

IT Insight

Information Technology Services

August 2024

Welcome to Fall Semester 2024!

Information Technology Services (ITS) is starting off the academic year with a fresh new look for our newsletter. We hope you find "IT Insight" a dependable source of helpful information. We wish faculty, staff, and students a great start to the semester!



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FROM THE HELP DESK – ANSWERS TO YOUR BACK-TO-SCHOOL FAQs:

- 1) I just got a new cell phone and need help with setting up Multi-Factor Authentication (MFA). What should I do?
The Help Desk can have you up and running in minutes. The best way to deal with MFA and a new cell phone is by calling the Help Desk at 314-516-6034 or by visiting them in person in the MSC, Room 190. If you'd like to learn more about MFA, go to:
<https://www.umsl.edu/technology/support/faqs/microsoft-authentication.html>
- 2) I'm a student and don't see my course listed on Canvas. What should I do?
 - Log into Canvas
 - On the left navigation menu, click on the Courses tab.
 - Click on the All Courses Link.
 - Find your course and look at the right side of the screen to see if it is published. If it is not published, contact your instructor.
- 3) I'm a new student. What is an SSO ID?
SSO stands for Single Sign On. For students, your SSO starts with your initials and has three random letters or numbers added. Your SSO is combined with @umsystem.edu to create your login. Example: abc123@umsystem.edu. Here is [more information on SSO ID and password security](#).
- 4) Where should I go to look up my SSO ID or to reset my password?
Go to <https://www.umsl.edu/technology/password/index.html>
- 5) How can I create an email address that is personalized?
You can find that information at: <https://aims.umssystem.edu/>
Log in and click on Personalize Email and choose a different email address.
- 6) How can students living on campus get their gaming devices on the network?
 - Go to help.umsl.edu
 - Click Login
 - Enter username@umsystem.edu and password
 - Select Report Issue
 - Select Networking & Telecom
 - Select Wireless Network
 - Select Attach a Device to the Network

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MATLAB

MATLAB is a programming and numeric computing platform used by engineers and scientists to analyze data, develop algorithms, and create models. UMSL now offers a campus-wide license that provides unlimited use of MATLAB and Simulink to all faculty, staff, and students on and off campus on any device. To get started, visit

<https://www.mathworks.com/academia/tah-portal/university-of-missouri-31648163.html> and sign in with your SSO@umsl.edu.

In addition, MATLAB offers free online courses under the “Learn to Use MATLAB and Simulink” section in the portal. If you need assistance installing the software on your University-owned device, please contact the Help Desk at <https://help.umsl.edu>.

WHAT'S
NEW?

Want
to
join?

Overleaf Pilot Program for Faculty

ITS launched a small pilot program of Overleaf to determine interest and to explore the usefulness of having an online, real-time collaborative editor for papers, technical reports and other documents written in LaTeX markup language. Here's where you can learn more about [Overleaf](#). If faculty are interested in joining the pilot, please submit a request at <https://help.umsl.edu>.

COMPUTER LAB HOURS FOR FALL SEMESTER

<u>LOCATION</u>	<u>SUNDAY</u>	<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>	<u>SATURDAY</u>
TJ Research Commons	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
SSB 103	1p-7:30p	8a-9:30p	8a-9:30p	8a-9:30p	8a-9:30p	8a-4:30p	8a-4:30p
CH 405	CLOSED	9a-3p	9a-3p	9a-2p	9a-12p	CLOSED	CLOSED
Benton 232	CLOSED	8a-6p	8a-6p	8a-6p	8a-6p	8a-4p	CLOSED
Benton 402	CLOSED	8a-6p	8a-6p	8a-6p	8a-6p	8a-6p	CLOSED
E. Desmond Lee TLC	CLOSED	8a-8:30p	8a-8:30p	8a-8:30p	8a-8:30p	8a-5p	CLOSED
Honors 308	CLOSED	9a-3:15p	9a-3:15p	9a-3:15p	9a-3:15p	9a-2p	CLOSED

All labs will be closed on the following dates:

Sept. 2 (Labor Day); Oct. 16-20 (Fall Break); Nov. 23-Dec. 1 (Thanksgiving Break) (Hours will change during final exams and breaks.)

STUDENTS: ADOBE CREATIVE CLOUD STUDENT LICENSE

The Adobe Creative Cloud student license is available for \$60 purchase at <https://missouri.onthehub.com>. Please note the license period is July 22, 2024 to July 21, 2025 regardless of purchase date.

UMSL | University of Missouri-St. Louis

Student License \$60

MAKE IT WITH CREATIVE CLOUD.

Creative Cloud includes these apps and much more!

Acrobat, After Effects, Animate, Audition, Behance, Dreamweaver, Flash, Illustrator, InDesign, Lightroom, Photoshop, Premiere Pro, Rush, SpeedGrade, XD

Note: Adobe license period is July 22 to July 21 regardless of purchase date

Download Now: <https://missouri.onthehub.com>

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Teams Premium

Microsoft Teams Premium is a new premium license that builds off the current Teams experience, unlocking new features to make meetings more personalized, intelligent, and protected. If you're interested in AI-powered meetings and intelligent meeting recaps that can generate notes, recommend tasks, and personalized highlights, check out Teams Premium. There is a \$22 annual cost per user. If you are interested in learning more, visit Microsoft Teams Premium at:

<https://www.microsoft.com/en-us/microsoft-teams/premium>

To purchase a license, submit a request at <https://help.umsl.edu> along with a MoCode.

ANNOUNCING.....

GOOD to KNOW

Helpful ITS Links

For your convenience, below are quick links to some handy ITS webpages:

- [ITS website](#)
- [Technology Support Center \(Help Desk\)](#)
- [ITS Newsletters \(Present and Past\)](#)
- [Faculty and Staff Technology Services](#)
- [IT Resources for Students](#)

REMINDERS

ARCGIS PRO ONLINE SOFTWARE AVAILABLE

ArcGIS Pro is a full-featured professional desktop GIS application from Environmental Systems Research Institute (ESRI). ArcGIS Pro enables you to explore, visualize, and analyze data, create 2D maps and 3D scenes, and share your work to ArcGIS Online or the ArcGIS Enterprise portal.

UMSL faculty, staff, and students can access ArcGIS Pro Online at <https://umstlouis.maps.arcgis.com>. Once you are on the site, click UM SYSTEM SSO and enter your UMSL SSO ID and password. An account will automatically be created.

If you've used ArcGIS Pro Online previously with an ESRI username and password, that will continue to work but will be a separate account from the account associated with your SSO ID and password. If you would like to transfer content from your old account to the new SSO ID, follow [these steps outlined by ESRI](#).

The online version of ArcGIS Pro will meet many users' needs but does lack some of the features of the desktop version. To download ArcGIS Pro, ESRI has provided this [video](#). Please note that the ArcGIS Pro desktop requires a Windows PC.

GENERATIVE ARTIFICIAL INTELLIGENCE (GEN AI)

We want to amplify this information from the Center for Teaching & Learning about Gen AI and the start of the new semester:

- [Generative AI Tool Use by Students](#): We recommend that you clarify your policies and expectations for students regarding the use of generative AI tools such as ChatGPT as you determine what is appropriate for the learning goals for each course. We have gathered sample language you are welcome to adopt/adapt to tailor to your own context. We also recommend you include reminders about your policy in specific assignment descriptions to specify when AI use is allowed or not allowed. Want to learn more about Generative AI? Consult this [Missouri Online resource](#).

This [online document](#) includes sample statements for the following possible AI policies:

- Sample statements if you do not allow the use of generative AI tools
- Sample statements if you encourage and allow the use of generative AI tools
- Sample statements if you allow the use of generative AI tools in limited ways

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Information Technology Services

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Snapshot of ITS Summer Accomplishments

ITS has had a busy summer keeping the campus infrastructure secure, helping faculty/staff relocate, and redesigning our website. Check out the following highlights to see what we've been up to.



- **Security Updates**

ITS system administrators applied critical security updates to servers and Oracle databases.

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• Removed Equipment from Tower to Prepare for Demolition

The task of removing computers, phone equipment, and Xerox printers from the Tower is complete. As faculty and staff moved from the Tower over the past few months, the Help Desk staff assisted them in setting up their computers in their new locations.



Information Technology Services

Information Technology Services

Get Support

- Technology Support Center (Fac/Staff/Stu)
- Password & Single Sign On (SSO)
- Help Desk Portal
- UMSL E-Mail Instructions
- Open a Support Ticket
- Check on Status of Services

Get Connected

- Connect to Internet & Network
- MyGateway (Canvas, MyView, etc.)
- Multi-Factor Authentication
- Telephone Services
- UMSL E-mail Login
- Zoom

Get Technology

- UMSL Computer Program (UCP)
- Technology Procurement/Dept. Compu
- Software Center/Self Service
- Microsoft 365
- Microsoft Teams
- SharePoint

• Redesigned the ITS Website

The redesigned landing page for ITS provides a refreshed and visually appealing look that better reflects our commitment to advancing our outreach efforts to the campus community.

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Tip of the Month

Do you need to create a quick survey, form, or poll? You might try creating it in [Microsoft Forms](#). Here's a [video](#) to help you with some tips and tricks.



IT Chuckle

What is a computer's favorite snack?

Microchips!