in your Desire2Learn course (for more information on D2L, see section 8).

Visit [media.hc.msu.edu](https://media.hc.msu.edu) for direct links to the Mediasite catalogs.

Log in to Mediasite using your MSU NetID.

### A) Course Content Availability

Students can access content for courses they are currently enrolled in. Content offered via Mediasite is accessible for the semesters that the student has been enrolled.

### B) Problems with Mediasite

If you have issues accessing or viewing videos in Mediasite, check the links below for assistance. If you continue to have trouble accessing Mediasite, call 517-432-6200.

- 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>

## 7) Computer Based Testing

For examinations, the Health Colleges use Examplify, a product of ExamSoft.

Though MSU-COM and MSU-CHM implement Computer Based Testing (CBT) in similar ways, there are some differences.

### A) College of Osteopathic Medicine

MSU-COM's computer-based testing platform is Bring Your Own Device (BYOD). This means that you must bring a device to run Examplify to MSU-COM at the time of matriculation.

Students should make sure that their device meets the minimum system requirements. To confirm your device meets the minimum requirements, visit [examsoft.com/msucom](https://examsoft.com/msucom) and consult the information related to your device.

Further information for MSU-COM students regarding CBT preparation can be obtained in the COM CBT Orientation Materials.

### B) College of Human Medicine

MSU-CHM uses computer labs as the testing platform for CBT. Students will check in at their designated testing location. Students will be provided further information regarding CBT from CHM faculty and staff.

## 8) Desire2Learn

***Call 517-432-6200 or visit [help.d2l.msu.edu](https://help.d2l.msu.edu) if you need assistance with D2L.***

Desire2Learn (D2L) is the learning management system at MSU. Much of your course information may be made available to you through D2L.

Log in to D2L using your MSU NetID.

If you have questions or issues using D2L, you can find information at [help.d2l.msu.edu](https://help.d2l.msu.edu), or you can call 517-432-6200.

## 9) Student Response Systems

The Health Colleges use student response systems which utilize your personal device (e.g. laptop or smartphone) to interact with instructor questions. It provides the opportunity for communication in a large classroom through feedback, quizzing, warm-up exercises, taking attendance, etc.

The two primary student response systems used by the Health Colleges are iClicker Reef and TopHat.

MSU-COM primarily uses iClicker Reef, but also utilizes TopHat for semester 1.

MSU-CHM uses TopHat.

### A) iClicker Reef (COM only)

*The following information is taken from*  
[http://com.msu.edu/Class%20Links/Class\\_of\\_2022/Technology\\_at\\_MSUCOM.htm](http://com.msu.edu/Class%20Links/Class_of_2022/Technology_at_MSUCOM.htm)

Several MSUCOM courses during years 1 and 2 will utilize a student response system. In the past, students have purchased and used an iClicker device for use during lectures. MSUCOM is now moving to a new system called iClicker Reef. You will use your own device (laptop or smartphone) to answer questions in the classroom. iClicker devices will not be used in your courses.

To set up your iClicker Reef account on your personal device:

1. Create an account at <https://app.reef-education.com/#/account/create>. You will need to search for Michigan State University. **Use your MSU email address and your Student ID Number (APID) to create your account.**
2. From your iClicker Reef account, you will need to pay for a subscription.
  - a. This subscription will be used in multiple courses; the two-year subscription is the best value. Information on pricing is available at <https://www.iclicker.com/pricing>. Subscriptions are also available through the MSU Medical Bookstore.
  - b. Subscriptions are for a fixed term; you should wait to purchase and activate yours until June.
3. Download the software/application to your device from the iClicker website, App Store, or Google Play. More information at <https://www.iclicker.com/students/apps-and-remotes/apps>.
4. After you obtain your MSUNetID, log in to D2L to link your iClicker Reef account to your courses.

For questions about how to use iClicker Reef, go to [support.iclicker.com](http://support.iclicker.com).

For questions about how to register your device on D2L, visit [help.d2l.msu.edu](http://help.d2l.msu.edu) or call 517-432-6200.

### B) TopHat

The TopHat app can be downloaded to your device prior to the start of the semester. Your respective college will provide further instructions on how to set up your account.