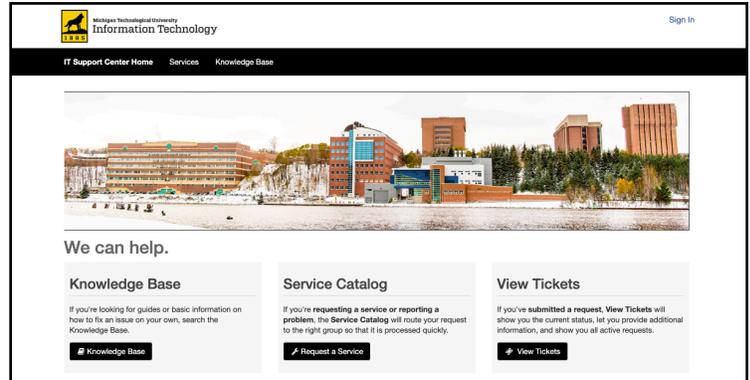


The IT Service Catalog

We introduced our new Service Catalog on January 6, 2020. The Service Catalog organizes IT services in one location for you to find and request IT help. It's a customer friendly system for tracking and resolving your IT requests and is available alongside our existing Knowledge Base.

In the Service Catalog, you can perform keyword searches and "favorite" frequent request forms. After submitting a request, you can communicate with an IT staff member and see your request's status updates. Knowledge Base articles are identified if a self-help option is available while you search for a service.

We encourage you to explore support.it.mtu.edu to view all the services available.



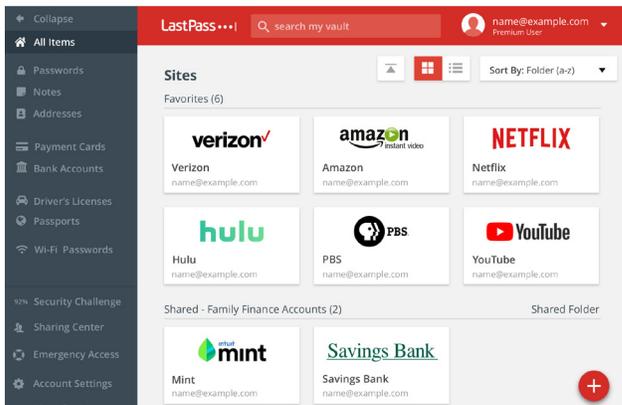
The new Service Catalog main login screen

LastPass Premium

LastPass Premium accounts are now available for Michigan Tech faculty, staff, and students. LastPass Premium offers a convenient way to manage the increasing amount of login information needed every day.

LastPass offers extensions for Chrome, Safari, Microsoft Edge, and Firefox web browsers and is available as a mobile app for convenience. You can store login information, bank accounts, credit card numbers, and more.

For step-by-step instructions on how to sign up, visit the knowledge base article titled "[LastPass Account Setup.](#)"

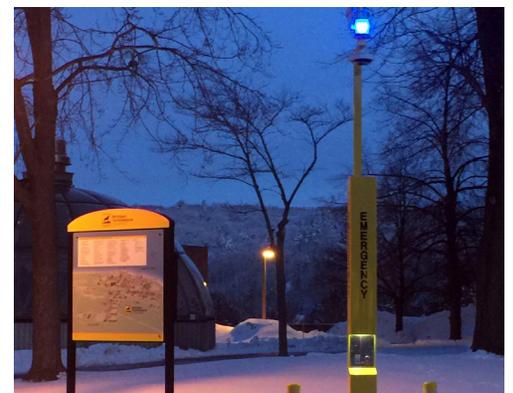


LastPass Vault

Blue Light Emergency Phones/Cameras

Michigan Tech IT collaborated with Facilities, the Department of Public Safety and Police Services, and the Title IX office to install five highly visible blue light emergency phones on campus. The project, funded by a grant from the State of Michigan, was to increase the safety of our campus. Each emergency phone has a button that directly dials to campus security and is equipped with four cameras for surveillance.

Most towers are also equipped with a wireless access point to improve the wireless signal across campus green spaces. They were installed in Fall of 2019.



Emergency blue light phone/camera

Classroom Renovations



Rozsa 120 7.1 surround sound system



Rozsa 120 main front speakers and subs

Media Technology Services (MTS) provides the University with a wide range of technology support and updates. Several room upgrades have taken place during the Summer and Fall of 2019.

Upgrades include:

- 7.1 surround sound system and new classroom technology in Rozsa 120
- Web conference and presentation technology in the Administration Building ground floor
- Student learning commons in Chemical Engineering
- Engineering Fundamentals learning center
- Physics department conference room
- Social Sciences offices
- Fisher 325, 326, and 329 also received easy-to-use high-definition whiteboard cameras
- All university-shared teaching labs and classrooms now have high-definition projectors

eduroam Replacing MichiganTech Wireless SSID

Michigan Tech is a member of eduroam, a wireless network that lets you securely connect to the Internet on campus and when traveling to other eduroam partner schools. Eduroam will replace the MichiganTech wireless SSID in the Summer of 2020.



Connecting your devices to eduroam will ensure no disruptions with your wireless signal. It also provides wireless access when traveling to other eduroam participating schools worldwide. Visit our Knowledge Base for instructions on [how to connect to eduroam](#) on your wireless devices.

We can help.

it-help@mtu.edu

906-487-1111

support.it.mtu.edu

mtu.edu/it