



On-Campus Information Technology Resources

Faculty

Section 1: Logon Information

A. Campus Computer Logon Information:

- a. **Username:** 'SLU Net ID' (provided to you by the Registrar's Office as part of your onboarding process).
- b. **Default Password:** Provided by ITS Madrid.

***If you have not received an email with your credentials by your first day of work, please contact ITS Madrid. ***

B. SLU Online Tools:

***You are required to log in and create a new password before accessing SLU online resources. ***

Step 1: First time login:

- a. In your web browser, open <https://auth.slu.edu>
- b. **Username and default password:** provided by the Registrar's Office as part of your onboarding process.

***TIP: Not sure what your username or initial password is? Email ITS Madrid. ***

- c. Detailed instructions on how to change your initial password are available online:
 - [How To Register for Okta](#)
 - [How to OKTA 2021](#) (video)

***TIP: Forgot your password? Go to <https://auth.slu.edu> and click "Unable to login?" If you cannot reset the password, email ITS Madrid. ***

Step 2: Multi Factor Authentication:

- a. You are required to set up multi factor authentication (MFA) when you log in for the first time.
- b. If your phone is lost or stolen, you have a new phone number or you wish to change your authentication devices, please send a request to support-madrid@slu.edu to have your multi factor options reset.

Step 3: Log in to mySLU

- a. In your web browser, open <https://mySLU.slu.edu>
- b. Log in using your SLU Net ID and the password that you created in Step 1.
- c. If you have successfully set up MFA in Step 2, the system will also ask you for a one-time verification code.

C. SLU Email (Office 365):

- a. Your SLU email is accessible through the 'Office 365 Email SLU' icon under the Tools tab in mySLU.
- b. To find out your SLU e-mail address, you may look yourself up on [SLU People Finder Directory](#)

D. Additional Information:

- a. For questions regarding login information and password resets please email support-madrid@slu.edu
- b. A newsletter (Campus News) is sent each week with important information for SLU Madrid Faculty, Staff and Students. If you are not receiving the newsletter in your SLU inbox, please contact ITS.
- c. Additional information can be found on the [Information Technology Services website](#).



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Section 2: Technology Resources

A. Computer Labs and Printing Workstations – Location and Schedules:

- a. **Computer Lab in Padre Arrupe Hall** (PAH19 located in the basement of Avenida del Valle, 34):
 - [Monday through Thursday: 9AM-6PM](#) and [Friday: 9AM-3PM](#)
- b. **Printing workstations in Padre Rubio Hall** (located in the basement of Avenida del Valle, 28):
 - [Monday through Thursday: 9AM-6PM](#) and [Friday: 9AM-3PM](#)
- c. **Computer Lab in San Ignacio Hall** (located on the ground level of Calle Amapolas, 3):
 - [Monday through Friday: 9AM-6PM](#), and [Saturday and Sunday: same schedule as Library](#).
- d. **Study workstations in San Ignacio Hall** (located in the Library Main Study Room of Calle Amapolas, 3):
 - Available according to the same schedule as the Library.

For updated Computer Lab and Library hours, please check the Campus News distributed weekly to your SLU email

B. Classroom Technology:

- a. For a list of classrooms and available technology, you may consult the [Classroom Technology Chart](#).
- b. A quick guide on how to use technology in these classrooms is available at [this link](#).
- c. Classroom computers are shared resources that may be used by all members of the SLU Madrid community. Any information you store on these computers can be accessed by other users and is therefore considered public.

C. Printing Information:

- a. Printers are assigned automatically to each workstation. Please find the nearest printer to your desk/office.

D. Storage (Intranet and Internet):

- a. You are allotted **5 GB of storage**, accessible to you as the **‘Z:’ drive** from any faculty/staff computers on campus. The ‘Z:’ drive is intended for storage of work-related files. **Data stored on this media is backed up regularly.**
 - For data security purposes, your Z: drive is not accessible from lab workstations or classroom computers.
 - University file servers are a shared resource. Please do not store redundant copies or non-work-related files, as this data will burden our servers and will fill up your disk quota.
- b. **SLU OneDrive:** provides 1TB of storage and is accessible via the [Office365 portal](#) (log in with SLU credentials).
- c. **Google Drive:** is accessible through mySLU, or from the [Google Drive portal](#).

IMPORTANT:

Please do not store any files locally (to the Desktop or C: drive of your office computer); this data **is not backed up** and will therefore be lost in the event of computer malfunction.

Use of locally installed cloud storage applications (Google Drive, OneDrive, etc.) is not allowed by University information security policies. Please use the online version of these resources for your work.

E. Wireless Access:

- a. There is campus-wide wireless access, available when connecting to the ‘Saint_Louis_University’ wireless network.
- b. Please check posted signs across campus for the wireless logon information and password.
- c. Our policy requires you to accept the terms and conditions displayed in the captive portal upon connecting. All devices will be automatically disconnected after 3 days or when roaming between buildings. If your session is disconnected, you need to re-connect (navigate to any web page) and re-accept the terms and conditions.
- d. **University security policy strictly prohibits connecting personal devices to our network using Ethernet cables.**

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Section 3: Miscellaneous Information

A. Personal Computer Advice:

- a. ITS can assist with issues related to University resources but does not diagnose or perform repairs of personal devices. If you experience issues with a personal device, ITS recommends you **contact the device manufacturer**.
- b. If you plan to project from your own device in the classrooms, you may request a compatible HDMI cable from ITS.
- c. Learn how to make **backup** copies of your work and remember to do so **regularly** on more than one media.
- d. If you own a PC, make sure you have a good antivirus program that is activated and up to date.
- e. Purchase a good quality USB Memory Stick/Pen/Flash Drive, or an External USB hard drive to store your files.
- f. Do not rely on a single USB device for permanent backup. These drives may fail over time, resulting in **partial or complete data loss**. Consider using cloud storage (SLU OneDrive or Google Drive) for backup purposes.

B. Reserving a Computer Lab for your Class:

- a. **To reserve a classroom or a computer lab:**
 - Please email the Registrar's Office (registrar-madrid@slu.edu) at least 2 working days before the anticipated need, including the following information in your email:
 - Your name;
 - The desired room or computer lab;
 - Date(s) and time frame needed;
 - Number of seats required.
 - For a list of classrooms and available technology, consult the [Classroom Technology Chart](#).
- b. **Important Advice:**
 - If you plan to hold your class or give an exam in a computer lab, **please make sure that all your students can successfully log in** to campus computers before the class session in the lab.

C. ITS Madrid Office Schedule:

- a. The ITS Madrid Office is generally available according to the following schedule:
 - **Monday through Thursday:** open 9:00 a.m. to 1:00 p.m.
 - **Friday:** CLOSED

*** The office may close as needed in exceptional situations. ***

- b. Outside ITS Madrid office hours, please email your query to support-madrid@slu.edu.
- c. If you require in-person assistance outside of office hours, you may request an appointment via email.