On-Campus Information Technology Resources

Students

Section 1: Login Information

A. Campus Computer Login Information:
   a. Username: ‘SLU Net ID’ (given to you by the Registrar’s Office or your Admissions Counselor).
   b. Default Password: ‘Id’ followed by the last six digits of your Banner number (E.g.: if your Banner number is 00123456, your initial password is Id123456). You will be required to change your password upon initial login.

   ** At the beginning of the semester student campus computer accounts are deleted, and passwords are reset to default. **

B. mySLU Login Information:
   **mySLU is a central hub for online tools at Saint Louis University**

   **Step 1:** Change Default Password
   a. In your web browser, open https://password.slu.edu
   b. Username: your SLU Net ID
   c. Password: default password is ‘Id’ followed by the last six digits of your Banner number.
   d. After you log in using the default password, you are required to create your own password.
   e. Create your own password (make sure to follow the rules required by the system). You will be prompted to renew this password every 180 days (the system will send you email reminders – 21, 14, 7 days before the password expires).
   f. After creating your first password, you will need to define the “Password Challenge Response Question Answers.”

   **TIP:** If you forget your password or you are not able to renew it before it expires, you may reset it at https://password.slu.edu after successfully answering the challenge response questions. If you are unable to renew it yourself, please contact ITS Madrid at support-madrid@slu.edu **

   **Step 2:** Update MFA Contact Information
   a. SLU online resources are protected by a Multi Factor Authentication (MFA) system, in addition to user credentials.
   b. Before setting up MFA, all users are required to define at least one phone number in the authentication system.
   c. For instructions on how to define your phone number, see Annex 1 in this document or visit http://goo.gl/7T0Vca

   **Step 3:** Log in to mySLU
   a. In your web browser, open https://mySLU.slu.edu
   b. Log in using your SLU Net ID, and the password that you created in Step 1.
   c. If you have successfully set up MFA, the system will also ask you for a one-time verification code.

C. SLU Email (Office 365):
   a. Your SLU email is accessible through mySLU → ‘Tools’ tab → ‘Office 365 Email SLU’ icon
   b. For complete instructions on accessing SLU email, see Annex 2 in this document or visit https://goo.gl/dGQmmN
   c. Not sure what your SLU e-mail address is? Look yourself up on People Finder: http://www.slu.edu/peoplefinder.html

D. Help for Password Resets and Login Questions:
   a. For questions regarding login information and password resets please email support-madrid@slu.edu
   b. You may also reset your password at https://password.slu.edu after answering the challenge response questions.

   ** The SLU Password reset procedure can be found at: http://goo.gl/73Ihu **

For further information or inquiries, email ITS Madrid at support-madrid@slu.edu
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Section 2: Technology Resources

A. Computer Labs and Printing Workstations – Location and Schedules:
   a. Computer Lab in Padre Arrupe Hall (PAH19 located in the basement of Avenida del Valle, 34):
      - Monday through Thursday: 9AM-6PM and Friday: 9AM-3PM
   b. Printing workstations in Padre Rubio Hall (located in the basement of Avenida del Valle, 28):
      - Monday through Thursday: 9AM-6PM and Friday: 9AM-3PM
   c. Computer Lab in San Ignacio Hall (located on the ground level of Calle Amapolas, 3):
      - Monday through Friday: 9AM-6PM, and Saturday and Sunday: same schedule as Library.
   d. Study workstations in San Ignacio Hall (located in the Library Main Study Room of Calle Amapolas, 3):
      - Available according to the same schedule as the Library.
**For updated Computer Lab and Library hours, please check the Billiken News distributed weekly to your SLU email**

   e. Basic Computer Lab Rules:
      - No food or Drink (other than water) is allowed in the Computer Labs.
      - You must have your SLU ID card displayed at all times while in the Computer Labs.

**Computer Lab Coordinators have the obligation and the right to make sure that these rules are applied.**

**TIP: You may get a temporary SLU ID card at the Student Life Office (Padre Rubio Hall, Ground Floor).**

B. Printing Information:
   a. Each Computer Lab has an assigned printer which you can use. Lab Coordinators can assist with printing directions.
   b. Print Quota:
      - Print quotas are assigned at the beginning of the semester (Spring/Fall: 500 pages; Summer: 300 pages).
      - If your print quota runs out, you may purchase more pages at the Finance Office:
         - 50 pages = 5€; 100 pages = 7.5€; 200 pages = 10€.
      - Your remaining print quota is displayed at the top right corner of the screen, while logged on to campus PCs.

**TIP: Make sure to leave some of your print quota for end-of-term papers and exams.**

C. Storage (Intranet and Internet):
   a. You are allocated 75 MB of storage, accessible to you as the ‘Z:’ drive from any student computers on campus.
   b. Google Drive: is accessible through mySLU (‘Tools’ tab) and gives you additional online storage space.

**For more information about Google Apps (Drive, Sheets, Docs, Forms, etc.), visit: https://goo.gl/fHcLDZ**

D. Wireless Access:
   a. There is campus-wide wireless access, available when connecting to the ‘Saint_Louis_University’ wireless network.
   b. Please check posted signs across campus for the wireless login information and password.
   c. Our policy requires you to accept the terms and conditions displayed in the captive portal upon every connection. Any connected device will be automatically disconnected after 3 days – in this case, you need to re-connect (navigate to any web page) and re-accept the Terms and Conditions.
   d. University security policy strictly prohibits connecting personal laptops to our network using Ethernet cables.
   e. Use of illegal peer-to-peer file sharing is strictly prohibited and goes against University policies.

For further information or inquiries, email ITS Madrid at support-madrid@slu.edu
Section 3: Miscellaneous Information

A. Personal Computer Advice:
   a. ITS Madrid can assist with accessing University resources but **does not perform any hands-on repairs**.
   b. If you need assistance with diagnostic or repair services on your PC, please contact your computer manufacturer.
   c. If you are going to use a laptop to do work, it is crucial that you **take the time to learn about your computer**. Learn the basic functions so that you understand how to organize, copy, move, and delete files.
   d. Learn how to make **backup** copies of your work and remember to do so **regularly** on more than one media.
   e. Make sure you have a **good antivirus** program that is activated and up to date for your laptop.
   f. Purchase a good quality USB Memory Stick/Pen/Flash Drive, or an External USB hard drive.
      - It will allow you to transfer your files back and forth to/from University computers.
      - **Do not rely** on this USB Memory Stick/Pen/Flash Drive for permanent backup. These drives tend to fail over time, resulting in **partial or complete data loss**.

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

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

   b. Outside ITS Madrid office hours, please email your query to support-madrid@slu.edu

Last revision: October 2019
Annex 1: Login2 SLU – Updating Contact Information

How to set up your contact information for the first time in Login2 SLU

<table>
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<tr>
<th>Instructions</th>
<th>Screenshots</th>
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<tbody>
<tr>
<td><strong>Summary</strong></td>
<td><img src="image1" alt="Login2 SLU Portal" /></td>
</tr>
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</table>
| MFA enhances security of online resources by combining the traditional SLU Net ID and password with another verification method. Banks and other online services use similar multi-factor authentication methods to protect their customers. The MFA system at SLU verifies users’ identities through a one-time code received via text or call to a phone, or from a mobile or desktop application. | **A. Login2.slu.edu Secure Login Screen**

<table>
<thead>
<tr>
<th>Prerequisites</th>
<th><img src="image2" alt="Login2.slu.edu Secure Login Screen" /></th>
</tr>
</thead>
</table>
| • SLU Net ID and personalized SLU Net Password  
  • If your password is still set to the default (Idxxxxxx) you must change your password at [https://password.slu.edu](https://password.slu.edu) before logging into the multi-factor site ([https://Login2.slu.edu](https://Login2.slu.edu))  
| ![Initial PIN is set to your date of birth](image3) |
| • Internet Connection  
  • Phone able to receive calls or texts for second verification | **B. Initial PIN is set to your date of birth**

<table>
<thead>
<tr>
<th>Steps To Set Up Contact Information:</th>
<th><img src="image4" alt="Updating phone numbers" /></th>
</tr>
</thead>
</table>
| • Go to [https://login2.slu.edu](https://login2.slu.edu)  
  • Click Edit Contact Information  
  • Log-in with your SLU Net ID and Password → A.  
  • Your SLU Net ID is everything before @slu.edu in your email address  
| ![Updating phone numbers](image5) |
| • Click Submit  
  • Type in your date of birth in US format (mm/dd/yyyy) as the initial pin → B.  
  • For example, if your birthday is Jan. 5 1818, enter 01/05/1818  
  • Make sure to include the / between the numbers | **C. Updating phone numbers**

| • Type in your phone numbers → C. (Steps 1 and 2)  
  • Please include country code (for Spain the code is +34 or 034, and for the US it is +1 or 01)  
  • Provide at least one, and up to three numbers:  
  • Mobile phones  
  • Fixed phones (the Madrid campus number is not valid, as our phone system does not allow dialing in without marking an extension)  
| ![Updating phone numbers](image6) |
| • Click Update → C. (Step 3)  
  • Click Restart Login → C. (Step 4)  
  • Once your contact information is updated, a confirmation email will be sent to your SLU email address. | **C. Updating phone numbers**

For further information or inquiries, email ITS Madrid at support-madrid@slu.edu
Annex 2: Log in To SLU Email – Quick Reference
How to set up your contact information for the first time in Login2 SLU

Instructions

Summary:
Saint Louis University provides email, contacts and calendar services through Microsoft Office 365. Follow the instructions below to log in to your SLU email.

Prerequisites:
- SLU Net ID and personalized SLU Net Password
  - If your password is still set to the default (Idxxxxxx) you must change your password at https://password.slu.edu
- Internet Connection
- Multi-Factor verification code, if needed.

Steps to log in to your SLU Email after the migration:
- Go to mySLU (https://mySLU.slu.edu)
- Log-in with your SLU Net ID and Password
  - Input the Multi-Factor Authentication code, if required
- Go to the Tools tab → Step 1
- Click on the Office 365 Email icon → Step 2
  - You will be directed to the Office 365 login page
- You will be then redirected to your Office 365 Outlook Web Inbox.
  - If you are logging on for the first time, you will be able to choose your desired language and time zone.

For further questions and training, please refer to:
http://www.slu.edu/its/about/services-and-products/office-365.php
Or contact ITS Madrid at support-madrid@slu.edu

For further information or inquiries, email ITS Madrid at support-madrid@slu.edu