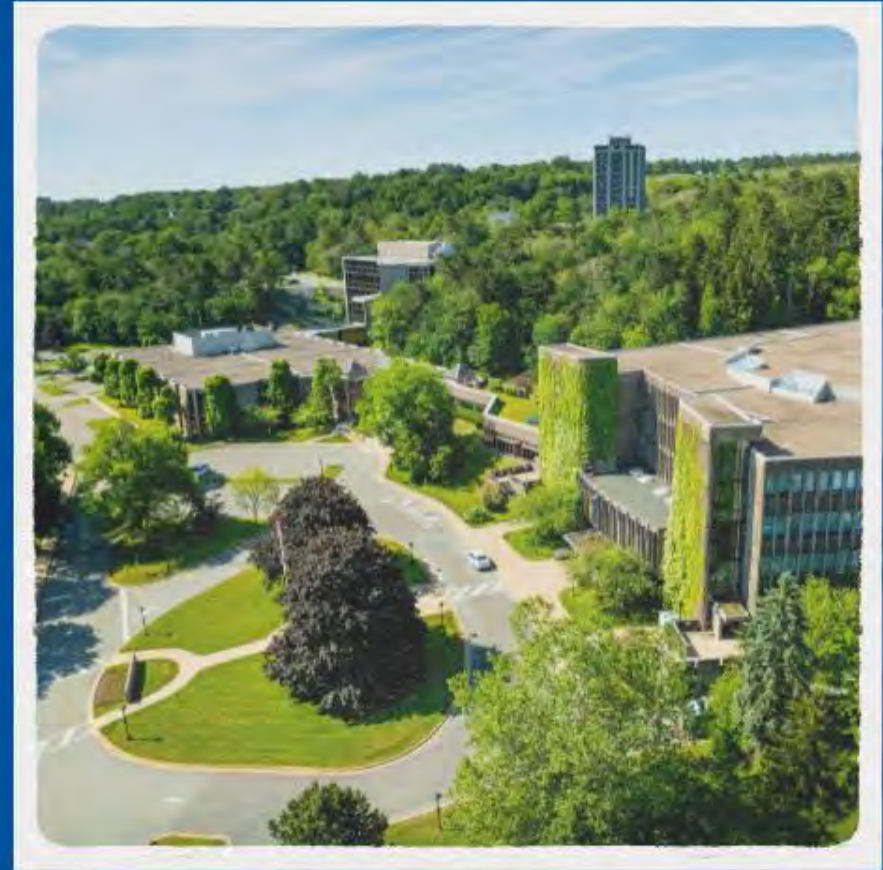


# What You Need to Know about Educational Technology at MSVU



**July 15, 2025**



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**International Partnerships Coordinator**

**MSVU International Education Centre**

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Today's presentation will be posted to:

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

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## Webinars and Workshops

### International Education Centre ▼

[International Team](#)[Our Mission, Vision and Values](#)

### Online Support for International Students

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](mailto:international@msvu.ca).

## 1. MSVU Website

- MSVU homepage
- 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. Microsoft 365

- Downloading
- Apps

## 6. MSVU Wireless Networks

- Mount Wi-Fi
- Eduroam
- Settings for  
Android/Chromebook/iOS/Mac  
/Windows

## 7. MSVU Mobile App

- MSVU Safe

## 8. Moodle and Blackboard Collaborate





[myMount / Email](#)

[Moodle](#)

[WebAdvisor](#)

[Library](#)

[Contact Us](#)

[Search](#)

[Future Students](#)

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Usually, after receiving your Letter of Acceptance, you will get an email in 3 or more business days from [helpdesk@msvu.ca](mailto: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](http://www.msvu.ca/myMount).



- *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!*

## Multifactor Authentication (MFA)



### Instructions:

#### Microsoft Authenticator

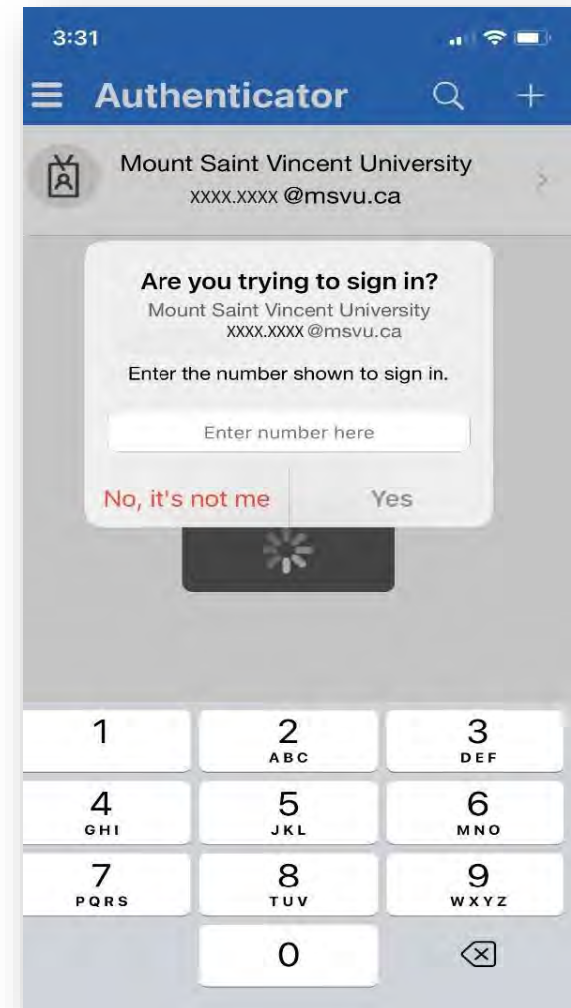
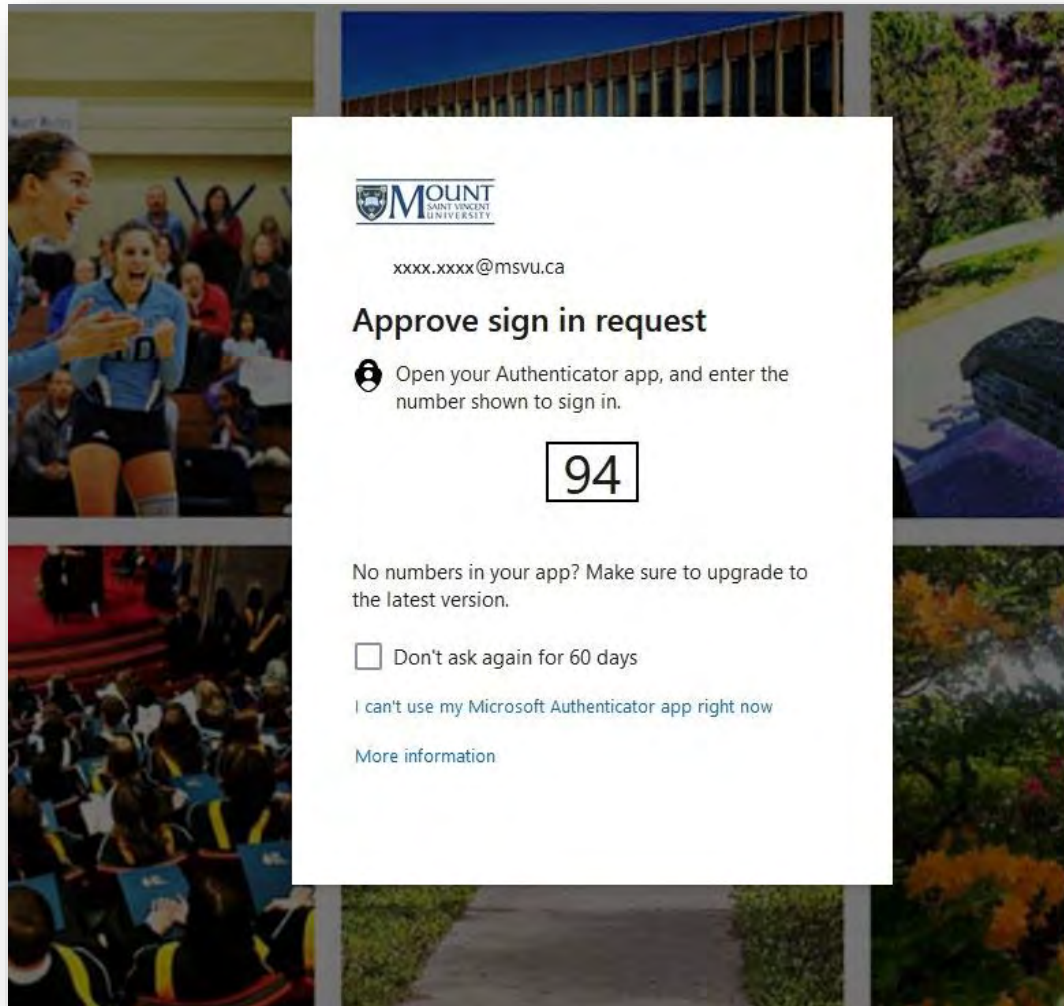


#### Google Authenticator



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, you can add the authenticator app and use it as your preferred authentication method.
4. If you need to switch to a new phone, **do not** delete the MFA app on your old phone until you set it up on your new phone because you will need the code from the MFA app on your old phone.







[myMount / Email](#)

[Moodle](#)

[WebAdvisor](#)

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Search this site

[myMount](#) [Microsoft 365 Apps](#) [Email](#) [Registration Centre](#) [Moodle](#) [Library](#)

myMount

Welcome to myMount



#### Notice: the Mount App

In June 2024 the Mount App will be retired and replaced with [myMount Self-Service](#) where you can register for classes, view final grades and financial records, and much more. [Video: learn to register for classes and manage your schedule in self-service.](#)

#### Faculty and Staff Quick Links

- [Colleague](#)
- [Intranet](#)
- [Mount Alert](#)
- [WebAdvisor](#)

#### Taxes, Earnings and Leaves

- [Leave Form](#)
- [myMount Self-Service](#)
- [Earnings Statements](#)
- [Tax Information](#)

#### Announcements

##### Title

Announcing the 18th Nancy's Chair in Women's Studies at MSVU

Announcing MSVU's new AVP People and Culture

Registration for the hybrid 3rd Black Excellence in STEM conference (BESTEMM2024) is open

Update: Marking National Indigenous Peoples Day

An Important Change for Students: the MSVU App to be replaced by myMount Self-Service in June 2024

1 - 5

#### BEd and Graduate Application Information

Instructions related to reviewing your application document status and uploading files can be found on the website:

[Bachelor of Education](#)

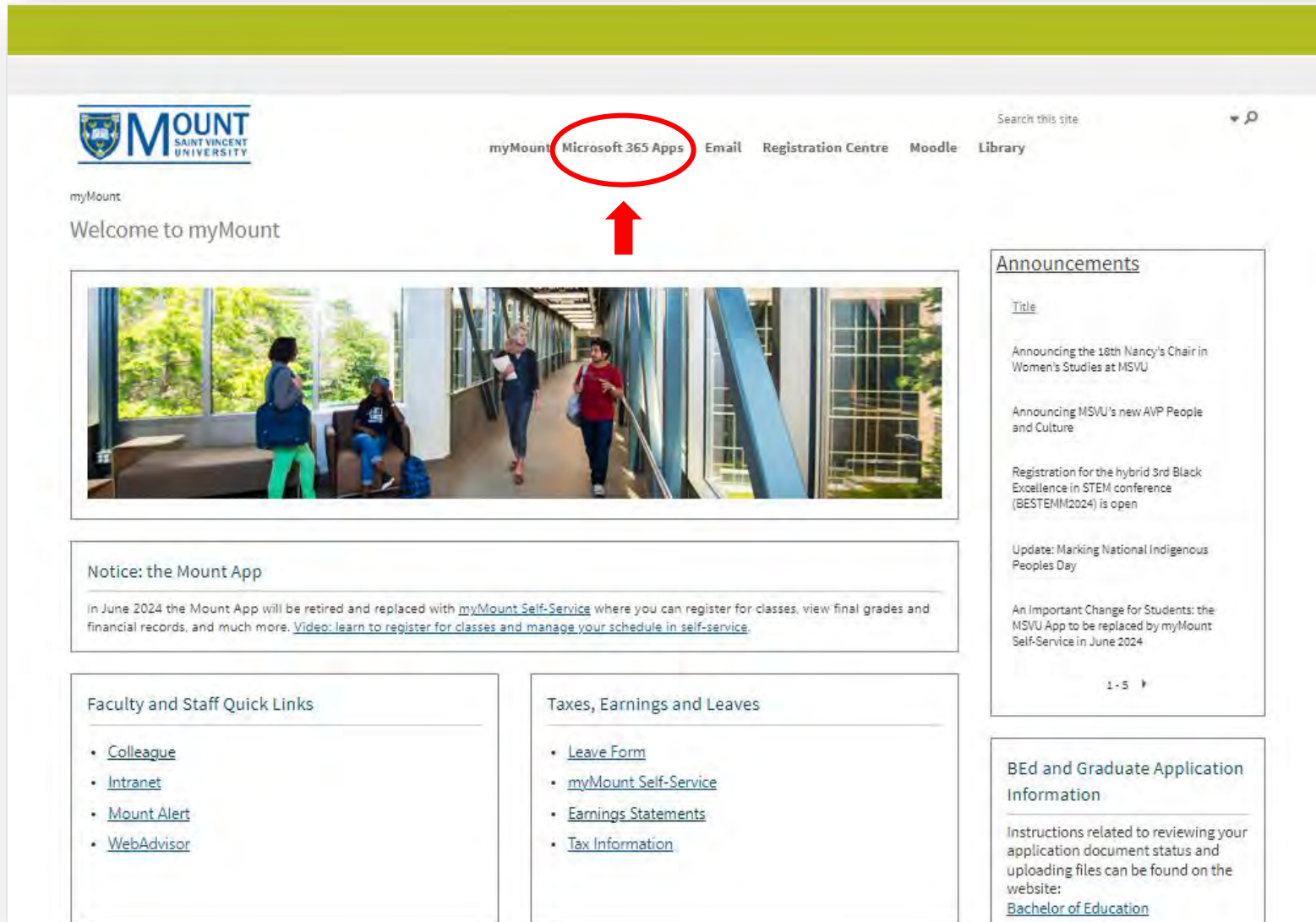


# Microsoft 365



1. Log in to your *myMount*;

2. Click on “Microsoft 365 Apps”



The screenshot shows the myMount website interface. At the top, the Mount Saint Vincent University logo is on the left, and a navigation bar contains links: myMount, Microsoft 365 Apps (circled in red with a red arrow pointing to it), Email, Registration Centre, Moodle, and Library. A search bar is on the right. Below the navigation bar, a large banner image shows students in a modern building hallway. To the right of the banner is an 'Announcements' section with several news items. Below the banner is a 'Notice: the Mount App' section. At the bottom, there are two columns of quick links: 'Faculty and Staff Quick Links' and 'Taxes, Earnings and Leaves'. On the far right, there is a 'BEd and Graduate Application Information' section.

myMount

Welcome to myMount

myMount Microsoft 365 Apps Email Registration Centre Moodle Library

Search this site

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**Faculty and Staff Quick Links**

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- [Intranet](#)
- [Mount Alert](#)
- [WebAdvisor](#)

**Taxes, Earnings and Leaves**

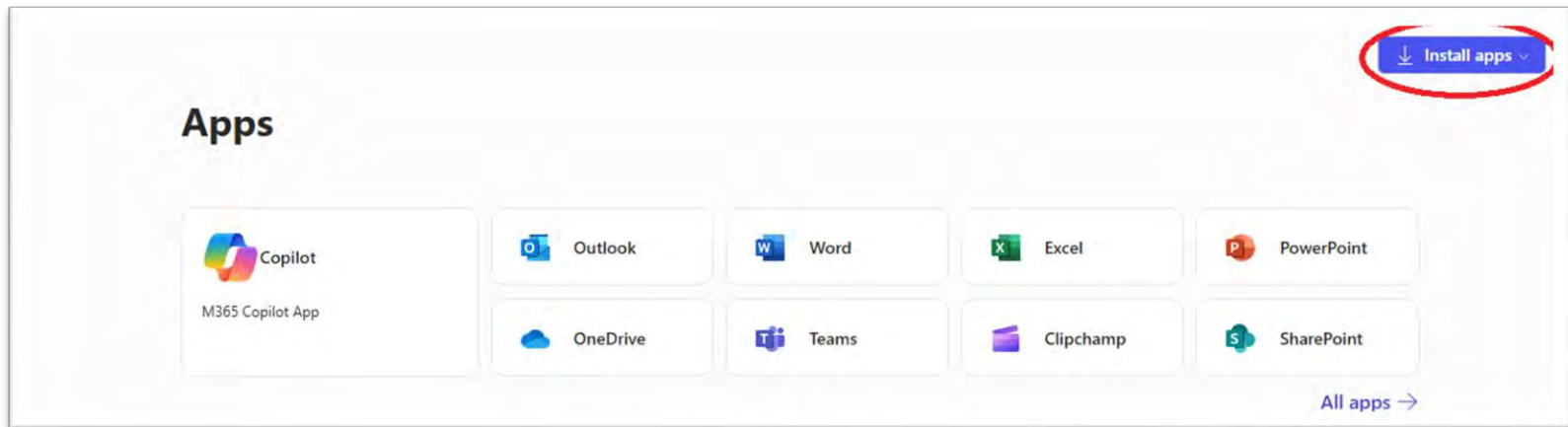
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**BEd and Graduate Application Information**

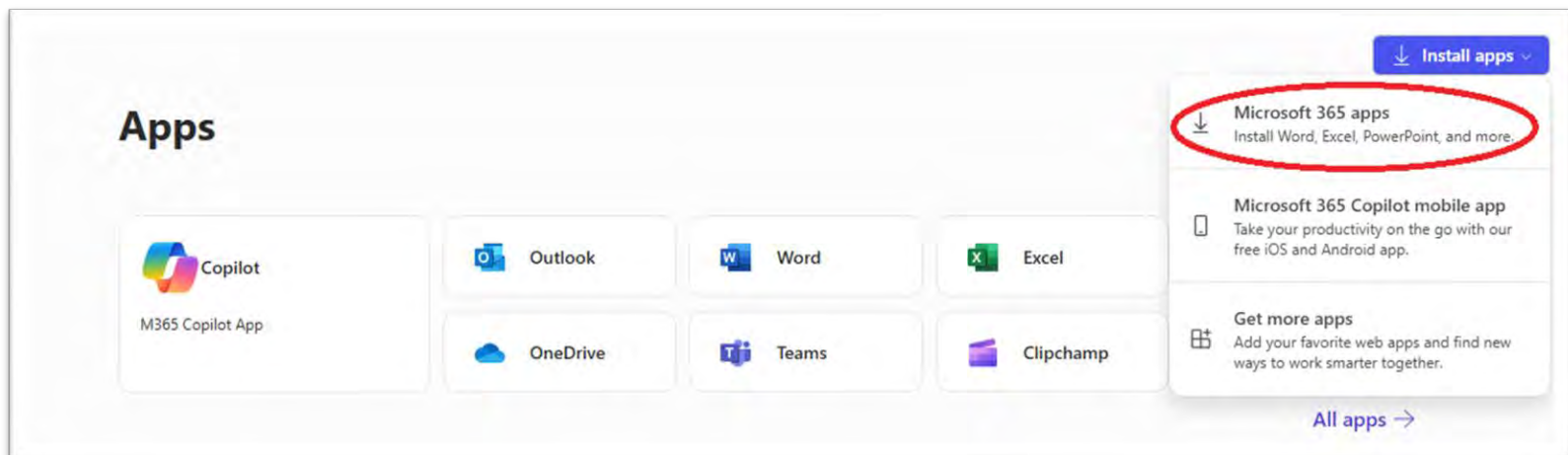
Instructions related to reviewing your application document status and uploading files can be found on the website: [Bachelor of Education](#)



1. Click “Install apps” (Picture 1);
2. Then click “Microsoft 365 apps” (Picture 2);

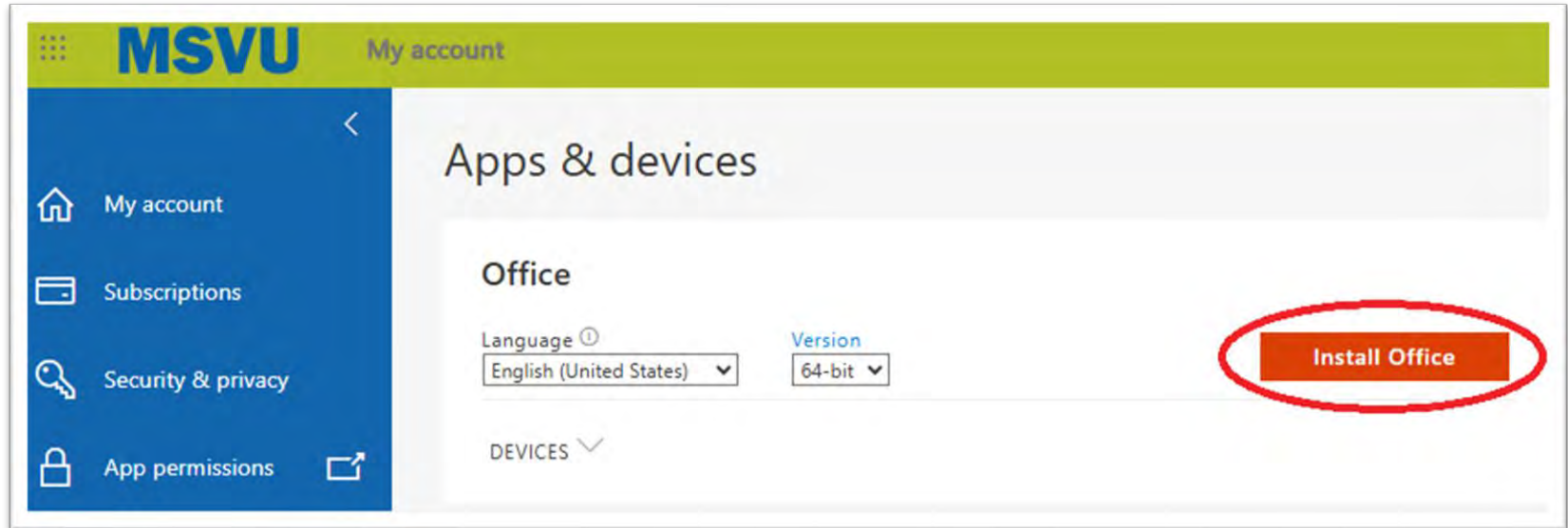


Picture 1



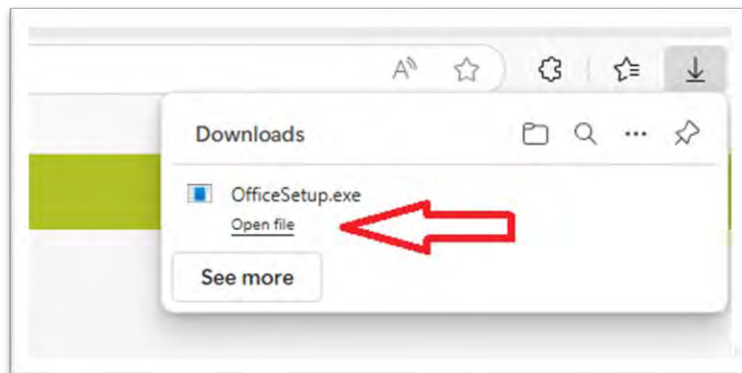
Picture 2

3. Click “Install apps” (Picture 3)



Picture 3

4. Click “Open file” and install the apps by following the instructions on the screen (Picture 4)



Picture 4

MSVU offers high speed Internet access across campus.

## Campus Wireless Networks

### ➤ Mount Wi-Fi

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

Note:

- username: the one you received from [helpdesk@msvu.ca](mailto:helpdesk@msvu.ca)
- password: the same as for your MSVU email

### ➤ Eduroam

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

Note:

- username: your full MSVU email address
- password: the same as for your MSVU email

## 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.

**Online Certificate:** Do not validate or Request Access.

**Domain:** clearpass.msvu.ca.

**EAP/Advanced Phase 2 authentication:** MSCHAPV2.

3. Tap **"Connect"**.

## Chromebook



### How to add Mount WiFi to your Chromebook

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

1. At the bottom right, select the **time**.
2. Select the WiFi icon (usually says: "**Not Connected**") which will open the "**Networks**" section of the Chromebook's settings page.

**Note:** If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.

3. Click the WiFi right-pointing arrow on the right-hand side to search for WiFi networks. Your Chromebook will automatically look for available networks and show them to you in a list.

5. Click on "**Mount WiFi**" and input the following settings if prompted:

**EAP method:** PEAP.

**EAP/Advanced Phase 2 Authentication:** MSCHAPV2.

**Identity:** Your MSVU Email.

**Password:** Your MSVU email password.

**Anonymous Identity:** Leave blank, if prompted enter 123@msvu.ca.

**CA Certificate:** Do not check.

**Online Certificate:** Do not validate or Request Access.

**Domain:** clearpass.msvu.ca.

6. Click "**Connect**".



## iOS iPhone/iPad



### How to add Mount WiFi to your iPhone

1. Tap on the **"Settings"** app.
2. Tap on **"Wi-Fi"**.
3. Choose the Wi-Fi you want to connect to.
4. Enter your MSVU email address and myMount password. Tap **"Join"** in the top-right to connect to the network.
5. Tap **"Trust"** in the top right when prompted to connect.

## Mac



### How to add Mount WiFi to your Mac

1. Click on the **"WiFi"** icon on the menu bar in the top-right hand corner of the Mac desktop.
2. Select the **"Mount WiFi"** network.
3. Enter your MSVU email address and myMount password, and click **"OK"**.

***Note:** You can also make sure the **"Remember this information"** is checked so the Mac will automatically re-connect to the Mount WiFi the next time you restart the Mac or are at MSVU.*

4. Click **"Continue"** to when prompted to connect and to verify the network certificate.

## Windows

### How to add Mount WiFi to your Windows PC

1. Click on the "**WiFi**" icon in the bottom-right hand corner of the login screen or in the bottom-right hand corner of the taskbar on your desktop.

2. Select the "**Mount WiFi**" network.

3. Enter your MSVU email address and myMount password, and click "**Sign In**".

***Note:** You can also make sure the "**Automatically Save Credentials**" is checked so the PC will automatically re-connect to the Mount WiFi the next time you restart the PC at MSVU.*

4. When prompted to use a security certificate, click "**Connect**" to connect to the Mount WiFi network.

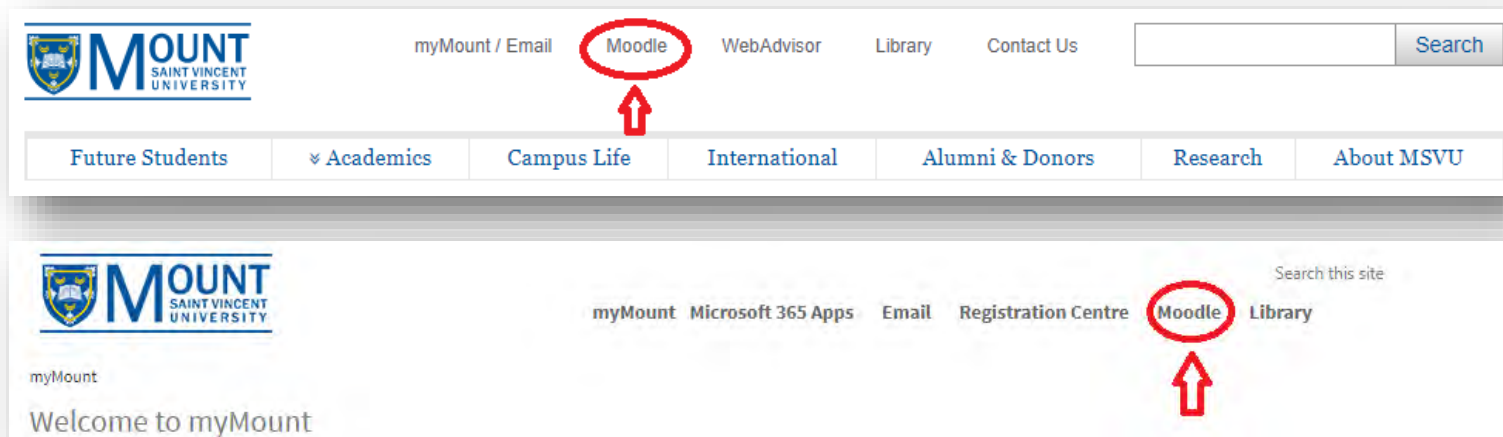
MSVU SAFE is a free campus safety app designed to be a one-stop safety shop that connects users to a variety of safety and security tools and resources –all in the palm of your hand. To make maximum use of the app, users must have location services and calling services enabled. The app includes the following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

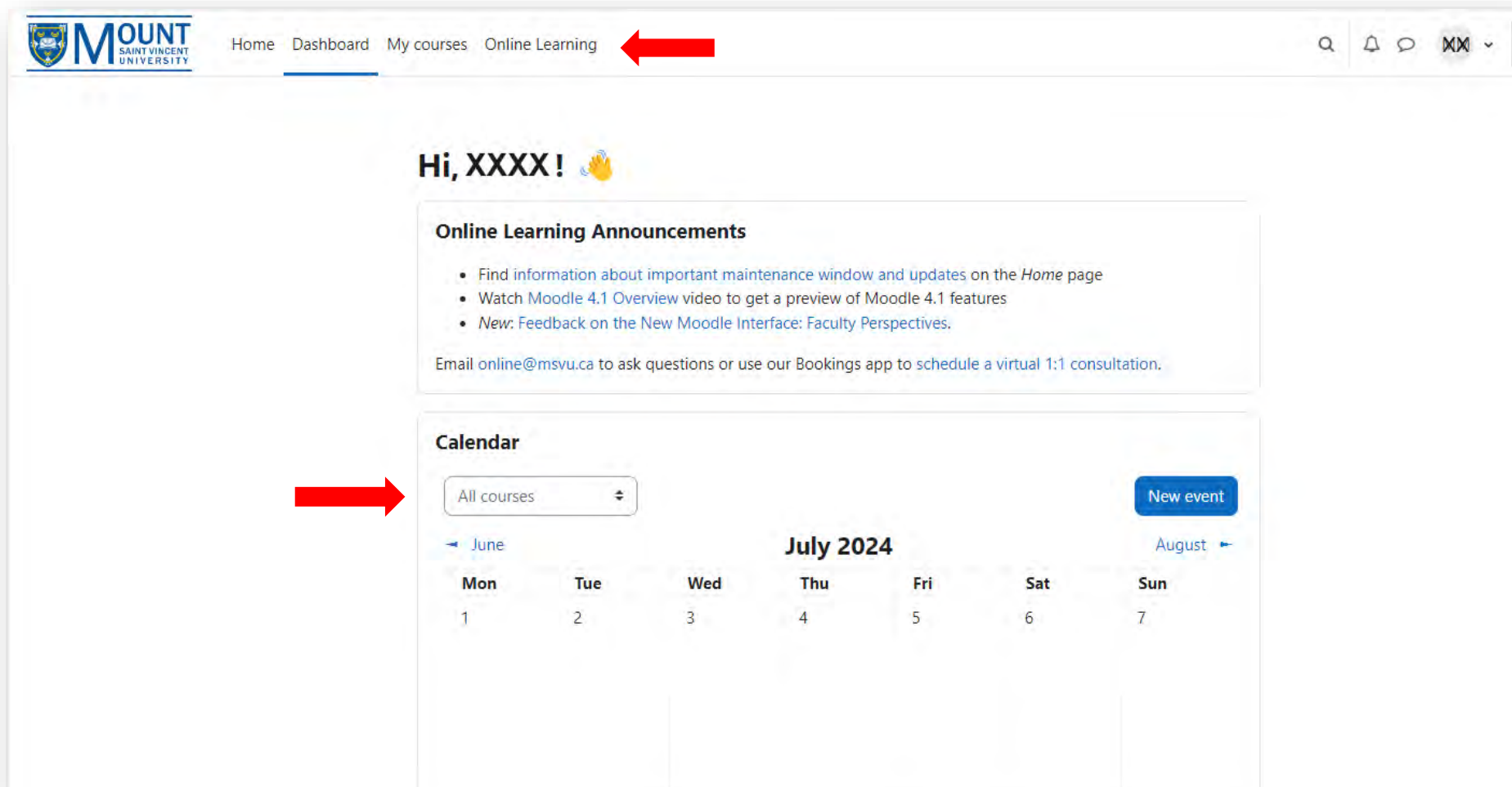
Moodle is the MSVU's Learning Management System and is used for most course deliveries, including face-to-face, online, blended and multi-access. It allows faculty to create and manage course content, host online discussions, administer quizzes and meet in real time with students. Moodle provides a place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



Once you are logged in, you will see the webpage as shown below. You can explore your Moodle by clicking on the tabs “Home, Dashboard, My courses, and Online Learning” or click the dropdown menu “All courses” to find your courses.



The screenshot shows the Moodle dashboard for a user logged in as 'XXXX'. The top navigation bar includes the Mount Saint Vincent University logo, a search icon, a notification bell, a chat icon, and a user profile icon. The main navigation tabs are 'Home', 'Dashboard', 'My courses', and 'Online Learning'. A red arrow points to the 'Online Learning' tab. Below the navigation bar, the user is greeted with 'Hi, XXXX!' and a wave emoji. The 'Online Learning Announcements' section contains three bullet points: 'Find information about important maintenance window and updates on the Home page', 'Watch Moodle 4.1 Overview video to get a preview of Moodle 4.1 features', and 'New: Feedback on the New Moodle Interface: Faculty Perspectives'. Below this, it says 'Email [online@msvu.ca](mailto:online@msvu.ca) to ask questions or use our Bookings app to schedule a virtual 1:1 consultation.' The 'Calendar' section features a dropdown menu set to 'All courses', a 'New event' button, and a calendar for July 2024. A red arrow points to the 'All courses' dropdown menu. The calendar shows the days of the week and the first seven days of the month.

Home Dashboard My courses Online Learning

Hi, XXXX! 🖐️

**Online Learning Announcements**

- Find [information](#) about important maintenance window and updates on the *Home* page
- Watch [Moodle 4.1 Overview](#) video to get a preview of Moodle 4.1 features
- [New: Feedback on the New Moodle Interface: Faculty Perspectives](#).

Email [online@msvu.ca](mailto:online@msvu.ca) to ask questions or use our Bookings app to [schedule a virtual 1:1 consultation](#).

**Calendar**

All courses

New event

← June July 2024 August →

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7



Blackboard Collaborate is your virtual classroom where you have online classes. Please click on the image below to view the instructional video about Blackboard Collaborate.

**Note:** watching the video requires login with your MSVU email and password.



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**Any Questions?**



# Reminder: Register for Orientation

## International Day of Orientation (Fall 2025)



## MSVU Orientation (Fall 2025)

