JSU'S DECLASSIFIED
IT SURVIVAL GUIDE

01 ACCESS YOUR JSU GOOGLE EMAIL ACCOUNT

- Enter your J-Number@students.jsums.edu in the Email or phone dialog box then press the Enter key or click the Next button
- Enter your default password. Your default password is your 8-digit date of birth(mmddyyyy).
- You will be prompted to change your default email password.
- Enter your new (15) character password in both boxes then click the Next button. - Learn More

02 DUO Enroll

- Enroll your Android or Apple device(s) in DUO Security
- Check your JSU Email for the enrollment invitation. IF you do not see the invitation, please call our Cyber Security department at 601-979-1005/6400.
- You will receive an email from Duo Security with a subject of Duo Security Enrollment
- In the email, click the link to begin the enrollment process
- Click the green start setup button, then skip for now, then continue. Next, click the green continue button.
- Enter your mobile number. after you enter your number, check the box underneath and click the green continue.
- Click the text me option. check your device for the duo verification. after entering the code, click the verify button then click the green continue button.
- Select "Automatically send this device a duo push" option from the "when I log in" section, then click the blue finish enrollment button.
- Select the highlighted option, click the blue finish enrollment
- Your Duo Enrollment is COMPLETE! - Learn More

03 ACTIVATE/RESET YOUR NETID PASSWORD

- Visit Reset NET ID Password
- The NETID is your J-Number and (15) character password. It is used to access User PAWS, Canvas, Library System, Open Access Computer Labs computers, and other university services and systems.
- Click the "Forgot Your Password" button.
- Enter your J-Number in the Username box. (Enter the Captcha in the captcha box then click the Continue button.)
- You will be required to authenticate via DUO Security or JSU Email. - Learn More

04 HELP DESK SUPPORT

Help Desk
Phone: 601-979-6400
Link: Enter A Ticket

Network, Phone, Server, and PC Support
Phone: 601-979-6400

Canvas Helpdesk
Phone: 601-979-7073
Email: canvas@jsums.edu
Link: Access Canvas

E-mail Support
Phone: 601-979-0838
Link: email.admin@jsums.edu

P.A.W.S. And Banner Support
Phone: 601-979-0245
Email: BannerPaws@jsums.edu
Link: P.A.W.S. Banner Support

Printer And Fax Support
Phone: JSU IT/Xerox Support
Link: Xerox Copiers