Saint Louis University
Information Technology Services

Getting Started at SLU:
A look at some basic IT services and tools for Faculty

2015-2016
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Chapter One: Information Technology Services

Chapter Objectives:
- Gain an understanding of the organizational structure 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

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 seven primary areas: Academic Technologies Group, Advanced Technology and Research Technology Services; Business Services; SLUCare Technology Services; Customer Services; Enterprise Application Services; Infrastructure, Network, Telecom and Secure Access Services; IT Governance Services; and IT Security Services. Below is a little explanation of each area.

Academic Technologies Group implements and supports reliable, scalable technologies that enable and enhance the delivery of teaching and learning to anyone, anywhere at any time.

Business Operations includes ITS Business Services, which is responsible for managing the budget, contracts, and training of the division; ITS Communications; and ITS Projects and Plans Group, which established standards and processes to assist in managing ITS projects.

Chief Technology Officer and team members collaborate with Research Technology to provide support for faculty and students’ research initiatives.

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 and all academic technologies.

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.
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: ITS Services Overview

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 SLUCare.

Figure 1-3
Just a sample of the many services provided to you by ITS.

Figure 1-3
**Google Apps and Listserv Technology** – ITS supports Google Apps 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

**ITS Projects and Plans** – The Project office provides centralized standards and processes for managing ITS projects. This includes application of business analysis and project management to ITS projects; maintenance of methodology and processes; and propagation of these processes and skills across the division through training, coaching and mentoring.

**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

**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.

**Telephones** – 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

Chapter Objectives:

- Learn what is your SLU Net ID and what is your Banner ID
- Become familiar with password.slu.edu
- Learn to manage your SLU Net password

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

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 will be one password for these services and virtually all systems on campus. To manage your password, you will use password.slu.edu.
Lesson 2-1: SLU Net ID information

Your SLU Net ID is the first part of your SLU email address before the @slu.edu. This SLU Net ID is unique to each person and is system generated using different algorithms.

SLU Net ID’s are solely based on legal names provided to the University and cannot be changed for vanity reasons.

In addition to a SLU Net ID, you will have a Banner ID. 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 to access services is your SLU Net Password. Before you change it, it will be set to “Id” (capital i, lower case 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.

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.

Tip:
Your SLU Net ID is your universal username for all systems at SLU.
Lesson 2-2: password.slu.edu

To change your SLU Net password, visit 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, it must follow the rules below:

- Is at least eight characters, letters and numbers
- Does not contain your username, three consecutive letters from your legal name, or SLU-related names
- Does not contain a complete word
- Is significantly different from previous passwords
- Contains one capital and one lower case letter
- Contains one number
- Does not contain any special characters ( : * % ! . )

A few Don’t’s for your password would be:

- 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.
2. Log in using your SLU Net ID and your initial SLU Net Password
3. Enter your initial SLU Net Password in the Old 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.
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

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.

Tip:
mySLU is the portal for all your SLU information and systems!
Lesson 3-1: Accessing mySLU

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 in to mySLU, follow these steps:

1) Go to https://myssl.slu.edu.
2) Click on Login.
3) Enter your SLU Net ID and password, and click Login.
4) 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

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

**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:** SLU's email and calendar application is a 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, etc.
Cliqbooks 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 Connection: 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 new system, part of the FAMIS database system, is user friendly, compatible with any web browser and focused on customer service.

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

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

Fuze: A web-conferencing and real-time collaboration tool that can be accessed using the Fuze app for your computer, tablet, or smartphone.
Lesson 3-4: The Faculty Dashboard

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

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

- **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

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

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
     - Student
   - 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
     - Export and HTML
   - Week at a Glance

   **Figure 4-1**

   SLU Banner Self-Service provides you with information needed as a faculty member, student, or staff member at Saint Louis University.
Lesson 4-2: Accessing Your Teaching Schedule

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

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:
   a. Web Registered refers to the student's registration through Banner Self-Service.
   b. Registered refers to students who registered with assistance (most likely an advisor).
Lesson 4-4: Emailing Your Class/Advisees

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 301 class, section 01, in the Fall 2015 term. The email address would be BIOL30101_610@LIST.SLU.EDU.

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

BIOL30101_610@LIST.SLU.EDU

The course number is 301:

BIOL30101_610@LIST.SLU.EDU

The section is number 01:

BIOL30101_610@LIST.SLU.EDU

And the abbreviation for Fall 2015 is _610:

BIOL30101_610@LIST.SLU.EDU

If your course does not have an abbreviation that is four characters in length, such as SOC110 or HR293, then you must add dashes within the course abbreviation to "lengthen" them to four characters. For example, the SOC110 course, that is section 01, would read as SOC-11001_610@list.slu.edu. The "-" takes the place of the fourth character in the email.

The HR293 course, section 02, would read as HR--29302_610@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 2015-2016 academic year has the following terms:

- _600 Summer 2015
- _610 Fall 2015
- _615 School of Medicine Academic Year 2015-2016
- _620 Spring 2016
- _660 CEU Academic Year 2015-2016
Lesson 4-5: Access Grading

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.
Lesson 5-1: Accessing Blackboard Learn

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

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
- **Website**: 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): cttl@slu.edu. Contact them to discuss how to use learning technologies to further your instructional goals.

Tip:
Check out the Blackboard Learn support website for step-by-step instructions and video tutorials.
www.slu.edu/blackboard
Lesson 5-3: Additional Tools available with Blackboard Learn

Tegrity Lecture 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.

Tip:
Check out the Tegrity support website for step-by-step instructions and video tutorials. 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: SLU Google Apps

Chapter Objectives:
- Learn to access your SLU Google Apps account
- Get information about Google Apps training

Saint Louis University uses Google Apps for email, calendars, forms and more. This chapter will explain some of the ways you will be using this system at SLU.

Google Apps training is available on both the north and south ends of the SLU campus each semester. Trainers are also available to speak at department or committee meetings depending on availability.

Contact SLU Training
training@slu.edu
314-977-3568

Prerequisites
- SLU Net ID
- SLU Net Password
- Internet Access
Lesson 6-1: Accessing Google Apps

SLU Google 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 Google Apps one of two ways:
   a. From the Tools Tab in mySLU, click on Google Apps icon.
   b. Go directly to mail.slu.edu
2. Log in using the same SLU Net ID and Password as mySLU.
   Please note: you need to include the @slu.edu after your SLU Net ID when logging in to Google Apps.
3. You should now be logged into your inbox.

Once you are logged into your Google Apps account, you are able to access your calendar and other Tools available through the Google system. For information on accessing or syncing your Google Apps with your smartphone, visit m.google.com. Google provides detailed instructions for configuring a variety of smartphones including the iPhone, BlackBerry, and Android or the Gmail app available on the devices app store.
Lesson 6-2: Google Calendar

Within your SLU Google Apps account, you have a Google Calendar. You can access Google Calendar by navigating to http://calendar.google.com in a web browser or directly through your Google Apps account by clicking the Apps icon in the top right corner and Choose Calendar.

Creating an event

1. Once in Google Calendar, click Create on the top left corner
2. Enter a name for the event
3. Choose the date and time of the event
4. Fill out additional information, such as a description, location, etc.

Inviting individuals to an event

Google Calendar allows you to invite individuals to events, regardless if they have a Google email account or not. To do this, follow the steps above to create an event, but before clicking Save, follow these steps:

1. Under the Add, type an email address in the Add Guests box to the right
2. Click Add
3. Click ‘Save’ at the top.

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 Guests’ box in step 5 above.
2. Below the event date and time fields, click the box that says ‘Find a time’.
3. You will then be able to see when your invitees have something scheduled on their calendar and are therefore unavailable to meet. 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.
Adding a SLU meeting room to an event

Google Calendar allows for adding rooms to events. You will only be able to add rooms your department has available to schedule. To add an available room, follow the steps above to create an event, but before clicking Save, follow these steps:

1. Under the Add, click Rooms, etc.
2. Find the building you are wanting to schedule
3. Select the available room
4. Click Add
5. Click Save at the top.

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, click the dropdown arrow by My Calendars.
2. Choose Create new calendar
3. Fill in the appropriate information
4. Optional: Share this calendar with others
5. Click Create Calendar

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, click on the dropdown arrow by the calendar you would like to share.
2. Choose the option Share this calendar

The top section allows you to make the calendar public and to share details with everyone at Saint Louis University

The lower section allows you to share the calendar with specific people.
1. Enter the email address of the person
2. Choose the level of permission, then click Save.
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.

Google Drive on your computer

Within your SLU Google Apps account, you have a Google Drive. You can access Google Drive by navigating to http://drive.google.com in a web browser or directly through your Google Apps account by clicking the Apps icon in the top right corner and Choose Drive.

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

1. Click New. Then, click one of the icons below to take an action
   a. Create a folder by adding a folder name and click Create
   b. Upload a file by choosing a file and clicking Open
   c. Upload a folder by selecting a folder and clicking Upload

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.

1. Within Drive, open the file or folder you want to share
2. Click Share in the top-right corner

Tip:
To access Google Drive, go to drive.google.com or log into email and click Drive from the Apps menu.
3. Under People in the sharing box, type the email addresses of the people or Google Groups you want to share with.

4. Choose the type of access you want to give these users by clicking the dropdown arrow to the right of the text box:
   a. Can edit: Others can edit the shared file or folder
   b. Can comment: Others can view and add comments only
   c. Can view: Others can see the file but can’t edit

5. Click Done
   The individuals will receive an email alerting them of the items shared.
Chapter Seven: Getting Connected

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

Prerequisites

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

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

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.

**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.
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.

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

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

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

How to access the network drives from a personal machine

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

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

Tip:
You will need to download, save and re-upload any document you work on through the myFiles system.
Lesson 7-4: SLU Mobile App

You can reach the SLU Mobile web application by going to 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. all 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
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 your 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 website with some characteristics from the 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), 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.

Tip:
Go to m.slu.edu to learn more about the app and to download it today!
Chapter Eight: Information Security

**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/offic...](http://www.slu.edu/offic...)

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.

☑ Did you know?
- Information Security starts with you! Take steps to protect yourself, your data, and the University.
Lesson 8-1: Password and Email Security

As discussed in previous chapters, everyone at SLU is required to change your 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.
Lesson 8-2: Sensitive Data

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, network T drive, 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.

Tip:
When in doubt, use encryption to protect sensitive data.
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 along 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 or visit the webpage for more tips and guidance at slu.edu/infosecurity.
Chapter Nine: IT Service Desk

Chapter Objectives:

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

Seven IT Service Desks are located strategically around campus to help better serve the University community. The IT Service Desks handle all requests for technology services, including password resets, system and application access assistance, requests for new hardware and software, and many other technical questions and requests.

All phone calls will be answered during the hours of operation of each service desk. No off-campus support (on-site home support) is offered at any time. All Service Desks, except for SLUCare, are closed during all University holidays and snow days. The SLUCare Service Desk observes only SLUCare holidays, including but not limited to: Christmas Day, New Year’s Day, Thanksgiving, and Easter.

Stay up-to-date on ITS news, scheduled maintenance, and unplanned outages by following:

- Newslink, the main communication outlet for ITS
- ITS News on the ITS website, its.slu.edu
- ITS on Facebook: https://www.facebook.com/itsatslu
- ITS on Twitter: https://twitter.com/SLU_ITS.
- Another option is to call the University STAT line (977-STAT or 977-7828), which is updated when there is a network issue.

Quick Info
- 314-977-4000
- its.slu.edu
- helpdesk@slu.edu
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**

Tip:
Looking for a machine to purchase for office use? Contact your local service desk for a hardware consultation.
Lesson 9-2: The Service Desks

College of Arts and Sciences Service Desk
Xavier Annex, Room 100
(314) 977-4000, option 5
artsandscience.servicedesk@slu.edu
Walk-in hours by appointment only: 8 a.m. - 5 p.m., Mon.-Fri.

School of Medicine
(314) 977-4000, option 3
medcenter.servicedesk@slu.edu
Walk-in hours: 8 a.m. - 5 p.m., Mon.-Fri.

Customer Service Group Central
(314) 977-4000, option 1
helpdesk@slu.edu
Hours: 7 a.m. - 7 p.m., Mon.-Fri.

John Cook School of Business Service Desk
Davis-Shaughnessy, Room 473b
(314) 977-4000, option 7
jcsb.servicedesk@slu.edu

Semester hours:
Mon.-Thurs.: 8 a.m. - 9 p.m.
Fri.: 8 a.m. - 5 p.m.

Parks College of Engineering, Aviation and Technology Service Desk
McDonnell-Douglas Hall, Room 2032
(314) 977-4000, option 6
parksservicedesk@slu.edu
Hours: 8 a.m. - 5 p.m., Mon.-Fri.

SLUCare Service Desk
Drummond Hall, Room 103
(314) 977-4000, option 4
slucareservicedesk@slu.edu
Walk-in hours: 7 a.m. - 4 p.m., Mon.-Fri.
Phone hours: 7 a.m. - 7 p.m., Mon.-Fri.

Student Service Desks
North side of Campus:
Tech Services Center
Busch Student Center, Room 137
(314) 977-4000, option 2
student.servicedesk@slu.edu
Semester Hours:
Sun.: 2 - 10 p.m.
Mon.-Thurs.: 8 a.m. - 10 p.m.
Fri.: 8 a.m. - 3 p.m.
Sat.: 12 p.m. - 5 p.m.

Medical Center side of Campus
(Coming Fall 2015):
Caroline, Room 201
(314) 977-4000, option 2
student.servicedesk@slu.edu
Tentative Semester Hours:
Mon.-Thurs.: 9 a.m. - 4 p.m.
Fri.: 9 a.m. - 3 p.m.