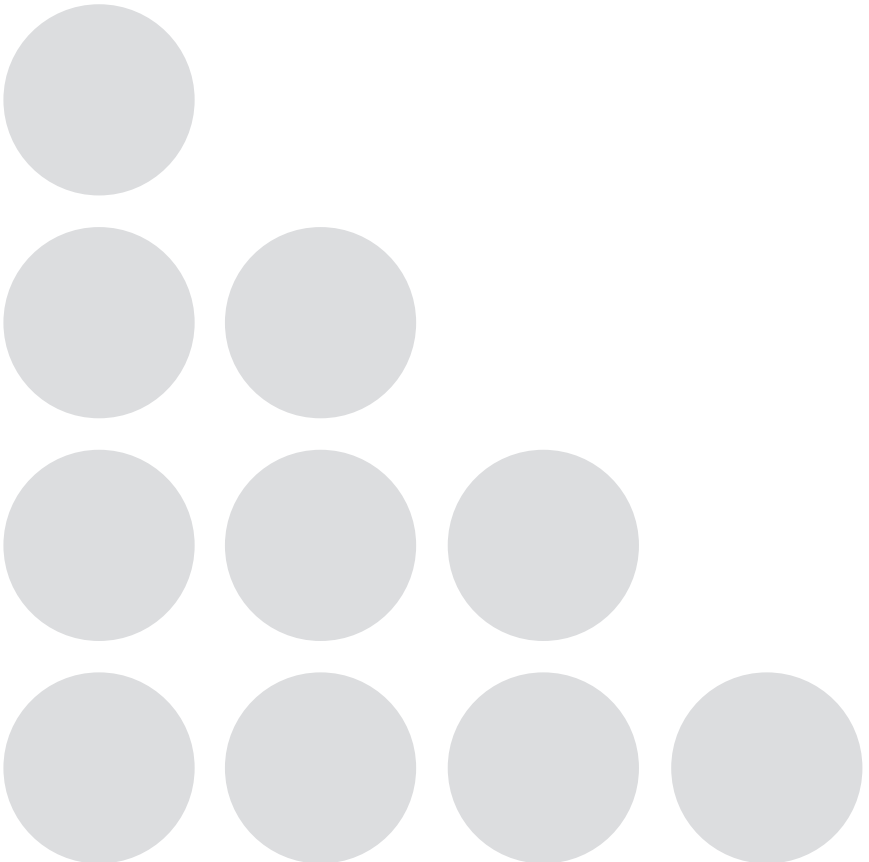


05|spring  
**student  
technology  
guide**



# introduction

Welcome to our guide to technology services for students. You can see from this booklet the wide array of services at the University of Missouri - St. Louis.

The Information Technology Services group strives to:

- guide students in their use of the many technological services available at UMSL and through the Internet
- investigate and make available appropriate technology to facilitate success in your studies
- provide courteous and friendly help in using the technology, including extended service hours when appropriate

Some of these services may be obvious for some students, others may require more explanation.

These guides are for you, so please let us know how they may be improved, or if there are other technology services that you would like to see.

Jim S.C. Tom, Ph.D.  
*Associate Vice Chancellor for Information Technology*

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# student accounts

## UMSL Gateway ID

You will need to obtain your Gateway ID to access your accounts and log into the computers in the campus labs. To do so you must visit the following web address:

<http://gatewayid.umsl.edu>.

## How to find your Gateway ID

Click on Lookup Your ID.

Type your Social Security Number in the box provided and click Search.

Your Gateway ID appears to the right of your name.

Your password is a combination of 8 digits: YYDDXXXX.

YY = 2 digit year of birth

DD = 2 digit day of birth

XXXX = last 4 digits of your social security number

For example, John Doe's birth date is October 4, 1984 and his SSN is 123-45-6789, his password is 84046789. If you do not have a social security number (e.g. foreign students), your default password was created using the last four digits of your student number, in the same scheme as above.

Once you know your Gateway ID and password, you are able to access various accounts which are created for you on the first day of classes. If you register late, it can take up to 2 weeks for your accounts to be created.

The Gateway ID allows access to the following ITS services:

- MyGateway (for online courses)
- Studentmail (student email)
- Dialup
- Access to Lab/Classroom Computers
- Wireless
- Dorms/University Meadows Network
- Samba Share (File Storage)
- Semester Grades

Also, depending on the class setup, students may be able to access the following:

Centra

Oracle

Please contact the Technology Support Center at 314-516-6034 if you need help, or visit a lab on campus for assistance from a lab consultant.

# student accounts

## Using MyGateway

MyGateway provides you with access to a course's online resources, as well as many other features such as: class email, discussion forums, virtual chat, an address book, a calendar and task list, and a variety of other internet resources.

To access MyGateway, go to <http://mygateway.umsi.edu>. When prompted, enter your Gateway ID (username) and password.

After logging on to the MyGateway system you will be brought to your "MyGateway" page. From this page you can access most of the features of the My Gateway system, and all of your classes at UM-St. Louis, as well as a variety of other campus based resources. The "Personal Tools" area will allow you to: check announcements; make calendar, task list, and address book entries; search for other users; and do course e-mail.

Under the heading "My Courses," on the "MyGateway" page, click on a class name, and you will access the class MyGateway site. The first page displayed is "Announcements." Here you will see all class related announcements, including the availability of online progress evaluations, and other class related news. The buttons on the left-hand side of the screen give you access to (the information available, the way it is organized, and the specific features available depend upon the needs and interests of the instructor for the relevant course):

- Course Information: Possible materials--syllabus, grading policies, etc.
- Course Documents: Possible materials--lecture notes, virtual handouts, study guides, and relevant class materials
- Staff Information: Contact information for your course instructor and teaching assistants.
- Assignments: Possible materials--reading assignments, writing projects, and quizzes.
- External Links: Possible materials--A variety of class related www sites, and other general Internet resources.
- Tools: "Student Drop Box" for submitting written work (please ask your instructor for the appropriate document format to use when submitting papers this way), "Check Your Grade" gives you access to your current class grades, your calendar, a class web page editing utility—you can create a personal web page that the rest of the class can access, and a student manual that will tell you more about the MyGateway system. There is also an "Electric Blackboard" that enables you to take, and keep, online class notes.
- Communication: Class e-mail utility, access to student web pages, the class discussion board for online discussions, Group Pages (available to any group of students who wish to work and study together online), a student roster, and the virtual chat program for synchronous online chat.

# student accounts

## Centra

Instructors can use Centra to conduct an on-line, real-time course over the Internet. Centra provides real-time communication and content delivery for on-line courses. Centra Symposium is a live virtual meeting place that mimics a classroom or training room. It can also be used to increase tutoring and advising options. Centra can be accessed via: <http://mygateway.umsl.edu>

The use of a headset with a microphone allows for two-way audio. Students can interact during class by raising their (virtual) hand and using yes/no polling. Sessions can be recorded for later playback. Headsets for use with Centra are available for check-out from the computer lab in SSB 103, a valid UMSL ID is required. SSB 227 has specific machines set aside for Centra use.

Helpful information for attending a Centra course:

<http://www.umsl.edu/technology/centra/participant/attending.html>

## Email

Each registered student is given a single email address on the server studentmail. The default size of all student email accounts is 40 megabytes. To check your email, go to: <http://studentmail.umsl.edu>. You can also access this account through MyGateway.

**Your student email address will be: [yourgatewayid@umsl.edu](mailto:yourgatewayid@umsl.edu)**

...where "yourgatewayid" is your own Gateway ID.

For example, if your Gateway ID is abc123 then your email address will be:

**[abc123@umsl.edu](mailto:abc123@umsl.edu)**

Password: Your initial password is yyddXXXX where yy = the last two digits of year of birth, dd = two digit day of birth and 1234 = last four digits of your social security number.

## Forwarding mail

If you wish, you may transfer mail from your studentmail account to another email account. You must pick up a form from either SSB 103 or TJ Library Lab. You will also need to have your Student ID with you. Please note that the university cannot guarantee the security or reliability of your receiving mail at any other email account.

For assistance with email, visit any of the computing labs on campus. Also, you may contact the Technology Support Center for any issues with your Studentmail account.

# student accounts

## Dial-Up

The University provides a no-charge, dial-up internet service, so that students may check their email, browse MyGateway, and access the web from home. You can access Dial-Up using your Gateway ID and password. You can only be connected to dialup for 2 hours. You will be disconnected afterwards and must reconnect.

The dialup numbers are for the 314 area code; Information Technology Services does not provide toll-free numbers. If you are dialing from outside the 314 area code, you may be charged long-distance fees by your telephone service provider.

**NOTE: UMSL accepts no responsibility for any charges incurred by dialing into the system.**

To dial-up to UMSL you must have a modem and the following operating systems:

- Windows 98
- Windows 2000
- Windows XP
- MAC OS 9.2
- MAC OS 10.1 – 10.3

The dialup number for UMSL students is: 314-653-3101. For more information and setup instructions, please go to: <http://www.ums.edu/technology/support> and click on Getting Connected.

# file storage options

## Floppy Disks

Floppy Disks are one of the most common ways files are saved. However, they only allow a small amount of information to be saved and will not work well for large projects or files.

### Tips:

- Store your disks in a safe place. Putting floppy disks loose in your bag is the quickest way to damage them. To prevent damage, consider purchasing a plastic box to store them in.
- Make sure your disks are not near mobile phones.
- Remember to get your disk out of the computer when you are finished. Make sure no lights on the floppy drives are blinking before you take out your diskette.

***Floppy drives are being phased out throughout the computer labs and classrooms on campus. We recommend using another file storage option instead of floppy disks.***

# file storage options

## USB Flash Drives

(USB) flash memory drives are rapidly gaining popularity - they are an ideal alternative to floppy disks for easy, compact, fast and reliable file storage. Nearly every new computer sold in recent years has several USB ports (sockets). The USB Flash Drive simply plugs into one of these ports (usually found on the back but now increasingly popular also on the front). No cables, power supplies, or batteries are required. No need to shut down your computer.

Alternative names are USB Flash Disk, Thumb Drive, Pen Drive, Memory Key, Micro Vault, Pocket Drive, KeyChain, Pico Drive, etc.

Current USB Flash Drives are truly 'plug and play' on Windows XP and Mac OS X – meaning no additional software is required - the device automatically becomes visible as a new hard drive. Earlier systems (e.g. Win 98) usually require installation of driver software before the USB flash drive can be used on that computer.

All the computer labs on campus have the capability to use USB Flash drives. Ask a consultant in the labs how to utilize this file storage method.

## CD-R/CD-RW

Another file storage method is “burning” your files to a CD. Many of the Instructional Computing labs have drives that allow you to write files to a CD. This is a viable option if you are saving files that are too big to fit on a floppy. **Remember:** There are two types of blank CD media available; CD-R and CD-RW. Once files are written to a CD-R, you will not be able to erase or modify the files. If using a CD-RW this type of disk allows you to erase and resave multiple times.

## SAMBA

Every UMSL student on campus have their own personal “virtual” drive. We call this drive a “SAMBA” drive.

Samba is a service that allows you to use your free space (up to 20MB for students) as a network drive to store your documents. These files can then be accessed from any computer lab or classroom computer (automatically maps as drive K: in the labs) or from your home.

When you log into the computers in the labs and classrooms, your Samba drive will be located in “My Computer”. All files can be saved in this folder and be accessible from any lab or classroom computer. These are also accessible from home.

For more information on SAMBA, as well as information on how to connect to your SAMBA drive from your home computer, please visit the following webpage:

<http://www.umsl.edu/technology/support/samba>

# protecting your computer

## Protecting Your Computer

Protecting your computer is an important step to keeping your computer and information safe and secure. This will protect not just your computer, but your identity and the UMSL computing network.

## Viruses/Worms

A virus is a piece of computer code that attaches itself to a program or file so it can spread from computer to computer, infecting as it travels. Viruses can damage your software, your files and your computer.

A worm, like a virus, is designed to copy itself from one computer to another, but it does so by taking control of your computer and using it to send out infected files and information. Also, worms can allow someone else to take control of your computer remotely. Recent examples of worms include the Sasser worm and the Blaster worm.

A Trojan horse is a computer program that appears to be useful but actually does damage to your machine.

## Protection from Viruses

ITS has provided Symantec Anti-Virus software at no cost to you to protect your computer on the network. You can access and download this software at <http://www.umsl.edu/technology/support> and click on **Software Distribution**. To download this software from home, you must be connected to the UMSL network. Instructions for setting up Symantec Anti-Virus is also located there.

***DIAL-UP USERS: Due to connection time-limits, connection-reliability, and one download, or attempted download, per user license limitations, those accessing this site over a dial-up connection will be unable to proceed. Please use the alternate options below to obtain the software.***

## Alternate distribution options

The following options are available to those in our campus community who are not connected to the UMSL Network or connect through Dial-up service:

*Students may bring a formatted CD-R/RW disk to the computer lab in Thomas Jefferson Library, the Technology and Learning Center (TLC), SSB103 or Benton232 to download software to your CD. Then install the software on your home system from the CD.*

If you have any questions or problems, you can contact the Technology Support Center at 314-516-6034.

# protecting your computer

## Spyware

Spyware is any program designed to collect information about you and your web practices. Many people are unaware that their computers are infected with Spyware agents that have secretly installed themselves onto their hard drives. These agents have been created for a number of reasons. Some are for advertising purposes, telling marketers what users search for, what they download, what sites they visit, etc., in order to send them pop-up advertisements that cater to their individual interests.

Not only is this an invasion of privacy and the cause of annoying strings of pop-ups, but the affected computers may also become more susceptible to hackers. Some forms of spyware are more malicious than your average advertisement popper, designed instead to transmit email addresses for spamming, as well as various forms of identification such as social security and credit card numbers.

## Protection from Spyware

Unfortunately, there is no software available for automatic Spyware blocking. There are tools that will aid in removing Spyware/Adaware if you believe your computer may be infected. We supply two tools on our website: <http://www.umsl.edu/technology/support/software>.

SpyBot Search and Destroy can detect and remove spyware of different kinds from your computer. Ad-Aware: SE Personal also allows the detection and removal of spyware from your machine. If you need help installing and using this software, please contact the Technology Support Center at 314-516-6034.

# getting connected on campus

## Wireless Internet @ University of Missouri-St. Louis

By using the wireless network, you will be able to access your e-mail, My Gateway, and other related internet services without being confined to a computer lab. Wireless network access is available on campus at some locations. Areas with wireless availability as of Winter Semester 2005 are:

### North Campus:

- Computer Center Building Rooms 200 (Advanced MIS Lab), 316 (Math/CS Lab)
- Fine Arts Building Room 200
- Lucas Hall Room 211 (Technology Support Center)
- Mercantile Library
- Millennium Student Center All open rooms, including Century rooms, Fireside Lounge, Pilot House
- North Campus Quad (between SSB, Clark Hall, TJ Library)
- Research Building Room 323 (Biology Graduate Student Lab), 4th floor common area
- Social Sciences Building Rooms 131, 132 and 133
- Stadler Hall (4th floor common area)
- Thomas Jefferson Library Fifth Floor
- University Center Room 154
- Woods Hall Rooms 320-326, 401, 425

# getting connected on campus

## Wireless Internet @ University of Missouri-St. Louis (cont'd)

### South Campus:

- E. Desmond Lee Technology and Learning Center
- Marillac Hall Ground Floor, classrooms G08A and G08B
- Seton Hall 1st & 2nd Floor Lounge Areas
- Ward E. Barnes Library

Please check <http://www.umsl.edu/technology/wireless/> for an updated list of wireless areas. To connect to our wireless network, you will need a laptop with a wireless network adapter that supports 802.11b and/or 802.11g standards. If your laptop does not have a built-in wireless adapter, you may purchase a wireless adapter card from the University Bookstore or an electronics retail store.

Some steps to take to get connected to the wireless network:

- 1) Bring your laptop to a location with wireless network access.
- 2) Bring up a browser (ie: Internet Explorer) and go to <http://wifi.umsl.edu>
- 3) Click on the first "here" link you see.
- 4) Click on the "Accept" button on the bottom of the page.
- 5) A window will open asking for a username and password. Enter your Gateway ID and password into the corresponding fields.
- 6) If you have Microsoft Windows, click on the link that says "**Microsoft Windows client for students**". If you have a Macintosh computer running OS X, click on the link that says "**Macintosh OS X**".
- 7) Download the file onto your local hard disk drive.
- 8) Run/install the file that you downloaded by double-clicking on the file.
  - a. For Windows: Double click on "**student.exe**" and follow the installation steps.
  - b. For Mac OS X: Double click on "**vpn client**", and then on "**cisco vpn client**" and follow the installation steps. Make sure you select your hard disk drive for the location of the installation.
- 9) When installation is complete, please restart your computer before continuing.
- 10) Now you may connect by opening the VPN Client. For connection and configuration instructions go to...
  - a. For Windows: <http://wifi.umsl.edu/instructions/windows.html>
  - b. For Mac OS X: <http://wifi.umsl.edu/instructions/macosex.html>

If you have any questions or problems, please call 314-516-6034 or you may bring your laptop to 211 Lucas Hall.

# getting connected on campus

## **UMSL Student Ethernet**

Ethernet is an “always on” connection that provides network access at speeds considerably faster than a dial-up connection. For students in the Residential Halls, this service is included with the room and board fees. For University Meadows residents, there is a per-semester charge, billed through your student account with the Cashier’s Office.

### **Requirements:**

#### **Ethernet adapter**

This may be a built-in port, an add-on card, or a USB adapter. If the adapter was not pre-installed, please follow the adapter’s included instructions to properly install the adapter and driver software. If you have problems installing your adapter, you must contact the manufacturer; the Technology Support Center at UMSL cannot support your computer or its hardware.

#### **Ethernet cable**

You may use a Category 5, 5e, or 6 cable. This is often called a patch cable. A crossover cable will not work, nor will an ordinary telephone cord. You can purchase this cable at the University Bookstore.

#### **Gateway ID**

You will need to enter your Gateway ID. If you have not looked up this information, please visit:

**<http://gatewayid.umsl.edu>**

*Residential Hall Students:* To activate your Ethernet connection, contact the Technology Support Center at 314-516-6034. You will be contacted when your data port is activated.

*University Meadows Residents:* Complete the Information Access Services form linked off of **<http://www.umsl.edu/technology/phones>**. You will be contacted when your data port is activated.

For more information and setup instructions, please go to **<http://www.umsl.edu/technology/support>** and click on Getting Connected.

# resources for students with disabilities

## **DISABILITY ACCESS SERVICES**

**MAIN NUMBER:** 314-516-6554

**LOCATION:** 144 Millennium Student Center

**URL:** <http://www.umsl.edu/services/disabled>

**EMAIL:** mditto@umsl.edu

Disability Access Services, located on the first floor of the Millennium Student Center, offers students with disabilities a wealth of resources to help ensure their academic success. Some of these resources include:

***Voice recognition software*** - Dragon Naturally Speaking

***Screen reading and book reading*** - Jaws

***Software for students with learning disabilities*** - WYNN and Read-n-Write

***Braille Conversion Software and Embosser***

***Optelec 19" screen enlarger*** (CCTV)

## **What's Available in the Labs and Classrooms for Disabled Students**

***Software*** - Jaws V.5 and Magic V.9 (screen magnifier)

***Accessories*** – Headphones (labs) and Magic V.9 (screen magnifier)

# purchasing technology-related merchandise on campus

## **BOOKSTORE AND COMPUTER SHOP**

**MAIN NUMBER:** 314-516-6054

**LOCATION:** 209 Millennium Student Center

**URL:** <http://www.umslbookstore.com>

**EMAIL:** [computerstore@umsl.edu](mailto:computerstore@umsl.edu)

The Bookstore & Computer Shop, located on the second floor of the Millennium Student Center, sells computer hardware and software to students, faculty and staff.

## **Software**

The Bookstore offers many popular software titles, including products by Adobe, Corel, Macromedia, Microsoft, at special academic pricing, which is usually 20-50% lower than standard retail pricing.

## **Hardware and Peripherals**

The Bookstore sells Dell, Gateway and Apple computer products. The Bookstore is also an authorized Palm reseller. Special pricing has been arranged through these companies for UMSL students. Items can be purchased in the bookstore or can be ordered on the web: <http://www.umslbookstore.com/compstore.html>

The Bookstore also carries USB Flash drives, diskettes, zip drives and disks, scanners, digital cameras, and printers. This is also the place to purchase Ethernet network interface cards and cables for students living on campus.

## **Computer Reference Books**

The Bookstore also offers many titles of computer books, including the popular "Dummies" series, software reference manuals, and books on topics from computer programming to web design.

# instructional computing

**MAIN LAB NUMBER: 314-516-6061**

**LOCATION: 103 Social Sciences Building**

**URL: <http://www.umsl.edu/technology/instructionalcomputing>**

**EMAIL: [iclabs@jinx.umsl.edu](mailto:iclabs@jinx.umsl.edu)**

There are 14 open access computer labs available to students. Most of the labs are staffed with student consultants who can help orient you to the hardware and software that is available. Windows XP and Macintosh OS X/Unix are the three supported operating systems on campus. Some of the labs have all of them available, others are platform specific. Check the “Lab Resource Matrix” in this book for further information. A Gateway ID and Password, also commonly referred to as an SSO ID are required to log into all the computer systems! An UMSL ID may be requested at any time in the computing labs.

Windows users can save their work a variety of ways; on their personal server account space (SAMBA), CD-RW drives, (available in limited labs) on a personal USB thumb drive, or a floppy disk, (available on a limited number of computers on campus). Macintosh users can save their work on their personal server account, DVD/CD RW drive, or a personal USB thumb drive. It is important to ALWAYS save your work frequently when using the labs. If something happens we won't be able to retrieve it for you!

## Lab Resources

### Software

Instructional Computing provides a variety of software for use on the Windows XP and Macintosh OS X/ Unix systems. A complete listing of the software available is located on our website: <http://www.umsl.edu/technology/instructionalcomputing/>

Consultants staffing the labs will be able to provide support on common applications, such as Microsoft Office, FTP clients, MyGateway, and Internet Explorer. Course instructors or tutors can provide assistance on course specific applications such as SPSS, Visual Basic, Maple, and SAS.

### Printing

Most labs are equipped with one or more laser printers. We only ask that you limit your printing to no more than 10 pages at a time or 6 PowerPoint slides per page, and always-print preview before printing a web page – they can be extremely long.

In addition, SSB 103, Library Research Commons (TJ 316), Ward E. Barnes Library, and Fine Arts 220 provide color printing. You'll have to save your work and take your files to the consultant desk to have them printed; limited to one copy. If you need multiple color copies of your work, or your work printed on specialty paper you'll need to get them elsewhere.

### Scanning

Labs in TJ 316, SSB 103, Ward E. Barnes, FA 220, Music 105 and Benton 232 are equipped with color scanners. If you are new to scanning the lab consultants are available to help get you started. In addition to the scanners you may also access multimedia software such as Adobe PhotoShop in all these labs and Omnipage Pro in these labs on Windows XP systems. Omnipage Pro is software that uses Optical Character Recognition (OCR) so you can scan hard copy documents and convert them to text for editing.

# instructional computing

## Training

During the fall and winter semesters, we offer several software Short Courses specifically designed for students, which cover basic computing topics. We offer classes in using My Gateway, Microsoft Office applications, Mac OSX/Unix, File Management, and classes in basic web design. Visit any of the labs for dates and times, or visit our website:

<http://www.umsl.edu/technology/instructionalcomputing/shortcourses.htm>

A variety of the labs offer tutors for specific course work. Checking with your professor is the best way to obtain these details, or stop by any of the computer labs for information they may have available.

To further hone your technology skills, SSB 103, TJ316, and Ward E. Barnes labs feature book libraries that are available for use by any student. You will be required to leave your student ID with the consultant while you borrow the reference books. The labs also provide several help sheets on various computing topics, including FTP, Studentmail, VI Editor, and Microsoft Office programs. A complete list of helps sheets are available via the labs, or our website listed above.

## MELL

University of Missouri students have access to the Microsoft eLearning Library (MELL). This library has a collection of end-user and technical on-line courses for Microsoft software products.

Access is only available from University-owned, on-campus computers that are connected to our wired Ethernet network. Students can take advantage of these courses from any campus lab machine.

Using Internet Explorer, go to <http://mell.umssystem.edu> to take a course or to see a listing of available courses. When you click on a link for a course collection, you will be prompted to enter your network user name and password. Use your single sign-on id (SSO ID, Gateway ID, My Gateway ID) and password.

After you select a course, click on the Help link for viewer and content help.

## Online Testing Center

The Online Testing Center (OTC) is available for proctored exams using MyGateway (or other online assessment programs). The OTC is located in room 200 South Campus Computing Building. Check with your instructors to see if they will be using the OTC for testing in your classes.

The OTC has space for 15 concurrent students, and appointments must be made in advance. Be sure to provide the necessary information: your name, class, class number, test number, date, and time. Also, insure you schedule appointments to allow sufficient time to complete your exams. Students will not be allowed to finish tests past the closing time of the OTC. Students are responsible for knowing where to access exams in their MyGateway class sites or from any other assessment program their instructors use. Walk-in appointments will be allowed only as space and time allows.

To schedule an appointment, contact the OTC by email: [umslon@umsl.edu](mailto:umslon@umsl.edu) phone 516-7474, or schedule yourself for an exam via the online request form: <https://tomsawyer.umsl.edu/webapps/weboffice/OTC/user/login.cfm>

# lab resource matrix

|                           | SSB103 | SSB227 | SSB452 | SSB409 | SSB425 | TJ316 | BH232 | Ward E. Barnes | FA220 | MB105 | TLC - MH100 | CH400 | MSC Chat Room/Hallways | HC308 |
|---------------------------|--------|--------|--------|--------|--------|-------|-------|----------------|-------|-------|-------------|-------|------------------------|-------|
| IC Staffed                | X      |        | X      |        |        | X     | X     | X              |       |       |             |       |                        |       |
| Tutors                    | X      |        | X      | X      | X      |       |       |                |       |       |             | X     |                        |       |
| Disability Machines       | X      |        | X      | X      | X      | X     | X     | X              |       |       | X           |       |                        |       |
| Windows XP                | X      | X      | X      | X      | X      | X     | X     | X              |       |       | X           | X     | X                      | X     |
| Macintosh (OS 10.3.6)     | X      | X      |        |        |        | X     | X     |                | X     | X     | X           |       |                        |       |
| DVD Writing (Macintosh)   | X      | X      |        |        |        | X     | X     |                | X     | X     | X           |       |                        |       |
| CD Writing (Windows)      | X      |        |        |        |        | X     | X     | X              |       |       | X           |       |                        |       |
| CD Writing (Macintosh)    | X      | X      |        |        |        | X     | X     |                | X     | X     | X           |       |                        |       |
| 3.5" Disks (Floppies)     | X      | X      | X      | X      | X      | X     | X     |                |       |       | X           | X     | X                      | X     |
| Zip Drives                |        | X      |        | X      | X      |       |       | X              |       |       | X           | X     |                        |       |
| Headphones                | X      |        |        |        |        | X     | X     | X              |       | X     | X           |       |                        |       |
| Centra Headphones         | X      | X      |        |        |        |       |       |                |       |       |             |       |                        |       |
| Video Editing             |        | X      |        |        |        |       |       |                |       |       |             |       |                        |       |
| B/W Printer               | X      |        | X      | X      | X      | X     | X     | X              | X     | X     | X           |       |                        | X     |
| Color Printer             | X      |        |        |        |        | X     |       | X              | X     |       | X           |       |                        |       |
| Scanners (Windows)        | X      |        |        |        |        | X     | X     | X              |       |       |             |       |                        |       |
| Scanners (Macintosh)      | X      |        |        |        |        | X     |       |                | X     | X     |             |       |                        |       |
| 35mm Scanners (Macintosh) |        |        |        |        |        |       |       |                | X     |       |             |       |                        |       |
| Reference Books           | X      |        |        |        |        | X     |       | X              |       |       |             |       |                        |       |

All Disability Stations have MAGIC, JAWS, CDRW's and Floppy Drives.  
 For specific quantities in each lab visit: <http://www.umsl.edu/technology/instructionalcomputing>

# accessing your student records

## Accessing your semester grades and class schedule online

There is a secure, password-protected web-based system that gives you access to:

- Your end-of-semester grades for all completed terms
- Class schedule for all upcoming terms for which you have registered
- Your degree audit report
- Your student account information, with the ability to pay on your account electronically

This is accessible through:

- <http://www.umsl.edu/~register>
- MyGateway: There is an icon for “Registrar’s Grades and Schedules” at the top of the “Welcome” Screen, once you have logged into MyGateway (<http://mygateway.umsl.edu>)

**STAR Student Terminal Access to Records (STAR)** is a self-service information system that this available for you to check course availability, access your personal and academic information, your grades, view and print a degree audit report, pay fees via credit card, and register for courses online.

## TRAIN

The Touch Tone Registration and Inquiry Network (TRAIN) is a voice response system that allows you to check course availability, access your personal and academic information, grades, class schedule, pay fees, and register for courses via any touch-tone phone.

## For both STAR and TRAIN

Your Student ID Number logs you in. Security is provided by the use of a PIN code. STAR and TRAIN use the SAME PIN code.

## Your pin for STAR and TRAIN

Your PIN was created automatically when you applied for admission to UMSL. It is set to the month and day of your birth (for example 0215 for February 15th). The first time you use STAR or TRAIN, you will be prompted to enter this number. As with any passwords, we encourage you to change this PIN as soon as possible.

# accessing your student records

## **DARS**

The Degree Audit Reporting System (DARS) is an automated system that tracks your academic progress and keeps you on track towards completing your degree. DARS takes all UMSL coursework, transfer courses, and courses in progress and provides you with a printed report that tells you what additional coursework is needed for completing your degree. The DARS report even calculates your overall and major GPAs! You can run a degree audit at any time during your progress, with the assistance of an academic advisor or on your own using the STAR System (see previous page).

In addition, you can run “what-if” audits that will allow you to see how your coursework could be used to meet other degree programs, minors, and certificates.

## **How can DARS help you?**

- DARS takes the “guesswork” out of selecting courses for future enrollment.
- The report shows what requirements are completed and what courses still need to be taken.
- DARS shows where transfer work will apply toward your degree requirements.
- DARS uses the on-line student record for information, therefore the report is up-to-date.
- DARS suggests courses from which to choose.
- DARS calculates the GPA for various areas such as the major or degree hours.

## **How do I get a DARS report?**

You will receive a DARS report from your academic advisor each semester. Just make an appointment with your advisor or stop by the Advising Center in the Millennium Student Center. Or, you can run a report yourself at any time, at: <http://www.umsil.edu/services/dars>.

# the technology support center

**MAIN NUMBER: 314-516-6034**

**LOCATION: 211 Lucas Hall**

**URL: <http://www.umsl.edu/technology/support>**

**EMAIL: [helpdesk@umsl.edu](mailto:helpdesk@umsl.edu)**

The Technology Support Center is here to assist with your ITS computing needs. If you have disk problems, password/login issues or have a problem with any networking services in your dorm, we can help.

We will be happy to assist you with:

- University-provided software. (MS Windows, MS Office, MS Internet Explorer, Netscape)
- University-provided computing services (My Gateway (Blackboard), Studentmail, Exchange mail)
- Status of campus systems
- Account requests
- Password resets
- Software installs
- Bad floppy diskettes (Please drop by the office for this)
- Wireless Networking (Please drop by the office for this)

We are unable to assist with:

- Palm and other handheld computers or tablet PCs
- Software not provided by the university
- Web pages (Departments must contact the Web Office, Student Organizations may contact Student Activities)
- Home computers, unless inquiries are related to University computing services

Technology Support Center Hours

Monday – Thursday 7:30 a.m. – 10:00 p.m.

Friday 7:30 a.m. – 6:00 p.m.

Sorry, no weekend hours. If you need help after hours, please leave a voice message or send an email to [helpdesk@umsl.edu](mailto:helpdesk@umsl.edu). Someone will respond to your message on the next business day.

# frequently called numbers

|   |              |
|---|--------------|
| Admissions .....                          | 314-516-5451 |
| Advising .....                            | 314-516-5300 |
| Bookstore .....                           | 314-516-5763 |
| Career Services .....                     | 314-516-5111 |
| Cashier's Office .....                    | 314-516-5151 |
| Center for Academic Development .....     | 314-516-5194 |
| Computing Labs (Main Number) .....        | 314-516-6061 |
| Counseling Services .....                 | 314-516-5711 |
| Current, The .....                        | 314-516-5174 |
| Degree Audit & Course Equivalencies ..... | 314-516-6815 |
| Disability Access Services .....          | 314-516-6554 |
| Financial Aid .....                       | 314-516-5526 |
| Health Services .....                     | 314-516-5671 |
| Honors College .....                      | 314-516-6870 |
| Libraries .....                           | 314-516-5060 |
| Registration & Records .....              | 314-516-5545 |
| Residential Life .....                    | 314-516-6877 |
| Student Activities .....                  | 314-516-5291 |
| Student Government .....                  | 314-516-5105 |
| Technology Support Center .....           | 314-516-6034 |
| University Advising Center .....          | 314-516-5300 |
| Vice Chancellor for Student Affairs ..... | 314-516-5211 |
| Women's Center .....                      | 314-516-5380 |



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