Supported Products and Services

Department of Information Technology 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 and Devices

Software
All software included in your SLU issued laptop or device 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 hardware; i.e. battery health check, hard drive performance check. If required, basic parts (such as keyboards, batteries, etc.) can be replaced.

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://login.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 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. Best efforts will be made to data transfer of all uncorrupted files and assist with application transfers.

Hours of Operation

Office hours
Monday-Friday 8:00am - 5:00pm
Phone support hours
Monday-Friday 5:00pm - 6:00pm
Saturday: CLOSED
Sunday : CLOSED

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 DoIT. [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 DoIT.

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: login.saintleo.edu > Helpdesk tile

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

My Requests – Provides you tracking information on submitted requests or issues.

Knowledge Base Search – Provides you answers to the most commonly asked technical questions.
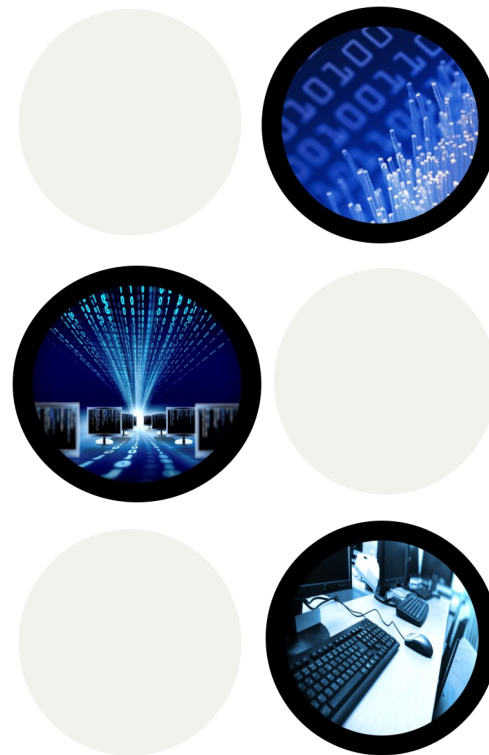
Email: Helpdesk@saintleo.edu

Department of Information Technology

Phone: **352.588.8888**

Website: https://login.saintleo.edu

TECHNOLOGY FACT SHEET

(NEW) login.saintleo.edu "The Portal"

The portal is the gateway to everything here at Saint Leo University. You can access the "portal" by going to login.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 "Need help signing in" tab then the "Forgot Password?" link located just below the Sign In box. Once you have successfully logged into the portal, you will see various links down the on side of the page. Those links are briefly described below.

Saint Leo University has instituted a new secure Password Policy which requires all passwords to be Changed every six months to help protect your Personal information. You will not be able to reuse the Last two previous passwords for better protection.

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

Faculty/Staff Office365
Can be accessed at login.saintleo.edu or Outlook.office365.com

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

Talent Development
Allows employees to access the professional development site. Please contact their office at (352)-588-7547 for more information.

- Many apps can be found in Okta as we are attempting to centralize all data points to better service the university. If you have additional questions please contact our helpdesk.

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.

DoIT Homepage: http://www.saintleo.edu/DoIT

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

Helpdesk – Submit a request to User Services. When 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.

For faster service, please submit a request by clicking the "Helpdesk" tile found on your Okta page.

Accessories and Peripherals

Faculty and staff are provided with a standard pc along with a monitor, keyboard, and mouse. Laptops are issued based on need and business justification. Additional laptop peripherals, such as keyboard, mouse or monitor, can be provided at an additional cost to the requesting department with the appropriate approval.

Laptop batteries and chargers are considered consumable items and therefore are not included in our warranty contract. However, you may purchase an additional battery if you choose. Please note that your department will be responsible for costs associated with the additional battery and/or AC Adapter (if needed) with power cord.

Student laptop rentals are available for campus students only at $50 per semester while supplies last. Students should contact our helpdesk for availability. Rentals must be returned at the end of each semester in working condition or be charged additional fees including up to full replacement.

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 have provided you with Anti-Virus Protection. We also recommend:

- Regularly updating Windows and antivirus/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.

DoIT 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