

JAN 2022

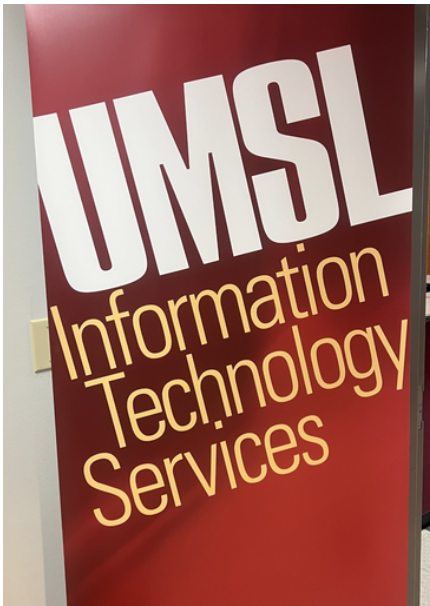
UMSL | ITS

University of Missouri–St. Louis

ITS Update Newsletter

Winter/Spring 2022

Welcome to Spring Semester 2022



The UMSL ITS team wishes you a safe and successful semester 2022!

In case you missed it!

Multifactor Authentication for VPN

Multi-Factor Authentication was activated Jan 5th and required when logging into the VPN (virtual private network) client for all UMSL students, faculty, and staff. After logging into the VPN login page, you will also be directed to the multi-factor authentication page. Instructions on installing Cisco Connect to a Windows device can be found on the UMSL Networking Webpage.

Faculty/Staff Software Requests

To provide sufficient testing time and quality control, the deadline to submit requests for software in the Labs and Classrooms for the Academic Year 2022-23 is **May 1, 2022**.

Users may begin the process by submitting a request via the ISS Software Request Cherwell portal page. New software will also require a BPM12004 Approval.

If you have previously requested specialized software in the Classrooms that is no longer needed, please let us know.

For more information, please visit:

<https://www.umsl.edu/technology/iss/Software/index.html> or email ic@umsl.edu.

Office computer turned off ?

Not able to remote into your office computer?

Do you think it might be turned off?

Call the Technical Support Center first!

We can help get your office computer back on!

Office location:

190 Millennium Student Center

Give us a call at 314-516-6034 during the following times:

Monday-Thursday 7:30am-7:00pm CST

Friday 7:30am-5:00pm CST

Phone Support Hours

M-Th 7:30A-7:00P

Friday 7:30A-5:00P

Sunday 12:00P-8:00P

[Remote Work FAQ Page](#)

Spring 2022 Campus Computer Lab Hours

TJ Research Commons

M-Th 7:30A-10P
Friday 7:30A-4:30P
Sat 8:00A-3:30P
Sunday 12:00P-7:30P

SSB 103

M-Th 8:00A-9:00P
Friday 8:00A-5:00P
Closed-Weekends

SSB 452

M-Th 9:00A-9:00P
Friday 9:00A-2:00P
Sat-Closed
Sunday 1:00P-6:00P

Benton Hall 232

M-Th 8:00A-5:00P
CLOSED Friday/Sat/Sunday

E. Desmond Lee T.L.C.

Monday- Thurs 9:00A-8:30P
Friday 9:00A-3:00P
Weekends-TBA

SSB 222

Hours TBA

Did you know that faculty/staff and students can upload your photo for printing on your TritonCard?

Visit www.umsl.edu/tritoncard for uploading information and schedule an appointment for pickup.



Off campus and need to print? Use PrintHub today!

UMSL | TritonPrint

PRINT TO ANY PRINTER FROM ANY LAB OR CLASSROOM COMPUTER USING PRINTHUB!

From any Lab or Classroom computer:

1. Select *PrintHub* from the drop-down menu
2. Choose your finishing options (color/B&W, double/single sided)
3. Hit Print
4. Swipe your TritonCard ID within 48 hours at any campus printer to securely and easily release your print job!

PRINT TO ANY PRINTER ON CAMPUS FROM ANY DEVICE ANYWHERE WITH MOBILE PRINTING!

Using any device:

1. Email your file as an attachment from your campus account to: tritonprint@umsl.edu
2. Swipe your TritonCard ID within 48 hours at any campus printer to securely and easily release your print job!

PrintHub Printing Locations:

- SSB 103 Hallway
- SLB 219
- Clark 316
- MSC 170 (hallway)
- MSC 2nd Floor next to Information Desk (219)
- MSC 3rd Floor main corridor besides SGA Chamber (319)