

IT Training

Pre-arrival Webinar for New MSVU International Students

April 4, 2024



Presenters



Sarah Jacques
International Student Success Advisor
MSVU International Education Centre
sarah.jacques2@msvu.ca



Mahx Mason
International Partnerships Coordinator
MSVU International Education Centre
mahx.mason4@msvu.ca



Reminder

Today's presentation will be published at:

<https://www.msvu.ca/international/webinars-and-videos>

The screenshot shows the top navigation bar of the Mount Saint Vincent University website. The logo is on the left, and navigation links for 'myMount / Email', 'Moodle', 'WebAdvisor', 'Library', and 'Contact Us' are on the right. A search box is also present. Below this is a main navigation menu with items: 'Future Students', 'Academics', 'Campus Life', 'International' (circled in red), 'Alumni & Donors', 'Research', and 'About MSVU'. A breadcrumb trail below the menu reads 'Home » International Education Centre » Webinars and Workshops' (highlighted with a red box). A large blue banner below the menu contains the text 'Webinars and Workshops'. To the left of the main content area is a sidebar menu for 'International Education Centre' with sub-items: 'International Team' and 'Our Mission, Vision and Values'. The main content area features a heading 'Online Support for International Students' in green, followed by a paragraph: 'Each semester, the International Education Center offers various online support for our international students. Do not miss the updates listed below that can help you succeed at MSVU. Any questions? Email us at international@msvu.ca.'

Outline

1. MSVU Website
 - MSVU Landing page
 - Campus Services
 - International Education Centre
2. MSVU email, username, and password
3. Multifactor Authentication (MFA)
 - Phone number
 - Authenticator Apps
4. myMount
 - What is myMount?
 - Exploring myMount
5. Moodle
 - What is Moodle?
 - Why is Moodle important?
 - Blackboard Collaborate
6. Microsoft 365
 - Downloading
 - Apps
7. MSVU Apps
 - MSVU Ellucian Go
 - MSVU Safe
8. MSVU Wi-Fi



Part I

www.msvu.ca



[myMount / Email](#)

[Moodle](#)

[WebAdvisor](#)

[Library](#)

[Contact Us](#)

[Search](#)

[Future Students](#)

[Academics](#)

[Campus Life](#)

[International](#)

[Alumni & Donors](#)

[Research](#)

[About MSVU](#)

A photograph of a modern university building with a facade of vertical slats and a large section covered in green ivy. The building is set against a backdrop of lush green trees and a clear blue sky. A rainbow flag is visible on a balcony in the foreground.

**Challenging the status quo
since 1873**

[Apply now](#)



Part II MSVU email, username, and password

Usually, after receiving your Letter of Acceptance, you will get an email in 3 or a few more business days from helpdesk@msvu.ca. The email will include your MSVU email address, username and password. You can change your password by logging in to your *myMount* at www.msvu.ca/myMount.



Part II MSVU email, username, and password

- *Your username is as follows: First initial followed by last name. If your email address has a number, so will your username. (Mount App, Financial Statements, Account Activity Statement, WebAdvisor, library searches, accessing MSVU PCs on Campus etc...)*
- *Your email address will be your full first name, followed by your last name. If you are unsure about if your email may or may not have a number, contact IT&S and we will assist you (Moodle, myMount).*
- *Your initial password is a ten character password starting with MSVU and the last six characters being your date of birth in ddmmyy (two-digit day, month and year) format. For Example: If your date of birth was January 24, 1953, then your password would be Msvu240153.*
- *Please login to myMount email in order to reset your MSVU Account password in the link below: <https://www.msvu.ca/mymount>.*
- *After having logged in successfully, you will see a Self-Service Password Reset (SSPR) setup window indicating: "More information is required. Your organization needs more information to keep your account secure."*
- *Follow the steps to set up your future password recovery methods; we recommend setting up at least two methods for recovery.*
- *Once your recovery methods are setup you should not be prompted again. If on some future date you need to use SSPR to reset your password, you can follow the link on the MSVU page for forgotten password to reset your password.*

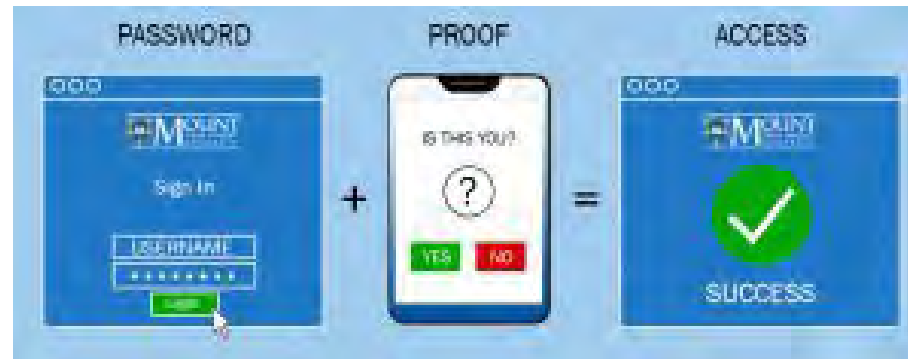
For more information about setting up recovery options or using the recovery tool, go to: <https://www.msvu.ca/password/>

Let us know if there is anything else we can help with!



Part III Multifactor Authentication (MFA)

Multifactor Authentication (MFA)



Instruction:

1. Download an authenticator app on your phone;
2. Log in to your [myMount](#). The initial MFA setup will require you to link your mobile phone number to your MSVU account by receiving a text message;
3. After the initial setup, please immediately add the authenticator app and set it as your default authentication method. [Click here for instruction](#).

Microsoft Authenticator

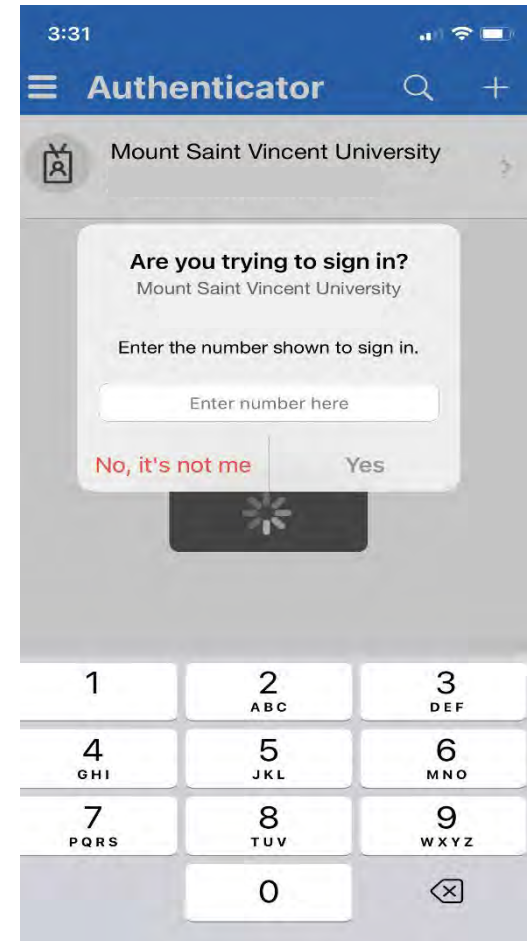
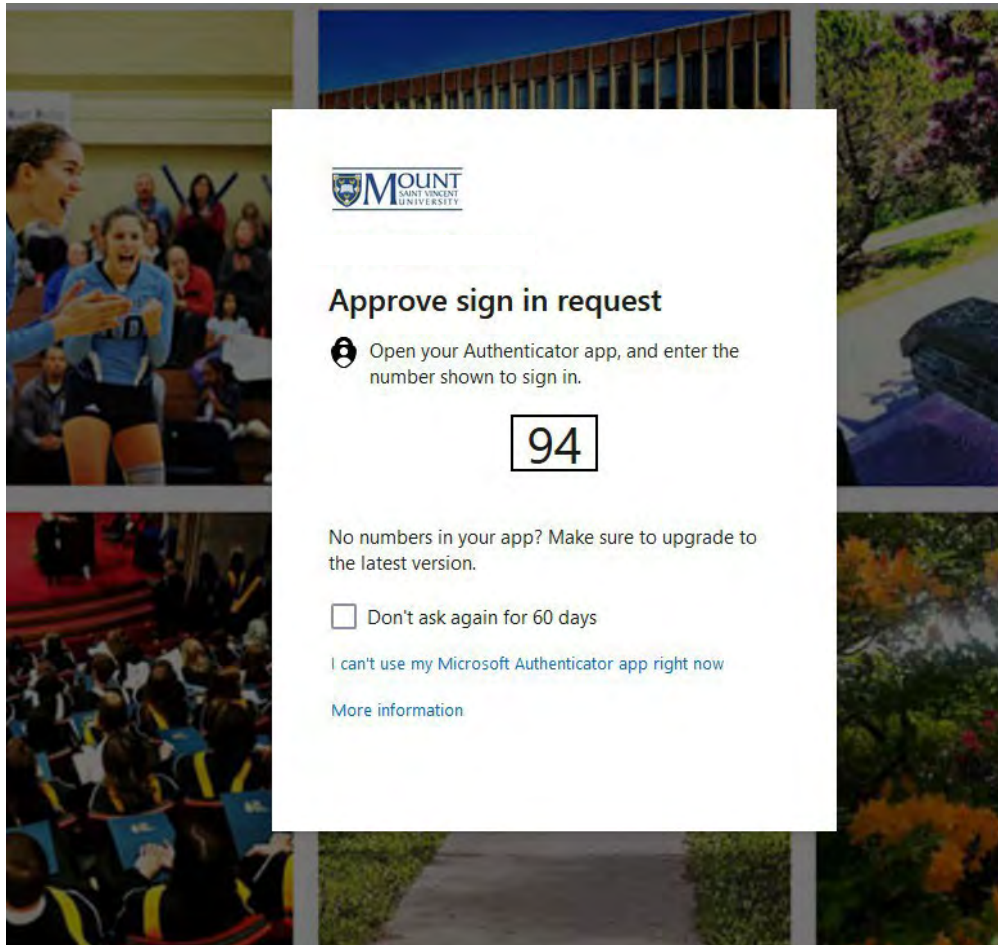


Google Authenticator



Part III Multifactor Authentication

Every time when you need authentication, it will look like this:



Part IV MSVU Portal: myMount



myMount / Email

Moodle

WebAdvisor

Library

Contact Us

Search

Future Students

Academics

Campus Life

International

Alumni & Donors

Research

About MSVU

Challenging the status quo
since 1873

Apply now



Part IV MSVU Portal: myMount

The screenshot shows the MSVU myMount portal. At the top is a green header with the MSVU logo and 'SharePoint'. On the right, there's a user profile for 'Malix Mason' and 'SHARE FOLLOW' buttons. Below the header is a navigation bar with the MSVU logo and a search box. The main content area is titled 'myMount' and includes a navigation menu with links for 'Office 365 Apps', 'Students', 'WebAdvisor', 'Registration Centre', 'Moodle', 'Online Learning', and 'Library'. The 'Students' link is active, leading to a 'Student View' page. This page contains a 'Please note' box about browser cache, a 'Please read' link for getting started, and a 'Student Information' section with nine image-based links: 'First Year Students', 'Get Involved', 'Academics', 'Help Me', 'Money Matters', 'Student Services', 'Preparing for Graduation', 'Virtual Crow's Nest', and 'What is Open'. A security warning is at the bottom of this section. On the right, a 'Student Quick Links [1]' sidebar lists links under 'General' (Important Dates and Deadlines, www.msvu.ca, Dining Hall Menus, Bookstore) and 'Registration' (Register for classes, Drop classes, Grades, Academic Transcript, Degree requirements, Submit Application to Graduate). A 'Classes' section is partially visible at the bottom.

MSVU SharePoint

Malix Mason

SHARE FOLLOW

MSVU MOUNT SAINT VINCENT UNIVERSITY

myMount

Office 365 Apps Students WebAdvisor Registration Centre Moodle Online Learning Library

myMount ▶ Student View

Student View

Please note: If you receive the message "an error occurred" when logging into WebAdvisor or the Registration Centre please clear your browser cache or use a private browser session.

[Return to Faculty/Staff view](#)

[Please read - Getting started using the new myMount and Office 365 \(including email\)](#)

Student Information

First Year Students Get Involved Academics Help Me Money Matters Student Services

Preparing for Graduation Virtual Crow's Nest What is Open

Protect your personal information, please ensure you fully log out and close all browser windows when accessing myMount from a shared computer.

Student Quick Links [1]

General

- Important Dates and Deadlines
- www.msvu.ca
- Dining Hall Menus
- Bookstore

Registration

- Register for classes
- Drop classes
- Grades
- Academic Transcript
- Degree requirements
- Submit Application to Graduate

Classes



Part V Moodle & Blackboard Collaborate



[myMount / Email](#)

[Moodle](#)

[WebAdvisor](#)

[Library](#)

[Contact Us](#)

[Search](#)

[Future Students](#)

[Academics](#)

[Campus Life](#)

[International](#)

[Alumni & Donors](#)

[Research](#)

[About MSVU](#)



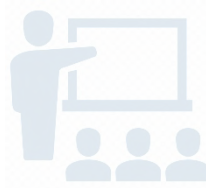
Challenging the status quo
since 1873

[Apply now](#)



Part V Moodle & Blackboard Collaborate

Moodle is the MSVU's Learning Management System and is used for most course deliveries, including face-to-face, online, blended and multi-access. It allows faculty to create and manage course content, host online discussions, administer quizzes and meet in real time with students. Moodle provides a place where students can access course content, submit assignments, complete activities, and communicate with their peers and their instructor.



Blackboard Collaborate is our online classroom software. It provides a virtual space where faculty and students can meet in real-time, work in groups, chat, and learn together.



Part V Moodle & Blackboard Collaborate

Moodle Learn Online Learning English (en)

Dashboard

- Site home
- Calendar
- Private files
- My courses**

Moodle Dashboard

A place to share important information with students, faculty, and staff about Mount's online learning platform and more.

Important Announcement: Upgrade to Moodle 4.1

When: from 7am on April 30th – 5pm on May 1st

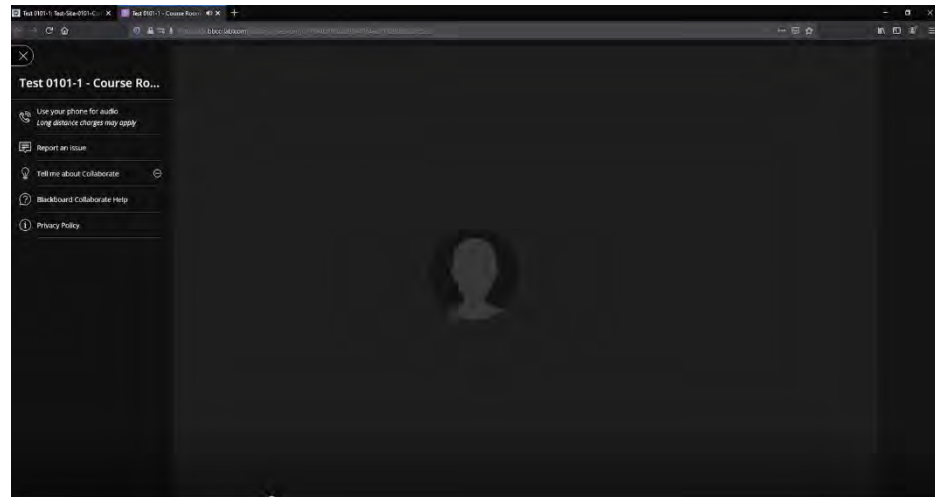
IT&S – Online Learning is excited to announce that the Moodle Learning Management System will be upgraded to version 4.1 on April 30th – May 1st, 2024.

Resources

Students

- Online Support for Students
- New - How to Submit an Assignment in Moodle (Stream 2:00)
- Student Policies
- Sexual Violence Prevention & Response Moodle Site
- WHMIS Moodle Site

Click on the image to watch the instructional video about Blackboard Collaborate.



Watching the video requires login with your MSVU email and password.

Part VI Microsoft 365



Microsoft 365



Part VI Microsoft 365

1. Log in to your myMount;
2. Click on “Office 365 Apps”

The screenshot shows the MSVU myMount website interface. At the top, there is a green header with the MSVU logo and 'SharePoint' text. Below this is a navigation bar with the myMount logo and a menu containing 'Office 365 Apps', 'Students', 'WebAdvisor', 'Registration Centre', 'Moodle', 'Online Learning', and 'Library'. The 'Office 365 Apps' link is circled in red, and a red arrow points to it from below. To the right of the navigation bar is a search box and user profile information for 'Malix Mason'. Below the navigation bar, the page content includes a 'Student View' section with a 'Please note' message, a 'Please read' link, and a 'Student Information' section with various service tiles like 'First Year Students', 'Get Involved', 'Academics', 'Help Me', 'Money Matters', 'Student Services', 'Preparing for Graduation', 'Virtual Crow's Nest', and 'What is Open'. On the right side, there is a 'Student Quick Links [1]' section with categories like 'General' and 'Registration'.

Part VI Microsoft 365

1. Log in to your myMount;
2. Click on “Office 365 Apps”
3. Install Microsoft 365

The screenshot shows the Microsoft 365 dashboard for MSVU. The top navigation bar includes the MSVU logo, the text 'Microsoft 365', a search bar, and user profile information for Mahy Alisson. The left sidebar contains navigation icons for Home, Create, My Content, Feed, Apps, Outlook, Teams, Word, Excel, and PowerPoint. The main content area displays 'Welcome to Microsoft 365' and a search bar. On the right, there is a section for installing apps, with the 'Install and more' button and the 'Install Microsoft 365 apps' option circled in red. A red arrow points to the 'Apps' icon in the sidebar.

Part VII MSVU Mobile App



Part VII MSVU Safe

MSVU SAFE is a free campus safety app designed to be a one-stop safety shop that connects users to a variety of safety and security tools and resources – all in the palm of your hand. To make maximum use of the app, users must have location services and calling services enabled. The app includes the following features:

- Mobile Blue Light
- Friend Walk
- Report a tip
- Virtual Walk Home
- Support Resources
- Travel Safe
- Campus Maps
- Emergency Procedures
- Class Cancellation
- Safety Toolbox

[Learn more](#)



Part VIII MSVU Wi-Fi

MSVU offers high speed internet access across campus. Two ways of access:

Mount Wi-Fi

MSVU Students, faculty and staff should use the 'Mount Wi-Fi' secure wireless network by using their Mount email address and password.

Eduroam

Eduroam lets people from other higher education institutions get internet access at the Mount. Find out more about [Eduroam at MSVU](#).

Click the Wi-Fi image below to see how to connect your devices to the internet on campus.



Part VIII MSVU Wi-Fi

Tip: save a screenshot of the instruction on your phone or computer so that you can connect your devices to the internet when you arrive at the campus.

Android

How to add Mount WiFi to your Android device

Note: Locations and names of settings may be different from what is shown here. Check your phone's manual if required.

1. Go to "**Settings**" > "**Connections**" > "**WiFi**".
2. Tap on "**Mount WiFi**" and input the following settings if prompted:
EAP method: PEAP.
Identity: Your MSVU Email.
Password: Your MSVU email password.
Anonymous Identity: Leave blank, if prompted enter123@msvu.ca.
Certificate: Use System Certificates.
CA Certificate: For Android 10: Default or Do not check. For Android 11+: Use system certificates.

Questions?

