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JANIS SODEY-HARRIS GLENK COURTES JUDY CHIEFT & BRUCE TOWLER THE ESTATE OF MARY M. & WILFRED F. YOUNG  
THE FAMILY OF JESSIE WICKHAM CAMPBELL GAIL ASPER THE LIZ & TONY COMPER FOUNDATION DELORAT  
SUSAN PATTEN THE SODEY FOUNDATION UNITED FOOD AND COMMERCIAL WORKERS - CANADA ANNETTE VERSCHUREN  
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GERARD BOOKLEY & MARY MACDONALD CANADIAN UNION OF PUBLIC EMPLOYEES SAS ELEVATOR KIM & PETER CORIO  
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SHIRL SELLERS SUZANNE REYNOLDS JEAN ROBERTSON SHARLEY SASTAGAR SHARON AVERY JANICE KEEFE  
PUBLIC SERVICE ALLIANCE OF CANADA - ATLANTIC REGION KATHLEEN BAINES ROYALE FLOORS AND SURFACES  
AMANDA WHITEWOOD SHARL PEARSON JUSTIN & TRAVIS MCCOONCH MARILYN MCCOWELL NANCY MCCOLLAR  
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**MOUNT**  
SAINT VINCENT  
UNIVERSITY

# Studying Online & IT Technology at MSVU

January 5, 2026

Winter 2026 ONLINE ORIENTATION



## REMINDER

Today's PPT slides and transcripts  
will be posted to:  
[www.msvu.ca/orientation](http://www.msvu.ca/orientation)



# Presenter



**Nicolle Bowes Cashen**

Transition and Retention Program  
Manager

Office of Student Experience

[nicolle.bowes@msvu.ca](mailto: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



# 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 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

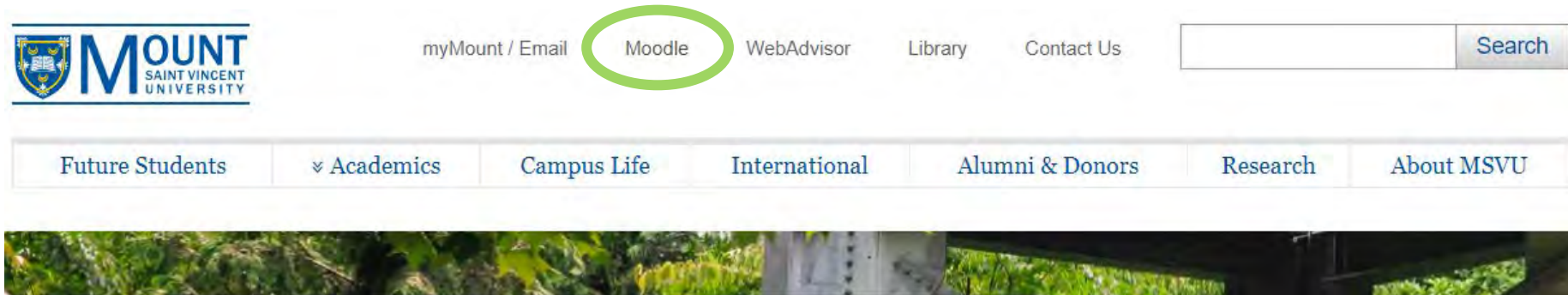
# Moodle – Log in

Visit [learn.msvu.ca](https://learn.msvu.ca) and log-in using your MyMount credentials

- or [msvu.ca](https://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](mailto: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!



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

How to Access GPP BbCollabor...

Announcements

## Resources

GPP Online Fall 2023 Course C...

GPP Online Fall 2023 Course O...

GPP Online Policy 2023-2024

Academic Integrity and Tutor C...

Microsoft Stream-GPP Class Vi...

Top 5 Tips for Online Learning-...

6 Ways to Make Online Conten...

Your Virtual MSVU (online lear...



# Preparing for your online class

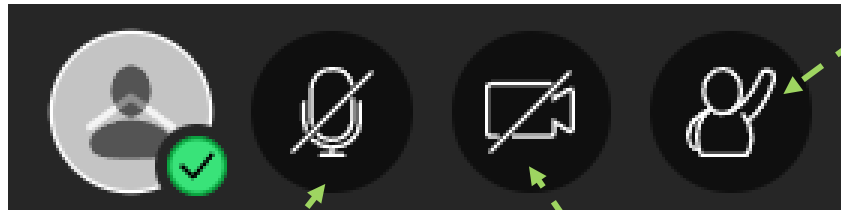
When getting ready to attend your online classes:

- 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:

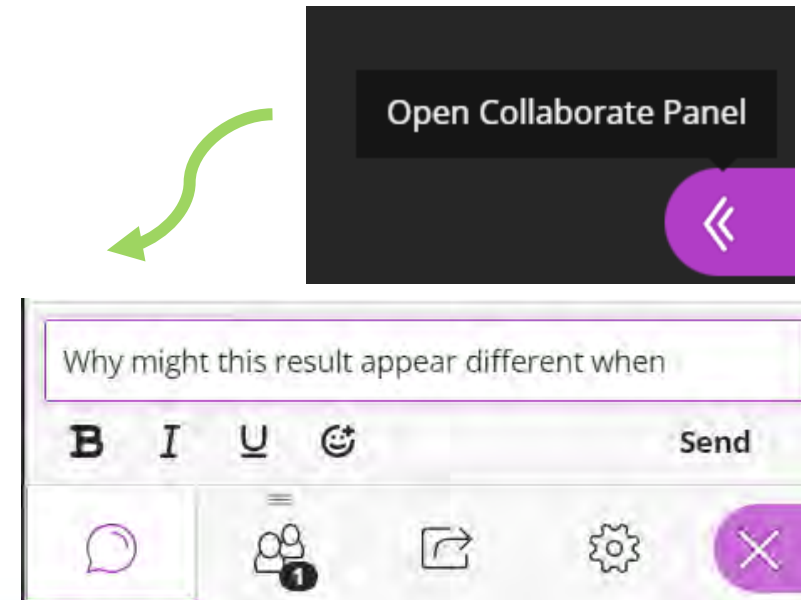
- Keep your camera on or off (depending on expectations)
- Make sure your microphone is muted
- Raise your virtual hand before asking a question
  - or type in the chat box
- Watch the Blackboard tutorial!



Microphone

Camera

Hand-raise



# 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](mailto:online@msvu.ca) for Moodle/Collaborate problems
- email [helpdesk@msvu.ca](mailto:helpdesk@msvu.ca) for tech trouble
- [www.msvu.ca/moodle](http://www.msvu.ca/moodle)
  - 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](http://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



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[Moodle](#)

[WebAdvisor](#)

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Challenging the status quo

[Apply online now](#)

Check out our campus tour videos

Explore our academic building and centres, as well as our residence buildings!

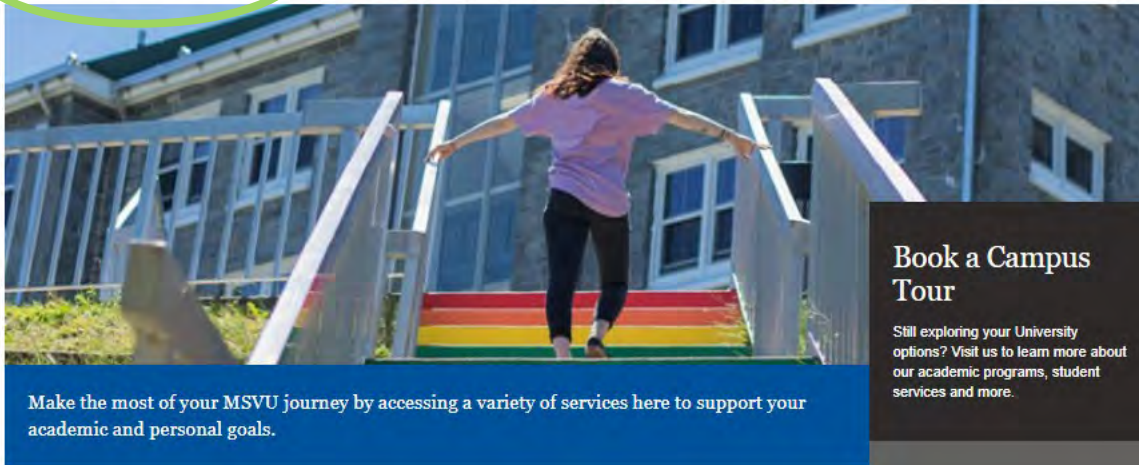
[Campus Tour Videos](#)



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# 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.

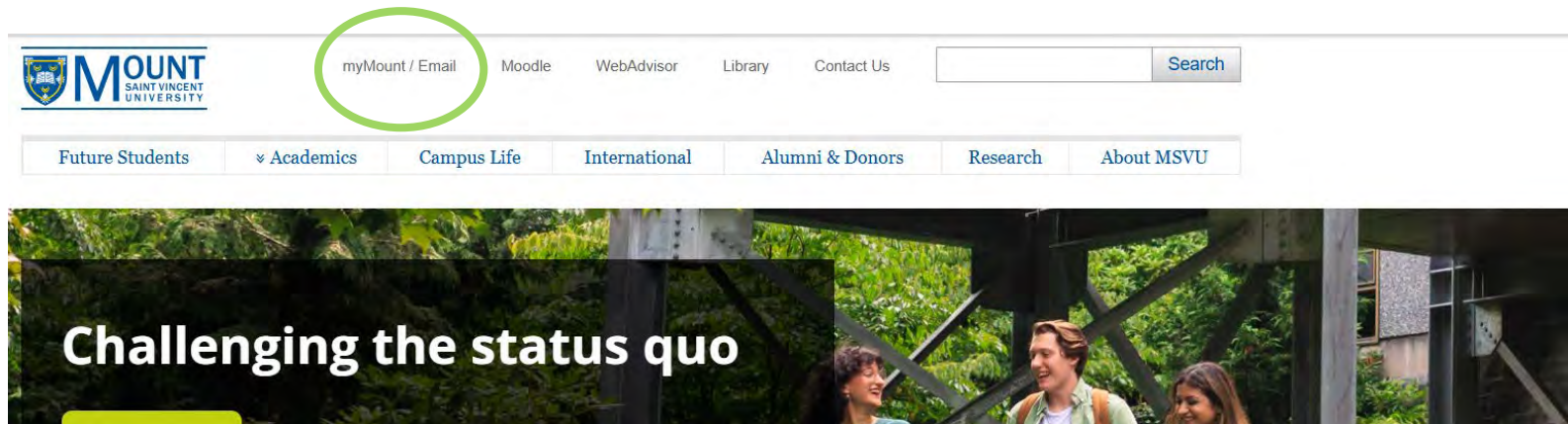
Make the most of your MSVU journey by accessing a variety of services here to support your academic and personal goals.

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](mailto:helpdesk@msvu.ca)
- it included your MSVU Username, Email, and Password
- you can change your Password at [www.msvu.ca/mymount](http://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](https://youtu.be/hrg_ntMUzKs)

# MSVU Multifactor Authentication (MFA)

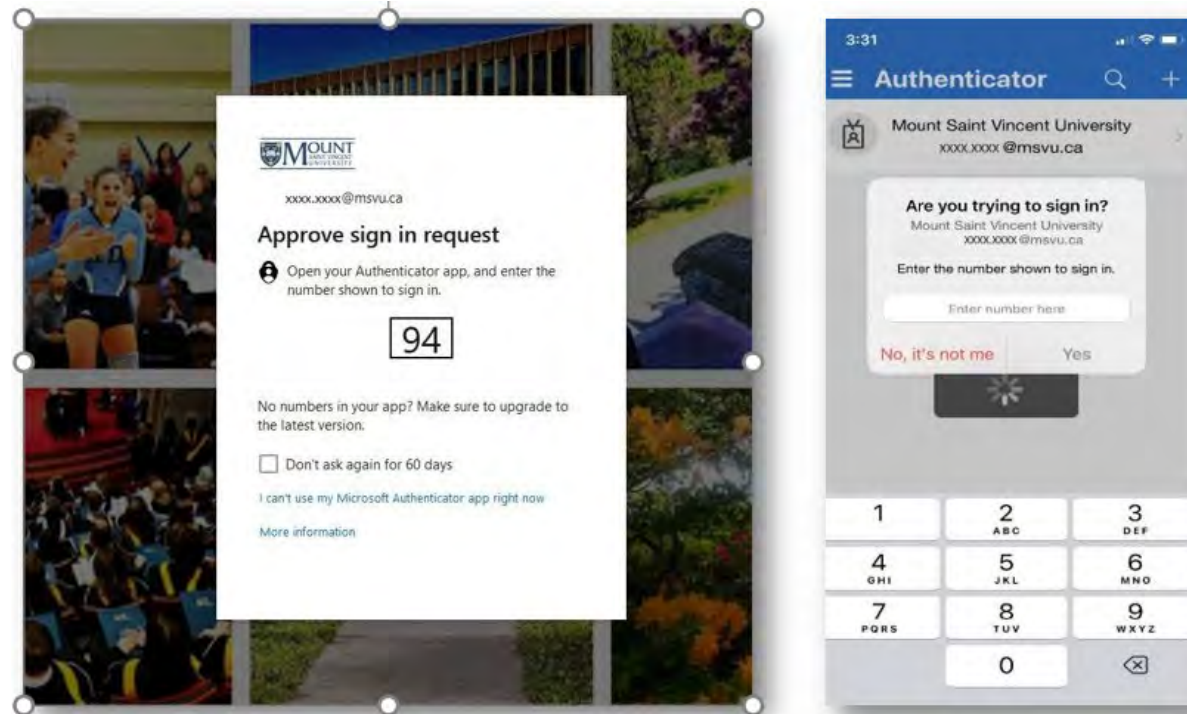
## Instructions:

- 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

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## Challenging the status quo

Apply online now



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# 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



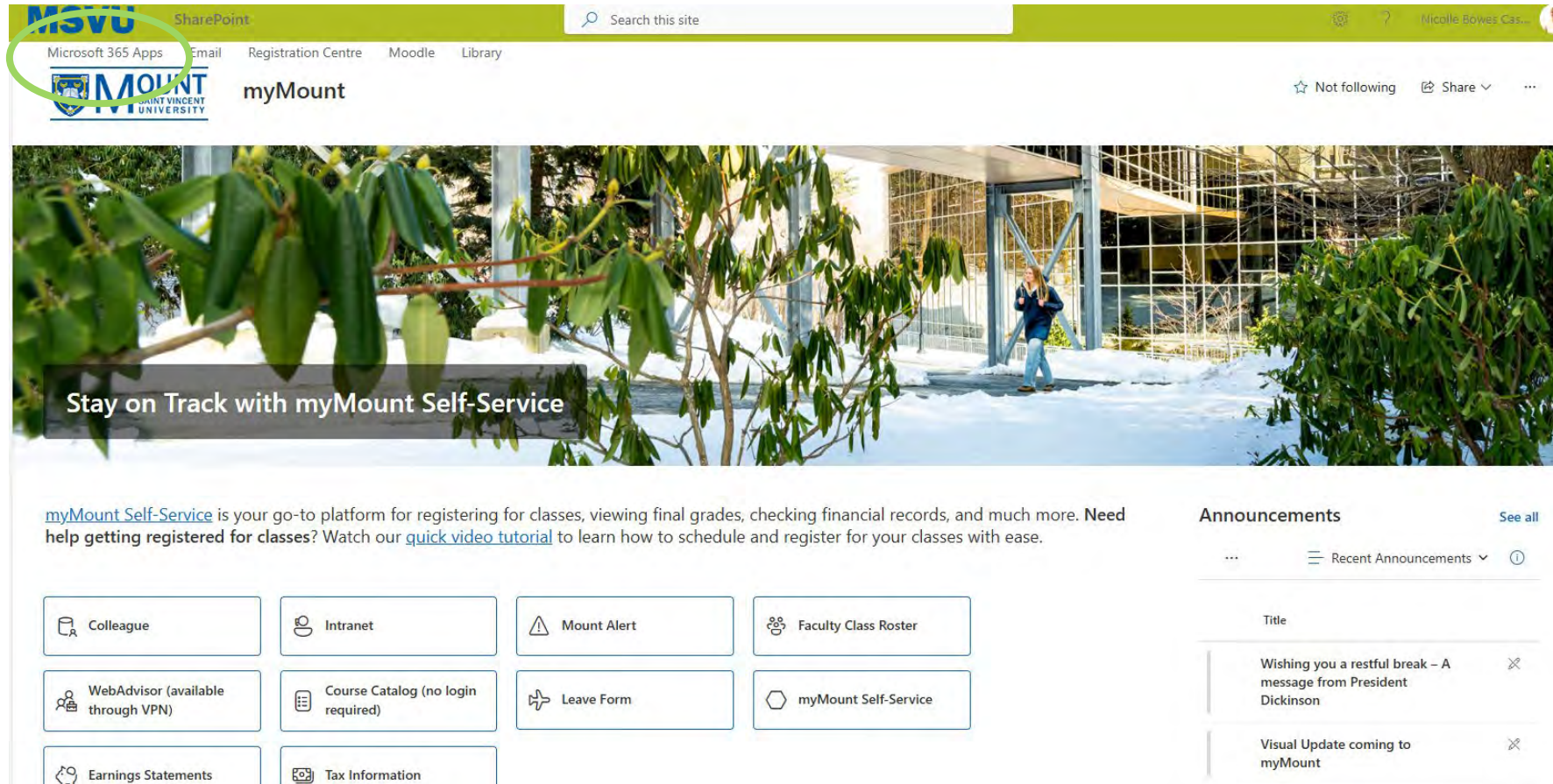
# Microsoft 365



**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 user information. Below this, a secondary navigation bar contains links for Microsoft 365 Apps, Email, Registration Centre, Moodle, and Library. The Microsoft 365 Apps link is circled in green. 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 is displayed, including Colleague, Intranet, Mount Alert, Faculty Class Roster, WebAdvisor, Course Catalog, Leave Form, myMount Self-Service, Earnings Statements, and Tax Information. On the right side, there is an Announcements section with a list of recent messages.

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

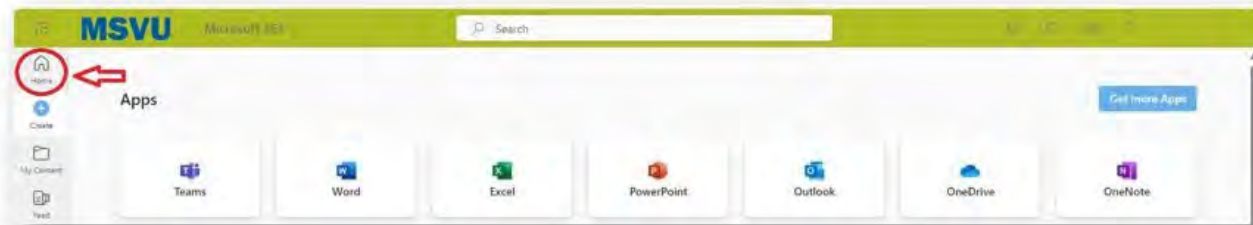
Title

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

# Thank you!

