



Please review the **Acceptable Use of Computing Resources Policy (AUP)** for using the University's network system or any of its components. This document is available online at http://infotech.stlawu.edu/policy/aup_update.shtml

IT Services and Support

- **Information Technology Web Site**
 - Quick links to web logins (e.g. email, calendar), documentation (e.g. how to tools), software downloads (e.g. antivirus, virtual private network)
 - <http://infotech.stlawu.edu>

- **IT HelpDesk**
 - Contact the HelpDesk at x5770 or enter a work order by emailing helpdesk@stlawu.edu for any problem or question with desktop computing, office telephone, printing, network or Internet access
 - Report technology classroom problems immediately to the HelpDesk

- **Teaching, Learning, and Working with Technology**
 - Workshops and Training Opportunities
 - *Wednesday Workshop* -- training series designed to improve staff productivity
 - *Back to Basics* -- annual event in August facilitates academic semester start up
 - *Technology Festival* -- annual event in January promotes teaching and learning with technology
 - *ElementK* -- online training for a self-directed online learning experience with a wide range of software applications
 - *Liaison hours* – one-on-one consultations for faculty to further the integration of technology in teaching and learning
 - *NITLE* – off campus technology development opportunities for faculty, academic support and IT staff
 - Technology classroom and event support
 - Locate technology-enhanced spaces across campus
<http://infotech.stlawu.edu/private/eclass.shtml>
 - Request an A-V setup in accordance with our A-V Services Policy
http://infotech.stlawu.edu/policy/av_services.shtml
 - Report lost, damaged or missing equipment via an A-V form

- **Office Services**
 - Your St. Lawrence ID card needs to be encoded by Office Services (Vilas Hall) to allow copy machine use; some offices have generic copy cards
 - Color printing, document scanning, and other duplicating services are available within Office Services

Network Accounts and Resources

- Server storage space (send email request to helpdesk@stlawu.edu)
 - T: drive -- academic storage space, primarily faculty & academic support staff
 - P: drive -- personal storage space, 1 GB
 - S: drive -- staff, departmental storage space
 - W:drive -- webpages
- Email accounts
 - 1 GB per email account (automatic)
 - Accounts are available for all SLU staff -- pick up information at the HelpDesk
- Listserv (request new list by emailing helpdesk@stlawu.edu, self-populated)
 - faculty@listserv.stlawu.edu – maintained by Dean's Office
 - facstaff@listserv.stlawu.edu – maintained by IT, you may unsubscribe
 - SLUemployee@listserv.stlawu.edu – Maintained by IT, you may not unsubscribe
- SAINTS
 - Administrative applications such as business office, HR, ...
- APR (Academic Planning and Registration) System
 - Web based access to student registration, course rosters and advising
 - <http://apr.stlawu.edu> – or – click APR System from <http://infotech.stlawu.edu>
- ANGEL Online Learning Management System
 - Find general information through ANGEL resources link at <http://infotech.stlawu.edu>
 - Log in at <http://angel.stlawu.edu> – or – click ANGEL on IT website
 - Request a course shell through the APR System
 - Request an organization through the online form
- Working from home
 - Access to St. Lawrence network resources is available with VPN client
 - Visit <http://infotech.stlawu.edu> and click VPN Home Access
 - Use of Antivirus software on home computers is required
 - SOPHOS Antivirus is available for home use (no charge)
 - Visit <http://infotech.stlawu.edu> and click Antivirus for download information
 - Discounted Internet service (available through Westelcom)
 - Contact Business Office (Janet Rowe)