Welcome to Loyola! Technology Services is here to help you with all of your technology needs on campus, and we’d like to take this opportunity to introduce you to some of the main services that we offer.

Your Loyola Login ID - You should have already received your Loyola account information via a mailer that was sent to your home. If not, please contact the Office of Technology Support at 410-617-5555.

Network Password Requirements - Loyola passwords must meet certain requirements and be changed every six months. Additionally, you will need to change your password the first time you log in. Information about Loyola passwords, including tips on creating a strong password, can be found on the Technology Services website, at www.loyola.edu/ots. Technology Services will never ask you for your password; please do not share it with anyone. All Loyola members are highly encouraged to sign up for password self-service which will allow you to reset your own password and unlock your account. To sign up for the service, please visit the Technology Services website.

Office of Technology Support (OTS) - The OTS is the gateway to Loyola technology services and support. It provides technical assistance to all members of the Loyola community. All problems related to technology, including requests for the repair of Loyola-owned hardware, software, telephones, network connectivity, and cable TV must be reported to the OTS so that the problem can be tracked and a repair technician dispatched. When it comes to Loyola technology, the OTS provides one-stop shopping! The OTS can be reached at x5555 or ots@loyola.edu. We are located in Knott Hall, room 107. Visit our website at: www.loyola.edu/ots. Or, log in to the Inside Loyola portal (details below), and simply click on Resources, and then Technology.

Information Security Policy - Loyola’s Information Security Policy is available on the Technology Services website. All employees should be familiar with this important policy concerning University data.

Inside Loyola Portal - Inside Loyola is a portal developed for students, faculty, staff, and administration within the Loyola community. It is an online tool that is meant to allow for improved internal communication, streamlined paths to information, and remote access to various resources needed in the day-to-day activities of employees and students alike. Access it at: inside.loyola.edu. Use your Loyola username and password to log in to the portal. You can access your e-mail, calendar, University news, Sharepoint team sites, Moodle, employee payroll records, and much more from Inside Loyola. To quickly access technology information from Inside Loyola, click on the Resources tab at the top, and choose Technology.

E-mail - All Loyola employees have e-mail accounts. E-mail accounts are hosted on campus and are powered by Microsoft Exchange. Among the features of Loyola e-mail are address books, calendaring, spam control, and more. Employees can access Loyola e-mail using Microsoft Outlook or Outlook Web Access (through Inside Loyola). In most cases, Outlook will be installed on your office computer. If you share a computer with other employees, we recommend that you use Outlook Web Access. Loyola’s Marketing and Communications department has put together a template you can use to create a signature for your e-mail messages. Visit their
website at: [www.loyola.edu/marcomm](http://www.loyola.edu/marcomm) and click on Tools & Resources.

**Technology Training Center** - The Training Center is located in Knott Hall, room 104 and is the home for technology training on campus. We provide hands-on training classes, online training courses, online just-in-time video tutorials, quick start guides, tips and tricks guides, and one-on-one training. Reach us at training@loyola.edu or x5600. Visit us at [www.loyola.edu/training](http://www.loyola.edu/training) to learn more about us and check out our training calendar.

**Unified Communications** - Loyola University provides Lync for instant messaging, online meetings and screen sharing. Employees can use Lync to set up contact lists and send quick messages or create a meeting through Outlook. Lync provides the opportunity to utilize webcams to video chat as well. The software is installed on all Loyola machines and is accessible through regular employee login credentials.

**WebAdvisor** - WebAdvisor provides employees access to (where applicable) advising, class information, leave plan summaries, benefits enrollment, and more. Access WebAdvisor through the Inside Loyola Portal.

**Data Storage** - Loyola provides network space for you to store your data. The G: drive provides private account storage and the H: drive provides shared storage. OTS recommends that you use this network space to store your data, as it is backed up daily for your convenience and protection in the event of PC failure or loss.

**Wireless Internet Access** - Loyola offers nearly 100% wi-fi coverage throughout our campuses. For more information on connecting to our wireless network, visit our website.

**Loyola iPhone App** - This new suite of applications (apps) gives students, faculty, and staff easy access to campus services and information, right from an iPhone or iPod touch. Available for free at the iPhone App Store; search for “Loyola App Suite.”

**Citrix/Anywhere Apps** - Anywhere Apps, powered by Citrix, enables users to access Loyola applications via the Web from anywhere in the world. Any operating system can be used to load Anywhere Apps: Windows, Mac, Linux or UNIX. For example, it allows a staff member, using a Macintosh, to access software that previously was only available on Windows. Likewise, a computer science student, using Linux, could do the same. To access Anywhere Apps, log in to Inside Loyola.

**Telephone Services** - Loyola’s main line is x2000 (on campus) or 410–617–2000 (from off campus). Telephone directories can be found in the Inside Loyola portal. We have a voice recognition system, called IntelliSpeech. To use this system, dial Loyola’s main line and when you hear the greeting, say the first and last name or the department you wish to transfer to. You will then be connected to that person’s extension or department. For more information on telephone services, including instructions on how to set up your phonemail, visit the Technology Services Web site.

**E2Campus Emergency Notification System** - We recommend you sign up for our emergency notification system, E2Campus. This is a text messaging service that will instantly and simultaneously distribute brief messages in situations posing imminent physical threats to the Loyola Community. By using Short Messaging System (SMS) technology, the system can convey messages to registered mobile phones, Blackberries, wireless PDAs, smart phones and satellite phones even in times when traditional phone and e-mail networks are congested due to increased volume. For more information and to register, visit: [http://www.loyola.edu/department/publicsafety](http://www.loyola.edu/department/publicsafety).

**Employee Discount on Phones and Devices** - As an employee of Loyola University, you may be eligible for a discount on calling and data plans as well as discounts on phones. To see if you are eligible or to get more information on how to save, visit the Technology Services website on Inside Loyola.

*If you need any technology training to help get you started at Loyola, please contact the Technology Training Center at x5600 or training@loyola.edu. We are ready to provide you with customized training to get you up and running. We look forward to working with you!*

Photographs provided by: striatic, atamtx, jDevaun, and Johan Larson.