

# 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](https://online.missouri.edu)

# OVERVIEW

- Navigating the Website
- Joe'SS Student Center
- Student Email Setup
- Schedule of Classes
- Enrolling in Classes
- Advising
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- S&T Student Resources
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# NAVIGATING THE WEBSITE

The screenshot displays the Missouri State University website's navigation and content. At the top, a dark blue navigation bar includes links for 'Apply', 'Visit', 'Give', 'Future Students', 'Current Students', 'Alumni', and 'Faculty and Staff', along with utility icons and a search bar. Below this is a white navigation bar with links for 'Home', 'Admissions', 'Distance Programs', 'Tuition', 'Student Resources', 'About', and 'Contact Us'. The main content area features a large banner for 'Distance Education' with the title 'Distance Student Resources' and contact information: 'global@mst.edu | (573) 341-6591 | 68 Norwood Hall, 320 W. 12th St., Rolla, MO 65409'. A grid of 14 icons represents various services: 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, and ProctorU.

Distance Navigation Bar

Student resources are just a click away

<https://distance.mst.edu/student-resources/>

# Joe'SS STUDENT CENTER



MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY

## Guest Access

[Additional Authorized Access](#)  
[Browse Course Catalog](#)  
[Schedule of Classes](#)

## Help Links

[Forgot Your Password?](#)  
[Create Your Password](#)  
[Training](#)  
[Help Desk](#)  
[Registrar's Office](#)  
[Cashier's Office](#)  
[Missouri S&T Home](#)  
[Joe'SS Supported Browsers](#)



## Joe Miner's Self Service

Username:   
Password:

[joess.mst.edu](http://joess.mst.edu)

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

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

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

**Having trouble logging in?**

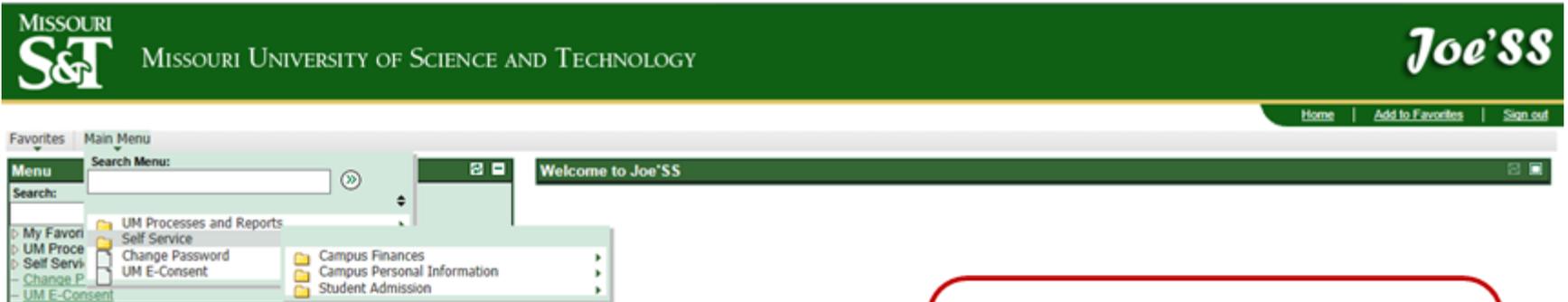
Forgot your username or password? Contact the IT Help Desk <http://it.mst.edu/>

**Set up your official S&T "Joe'SS" Account here.**

For instructions visit:

<https://distance.mst.edu/admissions/joess/>

# Joe'SS STUDENT CENTER

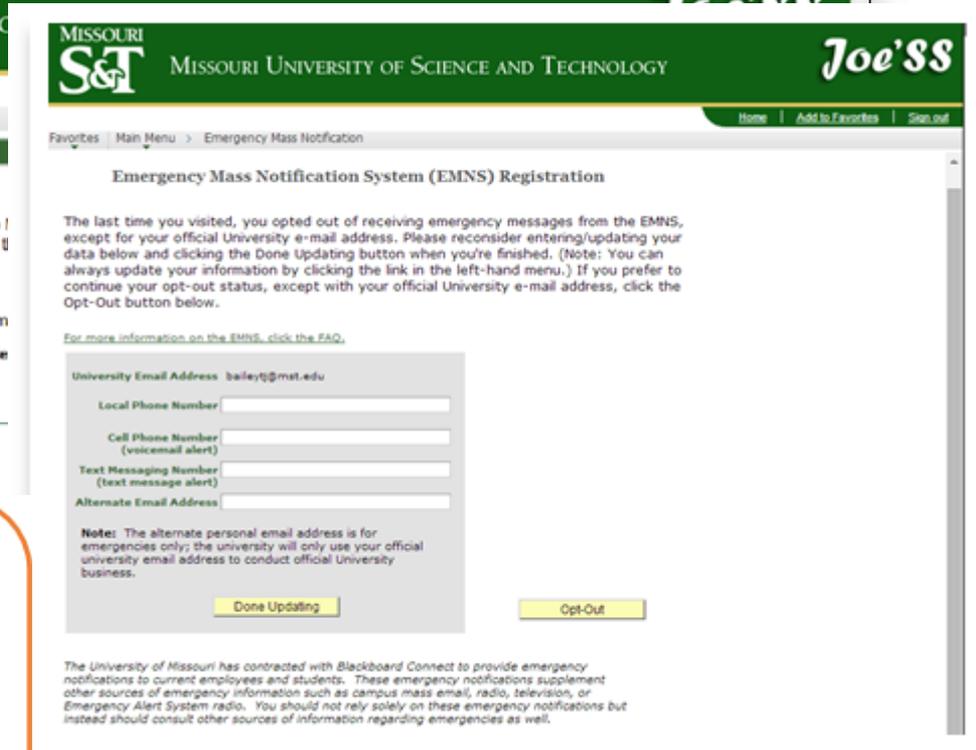
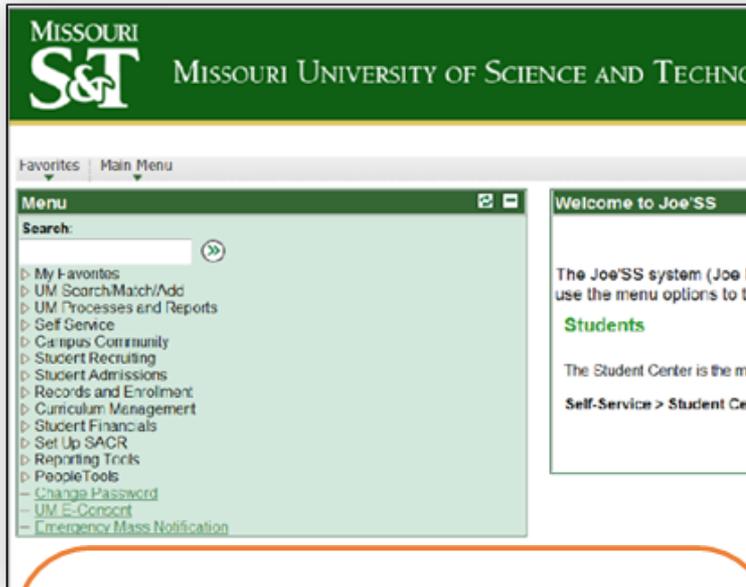


## Agree to UM E-Consent

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.

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

# 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

The image displays two screenshots of the Joe'SS Student Center interface. The left screenshot shows the 'Home' screen with a green menu on the left side. A red-bordered box highlights the 'Self Service' option in the menu. The right screenshot shows the 'Main Menu' with a 'Self Service' section highlighted. A red-bordered box highlights the 'Self Service' option in the main menu.

**When in Joe'SS "Home" screen: select "Self Service" on the green menu**

**2 ways to access:**

1. "Home" screen
2. Main Menu

# Joe'SS STUDENT CENTER

Search for  
Classes

Finances

## Academics

View schedule, add  
classes, drop classes,  
view grades

Use the TouchNet link below to:

- Add, update or remove direct deposit information
- View your bill
- Pay your bill
- Grant others access to view and pay your bill
- Setup billing text alerts and more!

[Proceed to TouchNet](#)

Search for Classes

Secure Document Upload

Holds:  
Click here  
to find out  
details on  
your  
different  
holds

## Enrollment Dates

Around Advising Week  
this will post what  
date/time you can enroll  
yourself in Joe'SS.

Advisor

# Joe'SS 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**

Institution

Term

Department

Hold Item	Amount	Institution	Start Term	End Term	Start Date	End Date	Department
<a href="#">Advising</a>	USD	Missouri S&T	2020 Fall Semester	2020 Fall Semester	03/02/2020		University of Missouri
<a href="#">Graduate Actions Hold</a>	USD	Missouri S&T	2021 Summer Semester				University of Missouri
	USD	Missouri S&T	Begin Term - Srvc Indicatr Use		01/15/2021		University of Missouri
<a href="#">Student Training - COVID-19</a>	USD	Missouri S&T	Begin Term - Srvc Indicatr Use		11/30/2020		University of Missouri

[View your Hold details](#)

Please contact [global@mst.edu](mailto:global@mst.edu) if your advisor is not listed under Program Advisor

## Hold Item

### Advising

#### Reason and Contact

**Description** Missouri S&T  
**Start Term** 2020 Summer Semester  
**Start Date** 03/02/2020  
**Reason** Student Needs Advising  
**Department** University of Missouri  
**Contact**

#### 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.

# STUDENT EMAIL SETUP

## Information Technology

📍 Curtis Wilson Laws Library, 400 W 14th St, Rolla, MO 65409 | 📞 (573) 341-4357 | ✉️ [ithelp@mst.edu](mailto:ithelp@mst.edu)



[it.mst.edu](http://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



Summer Semester  
June 7, 2021 - July

- 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.

## SCROLL TO SUBJECT

[Aero Eng](#) | [Arch Eng](#) | [Business](#) | [Chem Eng](#) | [Civ Eng](#) | [Comp Eng](#) | [Comp Sci](#) | [ERP](#) | [Elec Eng](#) | [Eng Mgt](#) | [Env Eng](#) | [Exp Eng](#) | [Finance](#) | [Geo Eng](#) | [Geophys](#) | [IST](#) | [Math](#) | [Mech Eng](#) | [Min Eng](#) | [Psych](#) | [Statistics](#) | [Sys Eng](#) | [TCH COM](#)

## CIV ENG

COURSE	TIME/DAY	INSTRUCTOR	INSTRUCTION MODE	CAMPUS
<a href="#">Civ Eng 3842 102 72063: Fundamentals of Building Systems</a>	Arranged	William Gillis III	Online Asynchronous	Distance

# 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](mailto: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

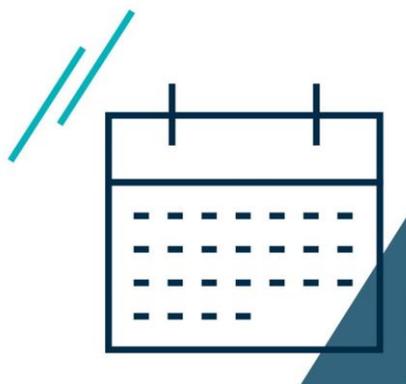
- An “advising hold” is automatically put on your account every semester. Your academic advisor or designated support staff are the only ones who can remove this hold.
- You can find your advisor’s information by logging into [Joe’S’S](#) Main Menu > Self Service > Student Center > My Advisors (*right-hand side of screen*)
- If it is not in Joe’S’S, please contact [global@mst.edu](mailto: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:

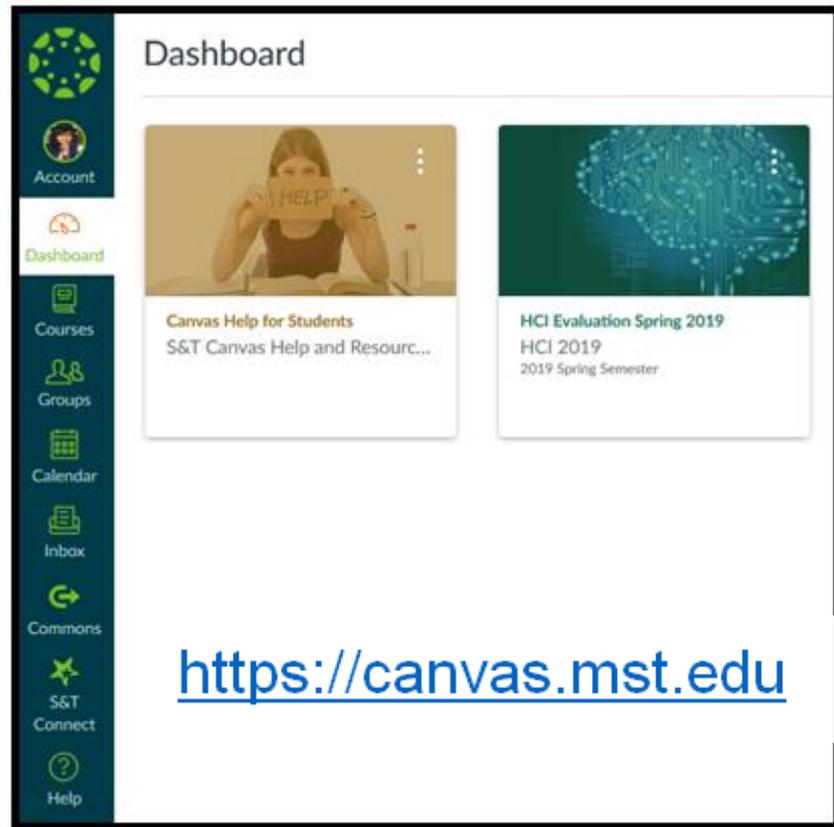
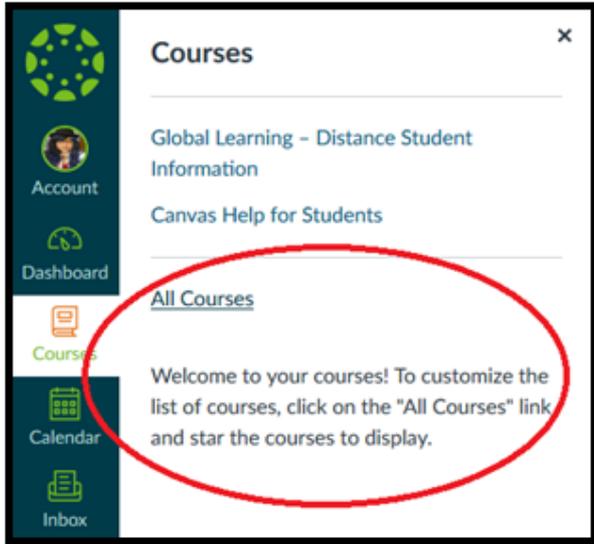
1. Log into Joe'SS to drop the desired course. (Make sure you check the drop deadlines and refund periods).
2. Once the semester starts, you can no longer drop ALL of your classes through Joe'SS due to dropping below the minimum number of credit hours.

### 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](mailto:global@mst.edu) and we will take care of your paperwork.

**View Distance Policies [here](#)**

# CANVAS



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](mailto: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](tel: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.



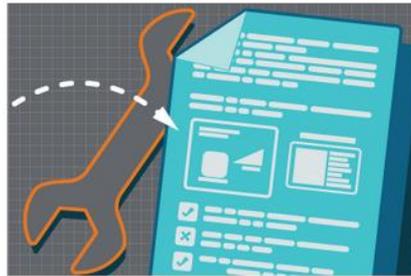
● Chat is live and available.



### Cherwell Ticket System

Submit tickets online to report problems, or make requests.

[Submit or update a ticket >](#)



### IT Services and Guides

Find information and instructions for IT services.

[Browse the support resources >](#)



### Technology Support Videos

Watch our support videos for information about your S&T account and IT services.

[View our tech support videos >](#)

### IT Scheduled Maintenance

See when updates occur for different IT systems so that you can plan for interruptions in service.

[View our maintenance windows >](#)

<https://it.mst.edu/help-desk/>

# I.T. MEDIA SERVICES

## Support



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

[ITMS@MST.EDU](mailto:ITMS@MST.EDU)

573-341-4526

### 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

IT HELP DESK

<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](mailto:global@mst.edu)

## **I.T. Help Desk**

Phone: (573) 341-4357

Web: <https://it.mst.edu/help-desk/>

Email: [ithelp@mst.edu](mailto:ithelp@mst.edu)

[Submit a Help Ticket](#)

**\*LIVE CHAT recommended\***

# Thank you!

