

## Welcome to Mercer!

As a new employee, you are likely full of questions on where to go next...we're here to help!

Information Technology (IT) is a department at Mercer that supports, develops, and maintains the University's IT environment (the network, computers, computer labs, telephone system). We work with students, faculty, and staff on all campuses, including the Centers.

Mercer IT can assist you with:

- Troubleshooting computer problems
- Resetting passwords
- Setting up audio/visual equipment
- Establishing and maintaining telecommunications
- And much more!

Visit us online at  
<http://it.mercer.edu>



Visit us online at  
<http://it.mercer.edu>

Like us on Facebook and follow us on  
Twitter and Instagram for  
information on outages, updates, and  
other IT tips/tricks:

@ITMercer

**BE THE BEAR**<sup>TM</sup>



Mercer University  
Information Technology  
Help Desk

E-mail: [helpdesk@mercer.edu](mailto:helpdesk@mercer.edu)

IT Service Portal: <http://ithelp.mercer.edu>

Website: <http://it.mercer.edu>

Phone: 478-301-7000

Visit the **Contact Us** section of the IT website for  
more information on hours and locations.



Information Technology

For more information on Getting Started, check out the **New Employee** section online at <http://it.mercer.edu>  
Still need help? Visit the IT Service Portal at <https://ithelp.mercer.edu>

## Frequently Asked Questions

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### HOW DO I OBTAIN WIRELESS ACCESS FOR MY MERCER-OWNED LAPTOP?

To connect to our wireless network, simply select the **MU-Secure** wireless connection from the list of available networks. You will be prompted to enter your username and password (same as for logging into your computer and/or email account.)

### HOW DO I ACCESS MY EMAIL ACCOUNT?

Your department will request an email account from Mercer IT via the Help Desk. Microsoft Outlook will be set up on your computer during the initial configuration. You may also access your email online via Outlook on the web: <https://www.office.com>

### WHAT IS MyMERCER AND HOW DO I ACCESS MY ACCOUNT?

MyMercer, <https://my.mercer.edu>, allows faculty to view course schedules, access basic student information, post grades, and record attendance. You will access your account with the same credentials used to access your computer and/or email.

### WHAT IS ZOOM AND HOW DO I ACCESS MY ACCOUNT?

Zoom Video Conferencing is a simple to use cloud-based video solution that offers many features including integration with Canvas, hosting online meetings, video conferences, webinars, questionnaires within meetings, and much more. Visit <http://mercero.zoom.us> and use the same credentials used to access your computer and/or email.

## FAQs continued...

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### HOW DO I CONFIGURE MY MERCER EMAIL ON MY MOBILE DEVICE?

For instructions on how to set-up your mobile device, visit the IT website at <http://it.mercer.edu> and select the *Set-up Your Phone* link located under the **Email** heading.

### WHAT IS CANVAS AND HOW DO I ACCESS MY ACCOUNT?

Canvas is an online course system that supports supplementary learning tools in an online environment. Your department will request a Canvas account from Mercer IT via the Help Desk. Visit Canvas at <https://canvas.mercer.edu>. Click the **Mercer User Login** button, and then log in using the same credentials used to access your computer and/or email.

### HOW DO I CHANGE MY PASSWORDS?

Your Canvas, MyMercer, Mercer email and wireless access passwords can be changed by enrolling in Mercer's password self-service website: <http://pwhelp.mercer.edu>

### WHAT IS MICROSOFT TEAMS AND HOW DO I ACCESS MY ACCOUNT?

Microsoft Teams is a collaboration app that helps your team stay organized and have conversations—all in one place. Microsoft Teams will be set up on your computer during the initial configuration. You may also access Teams online: <https://www.office.com>

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### DOES MERCER HAVE TRAINING MATERIALS OR TUTORIALS ON HOW TO USE DIFFERENT SOFTWARE AND SYSTEMS?

Information Technology has compiled and developed several tutorials to help you learn the fundamentals of different software and systems used at Mercer. Visit the IT website and select the *Training & Tutorials* link located under the **Academic Technology** heading.

### CAN I ACCESS MERCER RESOURCES FROM OFF CAMPUS?

Virtual Private Network (VPN) access allows employees to securely access Mercer networks from remote locations. VPN access must be approved by the Human Resources department. Employees must formally request VPN access by submitting a completed *VPN Registration Form* located on the IT website under the **Internet/Network** heading.

### HOW DO I LEARN ABOUT SYSTEM OR NETWORK MAINTENANCE BEING PERFORMED?

This information is posted under the *System Status* tab on the IT website: <http://it.mercer.edu>

### HOW DO I LEARN ABOUT PHISHING OR OTHER SECURITY ALERTS?

This information is posted under the *Security Alerts* tab on the IT website: <http://it.mercer.edu>

## FAQs continued...

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### HOW DO I REGISTER FOR THE EMERGENCY ALERT SERVICE AT MERCER?

In an effort to keep our faculty and staff informed of emergencies affecting the safety of everyone on our campuses, we offer you the ability to receive emergency alert text messages. You can enroll by visiting the *Emergency Alert Registration* link under the **Announcements** section of the IT homepage.

### HOW DO I GET HELP AFTER-HOURS?

To reach us after hours for **emergency** support, call (478) 301-7000 and follow the prompts. The on-call technician will return your call. If you do not receive a call back within 15 minutes, please leave another message.

### DOES MERCER OFFER EMPLOYEE DISCOUNTS ON COMPUTERS AND/OR SOFTWARE FOR PERSONAL USE?

Several third-party companies offer favorable pricing on hardware and software for Mercer University faculty and staff. These discounts are offered on purchases directly from the vendor—not the IT department. Select the *Employee Discounts* link under the **Hardware & Software** heading on the IT website.

**NOTE:** The software discounts are for use on **Non-Mercer Owned** computers only.