

Supported Products and Services

University Technology Services is committed to providing the highest level of support to all of our students and staff for their technology needs. Listed below is an overview of supported products and related services that we offer. We provide full service and support for all SLU issued laptops and devices as described below.

SLU Issued Laptops

Software

All software included in your SLU issued laptop will be supported for functionality (diagnose to rule out software malfunction). Issues not related to software functionality will be supported with best efforts within a reasonable window of time.

Hardware

A level 1 diagnostic may be performed on hardware, such as battery health check, hard drive performance check. If required, basic parts (such as keyboards, batteries, etc.) can be replaced. Batteries and AC power adapters are not covered under warranty and may be replaced at your own expense.

Virus Malware

We encourage all students and staff to practice safe usage over the Internet to avoid malware and virus infections. If your system is infected, our technicians will make a reasonable attempt to remove the virus.

SLU Portal (<http://my.saintleo.edu>)

Full support with password resets.

Non-SLU Issued Devices

If you are attempting to access SLU email and wireless access, we can provide instructions for the most popular products and operating systems. If you require additional assistance, we will make our best efforts limited to SLU wireless access and SLU email configuration support.

Please Note: At our discretion we may restore your SLU issued laptop or device to original settings if your issue cannot be resolved within a reasonable window of time. You will be responsible for transferring any data you wish to keep prior to leaving your

Hours of Operation

Office hours

Monday-Friday 8:00am - 5:00pm

Phone support hours

Monday-Friday 5:00pm - 10:00pm

Saturday 7:30am - 10:00pm

Sunday 1:00pm - 10:00pm

During after hours support hours, students, faculty, and staff can access basic support services. IT issues requiring advanced support are resolved during normal support hours.

Repairs to your Saint Leo University issued device should only be handled by UTS. Should you take it upon yourself to upgrade or change parts in your device you will void the warranty and will be held responsible for any repair costs.

If your Saint Leo University issued laptop is lost or stolen, please contact Campus Safety and file a police report, then provide a copy of the report to TI³.

Contact

To ensure your questions and issues are addressed in a timely manner, here a few options to choose from:

Phone: 352-588-8888

Online: helpdesk.saintleo.edu

Request Catalog – Select the appropriate catalog item for submitting your request. If your option is not available, click on the New Issue button.

Request Tab – Provides you tracking information on submitted requests or issues.

Solutions Tab – Provides you answers to the most commonly asked technical questions.

Email: If you are unable to call or use our online support services, you can contact us by email:

Helpdesk@saintleo.edu

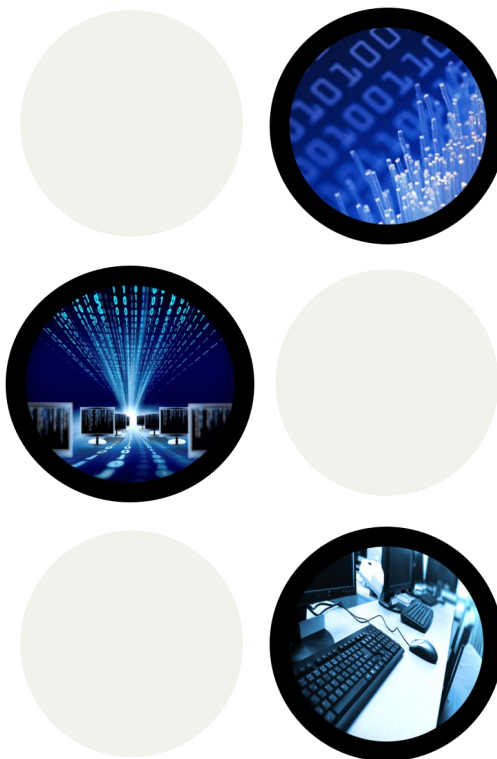


Technology Innovation Institute

Phone: 352.588.8888

Website: <https://helpdesk.saintleo.edu>

TECHNOLOGY FACT SHEET



my.saintleo.edu

“The Portal”

The portal is the gateway to everything here at TI³. You can access the “portal” by going to my.saintleo.edu. Here, you will be able to see updates and important information that are critical to your success at Saint Leo. Your username is your firstname.lastname (unless another person has the same first and last name as you in that case, your username will contain the appropriate number following). You will need to setup your initial password which should contain at least a Capital letter, lowercase letter, and number.

Username: john.smith or Username: john.smith02
Password: Js1234 Password: Js1234

If you have forgotten your password and are not able to login, click on the “[Forgot/Reset Password? Click here.](#)” link located just below the Sign In box. Once you have successfully logged into the portal, you will see various links down the side of the page. Those links are briefly described below.

Okta Login - For your security please go to login.saintleo.edu and setup your account to protect your privacy.

Home - Takes you back to the main account page.

eLion - Where you can see your classroom rosters and enter grades.

Office365 - Can be accessed at login.saintleo.edu and clicking on the Outlook tile.

Library – Allows you to access Leocat Library catalog, online databases, ebooks & journals, & even submit Interlibrary loan requests.

Wired / Wireless Connectivity

Wireless Connectivity: Your Saint Leo laptop has been configured to connect to our wireless access points. You will connect to SLUNET Wi-Fi and sign in with your portal credentials.

Wired Connectivity: Wired ports are available in all classrooms and office spaces.

UTS Homepage: <https://www.saintleo.edu/TI3>

For e-mail, OneDrive, Course Access, and additional resources : login.saintleo.edu

Helpdesk – Submit a request for services to Technical Support Services. If you submit a request, be sure to include a contact number so we are able to contact you. You can e-mail support at helpdesk.saintleo.edu

PC Rental Program

Saint Leo University is committed to ensuring that all students have access to technology to support their educational pursuits. University Campus students including transfer students, Part-Time students, and commuters, may be eligible for the TI³ Laptop Rental Program .

Requirements:

- Must be enrolled in a Saint Leo University Undergraduate Program at our main campus
- Must be enrolled at least Part-Time

Availability for Rental Laptops is on a first come, first served basis. A deposit of \$250 is required to rent a laptop which \$200 will be credited back to your account when the laptop is returned in it's original working order.

Viruses and You

There are measures that can be taken in order to protect your computers from viruses. It is your responsibility to ensure protection against malware and virus attacks. We recommend you do the following:

- Regularly updating Windows and antivirus and malware applications.
- Use strong passwords and keep them secure. Never release your passwords when asked via e-mails, telephone, or otherwise.
- Never turn off your firewall.
- Don't be tricked into downloading malware by clicking pop-ups and links not directly familiar to you.
- Avoid all peer to peer file sharing (ex: torrents).
- Never click on or forward any suspicious e-mails. Simply click on your spam filters and it will be blocked.
- *Rule of thumb:* If you didn't request it yourself, it's probably is spam.

TI³ is enforcing a strict policy against malware. In efforts to assist the Saint Leo University Community in becoming aware of threats, we invite you to contact the Helpdesk for any and all questions regarding your protection and safeguard against malicious threats. Please consider these threats against you as seriously as we do.



Phone: 352-588-8888