

Welcome to Mercer!

As a new student, you are likely doing a lot of research about the campus, courses, and opportunities awaiting you at Mercer. You may also be wondering about the resources and services you'll receive here on campus. We're here to help!

Information Technology (IT) supports, develops, and maintains the University's IT environment (the network, computers, computer labs, telephone system, and so on). We work with students, faculty, and staff on all campuses.

Mercer Information Technology can assist you with:

- Help you establish your connection to the Internet via the Mercer network
- Accessing your Mercer email account
- Accessing your MyMercer account
- Accessing your Canvas account
- Computer recommendations
- Problem evaluation

(Sorry, *no* hardware repairs, virus removals or operating system installations.)

YOU MIGHT AS WELL GET PAID FOR IT...

Do you help your friends and family with their computer problems? You might as well get paid for helping here at Mercer! Mercer IT hires technical student workers during the academic year to assist us in meeting the technological needs of the University. If you're interested in joining our team, visit our website (see About IT) and view our job postings.



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™



Mercer University
Information Technology
Help Desk

IT Service Portal: ithelp.mercer.edu

Email: helpdesk@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 Student** section online at <http://it.mercer.edu>

Still need help? Visit the IT Service Portal at <https://ithelp.mercer.edu>

Frequently Asked Questions

HOW DO I CONNECT TO THE INTERNET?

For wireless access, select the **MU-Secure** connection from the list of available networks. Once connected, you will be prompted to enter your Mercer University ID (MUID) and password. Your password is the same password used to log in to your MyMercer account.

NOTE: If you receive a *Windows Security Alert* in reference to our certificate, simply press **Connect** to continue. Although our certificates are valid, Microsoft by default does not list our company, Entrust.net, in their trusted list.

For wired access, plug an Ethernet cable into your computer and the wall jack with a blue tab (not the white one). Ethernet cables can be purchased from Auxiliary Services. Routers are **NOT** permitted.

HOW DO I CONNECT MY GAME CONSOLE AND OTHER MULTIMEDIA DEVICES (E.G., ROKU, APPLE TV, CHROMECAST) TO THE INTERNET?

For instructions on how to connect game consoles and other multimedia devices to the Internet, visit the IT website at <http://it.mercer.edu> and select the **Game Consoles** link located under the **Internet/Network** heading.

HOW DO I CONNECT MY WIRELESS PRINTER TO THE NETWORK?

Wireless printers are not compatible with the wireless security that Mercer uses to protect our network. You will need to connect to your printer using a printer cable.

FAQs continued...

HOW DO I LOG IN TO MYMERCER?

Visit the MyMercer Student Portal at <https://my.mercer.edu>. Your username is your eight-digit Mercer ID Number (MUID), and your initial password will be sent to the secondary email listed in your student record.

NOTE: Your MyMercer, Mercer email, Canvas, wireless network, and on-campus computer logins are all the same, so if one changes, they all change.

WHAT IS MY MERCER EMAIL ADDRESS?

You can find your Mercer email address by logging into <http://office.com>. Select **My Profile** from the menu on the left hand side of your MyMercer homepage. Your email address is listed in your personal information.

HOW DO I ACCESS MY EMAIL ACCOUNT?

Visit the Microsoft Office 365 login page at <http://office.com>. Log in using the same password used to access your MyMercer account. By default, your username is your eight-digit Mercer ID Number (MUID) followed by @live.mercer.edu.

HOW DO I CHANGE MY PASSWORDS?

Your MyMercer, Microsoft Office 365, Canvas, wireless network, and on-campus computer passwords can all be changed via phone or through Microsoft Office 365. Visit <http://it.mercer.edu> and select the *Password Self-Service* link located under the **Security** heading for instructions.

Frequently Asked Questions

HOW DO I LOG IN TO CANVAS?

Visit Canvas at <https://canvas.mercer.edu>. Click the **Mercer User Login** button, and then log in using the same username and password used to access your MyMercer and Mercer accounts. By default, your username is your eight-digit Mercer ID Number (MUID), and your initial password will be sent to the secondary email listed in your student record.

NOTE: Your MyMercer, Mercer email, Canvas, wireless network, and on-campus computer logins are all the same, so if one changes, they all change.

HOW DO I CONFIGURE MY MOBILE DEVICE TO ACCESS MY MERCER EMAIL?

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.

HOW DO I REGISTER FOR EMERGENCY ALERTS?

In an effort to keep our students informed of emergencies affecting the safety of everyone on our campuses, we offer you the ability to receive emergency alert text messages. Visit the *Emergency Alert Registration* link under the **Announcements** section of the IT homepage for instructions on how to register.

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

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

FAQs continued...

HOW DO I GET MICROSOFT OFFICE FOR FREE?

Visit <http://it.mercer.edu> and select the *Free Software* link located under the **Hardware & Software** heading for a link to instructions on how to download Microsoft Office for Mac or Windows.

WHAT IS BEAR PRINT?

Bear Print is Mercer University's pay-for-print system that allows you to use your own personal computer or a Mercer computer lab workstation to print documents to a Mercer printer.

NOTE: In order to use Bear Print from your personal computer, you must download and install the Bear Print program located on the IT website. To download the program and to view printer locations, visit <http://it.mercer.edu>, select the **Hardware & Software** header, then **Bear Print** on the left.

WHAT IS ZOOM AND HOW DO I ACCESS IT?

Zoom is a simple to use cloud-based online video conferencing and collaboration tool.

Visit Zoom at <http://zoom.mercer.us>. Your username is your eight-digit Mercer ID Number (MUID), and the same password used to access your MyMercer account. You may also access it via Canvas.