

# INFORMATION TECHNOLOGY SERVICES **HOW TO GUIDE**

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**OFFICE OF INFORMATION TECHNOLOGY SERVICES**  
*Handbook*

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MILLSAPS  

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COLLEGE



# INFORMATION TECHNOLOGY SERVICES **HOW TO GUIDE**

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## OFFICE OF INFORMATION TECHNOLOGY SERVICES *Handbook*

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# CREATING A USER LOGIN IN BEN 360

## CREATING A USER LOGIN IN BEN360:

- 1) Go to the URL: <https://rossandyerger.employeenavigator.com>
  - a. If you wish to access the system from a computer, key in the URL and you will be given a login screen. *If you will be doing this on a phone or tablet, skip to c. below.*



Username

Password

Login

[Forgot Username?](#) [Forgot Password?](#)

[Register as a new user](#)

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- b. Select “Register as a new user.”

- 2) The Employee will be taken to a “Create Your Account” screen and they will have to fill in several fields to access the system.

Create Your Account

First, let's find your company record

First Name

Last Name

Company Identifier  
(provided by HR)

PIN

Birth Date  
(mm/dd/yyyy)

Next »

- a. The employee must use their Legal Name, as entered into the system, not their preferred name.

- b. The Company Identifier is **Millsaps** and must be keyed into the field exactly as shown
- c. The PIN is the last 4 digits of the SSN
- d. The Birth Date must be entered in the format shown mm/dd/yyyy

3) The Employee will be taken to the “Create Your Account” screen. **You MUST agree to the terms.**

- a. **The Username** is suggested as your Company email address but can be something else. You must remember the Username and Password to reenter the system at a later time.
- b. **The Password** must be at least 6 characters and must include a number and a symbol.
- c. **Select** the “I agree with the terms of use” and then select “Next.”

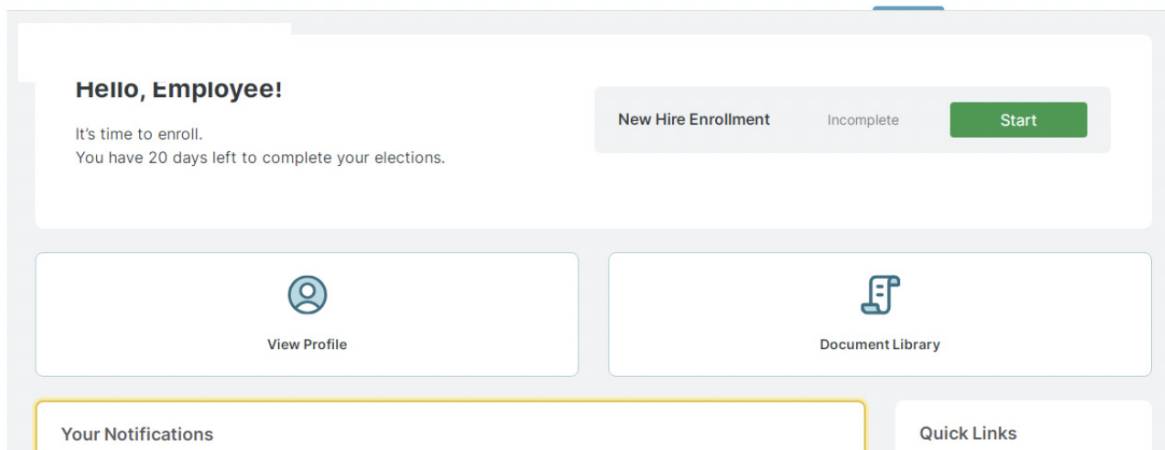
4) The system will display a “Welcome” screen. Select “**Continue.**”

5) The employee will then receive several “Onboarding” screens that they must complete.

- a. Welcome Screen, select
- b. Electronic Signature and Consent.
  - i. Sign the Document
  - ii. You will see your Electronic Signature and the current date.
 

*Signed by Employee Test on 11/19/2019.*
  - iii. Select
- c. Enter your Address, or make any necessary changes, and then select
- d. Verify your Address and select if it is correct or select “Back to Edit” if the input is invalid and needs to be updated.
- e. Input your EEOC category and select
- f. Input your Emergency Contact and select

6) You will be taken to your Employee Home Screen



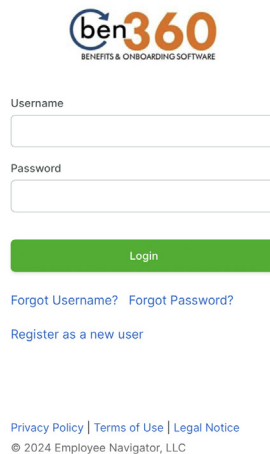
7) You can now start the benefit Election process by choosing “Start” on the top right.

***\*\*Please remember your Username and Password. You will need those any time you access Ben360. \*\****

# CREATING A USER LOGIN IN **BEN 360** USING AN IPHONE OR ANDROID

## CREATING A USER LOGIN IN BEN360:

- 1) Go to the URL: <https://rossandyerger.employeenavigator.com>
  - a. If you wish to access the system from a computer, key in the URL and you will be given a login screen. *If you will be doing this on a phone or tablet, skip to c. below.*



ben360  
BENEFITS & ONBOARDING SOFTWARE

Username

Password

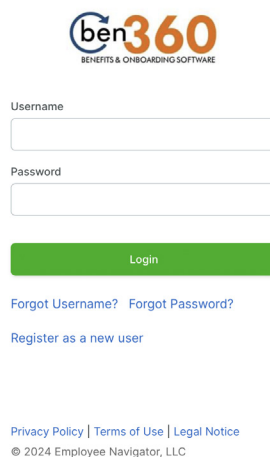
Login

[Forgot Username?](#) [Forgot Password?](#)

[Register as a new user](#)

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- b. Select “Register as a new user”
      - i. Skip to #2 below
    - c. If you wish to access the system from your phone or from a tablet or iPad, go to your search engine and key in the above URL.
    - d. You will be taken to a screen like the one below.
      - i. On an iPhone, you will Key in the URL [rossandyerger.employeenavigator.com](https://rossandyerger.employeenavigator.com)



ben360  
BENEFITS & ONBOARDING SOFTWARE

Username

Password

Login

[Forgot Username?](#) [Forgot Password?](#)

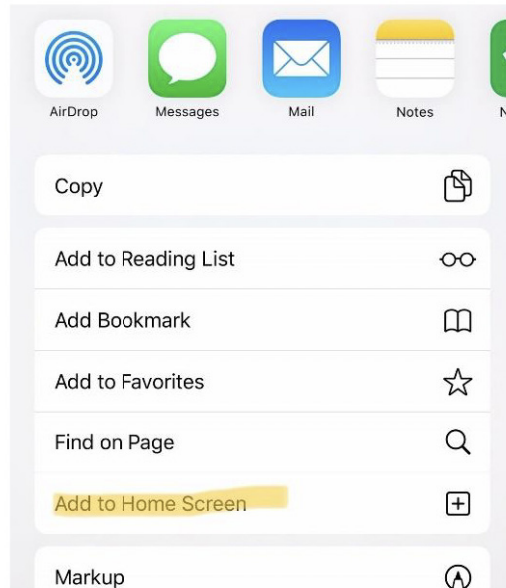
[Register as a new user](#)

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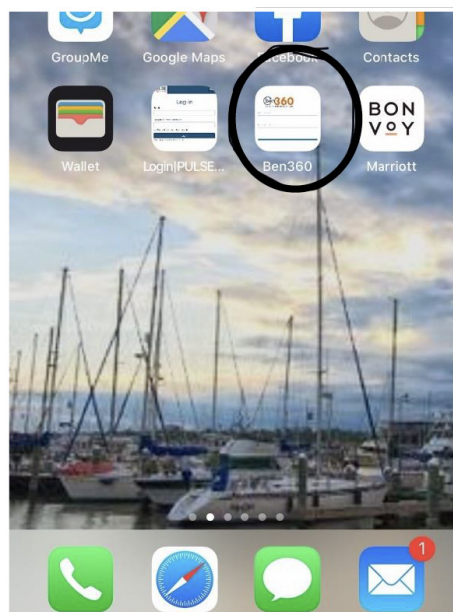
ii. Select the download tool to send the link to your “Home screen”.



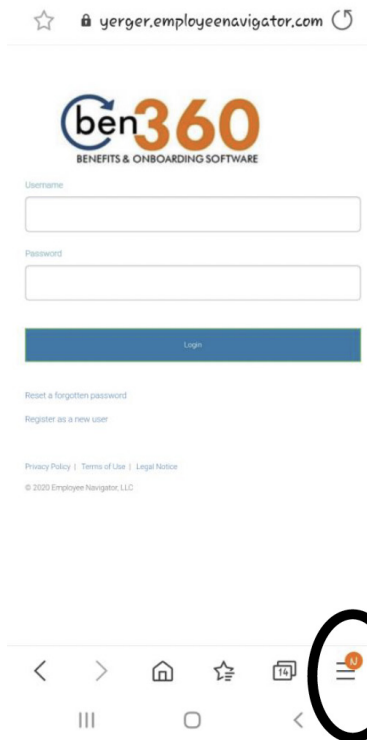
iii. You will be taken to a screen with option, such as shown below. Select “Add to Home Screen”.



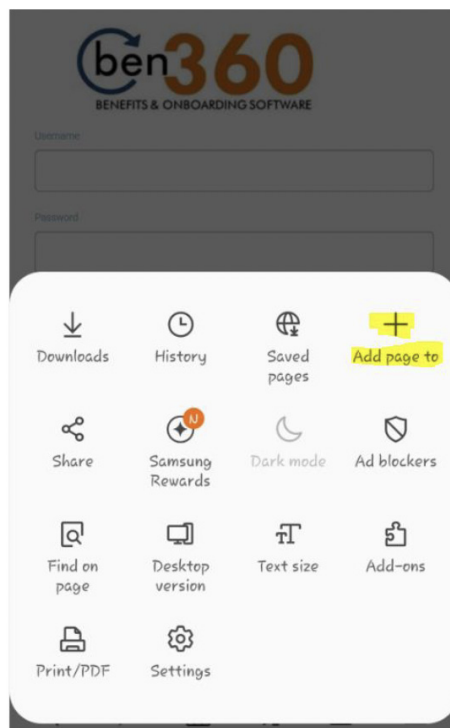
iv. An icon, such as that shown below, will appear on your screen. You will then be able to access the login from this link. **This is a mobile adapted URL, this is not an APP.**



- e. You will be taken to a screen like this on an Android
- i. On an Android, you will select the 3 lines at the bottom right of the screen.

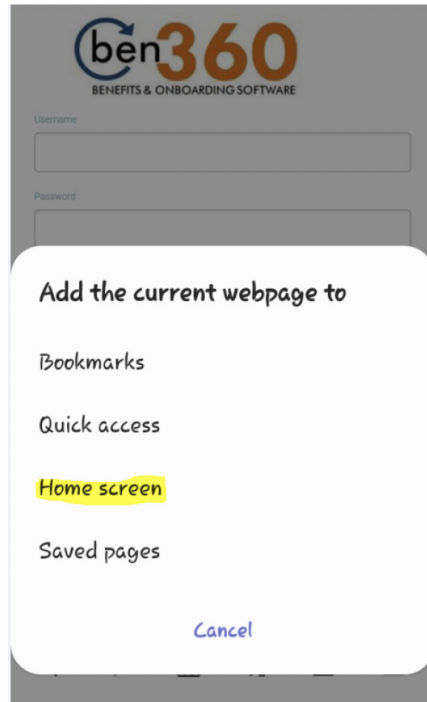


- ii. Select the download tool to send the link to your “Home screen”.

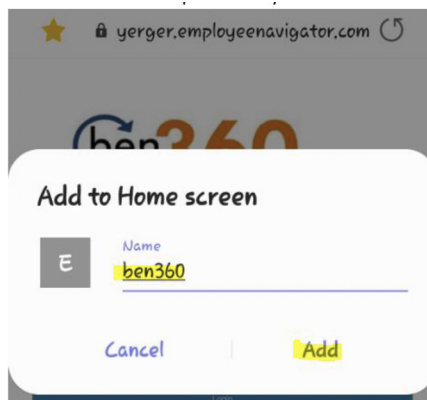




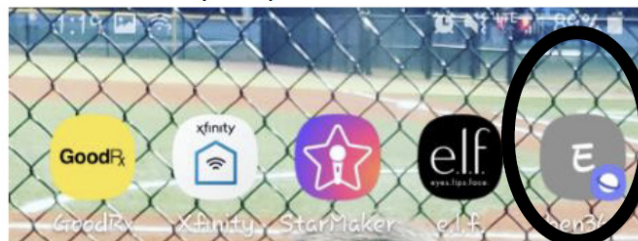
iii. Tell it to “Add to Home Screen”.



iv. Name your Icon that will be placed on your homescreen and click “Add”.



v. Your link will show on your phones home screen.



2) The Employee will be taken to a “Create Your Account” screen and they will have to fill in several fields to access the system.

Create Your Account

First, let's find your company record

First Name  
Employee

Last Name  
Test

Company Identifier  
*(provided by HR)*

PIN  
*(Last 4 Digits of SSN / ID)*  
1234

Birth Date  
*(mm/dd/yyyy)*  
08/01/1981

Next >

- a. The employee must use their Legal Name, as entered into the system, not their preferred name.
- b. The Company Identifier is \_\_\_\_\_ **(no spaces)** and must be keyed into the field exactly as shown
- c. The PIN is the last 4 digits of the SSN
- d. The Birth Date must be entered in the format shown mm/dd/yyyy

3) The Employee will be taken to the “Create Your Account” screen. **You MUST agree to the terms.**

Create Your Account

Then register a username and password

Username  
*(company email is recommended)*  
employeeetest@gmail.moc

Password  
*(minimum length of 6, number and symbol required)*  
.....  
show it

I agree with the terms of use

Next >

- a. **The Username** is *suggested as your Company email address* but can be something else. You must remember the Username and Password to reenter the system at a later time.
- b. **The Password** must be at least 6 characters and must include a number and a symbol.
- c. **Select** the “I agree with the terms of use” and then select “Next”.

4) The system will display a “Welcome” screen. Select “Continue”.



## Welcome! We're excited to have you on our team.

Say hello to your benefits management tool! Here you'll have 24/7 access to detailed information about our employee benefits program, company documents, interactive tools, and more! Click continue to find out what HR needs from you before you begin navigating your personalized employee profile.

Continue

1/2

5) You will then be given a “Begin” screen. Select “Let’s Begin”.



## Participation Required

The following items are required by HR and need to be completed in a timely manner. You can log out at anytime, but be sure to come back and complete the items listed below.

Let's Begin

2/2

11

6) The employee will then receive several “Onboarding” screens that they must complete.

a. Welcome Screen, select [Next](#)

b. Electronic Signature and Consent.

i. Sign the Document [Sign Document](#)

ii. You will see your Electronic Signature and the current date.

Signed by *Employee Test* on 11/19/2019.

iii. Select [Next](#)

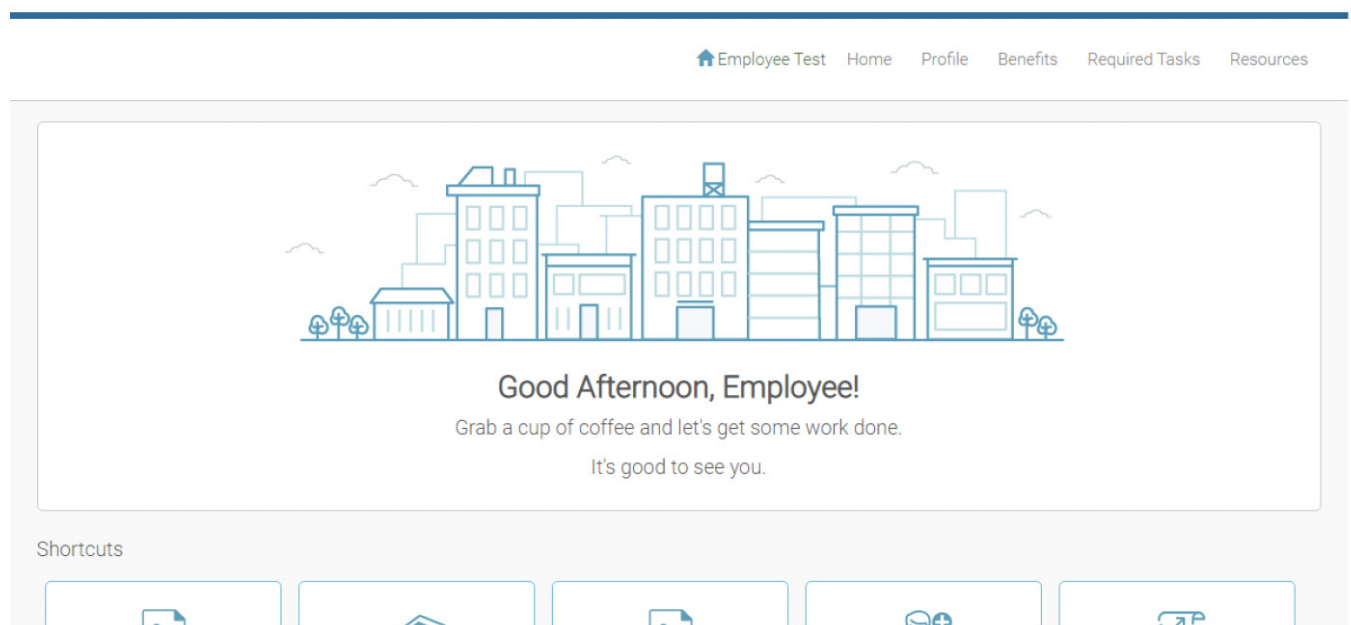
c. Enter your Address, or make any necessary changes, and then select [Next](#)

d. Verify your Address and select [Use this address](#) if it is correct or select “Back to Edit” if the input is invalid and needs to be updated.

e. Input your EEOC category and select [Next](#)

f. Input your Emergency Contact and select [Next](#)

7) You will be taken to your Employee Home Screen

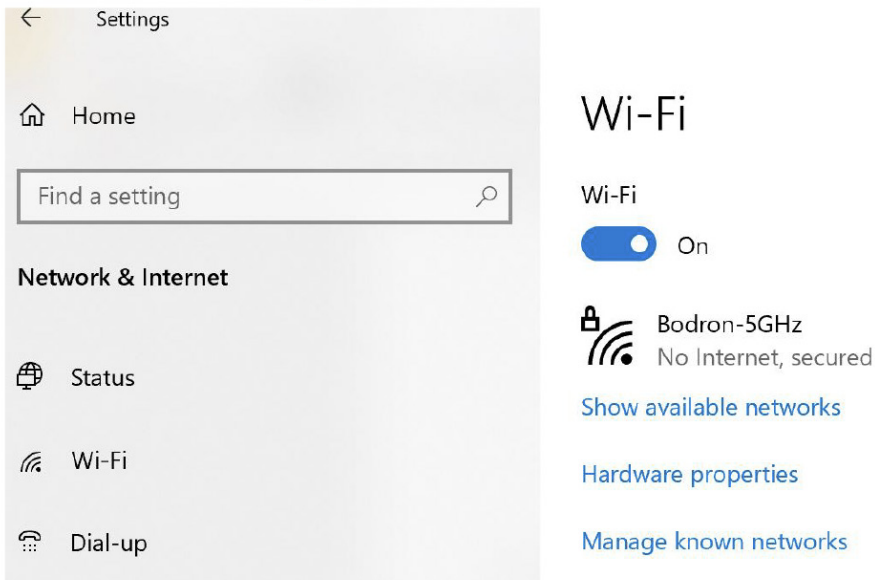


**\*\*Please remember your Username and Password. You will need those any time you access Ben360. \*\***

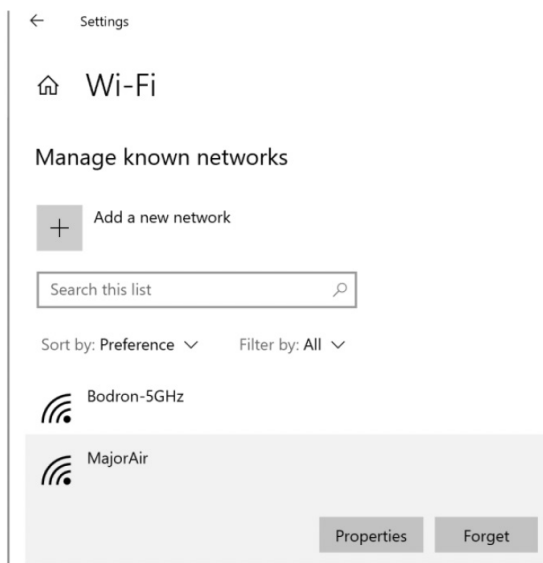
# HOW TO DELETE OR FORGET A WIFI NETWORK

## HOW TO FORGET WIRELESS NETWORKS: WINDOWS 10

- Click the **Network** icon on the lower right corner of your screen.
- Click **Network & Internet** settings.
- Click Wi-Fi and Manage known networks



- Under Manage known **networks**, click the **network** you want to **delete**.
- Click **Forget**. The **wireless network** profile is deleted.



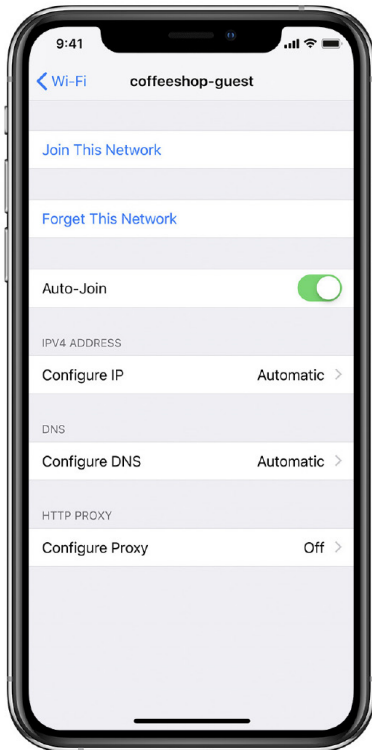
## HOW DO I GET MY LENOVO TO FORGET A WIFI NETWORK?

- Click the Network icon on the lower right corner of the screen. Click Network & Internet settings. Click Wi-Fi and then click Manage known networks. Click the network to remove or delete under the Manage known networks list, then click Forget.

## HOW TO FORGET A WI-FI NETWORK ON YOUR IPHONE, IPAD, IPOD TOUCH, OR MAC

If you don't want your Apple device to automatically rejoin a network, you can make it forget that network.

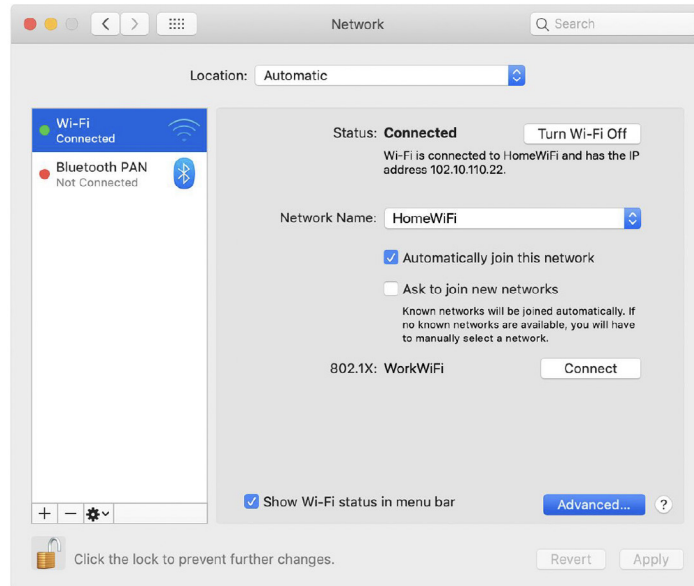
Your Apple device remembers each Wi-Fi network that you joined on that device, and it automatically joins that network again whenever it's in range. If you don't want it to rejoin the network, or you want it to join with a different password, follow these steps to make your device forget that network and its password.



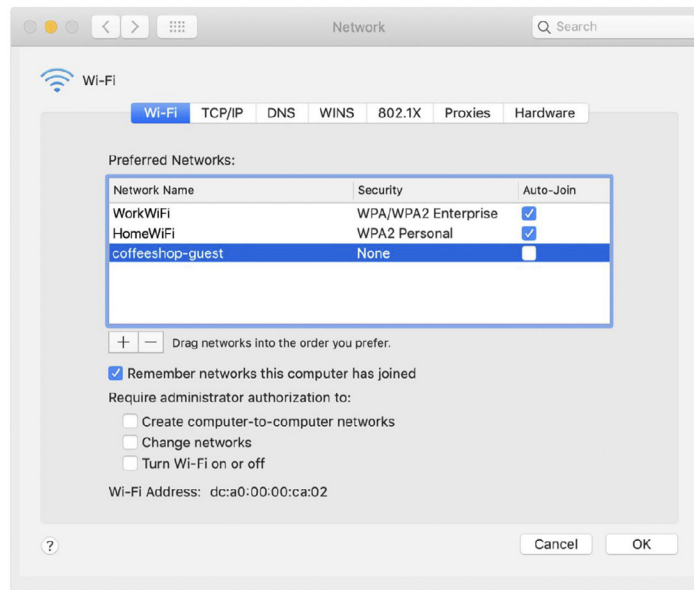
## HOW TO FORGET A NETWORK ON YOUR IPHONE, IPAD, OR IPOD TOUCH

- Go to Settings > Wi-Fi.
- Tap ⓘ next to the Wi-Fi network that you want your device to forget.

- Tap Forget This Network, then tap Forget to confirm.
- Forget a network on your Mac
- Choose Apple menu > System Preferences, then click Network.
- Select Wi-Fi in the list on the left.



- Click the Advanced button.
- The Wi-Fi pane shows a Preferred Networks list. Select the Wi-Fi network that you want your Mac to forget.



- Click the remove button (-) beneath the list. If you're asked to confirm, click Remove.
- Click OK.
- Click Apply.

# HOW TO FIND YOUR MAC ADDRESS ON POPULAR DEVICES

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## **APPLE TV**

- Go to the main menu on your Apple TV, and select “Settings”
- In the Settings Menu, select “About”
- Here you can find your MAC Address listed as the “Wireless ID”

## **ROKU**

- From the Home screen, press Up to make the Menu Bar appear.
- Select Settings. Select Player Info

## **AMAZON FIRE STICK**

- From the Fire TV or Fire TV Stick’s home screen, scroll down to “Settings”
- Next, scroll to the right and select “System”
- Next, Scroll down to and select “About”
- Next, Scroll down to “Network.” Your Fire TV or Fire TV Stick’s MAC Address will be listed on the right in the format xx:xx:xx:xx:xx:xx

## **XBOX ONE**

- Press the “Menu” button on your controller
- Navigate to the Settings page
- Select Network
- Select Advanced Settings
- MAC address will be listed next to Wireless MAC on the right hand side of the screen

## **XBOX 360**

- From the Xbox Dashboard, go to My Xbox (select the Xbox logo on the controller) > Settings > System Settings
- Select Network Settings
- Select Wired Network or Wireless Network based on your connection to the internet
- Once you are in the correct network tab, Select Configure Network > Additional Settings > Advanced Settings
- The 12 digit MAC address will be listed at the bottom of the screen



## **PLAYSTATION 4**

- Turn on your Playstation 4 without any disk in the drive and wait for the menu to pop up
- Navigate to the “Settings” icon (located on the far left)
- Select the “System” icon under the Settings menu
- You will see your MAC address listed on this screen, containing letters and numbers in the format xx:xx:xx:xx:xx:xx

## **PLAYSTATION 3**

- Start the PlayStation 3 with no disc inserted
- Select the System Settings icon and push the “X” button
- Select System Information and push the “X” button
- The third line will be the MAC Address

## **NINTENDO DS** *(Applies to: New Nintendo 3DS XL, Nintendo 3DS, Nintendo 3DS XL, Nintendo 2DS)*

- From the HOME menu, highlight and select the System Settings Icon
- Select Internet Settings
- Tap Other Information
- Tap Confirm MAC Address. Your system’s MAC Address will be displayed on the screen

## **NINTENDO WII**

- Go to the Wii Channel
- Select Wii Options (round button in the bottom left corner of the screen with the word Wii on it)
- Wii Settings (second page)
- Select Internet
- Select Console Information
- The first line will have the MAC Address

## **CHROMECAST**

Unfortunately Chromecast is not supported on our network at this time

## **WIRELESS (NON-BLUETOOTH) SPEAKERS**

Unfortunately Wi-Fi-enabled wireless speakers are not supported on our network at this time. Connect to your device using Bluetooth

## **WIRELESS PRINTERS**

Unfortunately Wi-Fi-enabled printers are not supported on our network at this time. Connect your device using physical cable or consider using on-campus printing solutions.

# MICROSOFT ADDS “NUMBER MATCHING” TO MFA SIGN-IN PROCEDURE

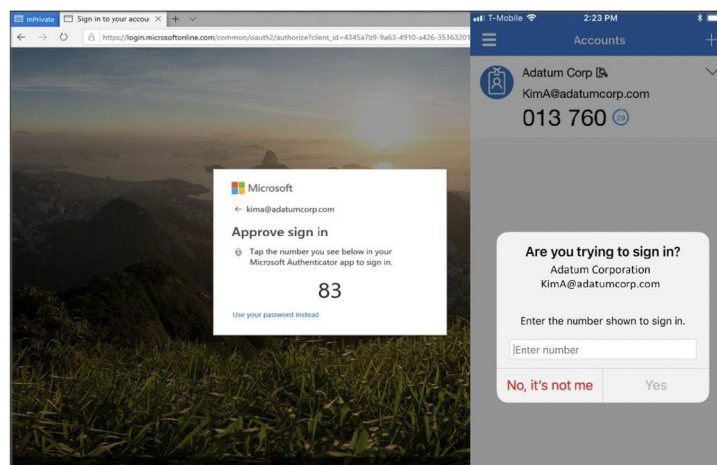
Microsoft is adding an extra security step for users of its Authenticator app, which will affect anyone who uses the app to connect to Millsaps’s email or Office 365 accounts.

To combat “MFA fatigue,” the Authenticator app will require users to type a number displayed on the screen to complete the authentication process. The measure is designed to prevent accidental approvals and attacks where users are bombarded with approval requests.

This change is scheduled to go into effect for all Authenticator app users on **Feb. 27, 2023**.

## HOW NUMBER MATCHING WORKS

Users will be presented with a number when they respond to an MFA push notification using the Authenticator app. Please enter that number into the email app to complete identification and approval.



**This change will not affect individuals who receive a text message or a phone call to verify their identity. In addition, Millsaps login for other account resources will not be affected.**

## APPLE WATCH IMPACT

According to Microsoft, with the addition of number matching, the Authenticator app will not work on an Apple Watch. Therefore, users who have used an Apple Watch with the Authenticator app in the past will need to authenticate on a different device.

*Please always upgrade to the latest version of Microsoft Authenticator (App Store and Google Play Store) for enhanced security and optimal experience.*