



# MIAMI UNIVERSITY

IT SERVICES

## Move-in CHECKLIST

- Connect to the Wi-Fi
- Register your gaming or Roku device(s) on the network
- Set up password recovery options
- Download free software
- Check out Google Apps
- Add phone number to Emergency Text Messaging System
- Bookmark [MiamiOH.edu/KnowIT](https://miamiOH.edu/KnowIT)
- Follow IT Services on Twitter (@Miami-UIT) and Instagram (@miamiuits)

### Knowledge Base: Get to /KnowIT

[MiamiOH.edu/KnowIT](https://miamiOH.edu/KnowIT)

- Access 24x7 self-serve online support
- Get to /KnowIT for answers to tech questions
- **Search 1,600+ articles**

### 24x7x365 Hands-on Technology Support

[MiamiOH.edu/ITHelp](https://miamiOH.edu/ITHelp)

**Phone:** 513-529-7900  
**Chat:** [MiamiOH.edu/ITChat](https://miamiOH.edu/ITChat)

### MiTech Center

**Shriver Center, Brick & Ivy Campus Store**

- Warranty hardware repair (student laptop program)
- Warranty hardware repair for all Mac laptops
- Hardware consulting/repair
- Software support
- Help with Wi-Fi or wired network connectivity

***Information Technology Services  
at Miami University***

# Get Service

## FREE Microsoft Office

You can get Microsoft Office at no cost. Install the latest version of Office on up to five devices of each type: computer, tablet, and phone.

Go to [MiamiOH.edu/GetOffice](https://miamiOH.edu/GetOffice) to download your free software.

## myMiami

[MiamiOH.edu/myMiami](https://MiamiOH.edu/myMiami)

This will be your jumping-off point for all web-based Miami services. Access Quick Links for your email account, Canvas, BannerWeb, OneStop, and more. myMiami is also used as a notification center for important campus news.

## Remote Collaboration Tools

[MiamiOH.edu/RemoteTechToolkit](https://MiamiOH.edu/RemoteTechToolkit)

Miami offers a range of remote collaboration tools for online meetings and coursework,

## Streaming TV: Philo

[MiamiOH.edu/Philo](https://MiamiOH.edu/Philo)

- Access free streaming TV in the dorms and on campus
- 87 channels and local news from Cincinnati and Dayton
- DVR capabilities
- Stream directly to laptop, tablet, or phone on the Oxford campus—or use a Roku device to stream to television

## Miami Mail ([mail.MiamiOH.edu](mailto:MiamiOH.edu))

You have a lifetime Miami Mail Gmail account. Google Apps for Education provide you with Gmail, Calendar, Docs, Drive, and more.

FYI—Miami considers email an official form of University communication and will use your Miami Mail address to communicate with you. To learn more, search “Google” at [MiamiOH.edu/KnowIT](https://MiamiOH.edu/KnowIT).

## Printing

[MiamiOH.edu/MUprint](https://MiamiOH.edu/MUprint)

### MUprint

MUprint offers high-quality printers, located across campus, with black & white or color capabilities.

- Web to Print: Upload a .pdf or image file to a print queue
- Email to Print: Email a .pdf or image file as an attachment to a print queue address
- Touchless Release: Release a print job from your smartphone

## Canvas

[MiamiOH.edu/Canvas](https://MiamiOH.edu/Canvas)

Each of your classes will have a Canvas site where your instructors post syllabi, documents, video clips, images, grades, announcements, and more.

For synchronous and asynchronous online learning, instructors may also use Zoom or Webex as part of their classroom delivery. Check with your instructor for more info.

Your instructor may also hold online discussions, give quizzes, or conduct surveys.

**Visit [MiamiOH.edu/software](https://MiamiOH.edu/software) for more information about software**

# Get Connected

## Network Access: Wi-Fi and Wired

[MiamiOH.edu/wifi](https://miamiOH.edu/wifi)

Miami gives you two great connection options:

- Wi-Fi—connect virtually anywhere on all of Miami’s campuses, including in the residence halls. Choose MU-WIRELESS and log in with your UniqueID and password.
- Wired—use an Ethernet cable to connect your computer or game system to the data jack in your room.

## Mobile Devices

Connect your mobile device to MU-WIRELESS and to your Miami Mail account

For help connecting to email and calendar, go to

[MiamiOH.edu/KnowIT](https://miamiOH.edu/KnowIT) and search:

- “Email: Android”
- “Email: iPhone”

### **Information About Compromised**

**Devices** In some situations, devices can be blocked from accessing Miami’s network due to suspected virus or malware. If you have issues getting connected to the Wi-Fi, your device may be compromised.

Check your email for a message from IT stating that your device was blocked. Follow the instructions in that email, or call/chat with IT Help to get your device back on the network.

## Password Recovery Options

[MiamiOH.edu/password](https://miamiOH.edu/password)

Important! Set password recovery options so you can access your account if you forget your password.

## About VPN

Miami’s Virtual Private Network, or VPN, allows you to access certain Miami resources (that are restricted to on-campus access) from off-campus locations. If you are off campus and unable to access a Miami resource, use the VPN.

This creates a private, secure channel for you to connect to the internet through Miami’s network. Please visit

[MiamiOH.edu/VPN](https://miamiOH.edu/VPN).

## Televisions, Rokus, etc.

Game consoles, DVRs, and media streaming devices (e.g., Roku players or smart TVs) will work with Miami’s residence hall wired network and wirelessly on MU-GAMING. (Xbox One consoles require a wired connection.)

Some other devices may require manual network configuration. Instructions can be found at:

[MiamiOH.edu/networkregistration](https://miamiOH.edu/networkregistration).

## Get connected while traveling

**Eduroam** is a secure roaming access service available in nearly 70 countries and territories. Log in using your Miami email address and password.

Miami students, faculty, and staff can easily connect to the internet when visiting other participating institutions, including Ohio State, the University of Cincinnati, and the Talawanda School District, just to name a few. It also allows guests from participating institutions to access a secure connection while on Miami’s campus.

Search “**eduroam**” at [MiamiOH.edu/KnowIT](https://miamiOH.edu/KnowIT) for more information.

## AccessMU Center

[MiamiOH.edu/AccessMU](http://MiamiOH.edu/AccessMU)

316 Shriver Center

The AccessMU Center works to create a more accessible environment by providing information and services to enhance equal access for students with and without disabilities.

## Duo Security Help

[MiamiOH.edu/Duo](http://MiamiOH.edu/Duo)

Online guides for Duo will help you:

- Add devices to your Duo account
- Get connected when you lose or replace your device

## Online Software Training

Hundreds of online tutorials from Hoonuit allow you to learn about Microsoft Office, Adobe Creative Suite, Canvas, podcasting, and much more. Visit

[MiamiOH.edu/hoonuit](http://MiamiOH.edu/hoonuit) and log in with your Miami UniqueID and password.

## Library Technology Resources

513-529-1776 | [Lib.MiamiOH.edu](http://Lib.MiamiOH.edu)

- Public computers at each campus library — King, Wertz Art & Arch., and Amos Music
- Laptops, iPads, digital cameras, and more are available for checkout
- See the Libraries website for a list of equipment for checkout and specialty software available in each library

## IMPORTANT: Wireless Printers

Wireless printers and personal access points are not allowed in the residence halls. They cause disruption to Miami's wireless service—and you don't want to be responsible for your neighbor getting kicked off the Wi-Fi. If you have a wireless printer, disable the wireless while on campus. Check your printer's instructions or support website for how to turn off the wireless, and use a USB cable to connect to your computer.

## Emergency Text Messaging System

[MiamiOH.edu/etms](http://MiamiOH.edu/etms)

The Miami Emergency Text Messaging System (ETMS) can send texts and/or emails to all registered accounts. This is used only in situations that pose an immediate danger or require the closing of a campus.

Your email address is already registered. Add your phone number for text alerts.

By connecting to Miami's network, you agree to abide by Miami's Responsible Use of Computing Policy.

[MiamiOH.edu/  
responsiblecomputing](http://MiamiOH.edu/responsiblecomputing)