

SAINT LOUIS UNIVERSITY  
—  
INFORMATION TECHNOLOGY SERVICES

## ***Getting Started at SLU:***

A look at some basic IT services and tools for Faculty  
**2017-2018**

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# Chapter One: Information Technology Services

## Chapter Objectives:

- **Gain an understanding of the organizational structures of ITS**
- **Get information on various IT services**

Welcome to Saint Louis University. The Information Technology Services (ITS) division is ready to assist you with your technology needs for teaching and learning, as well as research. We look forward to working with you as you use technology to enrich the teaching and learning experiences in your classroom or laboratory, with your students or colleagues, within our classroom walls or the virtual classrooms with which you may be involved.

## Lesson 1-1: ITS Organization

### Figure 1-1

Information Technology Services strives to live the Jesuit mission daily.



Figure 1-1

The central ITS department is housed in the Wool Center, next to the dog park on Lindell Boulevard. It is important to know, however, that there is direct ITS support from a designated technician in all areas of the University.

ITS is led by the University Chief Information Officer and Vice President and is organized into six primary areas: Customer Service, Enterprise Products, Infrastructure Operations, IT Security and Compliance, Research Technology, and Technology Transformation. Below is a little explanation of each area.

**Customer Services Group** assists all students, staff and faculty with accessing and utilizing SLU applications and systems, as well as providing support for clinical and research functions of SLUCare and the School of Medicine.

**Enterprise Application Services** is responsible for all Banner products, email and calendar system, all academic technologies, reporting and database services.

**Infrastructure Operations Group** maintains and operates campus-wide voice and data networks, servers and data centers.

**IT Security and Compliance** ensures compliance with laws and policies by developing, documenting and maintaining policies, standards and best practices to secure SLU's information assets.

**Research Technology Group** provides support for faculty and students' research initiatives.

**Technology Transformation Group** focuses on activities related to implementing new technologies, particularly those that differentiate SLU, and includes the ITS Project Office and the Instructional Media Center.

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# Lesson 1-2: ITS Mission, Strategic Plan and Goals

## ITS Mission Statement

Support and enhance the vision, mission and values of Saint Louis University by providing effective and reliable information technology services founded on the business requirements of our academic, clinical, research and administrative customers

## ITS Strategic Plan

As the primary provider of technology and technology services at Saint Louis University, the Information Technology Services (ITS) division is committed to growth and innovation that is in line with the University mission and vision. With this in mind, a strategic plan was developed to help establish direction, focus division efforts on clear priorities, operate more efficiently, and build confidence and trust across the University.

## ITS Framing Principles

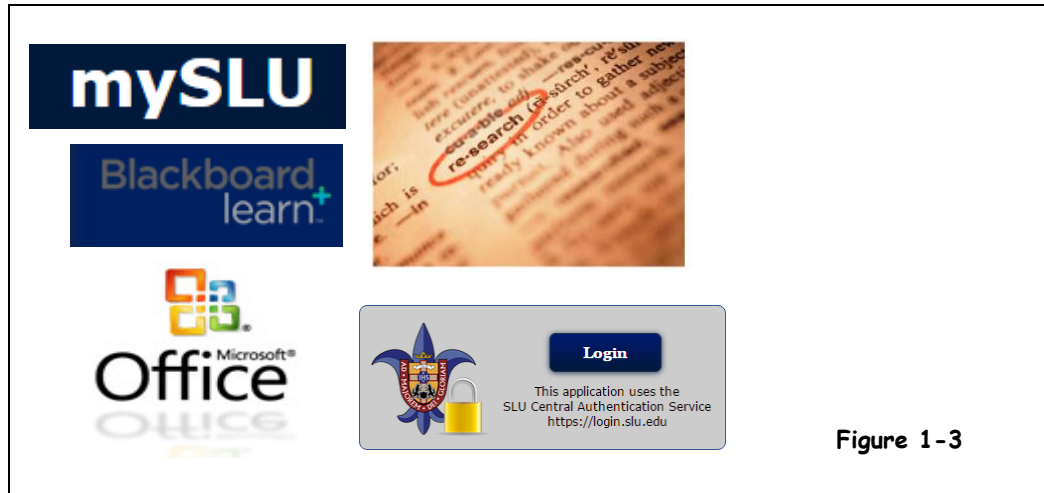
The following framing principles are the philosophy by which we conduct business:

- **Customer First:** Focus on building and delivering services that meet or exceed customer needs
- **Invest Wisely:** Manage the prioritization and allocation of technology resources in alignment with the University strategies and goals
- **Transparency:** Actively engage the University community in two-way communication
- **Build to Last:** Establish clear processes and policies to support and enable consistency, reliability, security, and performance
- **Raise the Bar:** Cultivate a mission-driven, results-oriented, high-performance culture

## Lesson 1-3: IT Services Overview

**Figure 1-3**

Just a sample of the many services provided to you by ITS.



**Figure 1-3**

ITS offers a variety of services and products to the Saint Louis University community. We strive to create the best and most technologically advanced environment for all students, faculty and staff at SLU.

**Academic Resources** – ITS provides many products and services to help facilitate a challenging and rewarding learning environment at SLU. These products allow instructors and students to post course materials online, conduct online real-time courses, facilitate discussion groups, post assignments and create and deliver Web-based surveys to SLU users. The products include:

Blackboard Learn, Tegrity Lecture Capture, Fuze Meeting, Respondus, SurveyDIG online course evaluations, Qualtrics survey tool

**Administrative Systems and Services** – ITS supports a variety of administrative systems and services including:

mySLU portal, Banner Self-Service, Internet Native Banner, Microsoft Office, Windows security updates, Emergency notification system, Guest account requests

**Classroom Technology** – Classroom computers around campus are equipped with a variety of teaching tools and programming to enhance the learning experience for students at Saint Louis University.

**Clinical Information Systems** – ITS supports a variety of systems and products, such as PowerPath, within the clinical information functions of SLU and SLU Care.

**Email Apps and Listserv Technology** – ITS supports Office 365 as SLU's email and collaboration tool, and provides listserv (distribution lists) systems to the University.



**Internet and Network Services** – ITS provides a variety of options for connecting to the Internet on campus. These connections allow faculty, staff, and students to access the Internet from both wired and wireless connections. Services include:

Billiken Wireless, Resident Network in dorms, Billiken Secure Connect (VPN), Billiken Printing, MyFiles

**Multimedia Services and Computer Labs** – With computing and technology integrated into course curriculum, ITS provides resources to enhance the teaching and learning environment at SLU. Services include:

Multimedia labs, Multimedia resources, Instructional Media Collection, Electronic delivery systems, Video conferencing, Open computer labs, Classroom computer labs, Software installation requests

**Research Technology** – The Research Technology Group is committed to providing collaboration and technology services to the SLU research community that help enable the University to be a top research institution. Systems and applications include:

Electronic Research Services (eRS), Electronic Institutional Review Board (eIRB), eSirius, Electronic Institutional Biosafety Committee (eIBC), High Performance Computer (HPC) Cluster, REDCap, Secure FISMA-compliant Research Environment

**Software Downloads** – ITS provides certain software online for faculty, staff, and current students. With a valid SLU Net ID and password, you have access to the software free of charge. Software includes:

Symantec Endpoint Protection, Billiken Print Pop-Up Client, and EndNote.

**Software and Hardware Purchases** – Discounts for departmental and personal hardware and software purchases are available through our partners Apple, CDW-G, Dell, Lenovo, and Microsoft.

**Telephony** – There are a variety of telephones and telephone services available to faculty and staff in the Saint Louis University community. Services include:

Voice mail instructions, Add/move/change requests, Repair requests, Personal preference programming, Training videos and handset guides, Additional telephone services, Long distance code instructions

# Chapter Two: SLU Net ID

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Your SLU Net ID and password are very important to systems at the University.

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## Chapter Objectives:

- Learn what is your SLU Net ID and what is your Banner ID
- Become familiar with [password.slu.edu](https://password.slu.edu)
- Learn to manage your SLU Net password

Every student, staff and faculty member at Saint Louis University has something called a SLU Net ID. This is your universal username for the University that you will use to log into SLU systems and applications.

You will also have a SLU Net Password. This one password is used for virtually all systems on campus. To manage your password, you will use [password.slu.edu](https://password.slu.edu).

## Lesson 2-1: SLU Net ID information

Your SLU Net ID your unique username that is system generated using different algorithms. In addition to a SLU Net ID, you will have a Banner ID, and a SLU Email Address.

SLU Net IDs and Email addresses are based on the names provided to the University. In order to change your SLU Net Id or Email Addresss you will need to update your name with Human Resources first.

Your Banner ID is a number used like a SLU Social Security Number. It is a way to identify your record in SLU's system. It is not printed on your picture ID for your protection.

Used alongside your SLU Net ID and your SLU email address is your SLU Net Password. Before you change it, it will be set to "Id" (capital i, lowercase d) followed by the last six digits of your Banner ID number. For instance, if your Banner ID is 000123456, your initial SLU Net Password would be Id123456.

a

You are required to change your SLU Net Password before accessing SLU systems and then again every 180 days. Learn how to change your password for the first time in the next section. This password is a universal password for all systems on campus.

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**Tip:**

Remember to keep your password safe and secure.

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## Lesson 2-2: password.slu.edu

**Figure 2-2**

Do not use full words or your name in your password. Replace letters with numbers for even stronger passwords.

For instance:

E becomes 3

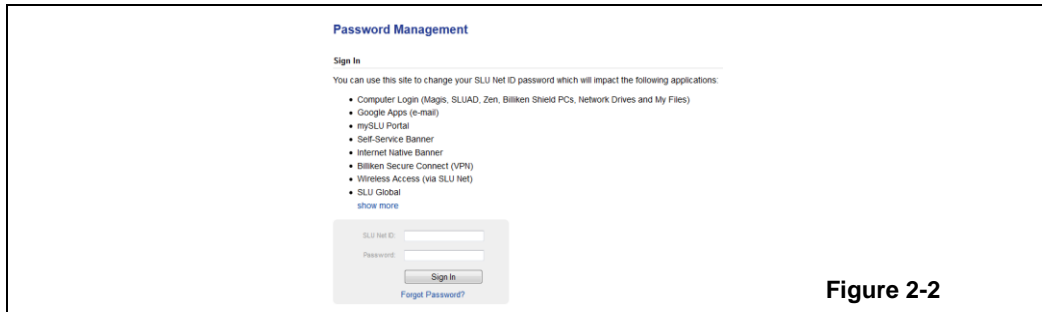
H becomes 4

S becomes 5

B becomes 8

G becomes 9

O becomes 0



**Figure 2-2**

To change your SLU Net password, visit [password.slu.edu](https://password.slu.edu). Your SLU Net Password will expire every 180 days, or about every six months. You will receive four reminder emails - 21 days, 14 days, seven days, and three days prior to expiration.

To create a strong password, you must follow the rules below:

- Use at least eight characters, letters and numbers
- Do not include your username, three consecutive letters from your legal name, or SLU-related names
- Do not include a complete word
- Make it significantly different from previous passwords
- Include at least one capital and one lowercase letter
- Include at least one number
- Do not include any special characters ( : \* % ! . , )

A few Don'ts for your password are:

- Don't use names of spouses, children, girlfriends/boyfriends or pets
- Don't use phone numbers, Social Security numbers or birthdates
- Don't use your SLU Net ID or any variation of it

You also want to be sure you can remember your password. Some ideas are:

- Create an acronym from a phrase that is meaningful to you
- Substitute numbers, symbols, and misspellings for letters
- Relate your password to a favorite hobby or sport

To change your password for the first time:

1. **Go to** [password.slu.edu](https://password.slu.edu).
2. **Log in** using your **SLU Net ID** and your initial **SLU Net Password**
3. **Enter** your initial **SLU Net Password** in the Current Password box.
4. Keeping in mind the rules above, **create a new password** and **click Change Password**.
5. Once you receive the **confirmation page**, your password is now set for all systems. Follow this same process to change your password in the future.

## Lesson 2-3: Login2.slu.edu

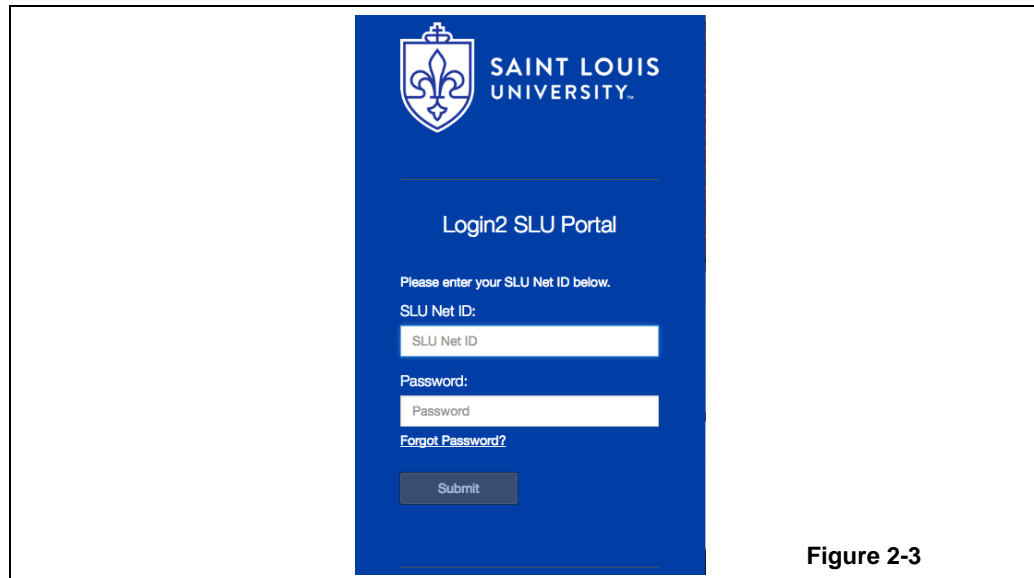


Figure 2-3

**Figure 2-3: The Login2 sign-in screen.**

**Tip:** This multi-factor authentication process is similar to what many banks and other online services are now using to protect their customers.

Saint Louis University has implemented the multi-factor authentication (MFA) to provide additional protection for your SLU account.

MFA is an enhanced login process that combines traditional methods for verifying identity (i.e. SLU Net ID and password) with a second verification method. The second method of verification can be done using a text or call to a telephone, or you may use an app on your mobile device or computer.

The MFA at SLU has two steps: registration with the authentication system and logging into SLU applications such as Google Apps and mySLU with the MFA pin.

### Steps for setting up your contact information:

- **Go to** [login2.slu.edu](http://login2.slu.edu)
- **Click Edit Contact Information**
- **Log-in with your SLU Net ID and SLU Net Password**
- **Click Submit**
- **Type your date of birth: mm/dd/yyyy as the initial pin**
  - For example, if your birthday is Jan. 5, 1818, enter 01/05/1818
  - Make sure to include the / between the numbers
- **Type in your phone numbers**
  - Please include area code and number
  - Provide at least two different numbers, examples being
    - SLU desk phone
    - Mobile phone
- **Click Update**
- **Click Restart Login**
  - Once your information is updated, a confirmation email will be sent to your SLU email address

### Second Phase

**Steps for setting up your contact information:**

- **Go to** [login2.slu.edu](http://login2.slu.edu)
- **Click** [Edit Contact Information](#)
- **Log-in** with your [SLU Net ID and SLU Net Password](#)
- **Click** [Submit](#)
- **Type** your [date of birth: mm/dd/yyyy](#) as the initial pin
  - For example, if your birthday is Jan. 5, 1818, enter 01/05/1818
  - Make sure to include the / between the numbers
- **Type** in your [phone numbers](#)
  - Please include area code and number
  - Provide at least two different numbers, examples being
    - SLU desk phone
    - Mobile phone
- **Click** [Update](#)
- **Click** [Restart Login](#)
  - Once your information is updated, a confirmation email will be sent to your SLU email address

When you log in to a SLU web-hosted application (mySLU, Banner, SLU email, etc.), you'll enter your password as usual. After which, you will be prompted to verify your identity using a verification code that will be sent to you according to the method you set up in the first phase. For example, if you provided your mobile phone number, you will receive a verification code via text message.

You won't be prompted for a code at every login if you are logging in from a familiar location or browser. The verification will just be used when something about your login seems different to the system, like being on a new computer.

For more information about Login2, including how-to videos, please visit [its.slu.edu](http://its.slu.edu) and look for the Login2 under Password Help.

**▶ Password Help**

- [Login2 SLU](#)
- [New Password Reminder](#)
- [Changing Your SLU Net Password](#)
- [Changing Your Google Apps Password](#)

# Chapter Three: mySLU.slu.edu

## Chapter Objectives:

- **Get to know mySLU.slu.edu**
- **Learn to use Blackboard Learn**
- **Learn how to access other systems through mySLU**

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### Tip:

mySLU is the portal for all your SLU information and systems!

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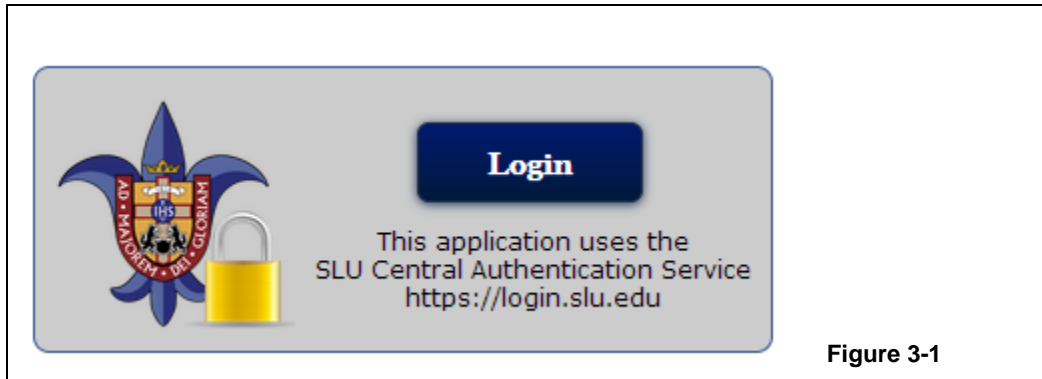
Once you have your SLU Net ID and password you are able to access tools and systems through mySLU—*the* Saint Louis University portal to all your information and technology needs.

Some of the key components of the portal include email, calendar, and access to SLU systems such as Banner, Blackboard Learn, Newslink headlines, and more. Let's take a closer look.

## Lesson 3-1: Accessing mySLU

**Figure 3-1**

You can access mySLU from anywhere you have Internet access—worldwide!



mySLU.slu.edu is easy to use and easy to access—all you need is Internet connectivity. The [mySLU portal](#) provides access to Google Apps, People Finder, Blackboard Learn, Banner Self-Service, student records, employee records and more.

**To log into mySLU, follow these steps:**

1. **Go** to <https://myslu.slu.edu>.
2. **Click** on **Login**.
3. **Enter** your **SLU Net ID** and **password**, and **click Login**.
4. If this is your first time logging in, you will be prompted for a PIN verification process through Login Process
5. Once in to mySLU, **Click** on the **Tools** tab to find links to various applications, including Banner Self-Service, Blackboard Learn and Google Apps.



## Lesson 3-2: The Tools tab

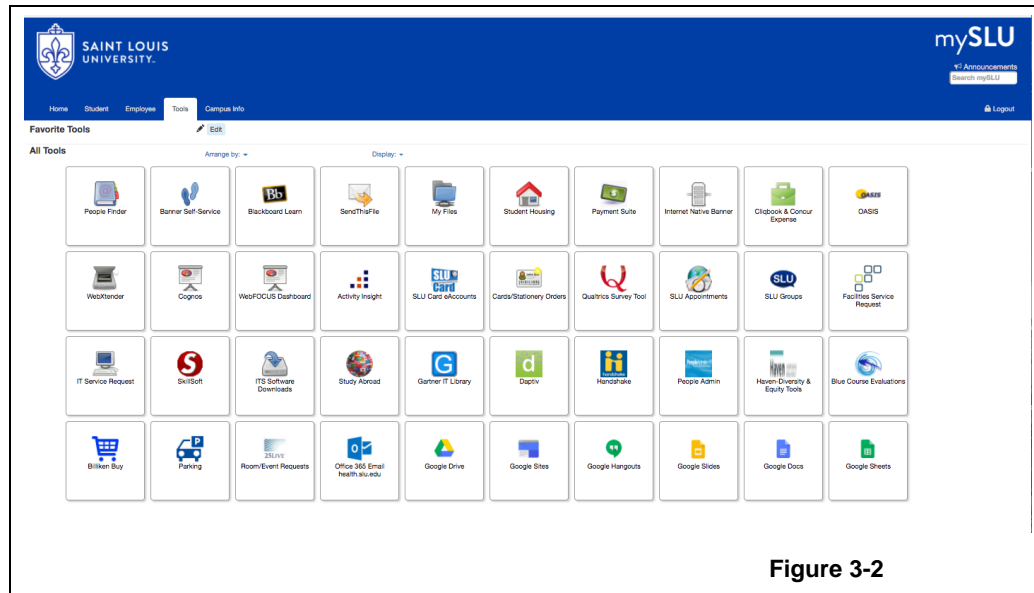


Figure 3-2

**Figure 3-2**

The mySLU Tools tab is full of useful links to systems you will use daily.

Once you are logged into mySLU you have access to several systems via the Tools tab. You will be able to access the following:

**Office 365 Email:** SLU's email and calendar application is a Web-based system designed specifically for the academic setting. More information to come in later chapters.

**People Finder:** A dynamic search engine of all individuals at SLU. As you type, results display automatically and narrow with additional criteria.

**Banner Self-Service:** An individual's window into their data kept in the central campus information system. More information will be provided in the next chapter.

**Blackboard Learn:** SLU's learning management system, which supports faculty and students. More information will come in the following chapters.

**Google Apps:** Google hangouts, Google Drive, and Google Sites applications are Web-based system designed specifically for the academic setting. More information to come in later chapters.

**SendThisFile:** Allows individuals to send and receive large files that might otherwise not be sent or received via email. It can be used to send files internally as well as to colleagues externally.

**MyFiles:** Remote file access for network personnel and access to shared drives for faculty and staff.

**Internet Native Banner:** Used by office staff to administer applicant and student records; package and award financial aid; enter, approve and track financial transactions; control the hiring process; run payrolls; and track donor giving and potential donors, and more.

**Cliqbook and Concur:** The University's online booking and reimbursement tool.

**Oasis:** A Medical School application to facilitate medical school scheduling, record keeping, and curriculum tracking.

**WebXtender:** A document-imaging program that allows for scanning, importing, and retrieving of documents in a database and queries.

**Activity Insight:** An online tool to collect faculty accomplishments to support University planning, assessment, and accreditation efforts.

**SLU Card eAccounts:** An online tool from Parking and Card Services to manage Billiken Bucks and Flex Points.

**Cards/Stationery Orders:** A direct link to the SMARTworks login screen by Standard Registrar where department secretaries and business managers are able to make business card and stationery orders.

**Qualtrics Survey:** An entirely web-based, next-generation survey tool available to all SLU faculty, staff and students.

**SLU Groups:** The student event site for Saint Louis University providing students with information about upcoming events, campus news, student organizations, jobs, internships, due dates and various other activities on or around campus.

**Facilities Request:** An online service request work order system for the SLU community. The system, part of the FAMIS database system is compatible with Internet Explorer only.

**IT Service Request:** An online service provided by ITS that allows users to request access for several systems, including guest accounts, network drives, and VPN access.

**SkillsSoft:** The online personal trainer, providing training courses, certification preparation, videos, online books, job aids and quick references.

## Lesson 3-3: The Faculty Dashboard

The screenshot shows the Faculty Dashboard interface. At the top, there are navigation tabs for Home, Student, Faculty, Employee, and Tools, along with a Logout button. The main content area is divided into four panels:

- Faculty Dashboard:** A list of courses for different semesters. For Spring 2016, it lists [UPD5960-20] Capstone, [PSP6990-20] Dissertation Research, [UPD5910-01] Internship, [UPD5960-01] Capstone, [UPD5980-02] Graduate Reading Course, [UPD5360-01] Sustainability + Built Environ, and [UPD5000-01] Foundations of Planning. Below this is a section for Summer 2015--Six Week 1 and Spring 2015.
- Faculty Registration Tools:** A box containing four links: Look Up classes, Add or Drop Classes, Change Course Options, and Registration Overrides.
- Faculty Schedule:** A table showing class times and enrollment for Fall 2015. It lists:
 

Day	Time	Class Name	Enrollment	Location
Mon	4:20 pm - 6:50 pm	Foundations of Planning [UPD5000-01]	7 of 20 Seats	DesPeres Hall 206L
Tue	4:20 pm - 6:50 pm	Sustainability + Built Environ [UPD5360-01]	5 of 15 Seats	Beracha Hall 214
		Internship [UPD5910-01]	0 of 2 Seats	
		Capstone [UPD5960-01]	0 of 5 Seats	
- Student/Advisee Information:** A section for searching students. It lists several students and their associated courses:
 

Student Name	Course
Cherubin, Alexander H	Urban Plan & Real Estate Dev
Clayton, Shella	Organizational Leadership
Coleman, Michael D.	Urban Plan & Real Estate Dev
Cooley, Jennifer	Curriculum & Instruction
Cornwell, Chad William	Urban Planning & Development
Cosgrove, James Paul	Law
Das, Natasha Tyne	Urban Plan & Real Estate Dev
David, Dawn R.	Urban Plan & Real Estate Dev
Deceplida, Joseph A.E.	Urban Plan & Real Estate Dev

**Figure 3-3**

The Faculty Dashboard is full of useful links to systems you will use in your teaching role.

**Figure 3-23**

Once you are logged into mySLU you have access to the Faculty dashboard. The dashboard contains four main blocks:

- Class List
- Course Syllabus
- Faculty office hours
- Email Class

**Class List:** Any students actively enrolled in your course will appear in your class list.

**Course Syllabus:** Any syllabi that have been previously uploaded into Banner Self-Service will be made available in this pane. More information will be provided in the next chapter.

**Faculty Office Hours:** Any office hours that have been previously updated into Banner Self-Service will be made available in this pane. More information will be provided in the next chapter.

**Email Class:** SLU's email and calendar application is a Web-based system designed specifically for the academic setting. More information is provided in later chapters.

# Chapter Four: SLU Banner Self- Service

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Prerequisites

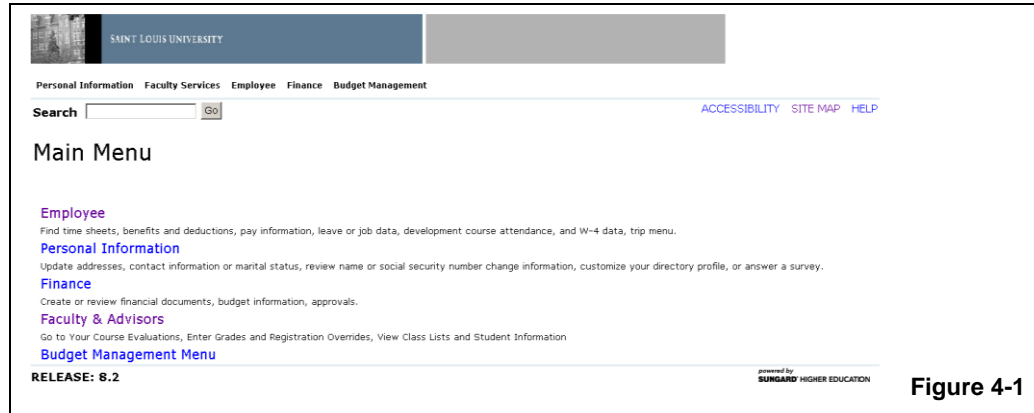
- Log in to myslu.slu.edu.
- 

**Chapter Objectives:**

- Learn how to access SLU Banner Self-Service, your teaching schedule, your summary class list, and a detailed class list
- Learn how to email your class/advisees
- Learn how to access grades

Once you have become acquainted with the mySLU portal, the next step is to take a closer look at SLU Banner Self-Service. This chapter will take you through some basic exercises that will help you get paperwork done electronically!

# Lesson 4-1: Accessing SLU Banner Self-Service



**Figure 4-1**

SLU Banner Self-Service provides you with information needed as a faculty member, student, or staff member at Saint Louis University.

From the tools tab in mySLU, you can access the SLU Banner Self-Service area. Here, you will find helpful information as a staff member, faculty member, or student.

1. From the **Tools Tab** in **mySLU**, **click** on **SLU Banner Self-Service**.
2. The **SLU Banner Self-Service** page (figure 4-1) will appear.
3. **Click** on **Faculty Services** on the main vertical menu OR on the horizontal menu. A list of options will appear:

## Faculty/Advisors Services

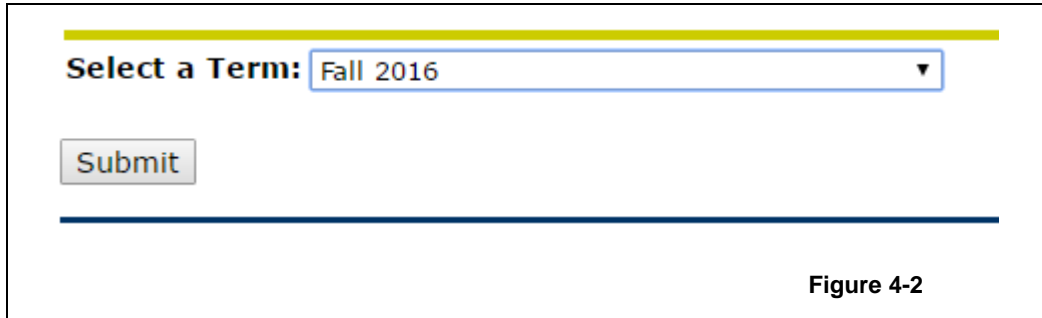
- [Term Selection](#)
- [Student Information Menu](#)
- - [Advising Tools](#)
- [Active Assignments](#)
- [Add or Drop Classes](#)
- [Assignment History](#)
- [Class List: Detail](#)
- [Class List: Summary](#)
- - [Speedsteel](#)
- [Course Catalog](#)
- [Faculty Course Selection](#)
- [Faculty Detail Schedule](#)
- [Final Grades](#)
- [Look Up Classes For A Student](#)
- [Midterm Grades](#)
- [Office Hours](#)
- [Registration Overrides](#)
- [Search Schedule Of Classes](#)
- [Syllabus Information](#)
- - [Requires HTML](#)
- [Week at a Glance](#)

RELEASE: 7.4

## Lesson 4-2: Accessing Your Teaching Schedule

**Figure 4-2**

Accessing your teaching schedule begins by clicking on Term Selection.



The screenshot shows a web form with a yellow header bar. Below the header, there is a label 'Select a Term:' followed by a dropdown menu containing the text 'Fall 2016'. Below the dropdown menu is a grey 'Submit' button. The entire form is enclosed in a black border.

**Figure 4-2**

SLU Banner Self-Service can be used to access your teaching schedule online.

To access your teaching schedule through Banner, follow these steps:

1. From the **Faculty/Advisors Services** menu, **click** the **Term Selection** link.
2. **Select** the **current term** from the **Select a Term:** drop-down menu.
3. After selecting the term, you are returned to the main menu to make selections based on that term. From the **Faculty/Advisors Services** menu, **click** the **Faculty Detail Schedule** link.
4. Your **detailed teaching schedule** for the selected term appears.
5. On this screen, you can **add information**, a **syllabus**, or a **roster** for your courses, and your **office hours**. To do this, **click** the **Add link** next to the item you wish to add and follow the screens.

## Lesson 4-3: Accessing Your Class List

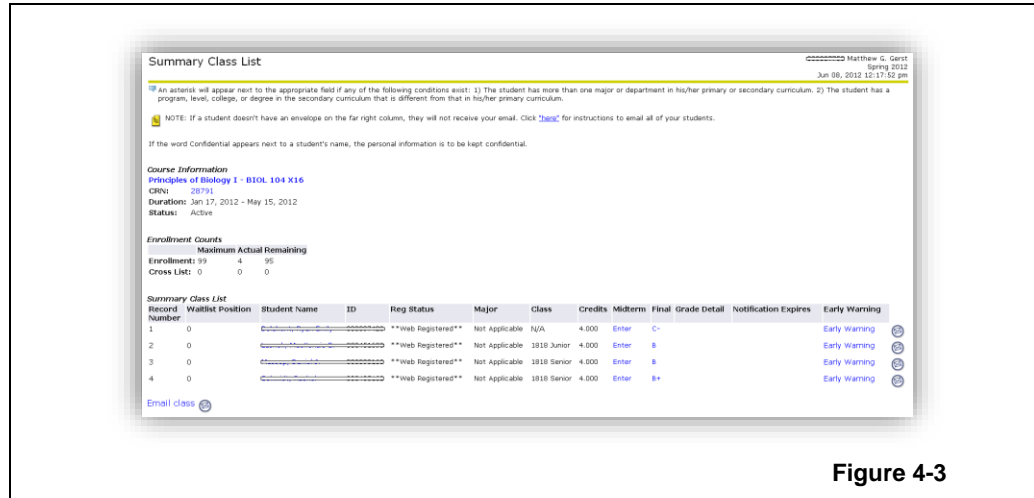


Figure 4-3

Figure 4-3  
An overview of the class list

To access your summary class list through Banner, follow these steps:

1. From the **Faculty/Advisors Services** menu, **click** the **Term Selection** link.
2. **Select** the **current term** from the **Select a Term:** drop-down menu.
3. After selecting the term, you are returned to the main menu to make selections based on that term. From the Faculty/Advisors Services menu, **click** the **Class List: Summary link**.
4. From the **CRN drop-down menu**, **select** the **course** you want to view and **click** the **Submit** button.
5. Your **class list** will **display**. In the **Reg Status** column:
  1. **Web Registered** refers to the student's registration **through Banner Self-Service**.
  2. **Registered** refers to students **who registered with assistance** (most likely an advisor).

## Lesson 4-4: Emailing Your Class/Advisees

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### Tip:

Some classes can have four-digit course numbers. The email list would follow the same format just with the additional number for the course.

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To email your class, you will need the following information:

- Subject abbreviation
- Course number
- Section number of the course
- Term abbreviation

Let's suppose you want to email your Biology 3010 class, section 01, in the Fall 2017 term. The email address would be [BIOL301001\\_710@LIST.SLU.EDU](mailto:BIOL301001_710@LIST.SLU.EDU).

In breaking down that email list, the course abbreviation is BIOL:

[BIOL301001\\_810@LIST.SLU.EDU](mailto:BIOL301001_810@LIST.SLU.EDU)

The course number is 8010:

[BIOL301001\\_810@LIST.SLU.EDU](mailto:BIOL301001_810@LIST.SLU.EDU)

The section is number 01:

[BIOL301001\\_810@LIST.SLU.EDU](mailto:BIOL301001_810@LIST.SLU.EDU)

And the abbreviation for Fall 2017 is \_810:

[BIOL301001\\_810@LIST.SLU.EDU](mailto:BIOL301001_810@LIST.SLU.EDU)

If your course does not have an abbreviation that is four characters in length, such as SOC1100 or HR2930, then you must add dashes within the course abbreviation to "lengthen" them to four characters. For example, the SOC1100 course, that is section 01, would read as [SOC-110001\\_810@list.slu.edu](mailto:SOC-110001_810@list.slu.edu). The "-" takes the place of the fourth character in the email.

The HR293 course, section 02, would read as [HR--293002\\_810@list.slu.edu](mailto:HR--293002_810@list.slu.edu). In this case, two dashes are needed to lengthen the abbreviation to four characters. The term abbreviation in your class email is an underscore \_ followed by the last three digits of the appropriate class term shown below.

**The full 2016-2017 academic year has the following terms:**

- \_800 Summer 2016
- \_810 Fall 2016
- \_815 School of Medicine Academic Year 2017-2018
- \_820 Spring 2017
- \_860 CEU Academic Year 2017-2018



## Lesson 4-5: Access Grading



**Figure 4-5**

Final and mid-term grades can be entered and accessed in SLU Banner Self-Service.

You can use SLU Banner Self-Service to enter mid-term and final grades. To access grading through Banner, follow these steps:

1. From the **Faculty/Advisors Services** menu, **click** the **Final Grades** link.
2. **Select** the **current term** from the **Select a Term:** drop-down menu.
3. From the **Final Grades** page, **enter** the **grade for each student**. This can be done two ways:
  - a. By **selecting** from the **drop-down menu**.
  - b. By **typing** in the **grade**.

Please Note:

- All grades are due 48 hours after the last class/exam.
- Class lists are divided into 50-student increments. If you have graded 1-50 and are looking for 51-100, you will see a **51-100** link at the top of your class list.
- Grades will not appear in student records until they are rolled into academic history.
- You may change a grade in Banner Self-Service until the course has been rolled into academic history. After that time, grade changes must be done with a paper Change of Grade form.
- If a student stops attending your class, you **MUST** use this screen to enter his or her last date of attendance.



# Chapter Five: Blackboard Learn

## Chapter Objectives:

- **Get to know Blackboard Learn**
- **Learn how to access Blackboard Learn**
- **Learn how to get faculty support**

Saint Louis University currently uses Blackboard Learn for its online Learning Management System (LMS). Blackboard Learn can be used for face-to-face, blended/hybrid and online courses. This application supports faculty and student users for both the St. Louis and Madrid campuses and provides access to many great tools to support SLU's educational mission.

---

## Prerequisites

- Log in to [myslu.slu.edu](https://myslu.slu.edu)  
or
  - Go to [blackboard.slu.edu](https://blackboard.slu.edu) and use your SLU Net Id and Password to log in
-

## Lesson 5-1: Accessing Blackboard Learn

**Figure 5-1**

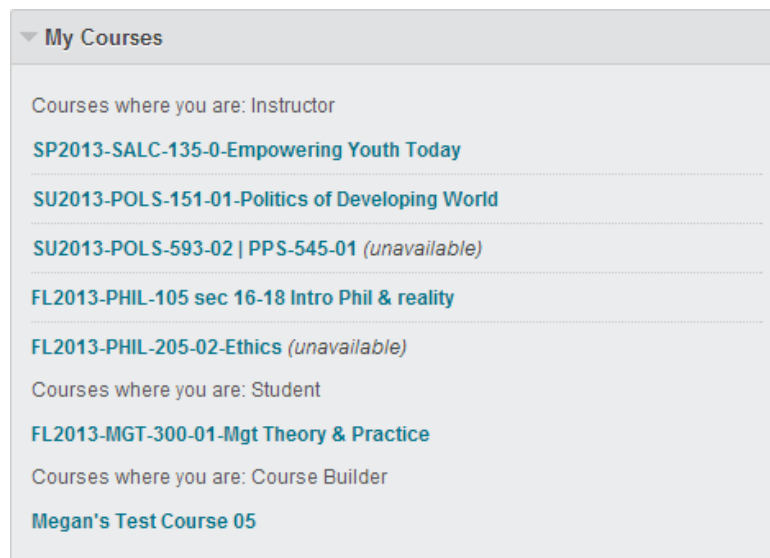
Blackboard Learn is the SLU online learning management system.



**Figure 5-1**

From the tools tab in mySLU, you can access Blackboard Learn.

1. From the **Tools Tab** in **mySLU**, **click** on the **Blackboard Learn** icon.
2. The **Blackboard Learn Home Tab** page will appear. Your courses will be listed in the **My Courses** module.



3. **Click** on the **Course Title** to access the course.
4. **Courses that have (*unavailable*) next to the course name are not visible to students, but they are available to instructors.**

## Lesson 5-2: Faculty Support for Blackboard Learn



Figure 5-2

### Tip:

Check out the Blackboard Learn support website for step-by-step instructions and video tutorials.

[www.slu.edu/blackboard](http://www.slu.edu/blackboard)

The nice thing about Blackboard Learn is that it can be used in a variety of ways and it has many interactive tools and features from which you can choose. Blackboard Learn is a great place to post your syllabus, PowerPoint presentations, YouTube videos, web links, and grades in the My Grades tool. This gives millennial students access to your course materials without having to carry a lot of paperwork around. The course information is available to them 24/7 anywhere they can access Wi-Fi or use a mobile app. In addition, Blackboard Learn has communication and assessment tools.

Potential ways to leverage Blackboard Learn in your course may include:

- **Posting and/or Curating Content:** Word, PowerPoint, Excel, PDF, audio files, image files, links to websites, links to videos, YouTube videos, Flickr images, links to library e-reserves
- **Communicating with Students:** announcements, external email, internal messages, threaded discussion boards, blogs, journals, wikis, calendar
- **Assessing Students:** assignments, tests, rubrics
- **Grading and Evaluation:** grades can be made available to students
- **Fostering Collaborative Learning:** student collaboration on assignments, discussion boards, journals, blogs and wikis

Blackboard Learn support is provided by Academic Technology in ITS.

- **Hours of Operation:** 8:30 a.m. to 5:00 p.m. CDT/CST
- **Phone:** 314-977-2252
- **Email:** [facsupport@slu.edu](mailto:facsupport@slu.edu)
- **Website:** [www.slu.edu/blackboard](http://www.slu.edu/blackboard)

Faculty can maximize the pedagogical impact of their Blackboard courses by working with the **Center for Transformative Teaching and Learning (CTTL):** [ctl@slu.edu](mailto:ctl@slu.edu). Contact them to discuss how to use learning technologies to further your instructional goals.

## Lesson 5-3: Additional Tools Available with Blackboard Learn

### Tegrity Lecture Capture

#### Tip:

Check out the Tegrity support website for step-by-step instructions and video tutorials.

[www.slu.edu/capture](http://www.slu.edu/capture)

Tegrity is Lecture Capture software that records the content shown on the computer screen, such as a PowerPoint presentation, along with the instructor's audio. Tegrity captures, stores, and indexes this content online for students to access at their convenience. Best of all, Tegrity is easy to use; if you can click to start and stop, then you can create a recording.

Each Blackboard course includes a **Tegrity Classes** link in the course menu that opens the Tegrity area where recordings can be created and stored for the course. The instructor can also allow students to create Tegrity recordings for the course as well. Recordings can be made in Tegrity-enabled classrooms or from any computer with the Tegrity Recorder software, a microphone and, optionally, a webcam.

For much more information on Tegrity, visit the faculty support website, which can be found at [www.slu.edu/capture](http://www.slu.edu/capture).



### Respondus

Respondus is a tool for creating and managing quizzes/exams that can be printed to paper or directly published to a Blackboard Learn course. Respondus will also import specially formatted MS Word documents and turn them into a quiz that can be published to Blackboard. If you are starting a new quiz from scratch, creating it in Respondus and then publishing it to Blackboard can save a significant amount of time. Respondus can also retrieve a test from Blackboard that can then be easily edited or printed.

For more information, go to the Respondus faculty support website at <http://www.slu.edu/its/services-and-products/academic-resources/respondus>

# Chapter Six: Office 365 and SLU Google Apps

## Chapter Objectives:

- Learn to Access your Office 365 Account
- Learn to access your SLU Google Drive
- Get information about Office 365

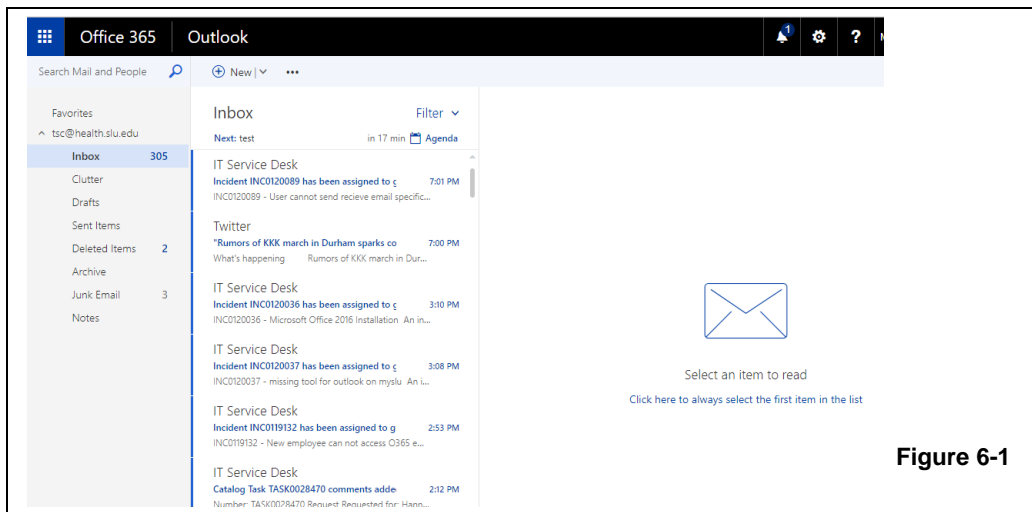
## Prerequisites

- SLU Net ID
- SLU Net Password
- Internet Access

Saint Louis University uses Office 365 for email, calendars, and contacts and it also uses Google Drive, Sites, and Hangouts. This chapter will explain some of the ways you will be using this system at SLU.

## Lesson 6-1: Accessing Office 365

**Figure 6-1**  
SLU Google Mail inbox



**Figure 6-1**

SLU Office 365 Email is the University's official method of communication. Important emails and announcements will be sent to your SLU email address, so please check this account regularly. To log in:

1. Access the login screen of **Office 365 Email** one of two ways:
  - a. From the **Tools Tab** in **mySLU**, **click** on **Office 365 Email** icon.
  - b. **Go** directly to **Outlook.Office365.com**
2. **Log in** using the same **SLU Net ID** and **Password** as mySLU.
  - a. Please note: you need to type your full email address including the slu.edu when logging in to Outlook.office365.com
3. You should now be logged into your **inbox**.

Once you are logged into your Office 365 Email account, you are able to access your calendar and other Tools available through the Office 365 system. For information on accessing or syncing your Office 365 account with your smartphone, visit our website [slu.edu/Office365](http://slu.edu/Office365).



## Lesson 6-2: Office 365 Calendar

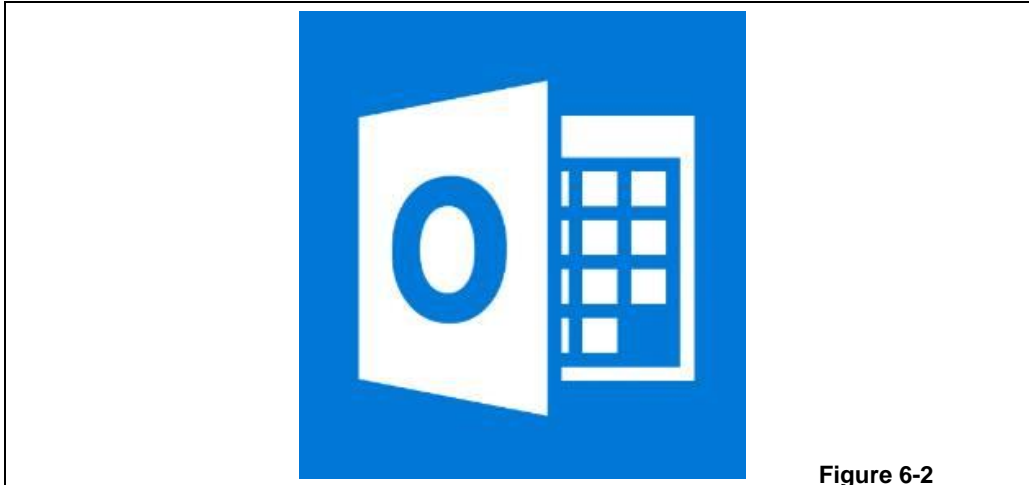


Figure 6-2

Within your SLU Office account, you have Calendar.

### Creating an event

1. Once in **Office 365**, **click** your **Calendar icon**
2. **Click New** on the top tool bar
3. **Enter** a **name** for the event
4. **Choose** the **date** and **time** of the event
5. **Fill out additional information**, such as a description, location, etc.

### Inviting individuals to an event

The Office 365 Calendar allows you to invite individuals to events. To do this, follow the steps above to create an event, but before clicking Save, follow these steps:

1. Next to **People**: on the right side, **click** within the **Add people** field
2. **Type email address** of all invitees
3. **Click 'Save'** at the top to send the invite

### Checking availability

While you are inviting people to your event, you can see if they are available at your indicated meeting time. To do this, follow the steps above to create an event, but before clicking Save, follow these steps:

1. Add all of your guests using the 'Add People' box.
2. Above the Add People box, click the icon that says 'Scheduling Assistant'.
3. You will then be able to see when your invitees have something scheduled on their calendar and are therefore unavailable to meet.
4. You can then change the time of the event accordingly in the fields above.

### Tip:

You can share your calendar with others to allow for ease in finding times to events.

---

**Tip:**

Sharing your calendar with individuals who routinely invite you to events can be very helpful for scheduling purposes.

---

## Creating a new Calendar

You can create a new calendar for teams and committees.

Note: Room calendars are created by ITS only.

Follow these steps:

1. In the left column on the **Calendar** home screen, **right-click Your Calendars**.
2. **Choose New calendar**
3. **Fill** in the **appropriate information**
4. **Click Enter**

## Sharing a Calendar

Sharing your calendar allows others to see if you are free or busy. By default, your calendar is already shared with this level of permission. You may choose to allow others to read, edit, or manage your calendar.

Follow these steps.

1. In the left column on the **Calendar** home screen, **right-click** on the **calendar** you would like to share.
2. **Click Sharing Permissions**
3. **Type** in the **email address** of the person you want to share with
4. **Choose** the **appropriate sharing** options
5. **Click Done**

## Lesson 6-3: Google Drive

Google Drive is a free service from Google that allows you to store files online and access them anywhere using the cloud. Google Drive also gives you access to free web-based applications for creating documents, spreadsheets, and more.

### Accessing Google Drive

1. Access Google Drive one of two ways:
  - a. From the **Tools Tab** in **mySLU**, **click** on **Google Drive** icon.
  - b. **Go** directly to **drive.google.com**
2. **Log in** using the same **SLU Net ID** and **Password** as mySLU.
  - a. Please note: you need to type your full SLU Google address including the @slu.edu when logging in, this is different than your Office address.
3. You should now be logged into your **inbox**.

### Google Drive on your mobile device

If you're on the go, you can still access all of your files. Just download Google Drive on your phone or tablet and you're all set.

With Google Drive on your mobile device, you can:

- View, share, and organize your files.
- Upload and store new files directly from your phone or tablet.
- Print files from your mobile device.
- Scan important documents using the camera on your mobile device.
- Access your files even when you're not connected to the Internet.

### Creating Files on Google Drive:

Google Drive doesn't just store your files; it also allows you to create, share, and manage documents. These are the types of files you can create and share on Google Drive:

- Documents: For composing letters, flyers, essays, and other text-based files (similar to Microsoft Word documents)
- Spreadsheets: For storing and organizing information (similar to Microsoft Excel workbooks)
- Presentations: For creating slideshows (similar to Microsoft PowerPoint presentations)
- Forms: For collecting and organizing data
- Drawings: For creating simple vector graphics or diagrams

### To create, add, or upload a file or folder in your Drive

- Click New on the Drive home screen. Then, click one of the icons below to take an action
  - Create a folder by adding a folder name and click Create
  - Upload a file by choosing a file and clicking Open
  - Upload a folder by selecting a folder and clicking Upload

### Tip:

To access Google drive, go to [drive.google.com](http://drive.google.com) or log into email and click Drive from the Apps menu.

### Share a file or folder

You can share a file or folder in Google Drive or in the Docs, Sheets, and Slides home screens. Anyone you share the file or folder with will see changes made as they happen so that everyone can be on the same page and you can get feedback quickly.

- Within Drive, open the file or folder you want to share
- Click Share in the top-right corner
- Under People in the sharing box, type the email addresses of the people or [Google Groups](#) you want to share with
- Choose the [type of access](#) you want to give these users by clicking the dropdown arrow to the right of the text box:
  - Can edit: Others can edit the shared file or folder
  - Can comment: Others can view and add comments only
  - Can view: Others can see the file but can't edit or add comments
- Click Done
  - The individuals will receive an email alerting them of the items shared.

## Lesson 6-4: Microsoft Office 365



**Figure 6-4**

Office 365

In Summer 2017, Saint Louis University transition faculty, staff, and students off Google Apps for email and calendaring and on to Microsoft Office 365.

### Why Move?

The move is necessitated by the need to ensure that SLU's email and calendar services -- particularly those involving personal health information -- are protected by contractual assurances.

### What Moved

Email, calendaring, and contacts are now being provided by Office 365. Google Apps for Education -- including Google Docs and Google Drive -- will continue to be available for any applications not involving protected health information.

### How Did We Decide to Move?

Information Technology Services formed a committee of faculty, staff, students, physicians and researchers to review email providers for the University. As a result of this collaborative effort, the University selected Office 365 as the next provider of email and calendar for all faculty, staff, and graduate students. Undergraduate students will continue to use Google for email and calendaring.

### What if I need training?

Our website dedicated to the Office 365 project has the most update to date information, how to guides, and training information available. Please visit [www.slu.edu/office365](http://www.slu.edu/office365)

# Chapter Seven: Getting Connected

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**Prerequisites**

- SLU Net ID
  - SLU Net Password
  - Laptop with wireless compatible Wi-Fi Card
- 

**Chapter Objectives:**

- **Get information about Billiken Networks including wireless and VPN**
- **Answer F.A.Q. about Billiken Wireless**
- **Learn how to configure and connect to Billiken Wireless**
- **Get information about the SLU Mobile App**

The Billiken Wireless network at the university is called SLU-users. This chapter will take you through configuring your laptop to use the Billiken Wireless network, SLU-users.

# Lesson 7-1: Billiken Wireless (SLU-users)

SLU's Billiken Wireless network, SLU-users, is available to all faculty, staff and students on campus and can be accessed by authenticated users. The wireless network acts like an umbrella over most areas of the campus, including many outside areas, and provides instant access to anyone under it.

## Get Connected

1. On your computer, **click** your **Wireless Antenna** or **Wireless Network** icon
2. **Click SLU-users** from the list of available networks
3. **Enter** your **SLU Net ID** and **SLU Net Password** for the credentials
4. **Click Continue** to accept the Security Certificate
5. You are now connected to SLU-users

## F.A.Q. for Billiken Wireless

### Why am I unable to connect to SLU-users after I configured my computer?

This is very typical if the wrong username and password were used. Make sure to connect using your SLU Net ID and SLU Net Password. This is the same username and password you use to log into mySLU.

### Can I connect my mobile device?

Yes, visit [wireless.slu.edu](http://wireless.slu.edu) for the most up-to-date configuration guide.

### How many computers can share one wireless router?

The exact number of devices that can connect and effectively share a wireless router varies. However, each router should be able to handle between 25 - 30 individual connection points. In some locations and areas of campus, routers may be saturated and connections are not available. If this is the case, you should try moving to a different part of the building with less individuals connecting.

### Why is the wireless slow sometimes?

When routers are saturated with connections, the amount of available network is spread very thin. Think of a highway, during rush hour traffic. The cars move very slowly because the available road is minimal. However during non-peak hours, the road, or the available network, is more available and speed is increased.

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### Tip:

Billiken Wireless broadcasts for g and n wireless cards.

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## Lesson 7-2: Billiken Secure Connect (VPN)

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**Tip:**

The Secure Connect VPN client acts like a secure tunnel through the Internet to provide you with a safe connection to SLU's network.

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Billiken Secure Connect VPN Access is available for staff and faculty with demonstrated needs to access SLU systems and services from a location outside the SLU network. Examples include connecting to a specific application server to manage the application during non-business hours or connecting to a secured system to reset the system from remote locations. Please note this is not the same as the IDX VPN client.

**How to request an account for the Billiken Secure Connect:**

1. **Log into mySLU.slu.edu**
2. **Click Tools**
3. **Click IT Service Request**
4. **Click Accounts & Access**
5. **Click University Security Access Request**
6. **Complete** the **University Security Access Request** form, insuring the following is provided:
  - a. **Type of Request: New Users**
  - b. **Screen: PROD**
  - c. **Functional areas: VPN**
7. **Click Submit Request**

Once submitted, most requests are processed within 4 – 5 business days. For information about your request, call the IT Service Desk at 314-977-4000.

**How to download and Install Billiken Secure Connect Client**, once your request is approved:

1. **Go to vpn.slu.edu**
2. **Login** with your **SLU Net ID** and **SLU Net Password**
3. **Click Download**
4. **Double-click** the **AnyConnect Installer File**
5. **Follow** the **Installer Guide**

Once installed, a Cisco folder can be found in your Programs and Application list. This holds the Billiken Secure Connect client. For assistance on installing or using the client, please call the IT Service Desk at 314-977-4000.

**F.A.Q. for Billiken Secure Connect****What is Billiken Secure Connect VPN?**

Billiken Secure Connect is the Virtual Private Network (VPN) service that provides users secure, remote access to SLU's network resources from their computer.



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**Do I need a special username/password or other special credentials to use Billiken Secure Connect VPN?**

To use Billiken Secure Connect VPN, you must request and be granted access. After your access has been granted, you will use your SLU Net ID and password to login to Billiken Secure Connect VPN.

**What hardware is required to use Billiken Secure Connect VPN?**

To use Billiken Secure Connect, you need a laptop or desktop computer that meets minimum hardware requirements and appropriate network connectivity.

**What software is required to use Billiken Secure Connect VPN?**

You need a supported operating system (Windows 7 or Mac 10.7, or higher) and the Cisco AnyConnect Client. If you need the client downloaded to a University-owned machine, please place a request through the IT Service Desk by calling 314-977-4000.

**Where can I access Billiken Secure Connect VPN?**

Billiken Secure Connect can be accessed from the Internet, RESNET and Billiken Wireless.

**Can I use Billiken Secure Connect VPN from the Billiken Wireless Network, SLU-users?**

Yes, you will need to complete the setup and configuration to access Billiken Wireless before connecting to Billiken Secure Connect VPN.

**Can I log in to my file server and access my mapped drives?**

Yes, users can log in to a Windows-based file server and access mapped drives using Billiken Secure Connect VPN, including your department T and U drive.

**Can I use VPN on my mobile device?**

Yes, download the Cisco AnyConnect app from the app store and use vpn.slu.edu as the server name.

## Lesson 7-3: Network Drives

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**Tip:**

Use the T and U drive to always save your documents.

---

SLU ITS provides shared network servers where individuals and departments can share files. You will hear people refer to these online spaces as the shared drive, network drives, and T and U Drives (the letter can change, and can be almost any letter). All of these terms refer to the same thing. Most SLU employees will automatically have access to their department's shared drive, as well as a personal drive commonly referred to as the U drive.

### U Drive

The U drive was created as a place for university employees to save documents and files related to their work at SLU but that may not or should not be placed in a shared space.

### Department Share

The department shares provide collaboration spaces for departments. All users within the department have access to these drives. Individual folders can be locked down.

Requests for locked down folders should be made to the IT Service Desk who will route them to appropriate technical staff. Users with additional questions about securing documents on this drive should contact Information Security.

### How to access the network drives from a University computer on-campus:

1. **Log into** your **SLU computer**
2. **Click Windows Explorer**
3. **Click My Computer**
4. **Under Network Locations** notice your DEP T: drive and the Home U: drive

### How to access the network drives from a University computer off-campus:

1. **Log into** your **SLU computer** and **connect** the **Billiken Secure Connect VPN client**
2. **Click Windows Explorer**
3. **Click Computer**
4. **Under Network Locations** notice your DEP T: drive and the Home U: drive

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**Tip:**

You will need to download, save and re-upload any document you work on through the myFiles system.

---

### How to access the network drives from a personal machine

1. **Log into mySLU.slu.edu**
2. **Click Tools**
3. **Click MyFiles**

## Lesson 7-4: SLU Mobile App

You can reach the SLU Mobile web application by going to [m.slu.edu](http://m.slu.edu) on your web browser on any Internet-enabled mobile device. SLU Mobile can also be downloaded as an app onto any one of your mobile devices. This app will help you gain access to all SLU news, events, shuttle services, email accounts, etc. at the convenience of your mobile device. This app is meant to help you have easier access to some of the more important and useful aspects of what SLU has to offer.

### How to get the app from your mobile device:

1. **Go** to [m.slu.edu](http://m.slu.edu)
2. **Scroll down** and **click Download**
3. **Click Download** - this will direct you to your app store
4. **Download** the **SLU Mobile App** from the app store

### F.A.Q. for SLU Mobile App

#### Where can I download the SLU Mobile app?

On Apple devices, search for the SLU mobile app in the App Store.  
On Android devices, find the app in Google Play.

#### What devices will the app work on?

The app will work on any Apple or Android mobile device.

#### Is this app the same as the mySLU portal?

No, this app is a condensed version of our [slu.edu](http://slu.edu) website with some characteristics from the [mySLU.slu.edu](http://mySLU.slu.edu) website. It does not contain all the features of the mySLU portal.

#### Can I access Blackboard Learn through this app?

No, Blackboard Learn is only accessible through its own app, website ([blackboard.slu.edu](http://blackboard.slu.edu)), or through mySLU.

#### Can I access grades or view my class list through this app?

No, those are only accessible through Banner Self-Service.

#### Who can I contact if I have questions or suggestions?

Any comments, questions, or suggestions should be emailed to [mobile@slu.edu](mailto:mobile@slu.edu).

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**Tip:**

Go to [m.slu.edu](http://m.slu.edu) to learn more about the app and to download it today!

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# Chapter Eight: Information Security

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**Did you know?**

- Information Security starts with you! Take steps to protect yourself, your data, and the University.
- 

**Chapter Objectives:**

- **Get information about password and email security**
- **Learn how to protect sensitive data**
- **Learn about IT policies**

SLU has several regulatory compliance obligations (i.e. HIPAA, FISMA, FERPA, GLBA) to protect the privacy of members of the University community as well as the confidentiality, integrity and availability of University information.

Most notable for faculty are the requirements to protect student information under the Family Educational Rights and Privacy Act (FERPA). More information on FERPA can be found at [www.slu.edu/office-of-the-university-registrar-home/ferpa](http://www.slu.edu/office-of-the-university-registrar-home/ferpa)

The IT Security and Compliance department in ITS has developed some guidelines to empower you to protect University sensitive data. Using these best practices here at SLU will also help you protect your personal information at home.

# Lesson 8-1: Password and Email Security

As discussed in previous chapters, everyone at SLU is required to change their password at least once every 180 days, or every six months.

## Password Security:

- Use long and strong passwords or passphrases (Ex., My favorite movie is Indiana Jones and the Temple of Doom: Mfm1IJatT0D).
- Do not use the same password for SLU accounts that you use on personal accounts, including Facebook or online banking accounts.
- Do not write your password down. Make it easy enough for you to remember but hard for others to guess.
- Never share your password with anyone. You are responsible for any activity that occurs on your own account.
- When available, use multi-factor authentication on all of your accounts.

## Email Security:

- Be cautious prior to opening email attachments or links. Malicious software is often disguised as attachments or external links in phishing and spam emails.
- Do not use your personal home email account for SLU business needs.
- Limit the amount of personal business conducted on your SLU email account. It is best to keep SLU business and personal communications separate by using separate accounts.
- Email is not a secure way to transmit sensitive data outside of the SLU network.

---

### Tip:

Stop and Think before you  
CLICK.

---

## Lesson 8-2: Sensitive Data

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**Tip:**

When in doubt, use encryption to protect sensitive data.

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Protecting the University's sensitive data from exposure is everyone's responsibility. Follow these tips to help you keep information secure.

**Sensitive Data:**

- Always lock your computer screen when you are away from it.
- Enable a pin code on your mobile devices to protect access to sensitive data.
- Keep your computing devices physically secure. Invest in a cable lock.
- Properly dispose of sensitive documents using shredding devices or secure disposal bins.
- Use secure wireless networks when accessing sensitive information electronically.
- Use the SLU VPN when accessing sensitive University information.
- If using a personal device to conduct University business, make sure it is updated with a current operating system and applications, running anti-virus software, and has a firewall enabled if possible.
  - Symantec anti-virus software is free for your personal devices. The download can be found on the ITS website at <http://www.slu.edu/its/software-downloads>.
- Use a SLU-supported application (i.e. Google, Blackboard) to store and share information.
- Use encryption to limit the exposure of sensitive data, especially when sharing it outside of the SLU network.
  - For more information about encryption, please find the encryption guidelines on the ITS website at <http://www.slu.edu/its/information-security/protecting-slus-data>.

---

Please make sure to encrypt any USB flash drives before using them to store sensitive data, such as grades or student information.

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## Lesson 8-3: IT Policies

IT has many policies regarding usage and best practices. The Appropriate Use Policy and IT Security Policies and Standards are two that all individuals of the University should be familiar with. They provide guidelines for the appropriate use of Saint Louis University IT resources, as well as requirements for protecting University resources.

Before logging onto a SLU computer, individuals are prompted with the SLU legal notice. This legal notice explains how the use of IT resources is governed by these policies. The acceptance of the terms of these policies is confirmed when the OK button at the bottom is clicked and the individual logs into the computer.

Most notable for faculty are the requirements to protect student information under the Family Educational Rights and Privacy Act (FERPA). Information on FERPA can be found through the Registrar's Office or by going directly to <http://www.slu.edu/office-of-the-university-registrar-home/ferpa>.

A detailed explanation of all IT policies can be found on the ITS website at <http://www.slu.edu/its/policies-and-processes>. Please be familiar with these policies prior to using University resources.

**Contact IT Security and Compliance at [infosecurity@slu.edu](mailto:infosecurity@slu.edu) or visit the webpage for more tips and guidance at [slu.edu/infosecurity](http://slu.edu/infosecurity).**

# Chapter Nine: IT Service Desk

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**Quick Info**

- 314-977-4000
  - [its.slu.edu](http://its.slu.edu)
  - [helpdesk@slu.edu](mailto:helpdesk@slu.edu)
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**Chapter Objectives:**

- **Get information about IT Service Desks**
- **Learn hours and locations of the IT Service Desks**
- **Obtain other ways to stay informed**

Getting help with technology at SLU is simply and easy. This chapter details out the services available to you.



## Lesson 9-1: Services Provided

The IT Service Desk will handle all requests for services via telephone, email, fax and in person in an expedient manner. In the event the service request cannot be handled immediately, preliminary troubleshooting will be performed to determine the appropriate resolution. In some cases, service requests will be assigned to other support groups for completion.

### Services Provided for Faculty and Staff Members:

- **Full hardware support for University-owned PC and Macintosh desktop equipment including:**
  - Setup
  - Troubleshooting
  - Configuration
  - Repair
  - University telephone and voicemail services and support
- **Full software support for University-purchased applications and systems including:**
  - Microsoft Office suite installation and troubleshooting
  - Symantec Anti-virus software installation and troubleshooting
  - All other University-purchased software installation and troubleshooting on University-owned systems
- **Personal Device support includes:**
  - Network connectivity
  - Google Email and Calendaring set-up and troubleshooting

### Support is NOT provided for:

- Non-standard software or hardware
- Non-academic/non-University related devices
- Dial-up connectivity to the University
- Installation or troubleshooting of non-licensed (illegal) software
- *No off-campus support (on-site home support) is offered at any time*

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**Tip:**

Looking for a machine to purchase for office use? Contact your local service desk for a hardware consultation.

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## Lesson 9-2: Classroom Support, 7-4099

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**Tip:**

Please visit [slu.edu/4099help](http://slu.edu/4099help) for more information

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Information Technology Services seeks to assist all faculty members of the SLU community with technical needs so that class sessions may progress smoothly and uninterrupted. In the event that something does not go well, we are dedicated to providing full support until the issue is resolved.

In class and need IT help? The academic technology support team is here to help!

Just press the 4099 Support button on the classroom touchscreen.



on the classroom

Or, call 314-977-4099 to get connected with the first available support staff. Before classes begin, please visit [slu.edu/4099help](http://slu.edu/4099help) for more information about the support button and general information about classroom support.

**Support hours during the semester for the 4099 line are:**

- Monday - Friday: 8am - 5pm

Although we strive to be able to triage and resolve your issue immediately. Sometimes certain repairs can take longer. Please always have a backup plan in case the technology in the classroom fails.

**Examples of times when resolutions may take longer than a class period:**

- Teaching computer is locked, approximately 2 - 8 hours
- Sound in the room is not working, approximately 4 – 8 hours
- Projector's bulb is burnt out, approximately 24 hours
- Lab machines need software, up to 3 week turn around

**Support is NOT provided for:**

- Non-standard software or hardware
- Non-academic/non-University related devices
- Non technology related needs, such as white boards, chalk, or markers

## Lesson 9-3: After hours Emergency Support

ITS understands that research and studying occur outside the hours of 9 a.m. to 5 p.m., Monday through Friday, and that sometimes business critical systems stop working. The IT Service Desk provides after hours emergency support. The after hours support line runs from 5pm - 7am the next business day and over the holiday weekends. The scope of the after hours support line is extremely limited. If the system affects less than 50% of the SLU community or is not related to patient critical care, it is not classified as business critical.

### **Systems that fall under the after-hours support include but are not limited to:**

- Overarching authentication system
- mySLU
- Banner
- EPIC
- IDX

In the event that you experience an after-hours campus wide outage of a business critical system, you can call 314-977-4000 and when the voicemail greeting begins you will be prompted to press a key to be directed to the after-hours support line.

### **After reaching the after-hours support line, please leave a detailed message, making sure to include:**

- Your name
- Your phone number
- What system you are having problems with
- How long you have been having problems with the system

The tech on-call will respond to your call and start the appropriate actions. A call back from the tech typically occurs 15 - 25 minutes after the receipt of the message. However, in some instances the call back may take longer.

### **Please keep in mind that after hours support is NOT provided for the following:**

- Password Resets
- Non-academic/non-University business functions
- Installation or troubleshooting of software
- Support or training on accessing systems for the first time
- Network Configurations for machines or troubleshooting
- Hardware Support
- Systems and Services used by or used to support less than 50% of the community of SLU
- Requests for tickets to be submitted for a tech to follow up next business day

## Lesson 9-4: IT Support Services

### Phone, Chat, and Email Support

ITS has partnered with Blackboard, Inc. to provide telephone and email services available 24 hours per day, seven days per week, 365 days per year. This exciting partnership allows the SLU community to receive tier one technical support and submit support requests whenever it is convenient.

Phone: 314-977-4000 or toll free 1-844-348-3957

Email: [Helpdesk@slu.edu](mailto:Helpdesk@slu.edu)

Self-help Website: [Help.slu.edu](http://Help.slu.edu)

### On-Site Support

ITS has centralized all IT support staff into a set of zoned groups instead of having individuals dedicated to a specific academic/administrative unit. The individuals in each group will be walking through the buildings within their area to provide IT support and to check with faculty, staff and students regarding the quality of their technology. SLUCare IT support staff will continue to focus on the departments where they currently serve.

### Walk-Up Support

ITS has walk up services available on both the north and south campus. Both locations are open year round, however during the semester the locations are open later into the evening. Please call the locations for their current hours.

#### Tech Service Center

Currently in Busch Student Center, room 137  
314-977-2522

#### Tech Service Commons

Caroline 202  
314-977-7290

**Please note, that starting in late October 2017 the Tech Service Center will be moving to the Academic Tech Commons located in the first floor of the Pius Library.**