Service Level Agreements

Public/Outside Groups:

Wifi

- Guests and outside groups are able to access and connect to the MLML guest WiFi. The WiFi network will appear as “**moss-guest**” under network selections. Click here to learn how to connect to the MLML WiFi.

Volunteers

Wifi

- Volunteers are able to access and connect to the MLML WiFi. The WiFi network will appear as “**moss**” or “**eduroam**” under network selections. Click here to learn how to connect to the MLML WiFi. Eduroam connectivity requires California State University credentials, click here to learn more.

MLML Account

- Volunteers are provided MLML user accounts after their MLML Supervisor submits the appropriate paperwork. Your MLML username is composed of the first initial of your first name followed by your last name (i.e. bsimpson for Bart Simpson). Your MLML password may be different from your gmail password. If you have forgotten your MLML password, please submit an IT Helpdesk Ticket.

VPN

- Volunteers must demonstrate a need to use the VPN server. Authorized faculty or research affiliates must provide approval. Click here to learn how to access the MLML network using VPN.

Students

WiFi

- Students are able to access and connect to the MLML WiFi. The WiFi network will appear as “**moss**” or “**eduroam**” under network selections. Click here to learn how to connect to the MLML WiFi. Eduroam connectivity requires California State University credentials, click here to learn more.

MLML Account

- Students are provided MLML user accounts. Your MLML username is composed of the first initial of your first name followed by your last name (i.e. bsimpson for Bart Simpson). Your MLML password may be different from your gmail password. If you have forgotten your MLML password, please submit an IT Helpdesk Ticket.
- User accounts at Moss Landing Marine Laboratories are required to authenticate faculty, staff, students, and visiting scientists and to enable access to services. Click here to view provided services requiring user authentication.

Email

- Students are granted SJSU email accounts (i.e. firstname.lastname@sjsu.edu). If you have forgotten your SJSU Gmail account password, click here.

VPN

- Students must demonstrate a need to use the VPN server. Authorized faculty or research affiliates must provide approval. Click here to learn how to access the MLML network using VPN.

Hardware

- To view a list of hardware available for checkout click here. If you would like to checkout an item on the list please submit an IT Helpdesk Ticket under the Request Type “Tech checkout.” Once the checkout is approved, visit the IT Help Desk cubicle (Admin offices Room 200) any time from 9-5 on M-F to pickup or return the item.
- To view a list of hardware available in individual classrooms click here.

Software

- For a list of available software click here. Submit an IT Helpdesk Ticket if you would like to request a program listed in the software section or if you need assistance with an installation.

Network Printing

- Students are authorized to print from the Library Copier.

- The procedure for installing the Konica Minolta Copier as a printer will depend on whether you own a Windows or Mac OS X system. General printer installation may be found here.
- A list of MLML network DNS names could be found here.

MS Students

WiFi

- MS Students are able to access and connect to the MLML WiFi. The WiFi network will appear as "**moss**" or "**eduroam**" under network selections. Click here to learn how to connect to the MLML WiFi. Eduroam connectivity requires California State University credentials, click here to learn more.

MLML Account

- MS Students are provided MLML user accounts. Your MLML username is composed of the first initial of your first name followed by your last name (i.e. bsimpson for Bart Simpson). Your MLML password may be different from your gmail password. If you have forgotten your MLML password, please submit an IT Helpdesk Ticket.
- User accounts at Moss Landing Marine Laboratories are required to authenticate faculty, staff, students, and visiting scientists and to enable access to services. Click here to view provided services requiring user authentication.

Email

- Students are granted SJSU email accounts (i.e. firstname.lastname@sjsu.edu). If you have forgotten your SJSU Gmail account password, click here.

VPN

- MS Students must demonstrate a need to use the VPN server. Authorized faculty or research affiliates must provide approval. Click here to learn how to access the MLML network using VPN.

Hardware

- To view a list of hardware available for checkout click here. If you would like to checkout an item on the list please submit an IT Helpdesk Ticket under the Request Type "Tech checkout." Once the checkout is approved, visit the IT Help Desk cubicle (Admin offices Room 200) any time from 9-5 on M-F to pickup or return the item.
- To view a list of hardware available in individual classrooms click here.

Software

- For a list of available software click here. Submit an IT Help Desk ticket if you would like to request a program listed in the software section or if you need assistance with an installation.

Network Printing

- MS Students are authorized to print from the Library Copier.
- The procedure for installing the Konica Minolta copier as a printer will depend on whether you own a Windows or Mac OS X system. General printer installation may be found here.
- A list of MLML network DNS names could be found here.

Faculty

WiFi

- Faculty are able to access and connect to the MLML WiFi. The WiFi network will appear as "**moss**" or "**eduroam**" under network selections. Click here to learn how to connect to the MLML WiFi. Eduroam connectivity requires California State University credentials, click here to learn more.

MLML Account

- Faculty are provided MLML user accounts. Your MLML username is composed of the first initial of your first name followed by your last name (i.e. bsimpson for Bart Simpson). Your MLML password may be different from your gmail password. If you have forgotten your MLML password, please submit an IT Helpdesk Ticket.
- Faculty at Moss Landing Marine Laboratories are required to authenticate faculty, staff, students, and visiting scientists and to enable access to services. Click here to view provided services requiring user authentication.

Email

- Faculty are granted SJSU email accounts (i.e. firstname.lastname@sjsu.edu). If you have forgotten your SJSU Gmail account password, click here.

VPN

- Faculty must demonstrate a need to use the VPN server. Authorized faculty or research affiliates must provide approval. Click here to learn how to access the MLML network using VPN.

Hardware

- To view a list of hardware available for checkout click here. If you would like to checkout an item on the list please submit an IT Helpdesk Ticket under the Request Type “Tech checkout.” Once the checkout is approved, visit the IT Help Desk cubicle (Admin offices Room 200) any time from 9-5 on M-F to pickup or return the item.
- To view a list of hardware available in individual classrooms click here.

Software

- For a list of available software click here. Submit an IT Helpdesk Ticket if you would like to request a program listed in the software section or if you need assistance with an installation.

Network Printing

- Faculty are authorized to print from the Admin Copier, Faculty Printer, or Library Printer.
- The procedure for installing the Konica Minolta Copier as a printer will depend on whether you own a Windows or Mac OS X system. General printer installation may be found here.
- A list of MLML network DNS names could be found here.

Staff

WiFi

- Staff are able to access and connect to the MLML WiFi. The WiFi network will appear as “**moss**” or “**eduroam**” under network selections. Click here to learn how to connect to the MLML WiFi. Eduroam connectivity requires California State University credentials, click here to learn more.

MLML Account

- Staff are provided MLML user accounts. Your MLML username is composed of the first initial of your first name followed by your last name (i.e. bsimpson for Bart Simpson). Your MLML password may be different from your gmail password. If you have forgotten your MLML password, please submit an IT Helpdesk Ticket.
- User accounts at Moss Landing Marine Laboratories are required to authenticate faculty, staff, students, and visiting scientists and to enable access to services. Click here to view provided services requiring user authentication.

Email

- Staff are granted SJSU email accounts (i.e. firstname.lastname@sjsu.edu). If you have forgotten your SJSU Gmail account password, click here.

VPN

- Staff must demonstrate a need to use the VPN server. Authorized faculty or research affiliates must provide approval. Click here to learn how to access the MLML network using VPN.

Computer Provided

- Staff are provided a computer during the on-boarding process. Staff may request additional computers by submitting an IT Helpdesk Ticket.

Hardware

- To view a list of hardware available for checkout click here. If you would like to checkout an item on the list please submit an IT Helpdesk Ticket under the Request Type “Tech checkout.” Once the checkout is approved, visit the IT Help Desk cubicle (Admin offices Room 200) any time from 9-5 on M-F to pickup or return the item.
- To view a list of hardware available in individual classrooms click here.

Software

- For a list of available software click here. Submit an IT Helpdesk Ticket if you would like to request a program listed in the software section or if you need assistance with an installation.

Network Printing

- Staff are authorized to print from the Admin or Library Printer.
- The procedure for installing the Konica Minolta Copier as a printer will depend on whether you own a Windows or Mac OS X system. General printer installation may be found here.
- A list of MLML network DNS names could be found here.

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