

On-Campus Information Technology Resources

Faculty and Staff

Section 1: Logon Information

A. Campus Computer Logon Information:

- Username:** 'SLU Net ID' (given to you by the Registrar's Office).
- Default Password:** Sent to you by ITS Madrid via email.

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

B. mySLU Logon Information:

***mySLU is a central hub for online tools at Saint Louis University ***

Step 1: Change Default Password

- In your web browser, open <https://password.slu.edu>
- Username:** your SLU Net ID

***TIP: Not sure what your SLU NET ID is? Email ITS Madrid, or the Madrid Registrar office (registrar-madrid@slu.edu). ***

- Password:** default password sent to you by ITS Missouri, or by the Madrid Registrar's Office.
- After you log in using the default password, you are required to create your own password.
Passwords expire every 180 days (you will get email reminders – 21, 14, 7 days before the password expires).
- Create your password and click Submit. Your new password **MUST** contain the following:
 - One capital letter (at minimum);
 - One lowercase letter (at minimum);
 - One number (at minimum);
 - At least eight characters.

***Passwords cannot contain your name, username, or special characters such as * & % : @ ***

- After clicking Submit, you are required to create your **"Password Challenge Response Question Answers."**

***TIP: If you forget your password, you may reset it at <https://password.slu.edu> after successfully answering the challenge response questions. ***

Step 2: Update MFA Contact Information

- SLU online resources are protected by a *Multi Factor Authentication* (MFA) system, in addition to user credentials.
- Before setting up MFA, all users are required to define at least one phone number in the authentication system.
- 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

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

C. SLU Email (Office 365):

- Your SLU email is accessible through mySLU → 'Tools' tab → 'Office 365 Email SLU' icon
- For complete instructions on accessing SLU email, see [Annex 2](#) in this document or visit <https://goo.gl/dGQmmN>

D. Help for Password Resets and Logon Questions:

- For questions regarding logon information and password resets please email support-madrid@slu.edu
- Not sure what your SLU e-mail address is? Look yourself up on People Finder: <http://www.slu.edu/peoplefinder.html>
- You may also reset your password at <http://password.slu.edu> after answering the challenge response questions.

*** The SLU Password reset procedure can be found at: <http://goo.gl/x73lho> ***

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: <http://spain.slu.edu/billikenews/index.html> ***

B. Printing Information:

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

C. Storage (Intranet and Internet):

- a. You are allocated **5 GB of storage**, accessible to you as the **‘Z:’ drive** from any faculty/staff computers on campus. The ‘Z:’ drive is intended for storage of work documents, and **data stored on this media is backed up regularly**.
 - For data security purposes, your Z: drive is not accessible from student lab workstations, or classroom computers.
 - The University file servers constitute a shared resource. Please try not to store redundant (multiple copies) or irrelevant files, as this data will burden our servers and you will quickly fill up your allocated disk quota.

IMPORTANT: Please remember to **never save any data locally** -- on the Desktop or the C: drive of your computer. Local data is **not backed up**, and therefore you assume risk of data loss in the event of computer repair or malfunction.

- b. **Google Drive:** is accessible through **mySLU** (‘Tools’ tab) and gives you additional online storage space.

NOTE: The Google Drive client app is not supported or allowed by University policies. Please use the web version of the service.

***For more information about Google Apps (Drive, Sheets, Docs, Forms, etc.), visit: <http://goo.gl/iLY7Q> ***

Use of locally installed cloud storage apps (Google Drive, Dropbox, OneDrive, etc.) is prohibited by University information security policies. The University, and its IT department are not responsible for any breach of information following usage of these services.

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 logon information and password.
- c. Our policy allows for 48 hours per wireless logon session, and requires you to accept the terms and conditions displayed in the captive portal upon initial connection. Any connected device will be automatically disconnected after 48 hours – in this case, you need to re-connect (navigate to any web page and re-accept the T&C).
- d. **University security policy strictly prohibits connecting personal laptops to our network using Ethernet cables.**

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

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Section 3: Miscellaneous Information

A. Personal Computer Advice:

- a. The IT Office **can assist with accessing University resources**, but **does not perform any hands-on repairs**. However, if you need assistance with your personal computer, ITS can recommend qualified outside expertise.
- b. 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.
- c. Learn how to make **backup** copies of your work, and remember to do so **regularly**.
- d. Make sure you have a **good antivirus** program that is activated and up to date for your laptop.
- e. 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. Reserving a Computer Lab for your Class:

- a. **To reserve a classroom or a computer lab:**
 - Please email the Registrar's Office (registrar-madrid@slu.edu) at least 2 working days before the anticipated need, including the following information in your email:
 - Your name;
 - The desired room or computer lab;
 - Date(s) and time frame needed;
 - Number of seats required.
- b. **Important Advice:**
 - In order to avoid wasting part of class time with logon issues, **please make sure that all your students are able to successfully log on** to the campus computers, mySLU, and email accounts **before you hold your class** in the computer lab. This is **especially important** if you plan to give exams or projects in the computer labs.

C. ITS Madrid Office Schedule:

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

*** The office may close as needed in exceptional situations – in these cases a note will be posted on the door. ***

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

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Annex 1: Login2 SLU – Updating Contact Information

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

Instructions

Summary

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.

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> before logging into the multi-factor site (<https://Login2.slu.edu>)
- Internet Connection
- Phone able to receive calls or texts for second verification

Steps To Set Up Contact Information:

- **Go to <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
- **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
- **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)
- **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.

Screenshots

A. Login2.slu.edu Secure Login Screen

B. Initial PIN is set to your date of birth

Saint Louis University is implementing Two-Factor Authentication to improve login security. You have arrived at this page because you have not yet provided contact information. Please provide your birthday below to verify your identity. Once you do so, you will be taken to the page on which you will provide contact information to be used for future login verification.

Example: If your birthday is January 5, 1969, you would enter 01/05/1969

C. Updating phone numbers

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 logon 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 you desired language and time zone.

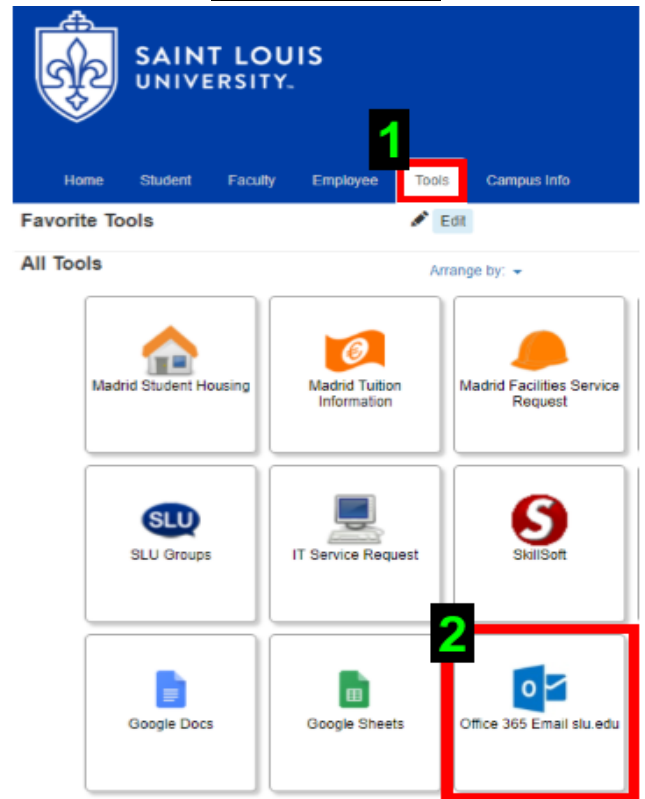
For further questions and training, please refer to:

<https://www.slu.edu/office365>

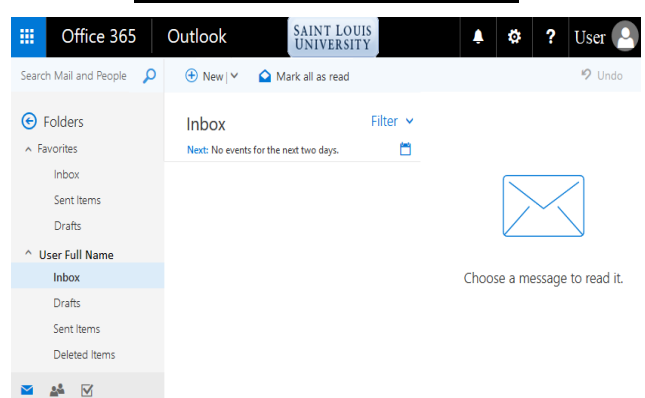
Or contact ITS Madrid at support-madrid@slu.edu

Screenshots

mySLU Tools Tab



Office 365 Outlook Web Inbox



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