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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 during your educational career. We look forward to working with you as you use technology.
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 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.
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.
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

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.

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 one password is used for 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 IDs 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 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.

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, 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.
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

Saint Louis University has implemented a 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 project at SLU has two phases: registration with the authentication system and implementation of the system with SLU applications such as Google Apps and mySLU.

Steps for setting up your MFA contact information:

- Go to 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 Exit (This will not save changes)

Second Phase

In the second phase of the implementation, you will see this authentication system in use with SLU applications. 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 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

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

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:

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, 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.

**SkillSoft**: The online personal trainer, providing training courses, certification preparation, videos, online books, job aids and quick references.
Lesson 3-3: The Student Dashboard

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

- **Schedules**
- **Grades**
- **Financial Aid Requirements**
- **Student and Personal Information**
- **Department of public safety information**

**Schedules:** Select from the dropdown list to select a semester’s schedule. You must be registered for at least one class to have semester schedule.

**Grades:** Select from the dropdown list to select a semester’s schedule. Grades will only be available after your faculty members submit them.

**Financial Aid Requirements:** Any requirements or actions needed from the financial aid office will display in this pane.

**Student Information:** Quick links to all personal information, class information and other needed information is available on the left pane.

The Student Dashboard is full of useful links to systems here at SLU that you will use in your academic career.
Lesson 3-4: MySLU Share

Saint Louis University has developed a system, mySLU Share, to allow authorized access to student information for parents, guardians or third parties. mySLU Share is available to the students within mySLU.slu.edu and Banner Self-Service to grant access to the following types of information: Academic Records, Student Accounts, Financial Aid, Housing and/or Conduct Records.

Granting Access to mySLU Share

1. From the Students Tab in mySLU, click on mySLU Share
2. The mySLU Share page (figure 3-4) will appear
3. Click Add User
4. Type all appropriate address fields
5. Click Continue
6. Click the Checkbox
7. Click Continue
8. Select all access you wish to grant
9. Click Save

After which, the individual will receive an email, providing them information on how to access the mySLU Share portal. ITS would like to remind you to never share your personal password but to grant others mySLU Share access instead.
Chapter Four: SLU Banner Self-Service

Chapter Objectives:
- Learn how to access SLU Banner Self-Service, your class schedule
- Learn how to access grades
- Learn how to update your addresses

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.

Prerequisites
- Log in to myslu.slu.edu.
Lesson 4-1: Accessing SLU Banner Self-Service

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 Student Resources on the main vertical menu OR on the horizontal menu. A list of options will appear:

Student Resources & Financial Services

Admissions
Registration
Student Records
Student Account
Parking and Card Services
mySLU Share
Accept Graduate Assistantship
View My Graduate Assistantship History
View All Approved Accommodations
Meal Plan Change Request

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Lesson 4-2: Updating your addresses

SLU Banner Self-Service can be used to update your phones and address.

To update your address, follow these steps:

1. From the Personal Information menu, click the Update Address and Phone Numbers link
2. Scroll down and Select the appropriate address type from the Type of Address: drop-down menu
3. Click Submit
4. Type all appropriate address fields
5. Click Submit

The following addresses are required by Financial Services:

- **Billing**: The address in which the semester bills are to be sent
- **Local**: The address in which the student will be residing during the semester
- **Permanent**: The address in which the student permanently lives, outside of school.
Lesson 4-3: Class Registration

You can use SLU Banner Self-Service to view information about your Registration records. To access your Registration records, from the Student menu in Banner, click the Registration.

To register for classes, follow these steps:

1. From the Student Tab menu, click the Registration link.
2. Select the Add or Drop Classes
3. Select the current term from the Select a Term: drop-down menu.
4. Type the CRN codes for each course in the Add Classes Worksheet
5. Click the Submit Changes button

To Lookup Classes, follow these steps:

1. From the Student Tab menu, click the Registration link.
2. Select the Lookup Classes
3. Select the current term from the Select a Term: drop-down menu.
4. Click the Submit Changes button
5. Select the Subject Topic
6. Click the Course Search
7. Find the Course Option and Click the View Sections button
Lesson 4-4: Accessing Your Student Schedule

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

To access your student schedule through Banner, follow these steps:
1. From the Student Tab menu, click the Registration link.
2. Select the Student Schedule
3. Select the current term from the Select a Term: drop-down menu.

To add or drop classes your student schedule through Banner, follow these steps:
1. From the Student Tab menu, click the Registration link.
2. Select the Add or Drop Classes
3. Select the current term from the Select a Term: drop-down menu.
4. Type the CRN for the classes
5. Click the Submit Changes button
Lesson 4-5: Access Grades

You can use SLU Banner Self-Service to view information about your student records. To access your student records, from the Student menu in Banner, click the Student Records.

To access your mid-term grades, follow these steps:

1. From the Student Tab menu, click the Student Records link.
2. Select the Midterm Grades
3. Select the current term from the Select a Term: drop-down menu.
4. Click Submit

To access your final term grades, follow these steps:

1. From the Student Tab menu, click the Student Records link.
2. Select the Final Grades
3. Select the current term from the Select a Term: drop-down menu.
4. Click Submit

Final and mid-term grades can be viewed and accessed in SLU Banner Self-Service.
Lesson 4-6: Transcripts

Transcripts are available for all students throughout their educational career and well after graduation.

To access your Academic Transcript, follow these steps:
1. From the Student Tab menu, click the Student Records link.
2. Select the Academic Transcript
3. Select the Transcript Level and the Transcript Type
4. Click Submit

To Request a Transcript your Academic Transcript grades, follow these steps:
1. From the Student Tab menu, click the Student Records link.
2. Select the Mailing Option, Click Continue
3. Select the Transcript Type
4. Fill out or verify the mailing address
5. Enter the Number of Copies and the Last term
6. Click Continue
7. Verify all information, Click Submit Request

To check the status of your Transcript request, follow these steps:
1. From the Student Tab menu, click the Student Records link.
2. Select the Transcript Request Status
3. Select the Date the request was entered
4. Click Submit
Lesson 4-7: Student Account

You can use SLU Banner Self-Service to view information about your student accounts. To access your student account, from the Student menu in Banner, click the Student Account.

To access your student account information and pay for your bill online, follow these steps:

1. From the Student Tab menu, click the Student Account.
2. Select the Student Account Information
3. The BillPay Student Accounts Home will load.
   a. More information about using BillPay is available in the following chapter.

To access your student payment coupon and pay for your bill at the cashiers office, follow these steps:

1. From the Student Tab menu, click the Student Account.
2. Select the Payment Coupon
3. The most current Payment Coupon will load.
   a. You will need to print this off and attach to your check, money order, or cash when paying at the Cashier’s Office

To access your tax information:

1. From the Student Tab menu, click the Student Account.
2. Select the Tax Notification
3. Type the Tax Year, click submit
4. That year’s 1098-T will display.
Chapter Five: Payment Suite (Bill Pay)

Chapter Objectives:
- Learn how to access SLU’s Payment Suite
- Learn how to view your bill
- Learn how to add payment options
- Learn how to grant access for a third party payer

Once you have become acquainted with the mySLU portal, the next step is to take a closer look at SLU Payment Suite. This chapter will take you through some basic exercises that will help you pay your bill electronically!
Lesson 5-1: Accessing SLU Payment Suite

Payment Suite provides you with Billing Statements, payment options, and other needs to settle your student bill.

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

1. From the **Tools Tab** in mySLU, **click** on **Payment Suite Icon**.
2. The **Payment Suite** page (figure 5-1) will appear.
3. The **most current statement** will appear on the main page once it loads.
Lesson 5-2: Viewing and Paying Student Bill

Payment Suite is used to view and pay student bills.

To view your bill, follow these steps:
1. From the Payment Suite main page, click Student Account or latest bill
2. Select the Month from the Statement drop-down menu
3. Click Select
4. The page will refresh to display the statement selected

To pay your bill, follow these steps:
1. From the statement screen
2. Select Pay
3. Click Make a payment
4. Select either current account balance or pay by term
5. Enter the amount to pay
6. Select payment date, Click Continue
7. Select a payment method from the drop down menu, Click Continue
   a. If paying by Credit Card, you will be directed to PayPath to enter your Credit card information.
   b. If paying by check or savings account, you will be directed to a page to enter your account information
8. Once payment information is entered, Click Submit Payment
Lesson 5-3: Add Payment Method

Adding a saved payment method also allows you to receive any refunds electronically.

Having a saved payment method allows for easy payment options but also helps for ease of getting refunds.

To set up a payment method, follow these steps:

1. From the action bar, hover over My Account and click Payment Suite from the menu
2. Click Add New Payment Method
3. From the drop down list, Select Electronic Checking/Savings Account
4. Click Select
5. Select the account type from the drop down menu
6. Type the Routing number
7. Type the bank account information
8. Confirm the bank account information
9. Type the name on the account
10. Checkmark the checkbox if you would like to use the account to receive refunds
11. Name the payment method
12. Click continue
13. Verify all information
14. Click Save
Lesson 5-4: Authorized Users

Having a saved payment method allows for easy payment options but also helps for ease of getting refunds.

To set up an Authorized user to your Payment Suite, follow these steps:

1. From the action bar, hover over My Account and click Authorized Users from the menu.
2. Under the Add Authorized Users page,
3. Type the Email address of the person you want to grant access to pay
4. Checkmark the checkbox if you would to allow this person to view your statements
5. Checkmark the checkbox if you would to allow this person to view your payment history
6. Click continue
7. Checkmark the I agree Checkbox
8. Click continue
9. The person will receive an email with instructions on logging into their newly created account.

Setting up a mySLU Share is different than setting up a Payment Suite Authorized users.

MySLU Share allows individuals to view items, a Payment Suite Authorized users allows the person to pay the bill.
Chapter Six: Blackboard Learn

Chapter Objectives:
- Get to know Blackboard Learn
- Learn how to access Blackboard Learn

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
- Go to blackboard.slu.edu and use your SLU Net Id and Password to log in
Lesson 6-1: 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 6-2: 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 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
Lesson 6-3: Troubleshooting Tegrity

With all programs, sometimes issues can occur. Below are solutions for the typical issues that can creep up with Tegrity.

1. Check your network connection is working (Can you access other sites?) and there are no streaming restrictions by your personal router or institution firewall.

2. Make sure to be using Firefox and check your browser settings are configured as follows.
   a. Open Firefox
   b. Click Options
   c. Click Options from the menu
   d. Select the Advanced Tab
   e. Click Network Tab
   f. Click Settings
   g. Check “Auto-detect proxy settings for this network”
   h. Click OK

3. Check that you have the most recent version of Windows Media Player (WMP) installed.

4. Check that you have the most recent version of Microsoft Silverlight is installed.
Chapter Seven: SLU Google Apps

**Chapter Objectives:**
- Learn to access your SLU Google Apps account

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.

**Prerequisites**
- SLU Net ID
- SLU Net Password
- Internet Access
Lesson 7-1: 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.
   a. 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 device's app store.
Lesson 7-2: 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 choosing 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. Next to Add: on the right side, click Guests and type email address of all invitees
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.
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.
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.
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. Next to Add: on the right side, 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 on the Calendar home screen, 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 on the Calendar home screen, 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 you’d like to have access
2. Choose the level of permission, then click Save.
Lesson 7-3: 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 choosing 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 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

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.
In fall 2016, Saint Louis University will begin transitioning faculty, staff, and graduate students off Google Apps for email and calendaring and on to Microsoft Office 365. The intent is to have all faculty, staff and graduate students using Office 365 by the first quarter of 2017.

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 is Moving?

Email and calendaring will be 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.

When Will I Move?

ITS will communicate key project milestones through Newslink. As the migration schedule is set, customers will receive direct notification from ITS of their move date. Additional information about Office 365 is available on its.slu.edu.
Chapter Eight: Getting Connected

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 8-1: 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 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 8-2: Billiken Wired, ResNet

SLU’s Billiken Wired network, ResNet, is available to all students who live on campus and can be accessed by authenticated users.

Connecting to the wired network in your room:

1. **Plug** your device into the network port
2. **Open a web browser** and **Go** to resenetreg.slu.edu
3. **Check** the SLU acceptable Use Policy box and **Click** Next
4. **Log-in** with SLU Net ID and SLU Net Password, **Click** Continue
5. **Click** Register This Device
6. **Click** Download
7. **Once downloaded**, **double-click** the downloaded application
   a. The application can be found on the bottom right of your web browser or in your downloads folder.
      i. For Macs, the application is called XpressConnect located in the downloaded zip folder
      ii. For PCs the application is called NetworkWizard
8. **The program should start running automatically**, at the end of the scan, a pop-up will say either passed or failed
   a. If the computer passed, the user can access the internet now.
   b. If the computer fails, you will need to follow steps 1 – 7 after resolving the errors

F.A.Q. for ResNet

**Getting a time out error?**
Make sure to use Chrome or Firefox, clear your cookies and cache, restart your browser and try registering again.

**Trying to register a gaming console or other non-computer device?**
Please choose Register a Different device, and enter the MAC address of your gaming device. Please keep gaming to the wired network only and hosting games over the network is not permitted.

**Having Problems registering?**
Call the ITS Help Desk at 977-4000 opt 2 or see the Student Service Desk located in BSC 137.
Lesson 8-3: 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. 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 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!
Lesson 8-4: Billiken Print

Students can print from their personal computer to one of the networked printers on campus you need to install the printer driver and Pharos software. You must use Billiken Bucks to pay for all copy and print jobs.

Connecting to Billiken Print:

1. Go to ITS.SLU.EDU
2. Click Student from left navigation
3. Scroll down and click Billiken Print
4. Download the Billiken Print Pop-Up Client from the hyperlink
5. Double-click the downloaded BillkenPrint.exe Icon
6. Click on the Install Button
7. Once the client is finished installing, click on the Finish Button
8. Now you will notice that the Billiken Print and Billiken Print Color are now installed under your printers section.

F.A.Q. for Billiken Print

Getting a time out error?
Make sure to be SLU-Users wifi or plugged into a campus network when printing.

Trying to print single sided?
Make sure to specify print only one sided when sending the print job from your program. Billiken Print automatically selects double-sided.

How much is printing?
On average the cost of single sided black and white print is $.07 per page, double-sided is $.10. The average cost of single sided color print is $.15 per page, double-sided is $.20. All payment must be in the form of Billiken Bucks.

Where are the printers?
There is 28 printers across all three campuses, Frost, Medical, and Law. For the most up to date list of locations, please visit, www.slu.edu/x52678.xml.

Tip:
50% of all paper through the Billiken Print Program are 50% post consumable recycled, or 100% sustainable sugar cane paper.
Lesson 8-5: Microsoft Office

Students get Microsoft Office for free for their personal computers for the extend they are registered degree seeking students of the University.

Connecting to Billiken Print:

1. Go to office.com
2. Click log-in from right corner
3. Sign-in with your SLU Email Address and SLU Net Password
   a. Select Work or School if prompted
4. Click Next through the installer guide
5. Fill out the identification information, optional, click Next
6. Click Yes to allow Office Updates and select No to customer feedback, optional
7. Once the installation is complete, Microsoft office will be able to be used
8. The first time you use Office, click Sign in to an existing Office 365 subscription
9. Enter your SLU Email Address and SLU password
10. On the next screen, click Organizational Account
11. You are now able to use your MS Office on your computer

F.A.Q. for Billiken Print

Getting a license error?
Close Microsoft Office, restart your computer, and try to open Microsoft Office again.

How long do I keep using Office for free?
You can use Microsoft Office for free until you are marked as graduated by the registrar.

Do I get a OneDrive?
No, the version the University provides you does not come with OneDrive. However, you can set up a OneDrive account for free using a personal non-SLU email address.

Tip:
Did you know you can get Microsoft Office on your smartphone and tablet using the same free licensing?
Chapter Nine: Information Security

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

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 9-1: 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: Mfm1JatT0D).
- 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.

**Google Security Checklist**
Occasionally email accounts can be compromised. When this happens, account access is temporarily suspended, and the account owner is required to complete a Google Security Check prior to gaining account access again.

If an account is compromised, the IT Service Desk will notify the individual. In the notification, will be directions, information, and a deadline to respond. The security check can be found: [https://support.google.com/mail/checklist/2986618](https://support.google.com/mail/checklist/2986618)

**Things to remember if going through the checklist:**
- Each step must be completed
- A complete virus scan done by Symantec Endpoint Protection AND MalwareBytes is required, a screenshot of both needs to be provided as proof
- A screenshot at the completion of the checklist must be provided as proof
  - If proof is not provided, Google can and will deactivate the account.
Lesson 9-2: 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. Set-up Find my device through iCloud or purchase a program similar to LoJack for windows devices.
- Properly dispose of sensitive documents using shredding devices or secure disposal bins.
- Use secure wireless networks when accessing sensitive information electronically.
- Make sure your computer 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](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](http://www.slu.edu/its/information-security/protecting-slus-data).

**Tip:**
When in doubt, use encryption to protect sensitive data.

Please make sure to encrypt any USB flash drives before using them to store sensitive data, such as grades or student information.
Lesson 9-3: Virus Safety

Part of computer safety is protecting your computer and yourself against virus. IT has an agreement that allows all students, faculty, and staff to have Symantec Endpoint Protection for free while they are active with the University.

Downloading Symantec Endpoint Protection:

1. Go to ITS.SLU.EDU
2. Click Software Downloads from left navigation
3. Click Click Here to sign in
4. Sign in with your SLU Net Id and SLU Password
5. Select the Symantec EndPoint Protection for your computer
6. Download the Installer file
7. Double-click the downloaded Symantec installer
8. Click through the Symantec Installer
9. Once the client is finished installing, click on the Finish Button
10. Now you will notice that the Symantec Endpoint Protection shield on the task bar.

F.A.Q. for Symantec Endpoint Protection

Can I have multiple anti-virus programs installed on the same computer?
No. You can only have one anti-virus program installed at a time. If you have a previous anti-virus program installed, you must uninstall it before installing Symantec. For more information or assistance, please contact your local IT Service Desk, 314-977-4000.

How long will the program last?
On average, the Symantec file available will last 4 – 5 years before the next version is released and that program will no longer function. Communication out to the SLU community is provided well in advance before the next release. However, after you graduate from the University, you are asked to uninstall your copy.

Where can I get more information about Symantec Endpoint Protection?
The University provides Symantec Endpoint Protection 12.1.6 all systems. Contact your local IT Service Desk for information on running scans, live updates, or other questions. The last chapter of this book has contact information for each service desk.
Lesson 9-4: 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.

Student information is protected 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 Ten: 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

Eight 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/or 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 (7828), which is updated when there is a network issue.

☑ Quick Info
- 314-977-4000
- its.slu.edu
- helpdesk@slu.edu
Lesson 10-1: Services Provided

The IT Service Desk will handle all requests for services via telephone, email, 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 Students:

- 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
  - Software troubleshooting
  - Virus Removal
  - General 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 10-2: 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 when the service desk closes till 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 10-3: The Service Desks

Unless otherwise noted, support hours are Monday - Friday 7am - 5pm.

### Arts and Sciences Service Desk
Xavier Annex, Room 100  
(314) 977-4000, option 5  
[artsandscienceservicedesk@slu.edu](mailto:artsandscienceservicedesk@slu.edu)

### Customer Service Group Central
(314) 977-4000, option 1  
[helpdesk@slu.edu](mailto:helpdesk@slu.edu)

### John Cook School of Business Service Desk
Davis-Shaughnessy, Room 473  
(314) 977-4000, option 7  
[jcsbservicedesk@slu.edu](mailto:jcsbservicedesk@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](mailto:parksservicedesk@slu.edu)

Walk up services provided in McDonnell-Douglas Hall, Room 2032

### School of Medicine
(314) 977-4000, option 3  
[medcenterservicedesk@slu.edu](mailto:medcenterservicedesk@slu.edu)

### SLUCare Service Desk
Drummond Hall, Room 103  
(314) 977-4000, option 4  
[slucareservicedesk@slu.edu](mailto:slucareservicedesk@slu.edu)

### Student Service Desks
(314) 977-4000, option 2  
[studentservicedesk@slu.edu](mailto:studentservicedesk@slu.edu)

North side of Campus:  
Tech Services Center  
Busch Student Center, Room 137  
Semester Hours:  
Sun.: 2 - 10 p.m.  
Mon.-Thurs.: 8 a.m. - 10 p.m.  
Fri.: 8 a.m. - 3 p.m.  
Sat: 12pm – 5pm

South side of Campus:  
Tech Services Commons  
Caroline Building, Room 202  
Semester Hours:  
Sun.: 12 p.m. - 5 p.m.  
Mon.-Thurs.: 9 a.m. - 5 p.m.  
Fri.: 9 a.m. - 3 p.m.