



## IT Helpdesk

**Website:**

<http://helpdesk.mpcc.edu>

**Phone:**

308-535-3712 or  
1-800-658-4308  
Ext. 3712

**Email:**

[techhelpdesk@mpcc.edu](mailto:techhelpdesk@mpcc.edu)

**Hours:**

Monday-Thursday:  
8:00 AM to 8:00 PM  
Friday: 8:00 AM to 5:00 PM  
Sunday: 11:00 AM to 8:00 PM  
Closed: Saturdays  
Helpdesk will also be closed when  
MPCC Campuses are closed

### What's new?

The redirect page, also known as BYOD (bring your own device) page, that appears after connecting to MPCC-visitor or MPCC-MyDevice wifi has been updated. It now contains the MPCC internet policy, as well as a disclaimer on the visitor page telling people that it has limited connection. People with MPCC accounts should use the mydevice wifi to get the best connection.



## Multi-Factor Authentication FAQs

### What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) helps safeguard access to data and applications while maintaining simplicity for users. It provides additional security by requiring a second form of authentication and delivers strong authentication. MFA verification helps you to access your accounts more securely, especially while viewing sensitive information. Because passwords can be forgotten, stolen, or compromised, MFA verification is an additional security step that helps protect your account by making it harder for other people to break in. Several options are available for the verification:

CONTACT METHOD	DESCRIPTION
<b>MOBILE AUTHENTICATION APP</b>	<ul style="list-style-type: none"> <li><b>Receive notifications for verification.</b> This option pushes a notification to the authenticator app on your smartphone or tablet. View the notification and, if it is legitimate, select Authenticate in the app.</li> <li><b>Use verification code.</b> In this option, the authenticator app generates a verification code that updates every 30 seconds. Enter the most current verification code in the sign-in interface.</li> </ul> <p>The Microsoft Authenticator app is available for <b>Android</b>, <b>iOS</b>, and <b>Windows Phone</b> in the appropriate App Store.</p>
<b>PHONE CALL TEXT MESSAGE</b>	<ul style="list-style-type: none"> <li><b>Phone call</b> places an automated voice call to the phone number you provide. Answer the call and press # in the phone keypad to authenticate.</li> <li><b>Text message</b> sends a text message containing a verification code. Following the prompt in the text, enter the verification code provided into the sign-in interface.</li> </ul>

### Why are we using Multi-Factor Authentication?

This past summer President Purdy tasked the IT department with upgrading the security at MPCC. To meet his request, the IT Department began working with Multi-Factor Authentication (MFA) as a means of enhancing our security.

### Who currently must use Multi-Factor Authentication?

All staff (including student workers), administration, and full-time faculty must use Multi-Factor Authentication to access any of our online tools such as OneDrive, Email (Outlook), Campusweb, Portal, etc.

### Do I have to authenticate to get on my computer?

No, you only need to authenticate when you are accessing an MPCC online tool.

### What is the Mobile Authentication App?

The Microsoft Authenticator app helps you sign-in to your accounts if you use two-factor verification. The Microsoft Authenticator app is available for **Android**, **iOS**, and **Windows Phone** in the appropriate App Store. The app is downloaded onto the device, then setup. You do not have to have internet access to use it.

### Is using my office phone enough?

If you are only going to access the online tools in your office, then that will work. If you are out of your office and try to access the online tools, it will only give you the option of calling your office phone. It is recommended that you have at least two methods of authentication.

### What if I don't have a cell phone?

A cell phone is not required but is the easiest method because it is mobile. The app can be installed on a tablet or iPad so it can be used to authenticate. Any phone number can be used if it can receive calls or any cell phone that can receive texts.

### How to make changes?

Here is a link to directions for managing your authentication methods from the helpdesk website →

[Manage Multi-Factor Authentication](#)

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## Distance Learning News

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### Moving DL cart systems

There are times when a DL cart system may need to be moved to either a different location in a room or to another room entirely. Whenever possible, it is best to contact the Helpdesk so ITS can assist with moving the system. When moving a DL cart system, procedures should be followed to ensure the safety of the equipment, as well as that of the person moving it.

**DO NOT pull the power cable out of the wall without powering the system down first!** (You wouldn't do this with a desktop computer, would you?) Open the front door on the cart and power down the DL system by touching the power button until the light starts blinking. Do not hold it any longer, as this forcefully shuts down the system without letting it go through its standard shutdown cycle. Next, turn off the TV.

Move the microphone from the tables to the cart. Neatly gather up the microphone cable and place it on the cart where it won't fall off while being moved. Do the same with the HDMI cable. Remove the power cable and network cable from the wall. These can be tucked into the back of the cart. Make sure to place the silver Polycom remote and the black TV remote on the cart with the other equipment. As you move the cart, be careful not to roll over any of the cables or bump the TV on walls or door frames.

When the system is placed where it is to be used, connect the network and power cables first. Turn on the TV, and then turn on the DL system by tapping the power button. Position the microphone on a table close to where the participants will be and place the remotes with it. Ensure that the microphone cable is straight and not placed in a walkway or dangling in a way that is going to trip anyone.

If you have any questions or concerns about moving a DL cart system, please contact the Helpdesk. Again, whenever possible, it is best to contact the Helpdesk so ITS can assist with safely moving the system.

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## Student Corner

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### 1098-T Tax Forms

Tax time is just around the corner. Schools must send Form 1098-T to any student who paid "qualified educational expenses" in the preceding tax year. Qualified expenses include tuition, any fees that are required for enrollment, and course materials required for a student to be enrolled. The 1098-T tax forms are available online at the end of January. Here is how you can access it → [Access 1098-T Tax Form](#)

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**Meet the Staff**


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**April Anderson**

**What do you do at Mid-Plains Community College?** Area Database Specialist

**What are your credentials/past experience, for working in your position?** I was introduced to computers my senior year in high school where I travelled off campus to Hillyard's Technical School to take a data processing class. When I married, my husband was getting his bachelor's degree in programming, I assisted typing his coding which taught me about syntax, etc. I have had no formal training, but I have a strong aptitude for working with computers.

**What do you like about working at Mid-Plains Community College?** I've worked at a 4 year college in Missouri and found that I like the smaller community college atmosphere. When I worked in public services positions at MPCC (which I did from 2001-2012), I was able to meet and get to know the students personally. Although I do not have as much contact with students in this position, I do serve you by completing helpdesks and emails.

**What's the coolest thing you're working on right now?** I don't know if you'd say it's cool, but I'm working on a query to pull students who qualify for a new MPCC honors program.

**What is your proudest moment at Mid-Plains Community College?** Helping employees/students who are in need.

**If you could change one thing about working here, what would it be?** I wish we could afford to hire more ITS staff and student service areas staff, so each student gets to know an employee from each area one on one.

**What does true leadership mean to you?** Leading by example.

**Where is your hometown?** Saint Joseph Missouri

**What was your first job?** My very first job out of high school was working at a daycare center.

**What did you want to be when you were growing up?** I'll let you know when I grow up.

**What was the best advice you received?** From my father, Carl Moore, "You can do anything that you put your mind to!"

**If you could have one superhuman power, what would it be?** Being able to help others succeed.

**If you were a crayon, what color would you be?** Purple - Having either **purple** or **violet** as **your** favorite color means you are sensitive and compassionate, understanding and supportive, thinking of others before yourself - you are **the** person others come to for help - being needed motivates you but sometimes people take advantage of you. You are a gentle and free spirit.

**What do you enjoy doing when you are not working?** Fishing, kayaking, hiking, genealogy, shooting or throwing weapons, transcribing data from old records...

**Do you have a favorite quote?** Ok, I have two *"The person with the top grades and most credentials isn't always the best person for the role."* – Sir Richard Branson  
and

*"Even in our sleep, pain which cannot forget falls drop by drop upon the heart until, in our own despair, against our will, comes wisdom through the awful grace of God."* -- Aeschylus

**What's your favorite line from a film?** "Never tell me the odds!" — Han Solo