

Information on New & Improved VPN and Voicemail

March 18, 2020

Colleagues,

Following the launch of the video-conferencing system Zoom, I am pleased to announce that SLU is deploying additional new technology to support faculty and staff while they work remotely.

Virtual Private Network (VPN)

Monday night, ITS deployed a new and significantly improved Virtual Private Network (VPN) service called GlobalProtect to all SLU-managed computers that will enable a secure connection to SLU's network while you are working remotely.

Click the links below to download:

- An [FAQ for working remotely](#) with a SLU-managed computer
- A [step-by-step guide](#) to logging in remotely with GlobalProtect

If you are working remotely on a personal computer and require VPN access, contact the IT Support Desk at 314-977-4000 or email us at helpdesk@slu.edu to request instructions on installing GlobalProtect and provide information on the resources you will need access to so your account can be provisioned correctly.

As you have previously, you will need to use the new VPN to access certain secure systems, programs and tools, including Internet Native Banner, Cognos AppXtender and OU Campus, our content management system. While you are away from campus, we also recommend that you connect any SLU-managed computers to GlobalProtect regularly to ensure they receive updates and remain secure.

How to Forward Your Calls and Voicemail

Faculty and staff members can forward voicemails to their email. This can be accomplished by accessing the Voicemail icon in [mySLU](#), via Internet Explorer or Safari. This can be done prior to leaving campus and the University's network or remotely with the new GlobalProtect VPN connection.

- Access [mySLU](#) via Internet Explorer or Safari and select the Voicemail icon on the Tools tab
- Enter your 5-digit SLU phone number as your "Mailbox" ("7" plus your four-number extension)
- Enter your voicemail pin as "Passcode"
- Select the "Preferences" tab

- Click on “Notify Me” in the left-hand column to set preferences for Outlook notifications
- Remember to click “Save”

For additional information, visit the [Avaya voicemail FAQ](#).

Please note: that while it is possible to forward your phone line to an external or cell phone, the University is asking faculty and staff not to use this feature for their individual work numbers as there is limited capacity, which must be reserved for critical uses, such as units responding to the immediate needs of students and other large stakeholder groups, along with potential call centers on campus.

If you need assistance getting access to VPN, forwarding your voicemail, or for any other technical support questions, please call the IT Support Desk at 314-977-4000 or email us at helpdesk@slu.edu.

Sincerely,

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