

## EDITOR'S COMMENTS



Welcome to UM-St. Louis from Information Technology Services. ITS provides all technology-oriented services for the campus. This issue is written to provide new faculty and staff at the University of Missouri- St. Louis with a guide to where campus technology services are located, how to request them, and who to contact if problems arise.

A description of all available services can be found on the ITS web site: <http://www.umsl.edu/technology/>. That information is summarized in this issue of Iterations. ITS is responsible for telephones, computers, networking, student computer labs, classroom support and audio visual equipment, web-based and ITV distance learning, e-mail, internet access, Faculty Resource Centers, instructional design, optical scanning, and research related computing. The main ITS offices are located on the fourth floor of Campus Computing Building (CCB) on the North Campus.

## Dial-up Access to UM-St. Louis Resources

Accessing IT resources from home or from an off campus location requires a dial up connection.

Faculty and Staff Dialup instruction is available at: <http://www.umsl.edu/technology/tsc/dialup/index.html>

The dial up access numbers are 314/653-3100 and 314/653-3101.

## MyGateway and Your Gateway ID

MyGateway is the online course management system adopted by the university. To access the MyGateway site you will need a Gateway ID (also referred to as a single sign-on ID or SSO ID). All faculty and staff listed in the main university Human Resource (HR) database have a Gateway ID automatically generated, and are given access to the MyGateway system (MS Exchange/Outlook e-mail accounts must be requested through the Technology Support Center, ext. 6034). It normally takes several weeks for information to be entered into the HR database. However, unit chairpersons can expedite the process by submitting a New Faculty Account Request form. This also insures that your e-mail account is created. Once established, you can search for your Gateway ID via the web page, <http://gatewayid.umsl.edu>. Typically, your Gateway ID will be in the format: "last name followed by first initial" and your default password will be in the format: "yyddssss" where "yy" is the last two digits of your year of birth, "dd" is the two digit day of birth, and "ssss" is the last four digits of your social security number. To change your default password, go to the URL listed for Gateway ID above. Your Gateway ID and password also give you access to other online

resources, including your MS Exchange/Outlook e-mail. Assistance with ID is available from the Technology Support Center (Help Desk) in 211 Lucas Hall (516.6034).

Once you have a Gateway ID you can logon on to the MyGateway system via the web page: <http://mygateway.umsl.edu>. Courses you are teaching are listed in the "My Courses" area of your MyGateway page. If you need to request a change to your course listings, or to request a course content copy or section combination, please use the MyGateway Faculty Request System: <https://tomsawyer.umsl.edu/webapps/mygateway/requests/login.cfm>. This page is also accessible via the Faculty Help area of MyGateway. If you have trouble with this request system, or have technical questions concerning MyGateway, please contact MyGateway Support at [mygateway@umsl.edu](mailto:mygateway@umsl.edu).

Assistance with using MyGateway can be obtained via the web page, <http://www.umsl.edu/technology/mgwhelp/fachelp/fachelp.html>. Additional assistance on the use of MyGateway, including how to put course documents and other materials on the web for student use can be obtained by contact-

ing Rocky Keel at 516.6538 or Cheryl Bielema at 516.7134. Support is available for basic and advanced features of the system. Rocky and Cheryl will meet with individuals or they can be contacted to provide workshops for entire departments or other small groups. The Faculty Resource Centers provide another source of support. The north campus location is 105 Computer Center Building (516.6704) and the south campus location is 116 South Campus Classroom Building (516.7134).

Features of a MyGateway course include course announcements, course content areas where instructors can upload syllabi, assignments, lecture notes, etc., virtual chat, threaded discussions, intra-class e-mail, on-line testing and grade posting. As of Spring 2002 the majority of UM-St. Louis faculty and students were using the MyGateway course management system.

Students access MyGateway in much the same way as faculty, using their Gateway ID. Both students and faculty can access the web-based interfaces for their campus e-mail via links found on the main MyGateway page.

## Classroom Support

Classrooms are scheduled through the Registrar's office. There are a variety of media enhanced classrooms: Technology Enhanced Classrooms and Lecture Halls (TECs), Media Enhanced Classrooms and Lecture Halls (Stick rooms), and ITV rooms. Assistance with reserving and using these facilities is obtained by calling 516.6852 or stopping by Social Science and Business Building 103. Reservation requests for AV will only be taken over the phone at 516.6852 or online at: [http://www.umsl.edu/~iclabs/linked/av\\_request1.htm](http://www.umsl.edu/~iclabs/linked/av_request1.htm)

## Desktop Support

ITS operates the desktop computer program whereby most PCs found in offices are updated on a three year cycle. To determine whether the PC in your office is part of the plan and when it is next due for replacement, check with your departmental assistant or call Ken Voss at 516.6987. PCs and MACs are available on the program. Problems encountered with either hard-

ware or software, including software upgrades, should be reported to the Technology Support Center at 516.6034. Work performed on non-desktop program PCs incur a charge based on time and materials. Ken can also provide information and prices of current equipment models and software versions for those wishing to obtain a PC that is not on the desktop program.

Call this number to report problems encountered with the various technology enhanced classrooms. Close to the classrooms are red campus phones that can be used to report any situation that needs immediate attention. Departmentally scheduled rooms, conference and seminar rooms can have access to AV equipment on a carry-away basis from the two Faculty Resource Centers (516.6704 or 516.7134). Equipment quantities are limited; plan in advance for your needs.

## Faculty Resource Centers

Predominantly self-help facilities, the FRCs are where to go to produce class materials for use on MyGateway and instruction. PC and MAC platforms are available with scanning, slide imaging, slide copying, and digital video editing. Staff are available to assist with scanning for faculty, and

provide instruction on a variety of technology topics. Instructional design services available at the FRC include technology integration, teaching with MyGateway, interactive video and peer teaching reviews. Contact Cheryl Bielema 516.7134 or Jennifer Spearman-Simms at 516.7191.

## SAMBA

If you have a UNIX shell account, Samba allows you to map that account from any Windows PC in the labs and classrooms. Prior to Samba's implementation, File Transfer Protocol (FTP) software was needed to transfer files between Windows and UNIX. Now with Samba, you can work with your files on the UNIX system as if they were on the local C:\ drive. Accessing Samba in the Labs, Classrooms and Faculty Resource Centers: Map Shell Account. Enter your Unix ID and password and click "connect". The application will map your Shell account to the drive letter "J" and open it. You will notice that the "Map

Shell Account" application cannot be minimized. That is to prevent users from forgetting to disconnect before they leave the computer. Be SURE to disconnect when you have finished, or future users will have unlimited access to your files!

For more information on Samba, as well as information on how to map your shell account on your office computer, visit: <http://www.umsl.edu/technology/unix/samba/samba.html> Note, however, that the "Map Shell Account" application is only available in the labs, classrooms and Faculty Resource Centers.

## Technology Support Center

Report computer related problems to the Technology Support Center (516.6034) in 211 Lucas Hall. Much assistance can be provided in a phone call. Hardware and software issues will generate a work request and be assigned to the appropriate staff in ITS. Information is available about network status, dial-in access, web browser issues, FTP and telnet and electronic mail.

## Telephones

UM-St. Louis operates its own internal phone system. To obtain voice mailbox passwords, obtain service for problems, or order new lines, phones, or calling cards call Chris Boyer at 516.5582 or Myron Carreathers at 516.5585. An on-site technician handles repairs, moves, and changes. Incoming collect calls are blocked and cannot be accepted. University policy prohibits making personal long distance calls on university phones. The campus directory contains information about using voice mail features.

## Optical Scanning

Blank Opscan exam forms can be picked up in room 404 CCB. Completed forms and the answer key are returned to 404 CCB for processing. Processing usually takes a day. For more information call 516.6541.

## UNIX Accounts

Unix accounts are available to those who wish to maintain personal or course web pages. A Unix account also enables you to make use of drive-mapping features (like SAMBA, described below). Unix accounts are also accessible via FTP from off-campus locations. Applications for a Unix account can be obtained on the ITS website located at <http://www.umsl.edu/technology> under "Account Requests."