NEW DISTANCE STUDENT ORIENTATION

For
Missouri S&T Distance Graduate Students
WELCOME

CLORICE REYES
STUDENT SUPPORT SPECIALIST I
Missouri Online | Office of eLearning
573.882.4597
online.missouri.edu
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NAVIGATING THE WEBSITE

Distance Education
Distance Student Resources

global@mst.edu | (573) 341-6591 | 6B Norwood Hall, 320 W. 12th St., Rolla, MO 65409

Gmail | JoeSS | Canvas | IT Help Desk | IT Media Services | OrgSync | Course Catalog

Library | Career Opportunities | The S&T Store | Financial Aid | S&T Connect | Military and Veteran Resources | ProctorU

Distance Navigation Bar

Student resources are just a click away

https://distance.mst.edu/student-resources/
Joe’sSS STUDENT CENTER

Your username is the first part of your S&T email address.

Note: If you don’t know your Joe’sSS Username, you can find this information by logging into your Application Status Page.

https://connect.mst.edu/apply/status

Joe Miner’s Self Service

Username: [ ]
Password: [ ]

Sign in

Set up your official S&T “Joe’sSS” Account here.
For instructions visit:
https://distance.mst.edu/admissions/joess/

Having trouble logging in? Forgot your username or password? Contact the IT Help Desk http://it.mst.edu/

joess.mst.edu
Joe’SS STUDENT CENTER

Not seeing a lot when you log in? For example this student only has 3 options under “Self Service”

Agree to UM E-Consent

The first time you log into Joe’SS be sure to agree to E-Consent! You will not be able to do business with the university over the internet until you have agreed to E-Consent.
Joe’Ss STUDENT CENTER

You may wish to Opt-Out of Emergency Mass Notification

For example: everyone on the list received a text and phone call at 12:05 AM on Monday regarding a robbery at the local Dominos.
Joe’SS STUDENT CENTER

When in Joe’SS “Home” screen: select “Self Service” on the green menu

2 ways to access:
1. “Home” screen
2. Main Menu
Joe’S S STUDENT CENTER

The following is a list of current Holds on your records. To filter your list of Holds, change the options on the following and select the Go button.

View your Holds by

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<tr>
<th>Hold Item</th>
<th>Amount</th>
<th>Institution</th>
<th>Start Term</th>
<th>End Term</th>
<th>Start Date</th>
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<tr>
<td>Advising</td>
<td>USD</td>
<td>Missouri S&amp;T</td>
<td>2020 Fall Semester</td>
<td>2020 Fall Semester</td>
<td>03/02/2020</td>
<td></td>
<td>University of Missouri</td>
</tr>
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<td>Graduate Actions</td>
<td>USD</td>
<td>Missouri S&amp;T</td>
<td>2021 Summer Semester</td>
<td>University of Missouri</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hold</td>
<td>USD</td>
<td>Missouri S&amp;T</td>
<td>Begin Term - Srvcs Indicat Use</td>
<td>01/15/2021</td>
<td></td>
<td>University of Missouri</td>
<td></td>
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<td>USD</td>
<td>Missouri S&amp;T</td>
<td>Begin Term - Srvcs Indicat Use</td>
<td>11/30/2020</td>
<td></td>
<td>University of Missouri</td>
<td></td>
</tr>
</tbody>
</table>

Hold Item

Reason and Contact

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<th>Description</th>
<th>Missouri S&amp;T</th>
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<tr>
<td>Start Term</td>
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<td>Start Date</td>
<td>03/02/2020</td>
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<tr>
<td>Reason</td>
<td>Student Needs Advising</td>
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<tr>
<td>Department</td>
<td>University of Missouri</td>
</tr>
<tr>
<td>Contact</td>
<td></td>
</tr>
</tbody>
</table>

Instructions

You must meet with your advisor and he/she must remove your Advising hold before you can register for the specified semester. Your advisor can be viewed through Self Service > Student Center > Advisors.

View your Hold details

Please contact global@mst.edu if your advisor is not listed under Program Advisor
STUDENT EMAIL SETUP

Information Technology

Curtis Wilson Laws Library, 400 W 14th St, Rolla, MO 65409  (573) 341-4357  ithelp@mst.edu

it.mst.edu  IT Services  Email  Student Email

Student Email

All Missouri S&T students are provided with an S&T email account through Microsoft 365.

Once your Microsoft 365 account has been activated, you will be able to send and receive messages via your S&T email address all through the Microsoft 365 interface or set up to be accessed through your phone or tablet.

Sign in to Microsoft 365

Student email is managed through Microsoft 365. Sign in to access your email.

SIGN IN

Guides and References

Setup Multi Factor Authenticate (MFA)  Setting up Microsoft 365  Mobile Device Setup

Email Policies

https://it.mst.edu/services/email/student-email/
SCHEDULE OF CLASSES

- Select your semester. If you see both Distance and Main schedules, select Distance. Class schedules can be found at: https://distance.mst.edu/distance-programs/distance-classes/schedules/
- Select subject (department) of the course and it will take you to those classes.
- Select the class you are interested in to view the course page.
ENROLLING IN CLASSES

Your First Semester

1. **Speak with your department graduate coordinator**
   You will need to speak with an academic advisor from your department before you can select your classes in Joe'SS so that they can lift the Advising Hold. Please contact global@mst.edu if you do not know who your advisor is.
   
a) For future semesters, reach out to your advisor during Advising Week to repeat steps 1 and 2.

2. **Enrolling in a Class**
   (Click [here](#) for tutorial)
   Course information can be found on the [Distance Class Schedule](#) webpage. Make sure the 5-digit **Class Number** and **Section** in Joe'SS matches the course from the Distance class schedule. If you search in Joe’SS for the class, make sure the **Location** for the class says, “Distance Education.”
   
a) Register in Joe’SS by the enrollment deadline to avoid a **LATE REGISTRATION FEE**. ([Dates & Deadlines](#))
ADVISING

Advising Holds

• An “advising hold” is automatically put on your account every semester. Your academic advisor or designated support staff are the only ones who can remove this hold.

• You can find your advisor’s information by logging into Joe’SS Main Menu > Self Service > Student Center > My Advisors (right-hand side of screen)

• If it is not in Joe’SS, please contact global@mst.edu and we will connect you to your advisor and their support staff.

Advising Week

• Toward the end of spring/fall semesters there is an advising week.

• Before Advising Week be sure to schedule time with your advisor to discuss which course(s) you would like to take in the upcoming semester.

• Please be courteous and take advantage of Advising Week. Advisors often take time out of their schedule to accommodate their students.
DATES & DEADLINES

- You can find important dates and deadlines for each semester [here](#) or on the Registrar’s [Calendars](#) page.

- Link to our [Google Calendar](#) to stay updated on your mobile phone. (Google Calendar app is needed)
ADD/DROP POLICY
(After the semester has started)

To add a course:
1. Contact Instructor for approval and to obtain a permission number (Permission numbers available the first day of classes)
2. Log into Joe’SS and add the class to your schedule. (Classes can only be added during the first two weeks of the semester)

To drop a course:
1. Log into Joe’SS to drop the desired course. (Make sure you check the drop deadlines and refund periods).
2. Once the semester starts, you can no longer drop ALL of your classes through Joe’SS due to dropping below the minimum number of credit hours.

To withdraw from the semester/program:
1. If you are only enrolled in one class or if you plan on dropping your program, please follow these steps (distance students only):
   • Email your instructor(s) and advisor and request approval to drop the course(s). Please provide a brief reason for the drop, for our records.
   • Send your approvals to global@mst.edu and we will take care of your paperwork.

View Distance Policies here
For tutorials and help with Canvas, please visit: https://it.mst.edu/services/canvas/

For technical help, please contact the IT Help Desk
VIRTUAL TEST PROCTORING

• When it is time to take an exam for your course, you may need to arrange for test proctoring, which means that your test will be supervised via a remote proctoring system. Please speak with your instructors first on how they will be administering their exams.

• For assistance with proctored exams, email global@mst.edu.

• Missouri Online Proctored Exam Information: https://online.missouri.edu/courses/proctored-exams
I.T. HELP DESK

Visit or call the IT Help Desk for one on one customer support.

Get over-the-phone troubleshooting and support by calling 573-341-4357 (HELP). IT Help Desk representatives can assist you over the phone or schedule a support technician to visit your office.

Get IT help online

Chat with us online (Mon - Fri, 8 a.m. - 5 p.m.) or submit a ticket with Cherwell.

- LIVE CHAT
- SUBMIT A TICKET
- VIDEOS

Chat is live and available.

https://it.mst.edu/help-desk/
I.T. MEDIA SERVICES

Support

We are available Monday through Friday by email at itms@mst.edu and by phone at (573) 341-4526.

For immediate assistance accessing live course content, call our emergency line: (573) 341-6611. If your problem isn't immediately preventing you from attending class live, please reach us at our general contact information; email: itms@mst.edu phone: (573) 341-4526.

https://it.mst.edu/services/media-services/support/

Requesting Support from IT Media Services from IT Help Desk

When submitting a ticket through the IT Help Desk, you can request that the ticket be passed to IT Media Services specifically.

- First Log in to the IT Help Desk with your S&T credentials
- Navigate to Service Catalog > Technology Support > Media Services
- Provide as much information as possible to help us assist you
- A technician will get in touch within 24 hours

https://it.mst.edu/services/media-services/support/
As a Miner you have access to many resources at Missouri S&T

S&T STUDENT RESOURCES

- Cashier’s Office
- IT Help Desk
- Curtis Laws Wilson Library
- The S&T Store
- Career Opportunities and Employer Relations (COER)
- Student Financial Assistance
- AppsAnywhere
- Student Disability Services
- Sanvello Mental Health App
VIRTUAL PRIVATE NETWORKS

A virtual private network, or VPN, is designed to allow you a secure connection to an internal computer network from any location in the world using the internet.

You can connect to the Missouri S&T network over virtual private network to get immediate access to your network drives and other information only available on a network computer on campus.

Please note: Home internet speeds may vary, and this may not work well for every student (especially those using satellite connection). Check your internet speed here.

For tutorials and other information on VPNs please visit: https://it.mst.edu/services/vpn/
Questions?

Contact Us

Distance Education
Phone: (573) 882-4597
Email: global@mst.edu

I.T. Help Desk
Phone: (573) 341-4357
Web: https://it.mst.edu/help-desk/
Email: ithelp@mst.edu
Submit a Help Ticket
*LIVE CHAT recommended*
Thank you!