On-Campus Information Technology Resources
Students

Section 1: Login Information

A. Campus Computer Lab Login Information:

    a. **Username**: 'SLU Net ID' (provided by your Admissions Counselor as part of your onboarding paperwork).

    b. **Default Password**: 'Id' followed by the last six digits of your Banner number (E.g.: if your Banner number is 000123456, your initial password is Id123456). You will be required to change your password upon initial login.

B. SLU Online Tools:

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

Step 1: First time login:

    a. In your web browser, open https://auth.slu.edu

    b. **Username and default password**: provided by your Admissions Counselor as part of your onboarding paperwork.

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

    c. Detailed instructions on how to change your initial password are available online:

      - How To Register for Okta
      - How to OKTA 2021 (video)

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

Step 2: Multi Factor Authentication:

    a. You are required to set up multi factor authentication when you log in for the first time.

    b. If your phone is lost or stolen, you have a new phone number or you wish to change your authentication devices, please send a request to support-madrid@slu.edu to have your multi factor options reset.

Step 3: Log in to mySLU

    a. In your web browser, open https://mySLU.slu.edu

    b. Log in using your SLU Net ID and the password that you created in Step 1.

    c. If you have successfully set up MFA in Step 2, the system will also ask you for a one-time verification code.

C. SLU Email (Office 365):

    a. Your SLU email is accessible through the **'Office 365 Email SLU'** icon under the Tools tab in mySLU.

    b. To find out your SLU e-mail address, look yourself up on SLU People Finder Directory : SLU

D. Additional Information:

    a. For questions regarding login information and password resets please email **support-madrid@slu.edu**

    b. Additional information can be found at: Information Technology Services : SLU

On-Campus Information Technology Resources
Students

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** while in the Computer Labs.

***Computer Lab Coordinators have the obligation 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 is assigned a **printer** which you can use. Lab Coordinators can assist with printing troubles.
    b. **Print Quota:**
- **Print quotas are assigned at the beginning of the semester** (Spring/Fall: **500** pages; Summer: **300** pages)**.**
- You may purchase additional 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 in to lab computers.

***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 allotted 200 **MB of storage**, accessible to you as the **'Z:' drive** from any student computers on campus.
    b. **SLU OneDrive**: provides 1TB of storage and is accessible via the Office365 portal (log in with SLU credentials).
    c. **Google Drive**: is also accessible through mySLU, or from the Google Drive portal.

***For more information about Office 365 Apps (Outlook, Excel, Word, etc.), visit: Office 365 : SLU ***

***For more information about Google Apps (Drive, Sheets, Docs, Forms, etc.), visit: Google Apps & Listserv Technology : SLU ***

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 requires you to accept the terms and conditions displayed in the captive portal upon connecting. All devices will be automatically disconnected after 3 days or when roaming between buildings. If your session is disconnected, you need to re-connect (navigate to any web page) and re-accept the terms and conditions.
    d. **University security policy strictly prohibits connecting personal devices to our network using Ethernet cables.**
    e. **Use of illegal peer-to-peer file sharing is strictly prohibited and goes against University policies.**

Section 3: Miscellaneous Information

A. Personal Computer Advice:

    a. ITS Madrid does not diagnose or perform repairs of personal devices.
    b. If you are experiencing issues with a personal device, please **contact your device manufacturer.**
    c. Learn how to make **backup** copies of your work and remember to do so **regularly** on more than one media.
    d. If you own a PC, make sure you have a <u>good antivirus</u> program that is activated and up to date.
    e. Purchase a good quality USB Memory Stick/Pen/Flash Drive, or an External USB hard drive to store your files.
    f. Do not rely on a single USB device for permanent backup. These drives may fail over time, resulting in **partial or complete data loss**. Consider using cloud storage (SLU OneDrive or Google Drive) for backup purposes.

B. ITS Madrid Office Schedule:

    a. The ITS Madrid Office is generally available according to the following schedule:

        - **Monday through Thursday**: open <u>9:00 a.m.</u> to <u>1:00 p.m.</u>
        - **Friday**: CLOSED

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

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

Last revision: July 2021