

# ITS Update

Fall 2021

## *Welcome to Fall Semester 2021*

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**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!

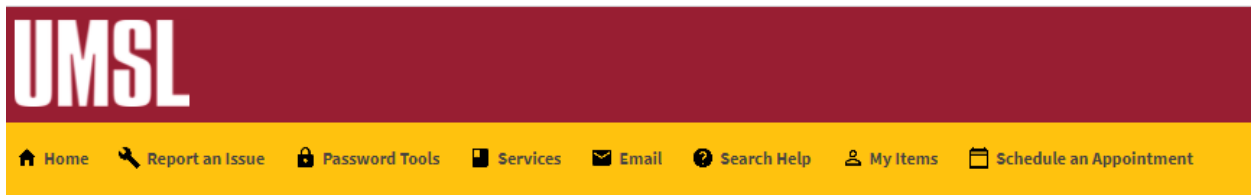
Phone Support Hours

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](#) 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](mailto: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](mailto: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 23<sup>rd</sup> - December 18<sup>th</sup>

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

Location	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>TJ Research Commons</b>	7:30AM - 10PM	7:30AM - 10PM	7:30AM - 10PM	7:30AM - 10PM	7:30AM - 4:30PM	8AM - 3:30PM	12PM - 7:30PM
<b>SSB 103</b>	9AM – 9PM	9AM – 9PM	9AM – 9PM	9AM – 9PM	9AM – 3PM	CLOSED	CLOSED
<b>SSB 452</b>	TBA	TBA	TBA	TBA	CLOSED	CLOSED	CLOSED
<b>SSB 222</b>	9AM – 6PM	9AM – 6PM	9AM – 6PM	9AM – 6PM	9AM – 2PM	CLOSED	1PM – 5PM
<b>Benton 232</b>	9AM-6PM	9AM-6PM	9AM-6PM	9AM-6PM	CLOSED	CLOSED	CLOSED
<b>E. Desmond Lee T.L.C.</b>	8AM – 9PM	8AM – 9PM	8AM – 9PM	8AM – 9PM	9AM – 3PM	CLOSED	CLOSED

**Fall break hours-TBD  
(November 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.ums.l.edu/tritoncard](http://www.ums.l.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](#).