University Technology Services is committed to providing the highest level of support to all of our students 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 to diagnose hardware related issues; 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 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 reset issues and Full support with email access and functionality

**Non-SLU Issued Smart Devices**
If you are attempting to access SLU email and wireless access, we will gladly provide you with 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. You must back up all of your personal data before leaving your laptop or device for repairs.

**Repairs / Hours of Operation**

Hours of Operation for UTS are Monday–Thursday from 7am to 8pm and Friday 7am-5pm.

Repairs to your laptop should only be handled by UTS or any authorized Dell dealer. Should you take it upon yourself to upgrade or change parts in your laptop you will void the warranty and will be held responsible for any repair costs incurred.

Once you are no longer in attendance, Saint Leo University is no longer responsible for repair or warranty issues associated with your laptop.

If your laptop is lost or stolen, please contact Campus Safety and file a Police Report then go to UTS to report

**Contacting Us for Technical Support**

To ensure your questions and issues are addressed as quickly as possible there are a few options you can choose from:

**Phone:** 352-588-8898

**Online:** https://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’re unable to call or use our online support services, you can contact us by email at: helpdesk@saintleo.edu
The portal is the gateway to everything here at Saint Leo University. You can access the “portal” by going to my.saintleo.edu. Here, you will be able to see updates and important information that is critical to your success here at Saint Leo. Your username is your firstname.lastname (unless another student has the same first and last name as you—in that case, your username will contain the appropriate number following). Your password will initially be set to your default password which is the first letter of your first name, first letter of your last name and the last four numbers of your social security number.

Username: john.smith or Username: john.smith02  
Password: js1234  
Password: js1234

If you are not able to login try the “I don’t know my Password or Username” link located just below the login box. Here you could click to learn what your username is or to change your password. Once you have successfully logged into the portal, you will see various links across the top of the page. Those links are briefly described below.

Home – Takes you back to the main account page.

eCollege – A classroom for online learning students.

eLion – Where you check your financial aid, make a payment, view statements, register for/drop classes, get unofficial transcripts, check grades and monitor your academic journey in various other ways.

Student Email – Allows you to access your student email created by Saint Leo. To learn about setting up your Student Email account, please see the separate portal/email login instructions page.

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

Helpdesk – Submit a request for services to Technical Support Services. If you submit a request, be sure to include a contact number or we will not be able to contact you.

If you log in with your portal credentials, you will see various links across the top of the page. Those links are briefly described below.

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eCollege – A classroom for online learning students.

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It is highly important that you backup your data. You may never know when something bad may happen…and it’s

Your Laptop/iPad

Please protect your investment. We recommend getting your device insured, so check to see if your policy would cover your new device. If not, many insurance providers offer this, such as National Student Services, Inc. a property insurance provider in the United States; Visit http://www.nssi.com/ for more information. Remember, you are responsible for the cost of the laptop if it is lost, damaged, or stolen.

Upon completing the residency/honors requirements set forth in the laptop agreement, you are able to keep your device. However, if you should move off campus, or drop to a part time student status, you have three days to return your laptop/iPad to UTS. Honor students should consult their contract. Failure to abide by the contract will result in your student account being charged a non-refundable fee of $250.00. In one additional week of failure to return the laptop/iPad, the computer’s full amount will be billed to your account upon graduation.

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

Wired / Wireless Connectivity

Wireless Connectivity: Your Saint Leo laptop has been configured to connect to our wireless access points. You will connect to SLUNET. Your iPad has not been configured and can be set up by choosing the SLUNET Wi-Fi and then signing in with your portal credentials.

Connectivity is crucial here at Saint Leo and wireless is available in academic buildings and many residence halls. Please see the UTS website http://www.saintleo.edu/uts for further instructions on how to connect wirelessly.

Wired Connectivity: Wired ports are available in all Residence Hall rooms. Personal laptops will need to be configured for wired connectivity. Instructions can be found on our UTS website http://www.saintleo.edu/uts.

Gaming Consoles: Console gaming devices such as Xbox 360, Wiim™, or the PS2™ can connect to our network. For instructions please view our website for resources on Gaming Consoles and our Network.

http://www.saintleo.edu/uts

Viruses and You

There are measures which you can take in order to protect your laptop from viruses. It is your responsibility to ensure your protection against malware and virus attacks. We have provided you with Microsoft Forefront End Protection, an antivirus application which is preloaded onto your machine. We also recommend:

- Updating Windows and antivirus/malware applications regularly such as: Malwarebytes’ Anti-malware, Spybot, Ad-aware.
- Use strong passwords and keep them secure. Never release your passwords when asked via eMails, telephone, or otherwise.
- Never turn off your firewall.
- Don’t be tricked into downloading malware by clicking popups and links not directly familiar to you.
- Avoid all peer to peer file sharing (ex: Limewire).

In order to help you identify if your machine has been infected, you might download Microsoft’s Safety Scanner at http://www.microsoft.com/download

University Technology Services is enforcing a strict policy against malware. In order to protect University systems and you from malicious attacks, we will be limiting use of machines for students where infections threaten the university network. Please note that after three reports of malware on a given computer, UTS will change the configuration to limit your ability to download malware.

In efforts to assist students 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.

http://www.saintleo.edu/uts