ITS Update

Welcome to Fall Semester 2021

ITS is here and ready to assist you with your technology needs for a successful semester!

Phone: (314) 516-6034
Office location: 190 Millennium Student Center

Support Provided:
- University-provided Operating Systems. (Windows, Mac OS X)
- University-provided Software. (Microsoft Office, Internet Explorer, Mozilla Firefox, Safari, Chrome)
- University-provided computing services
- MyView, Office 365
- Password resets
- University approved Software installs
- Wireless Networking (Please drop by the office for this)
- And more

**Technology Support Center Hours**
(Appointments & Phone Support M-F)
M-Th 7:30A-7:00P  
Friday: 7:30A-5P  
Walk Ins Welcomed!

Phone Support Hours  
M-Th 7:30A-7:00P  
Friday 7:30A-5:00P  
Sunday 12:00P-8:00P

Visit [help.umsl.edu](http://help.umsl.edu) for more support information and assistance!

**Faculty & Staff: Back on campus and need a software update?**

[Software Center](http://softwarecenter.umsl.edu) is a new and convenient self-service software installation method. This service will allow users to upgrade to the latest software versions without having to contact the Technology Support Center. This includes the Microsoft Office suite (Office 365) and Mitel Connect along with other recommended applications. Please note, if you are accessing from off campus, VPN access is required.
IT Security: Tips to protect you and your information

Technology Policies and Tips:

Help report phishing! Open a new email message and address it to abuse@umsl.edu. Drag and drop the phishing email from your inbox into this new email message as an attachment. If you are unable to attach the item in this manner, forward the original message to abuse@umsl.edu.

1. Using the same password you use for your University account for other accounts is prohibited. Don’t re-use the same password at more than one site. Doing so increases your probability to have multiple accounts hacked and exploited. Example: Don’t use the same UMSL password for your Amazon account.

2. Setting up the auto-forwarding of your University email address to a non-University email address is prohibited. Do not set up forwarding of your UMSL email to your personal g-mail account or any other non-UMSL account. Personal and school email stays on your work and personal accounts.

3. Emailing information or files with SSNs, Health Information or Credit Card numbers is strictly prohibited.

4. Patch your system and use anti-virus software.

5. Update internet browsers.

6. Update operating system and applications are up to date.

7. Be suspicious of email. Beware of email requiring immediate attention and demanding personal information or account information. Other suspicious indicators include spelling/grammatical mistakes, an overall generic tone, and an ambiguous website link.

8. Verify your URLs. You can always hover with your mouse to see where a link is really taking you.

9. Do not open attachments from unknown sources.

10. If you are in a public space using Wi-Fi, limit the amount of personal information you access.
Fall 2021 Instructional Support Lab Hours
August 23rd - December 18th

All Labs Closed September 6th
November 25th and November 26th

<table>
<thead>
<tr>
<th>Location</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
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</thead>
<tbody>
<tr>
<td>TJ Research Commons</td>
<td>7:30AM-10PM</td>
<td>7:30AM-10PM</td>
<td>7:30AM-10PM</td>
<td>7:30AM-10PM</td>
<td>7:30AM-4:30PM</td>
<td>8AM-3:30PM</td>
<td>12PM-7:30PM</td>
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<tr>
<td>SSB 103</td>
<td>9AM-9PM</td>
<td>9AM-9PM</td>
<td>9AM-9PM</td>
<td>9AM-3PM</td>
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<tr>
<td>SSB 452</td>
<td>TBA</td>
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<tr>
<td>SSB 222</td>
<td>9AM-6PM</td>
<td>9AM-6PM</td>
<td>9AM-6PM</td>
<td>9AM-2PM</td>
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<td>1PM-5PM</td>
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<tr>
<td>Benton 232</td>
<td>9AM-6PM</td>
<td>9AM-6PM</td>
<td>9AM-6PM</td>
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<td>E. Desmond Lee T.L.C.</td>
<td>8AM-9PM</td>
<td>8AM-9PM</td>
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<td>8AM-9PM</td>
<td>9AM-3PM</td>
<td>CLOSED</td>
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Fall break hours-TBD
(October 20-28th)
Updated hours can be found at the Lab Hours Page

*Please Note: Hours subject to change based on usage*
Need to get an ID or replace a lost one?

Faculty, staff and students can upload your photo to your TritonCard?
Visit www.umsl.edu/tritoncard for uploading information and to schedule an appointment for pickup.

Triton Print- Mobile Printing

Print documents to any on campus printer using your TritonCard to release your documents within 48 hours! Visit TritonPrint Page for more information and instructions. Standard print fees apply.

Missed a previous issue of the ITS Update? Visit the ITS newsletter page.