

## April 2024 ITS Newsletter

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### **UM SYSTEM VICE PRESIDENT FOR IT APPOINTED**

Ben Canlas has been named UM System vice president for Information Technology and MU chief information officer, effective April 1. Ben has served as interim in the role since October 2022 and brings more than 20 years of experience within the university to this executive IT role. Prior to the interim role, Ben served as director of enterprise application services and oversaw the university's enterprise systems and associated business solutions.

During his time as interim, Ben led efforts to improve customer service and transparency of information technology services; increased engagement with campus stakeholders to improve the experience of faculty, staff, and students; and implemented solutions to support teaching and research across the University. Some examples of these efforts include launching a project to improve the connectivity and reliability of MU's wired and wireless networks, implementing the Hellbender high performance computing cluster and research data ecosystem, and deploying the mobile ID for MU students. Under his leadership, the Division of IT also instituted multi-factor authentication for more than 500 university applications and completed a robust assessment of information technology services.

UMSL ITS extends its congratulations to Ben!

### **UMSL MOBILE APP RETIRED EFFECTIVE MARCH 29, 2024**

As part of the ongoing efforts to streamline and enhance the mobile experience for the campus community, the UMSL Mobile app has been retired effective March 29, 2024.

The UMSL Triton Connect app will serve as the primary platform for accessing essential UMSL information and engaging with campus resources. The UMSL Triton Connect app already offers a wide range of features related to campus engagement, including the mobile event check-in pass. The app also includes access to the campus shuttle tracker, the UMSL Bulletin, campus dining information, and other campus links that will help you stay informed. You can find UMSL Triton Connect at the following links on the [App Store](#) or [Google Play](#). You can also visit the [Triton Connect website](#) to learn more about the student engagement software.

### **XEROX TONER RECYCLING:**

To assist with UMSL's sustainability efforts, Xerox offers the following toner drop-off locations on North and South Campus:

- Millennium Student Center 1<sup>st</sup> floor between Help Desk (MSC 190) and the Triton Pantry
- J.C. Penney 7, outside of Printing Services
- Marillac 100 (TLC)

Toner from Xerox, [as well as most any other manufacturer](#) can be dropped off for recycling. In addition to toner cartridges, other Xerox printer consumable parts can also be dropped off.

If the Xerox printer you use needs supplies or service, let us know by submitting a ticket at [help.umsl.edu](http://help.umsl.edu) or by calling the Help Desk at x6034.

### **THE TEAM AT THE HELP DESK**

Ever wonder who is at the other end of the phone when you call for assistance with your password, e-mail, or computer? These are the friendly faces of the Help Desk. We appreciate their dedication and hard work as they support faculty, staff, and students every day to keep our technology up and running. (Pictured on the left below: Dipak Sunar, Bryan Calvin, Alfred Grovie, Stephanie Webber, Christopher Reed, Robert Stilwell, and John Shanklin; not pictured: Anthony Spanevello. Pictured to the right are: Christopher Reed and Laura Patterson)



### **ITS TIP OF THE MONTH:**

Explore new tips in Microsoft Teams with these [30-seconds or less videos](#).

### **IT CHUCKLE:**

If the Internet had a boat, where would they park it? In Google Docs.

### **TRITON PANTRY SHELF SPONSORSHIP:**

In April, ITS was pleased to partner with UMSL's Triton Pantry and donated a month's worth of food and other items as part of their new Shelf Sponsorship Program. If your department or unit would like to be a shelf sponsor, please contact the [Triton Pantry](#).

