ITS Monthly Update: October 2022

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New ITS Website Design!

UMSL ITS has a new homepage designed with you in mind. Here you will be able to navigate easier and get connected to your campus technology resources. Thank you to University Marketing and Communications for the new design.

Preview the site today at umsl.edu/technology!

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Important Safety & Emergency Information for UMSL Phones

Always Notify ITS of Phone Moves. When a campus phone dials 911, location information is automatically delivered to Campus Police through the phone system. Telephone Services maintains location information for each extension in compliance with federal law, to ensure police receive accurate information during an emergency. This information is updated manually each time a phone moves. For this reason, it is essential that a "Request a Phone Move" ticket be created in Cherwell via help.umsl.edu or by calling the Help Desk at 314-516-6034 each time an extension changes location. If this information is not kept up to date, Campus Police may receive inaccurate information during an emergency. If you are concerned that your phone’s location information is incorrect, please enter a “Request a Phone Move” ticket in Cherwell with the correct location for your phone.

Never dial 911 from softphone. When 911 is dialed from your UMSL extension, Campus Police will receive the building and room number that is on file for you. This is perfect when you dial from your physical desk phone, but could cause dangerous confusion if you use softphone to dial from a different location. If you experience an emergency while away from your office, always dial 911 from a cell phone or landline, so that police close to your location receive the call, rather than campus police, and receive accurate information regarding your location.

(Newsletter Continued Below)
Updated Lab Hours for Fall 2022 Semester October 3 to December 16th available at: https://www.umsl.edu/technology/iss/Student%20Labs/labhours.html

TJ Library Commons Hours During October Fall Break:

**Thursday Oct 20th**
8am-8pm

**Friday Oct 21st**
8am-5pm

Students: Adobe Creative Cloud Student License Available for $60

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Faculty & Staff: Supplemental Technology Recommendations in the Classroom

Do you have a tablet you want to incorporate into your classes? Are you looking to purchase a specific microphone or some other AV equipment? What type do you need? Will it work the way you want? Because technology is constantly changing, UMSL’s Technology Procurement maintains an updated list of recommended accessories to supplement the technologies already in the room. These have been chosen for a variety of specific reasons such as support, configuration & integration, cost, security, etc. But overall, they were chosen because we have found these products to perform well in our classroom environment with little support needed.

We encourage both Faculty and Staff to look for a current recommendation before purchasing or attempting to use supplemental technologies in the classroom. If there is no associated recommendation, please contact us so we can help you find the right product. Instructional Support will be happy to assist you in any classroom testing required.

(Newsletter Continued Below)
Faculty and Staff: Desktop Administrator Access Limitations Coming October 18th

As part of a long-term UM System initiative to secure the digital assets and information of the University, UMSL ITS is working to limit the use of administrator-level accounts on computer workstations. This is a key step in reducing the risk of malware and ransomware on our computers and in our sensitive data stores. (Continued)

Beginning on Oct. 18, all administrator-level accounts on Windows-based University-issued computers will be reduced to standard users. Standard users have limited access to install software, which reduces the risk of malware or anything else potentially harmful and creates a much safer computing environment. We have designed Desktop Limitations FAQ Page and the Software Center Webpage as resources to help guide you through this process.

For additional questions or assistance, please contact the Technology Support Center at help.umsl.edu.

Faculty and Staff Mac Users Only: Unbind to Transition to UM System Domain

UMSL ITS is in the process of completing moving user accounts from stl.umsl.edu to umad.umsystem.edu. To complete this process, there will be action required on Mac users end. Users will need to “unbind” their Mac system from the old domain to the new UM System domain. Please follow the instructions from your email, if you have not received an email, please contact the Technical Support Center. The process only takes a few minutes, there will be no more action required on your part once complete. This process must be completed by Tuesday, October 11th. This change only applies to UMSL faculty and staff users only.