



Studying Online & IT Technology at MSVU

September 1, 2026



Fall 2026 ONLINE ORIENTATION



REMINDER

Today's PPT slides and transcripts
will be posted to:
www.msvu.ca/orientation



Presenter



Nicolle Bowes Cashen

Transition and Retention Program Manager

Office of Student Experience

nicolle.bowes@msvu.ca

Today's Presentation

Part I:

1. Logging Into Your Online Class
2. Participating in Your Online Class
3. Online Class Tech Support

Part II:

1. MSVU Website
2. MSVU Email, Username, and Password
3. Multifactor Authentication
4. MyMount
5. Microsoft 365
6. MSVU Safe App
7. IT Services

Part I

1. Logging into your online class
 - Moodle
 - Blackboard Collaborate
2. Participating in your online class
 - preparing for your online class
 - online class etiquette
 - accessing class recordings
3. Online class tech support
 - troubleshooting tips
 - support services for students



Moodle Overview

Moodle:

- The web platform for online and in-person classes
- The place to:
 - submit assignments
 - take quizzes/tests
 - access Blackboard Collaborate (your online classroom)
 - find your course outline
 - review course materials such as slide shows and lecture notes
- Where you'll find Mount101

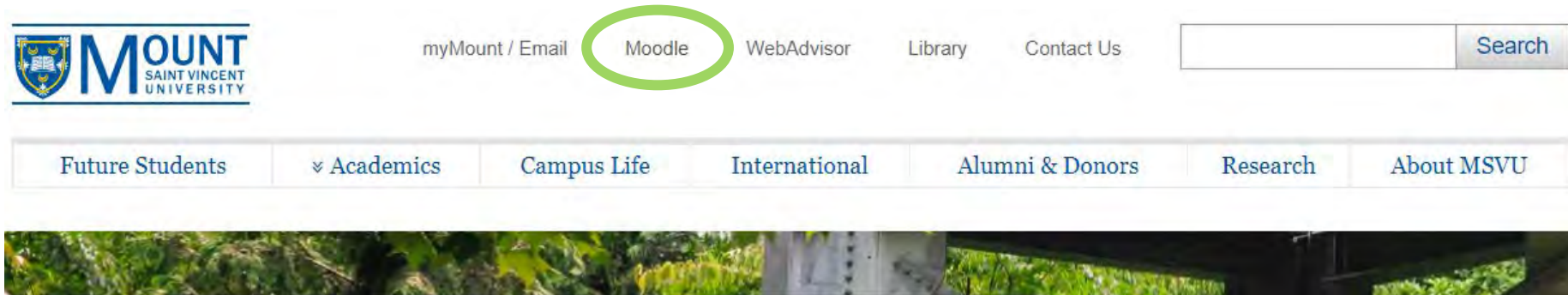
Moodle – Log in

Visit learn.msvu.ca and log-in using your MyMount credentials

- or msvu.ca and click "Moodle"

Sign-in in advance to be sure your password is correct

- if you have any trouble, contact helpdesk@msvu.ca



Classes on Moodle

Go to "My Courses" and "In Progress" to find this term's courses

- See left side of screen for Quick Links
- Scroll down to see weekly expectations, materials and assignments
- Click on the puzzle piece (as shown below) to enter your virtual classroom!



2026 Summer I Introductory Biology I (BIOL-1152-18) Collaborate Course Room

- > .
- > Module 1 | The Science of Biol...
- > Module 2 | Chemistry of Life
- > Module 3 | Cell and Membranes
- > Module 4 | Energy and Metab...
- > Module 5 | Photosynthesis
- > Module 6 | Cell Communication
- > Module 7 | Cell Reproduction
- > Module 8 | Patterns of Inherita...
- > Module 9 | DNA: The Genetic ...
- > Module 10 | Genes and How T...
- > Exams
- > .
- > Instructor Resources

Preparing for your online class

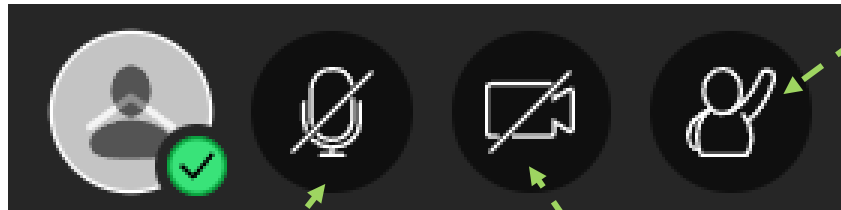
When getting ready to attend your online classes:

- be sure to have a good internet connection
- be prepared to take notes – on paper or otherwise
- find a quiet study space with minimal distractions
- have a device with a working speaker and microphone – this is a must

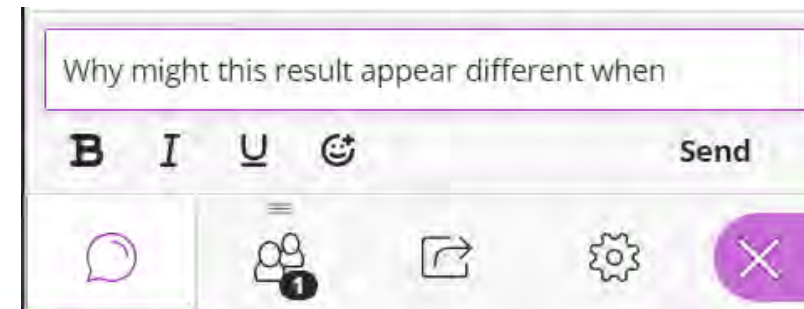
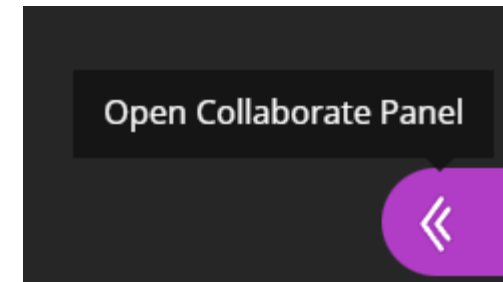
Class etiquette

Things to remember:

- Keep your camera on or off (depending on expectations)
- Make sure your microphone is muted
- Raise your virtual hand before asking a question
 - o or type in the chat box
- Watch the Blackboard tutorial!



Hand-raise



Microphone

Camera

Accessing recorded lectures

To watch a recorded class:

- click on the puzzle piece as if you're joining your class.
- click on the 3 lines to the left
- click on "Recordings"



BIOL*4450*01.2024/FA / General / BIOL*4450*01.2024/FA Collaborate Course Room

 **BIOL*4450*01.2024/FA Collaborate Course Room**

 **collaborate**

 Lily Brigham-Gale

 Sessions

 Recordings

 Sessions

 2024 Fall ST: Cell and Molecular Med (BIOL-4450-01) - Course Room
Unlocked (available)

No scheduled sessions.

Troubleshooting Tips

- log-on early in case there are problems
 - classes generally start on time, and often with announcements
- try logging out and logging back in
- check audio settings in Collaborate if you can't hear
- let your professor know if you're having trouble joining
- move locations, turn off your camera, and close tabs
- if all else fails, get help!

Online tech support

- email online@msvu.ca for Moodle/Collaborate problems
- email helpdesk@msvu.ca for tech trouble
- www.msvu.ca/moodle
 - o scroll down and read more about tech support



ANY QUESTIONS SO FAR?

Today's PPT slides and transcripts will be posted to:
www.msvu.ca/orientation



Part II

1. MSVU website
2. MSVU email, username, passwords
3. Multifactor Authentication
4. MyMount
5. Microsoft 365
6. MSVU Safe App



MSVU Campus Services

www.msvu.ca



[myMount / Email](#)

[Moodle](#)

[WebAdvisor](#)

[Library](#)

[Contact Us](#)

[Search](#)

[Future Students](#)

[Academics](#)

[Campus Life](#)

[International](#)

[Alumni & Donors](#)

[Research](#)

[About MSVU](#)

Challenging the status quo

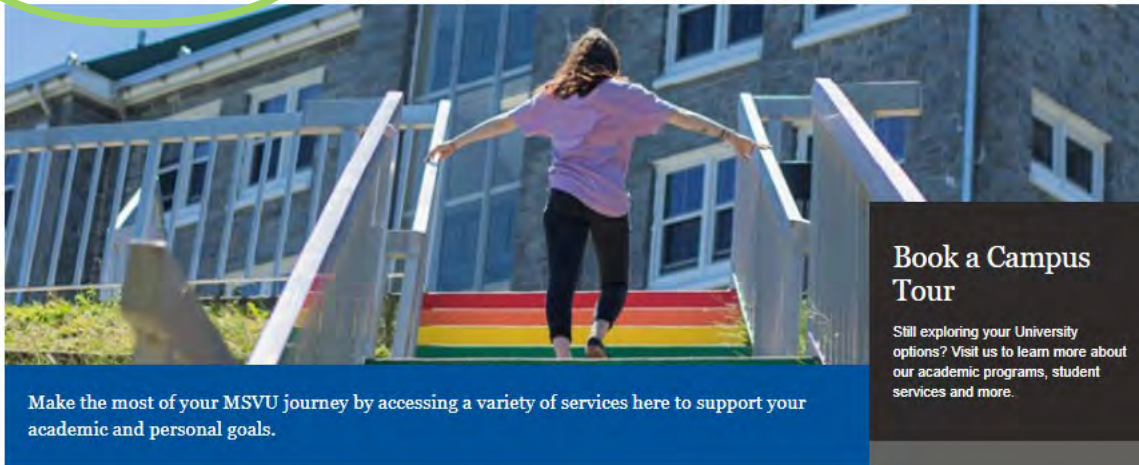
[Apply online now](#)



MOUNT
SAINT VINCENT
UNIVERSITY

MSVU Campus Services

Campus Life



Book a Campus Tour

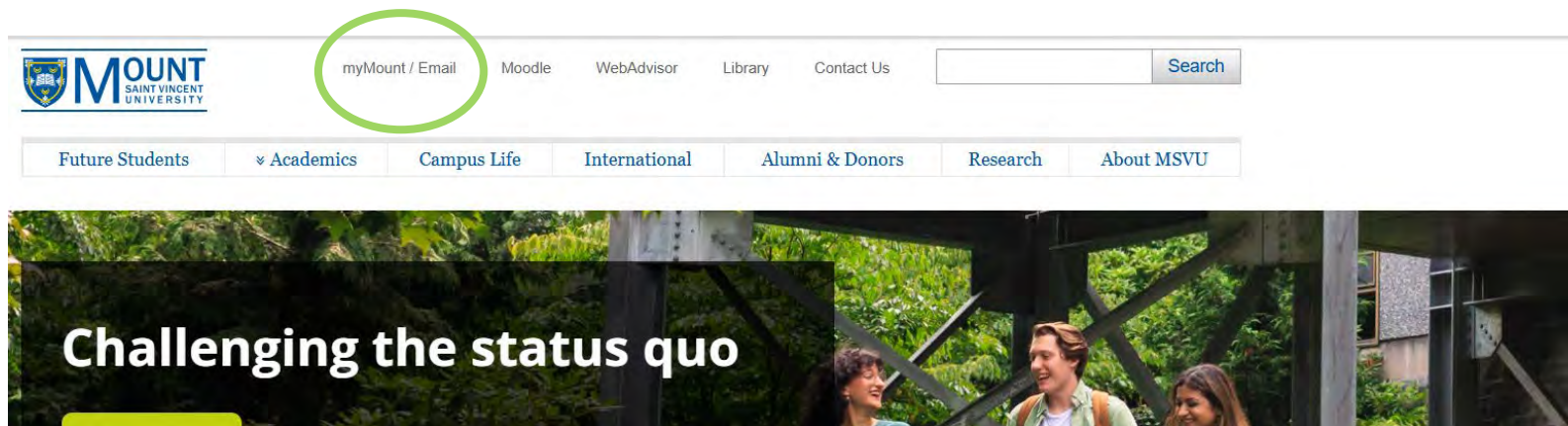
Still exploring your University options? Visit us to learn more about our academic programs, student services and more.

Make the most of your MSVU journey by accessing a variety of services here to support your academic and personal goals.

Registrar's Office	▼
Financial Aid	▼
Academic Advising & Student Success	▼
Residence Life at the Mount	▼
International Services	▼
Health & Wellness Services	▼
Accessibility Services	▼
IT Services	▼
Career Services	▼
Campus Services	▼

MSVU Username, Email, and Password

- you should have received an email from helpdesk@msvu.ca
- it included your MSVU Username, Email, and Password
- you can change your Password at www.msvu.ca/mymount



MSVU Multifactor Authentication (MFA)

- an extra layer of security against cyber attacks
- will keep your account secure even if your password is compromised
- MFA is required to all Microsoft 365 services



https://youtu.be/hrg_ntMUzKs

MSVU Multifactor Authentication (MFA)

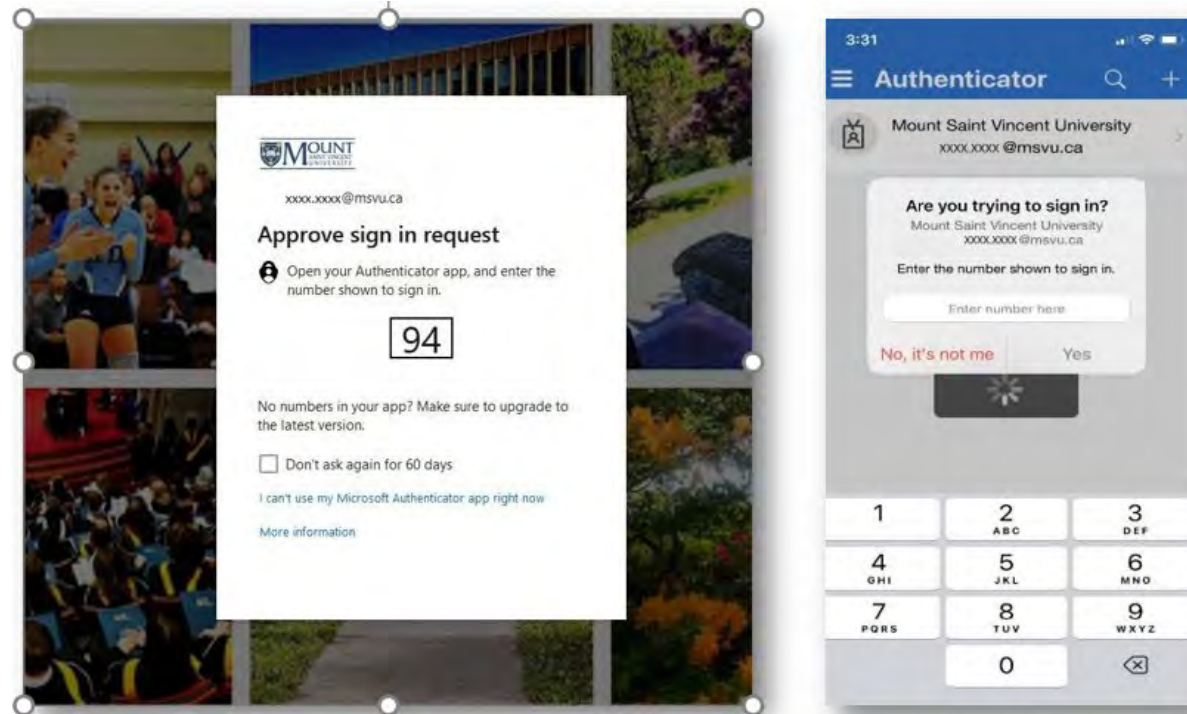
Instructions:

- initial setup of MyMount will prompt you to set up your MFA
- download the Authenticator app to your phone



Microsoft Authenticator

MSVU Multifactor Authentication (MFA)



MyMount



myMount / Email

Moodle

WebAdvisor

Library

Contact Us

Search

Future Students

Academics

Campus Life

International

Alumni & Donors

Research

About MSVU

Challenging the status quo

Apply online now



MOUNT
SAINT VINCENT
UNIVERSITY

MyMount

MSVU

SharePoint

Search this site

Microsoft 365 Apps

Email

Registration Centre

Moodle

Library



myMount

Not following

Share



Stay on Track with myMount Self-Service

[myMount Self-Service](#) is your go-to platform for registering for classes, viewing final grades, checking financial records, and much more. **Need help getting registered for classes?** Watch our [quick video tutorial](#) to learn how to schedule and register for your classes with ease.

 Colleague

 Intranet

 Mount Alert

 Faculty Class Roster

 WebAdvisor (available through VPN)

 Course Catalog (no login required)

 Leave Form

 myMount Self-Service

 Earnings Statements

 Tax Information

Announcements

See all

Recent Announcements

Title

Wishing you a restful break – A message from President Dickinson

Visual Update coming to myMount

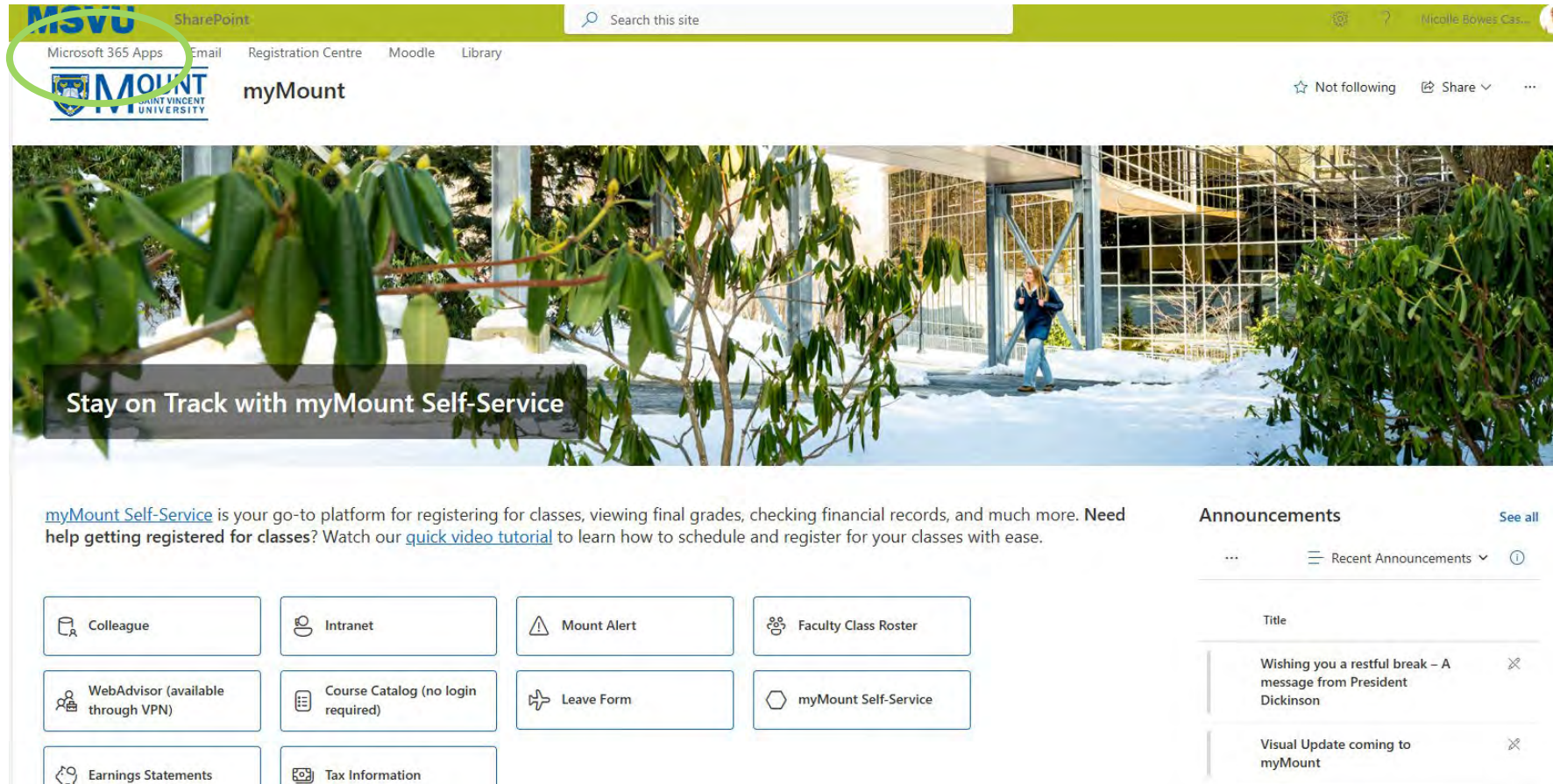
Microsoft 365



Microsoft 365



Microsoft 365



The screenshot shows the myMount website interface. At the top, there is a green navigation bar with the MSVU logo, a search bar, and a user profile. Below this, a white navigation bar contains links for Microsoft 365 Apps (circled in green), Email, Registration Centre, Moodle, and Library. The main content area features a large banner image of a person walking in a snowy landscape with the text "Stay on Track with myMount Self-Service". Below the banner, a paragraph describes myMount Self-Service as a platform for registering for classes, viewing grades, and checking financial records. A grid of service tiles includes Colleague, Intranet, Mount Alert, Faculty Class Roster, WebAdvisor, Course Catalog, Leave Form, myMount Self-Service, Earnings Statements, and Tax Information. On the right, an Announcements section displays recent messages from the President.

MSVU SharePoint Search this site

Microsoft 365 Apps Email Registration Centre Moodle Library

myMount

Not following Share

Stay on Track with myMount Self-Service

[myMount Self-Service](#) is your go-to platform for registering for classes, viewing final grades, checking financial records, and much more. **Need help getting registered for classes?** Watch our [quick video tutorial](#) to learn how to schedule and register for your classes with ease.

Colleague Intranet Mount Alert Faculty Class Roster

WebAdvisor (available through VPN) Course Catalog (no login required) Leave Form myMount Self-Service

Earnings Statements Tax Information

Announcements See all

Recent Announcements

Title

Wishing you a restful break – A message from President Dickinson

Visual Update coming to myMount

Microsoft 365

- Click the “Home” icon on the left (Picture 1)
- Click “Install and More” (Picture 2)
- Click “Install Microsoft Apps” (Picture 2)



Picture 1



Picture 2

MSVU SAFE App

- A free campus security app
- Includes:
 - Mobile Blue Light
 - Friend Walk
 - Report a Tip
 - Virtual Walk Home
 - Support Resources
 - Travel Safe
 - Campus Maps
 - Emergency Procedures
 - Class Cancellations
 - Safety Toolbox



Apple and Android

IT Services

IT Services

- Campus Life
 - A-Z List
 - Academic Supports
 - Accessibility Services
 - Centre for Academic Advising and Student Success
- Campus Services
 - Art Gallery
 - MSVU Campus Store
 - Child Study Centre
 - Conference Services
- IT Services**
 - I'm New to the Mount
 - Forgot/Change My Password
 - Software Catalogue
 - Find a Computer Lab
 - The Mount App is replaced by myMount Self-Service
 - Multimedia Services
 - myMount / Email
 - Office 365 at the Mount
 - Printing and Scanning
 - Computer Facilities



Technology at the Mount

There are many technology services available to assist you with your studies, such as wireless internet, access to over 200 desktop computers across campus, and fully equipped classrooms for your presentation needs. With Office 365 you can access your email, calendar, 1TB OneDrive storage, along with many other useful tools! IT&S encourages you to take advantage of them all during your school year.



System Status

Hours & Contact Information	FAQs	Online Learning
I'm new to the Mount	Forgot my Password	Software Catalogue
Find a Computer Lab	The Mount App	Multimedia Services
myMount	Office 365	Printing
IT Security	Policies	Networks and Wireless

Thank you!

