



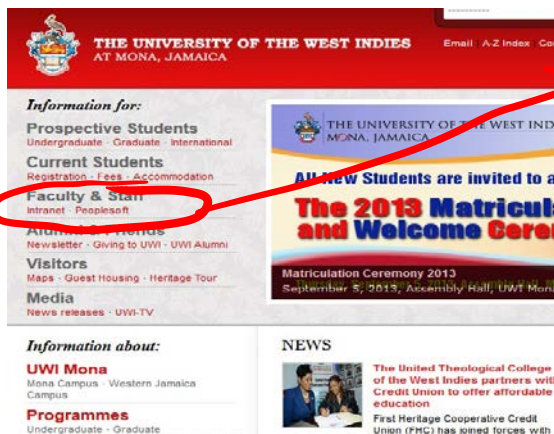
MITS Quick Reference Grant

Mona Information Technology Services

- Provide ICT Support and Management for the Mona Campus
- All ICT purchases using campus funds or for campus projects must be approved by MITS
- List of services we offer can be found at :
<http://myspot.mona.uwi.edu/mits/services>

Web Page

- The Home Page for UWI Mona is
<http://www.mona.uwi.edu/>
- The various staff online systems can be found by clicking on the “Faculty & Staff” link on the left panel



Faculty & Staff

General Staff Information

- Academic Diary
- Administrative Support Units
- Human Resource Management Division
- MONATS
- West Indies Group of University Teachers (WIGUT)
- MONALink

Online Systems

- Mona Xchange Email
- Password Self Service
- Student Administrative System (SAS) - Faculty Members
- Banner Financial System
- PeopleSoft Human Resource Management System
- Internal Telephone Directory

Helpdesk

- The MITS Helpdesk is the primary contact point for all service requests
- The Helpdesk can be contacted by the following methods:
 - Email – helpdesk@uwimona.edu.jm
 - Telephone - (876) 927-2148 or extensions 2740, 2739, 2992 or our Digicel lines (876) 618-6466/618-6469/473-9358
 - Walk-in – 7:00a.m. to 7:00p.m on Mondays to Fridays. For security constraints the time for walk-in customers is reduced as it draws closer to the end of the calendar year.
 - Live chat/Support Web site – <https://support.mona.uwi.edu/>

User Accounts

- Accounts are generated automatically with
username = ID Number and
default password = DOB (YYYYMMDD)
- This account is your primary account for access to the majority of our systems including Email, machine logon, PeopleSoft, OurVLE
- Your password can be managed using the Password Self Service System – <https://id.uwimona.edu.jm/>
- By using the system you agree to adhere to UWI's Acceptable Use Policy – <http://www.uwi.edu/projects/policies/default.aspx>

Email

- UWI Mona uses Microsoft Exchange as their staff email platform
- Web Access is via <https://email.uwimona.edu.jm/>
- The email address is generated as firstname.lastname@uwimona.edu.jm
- In the event of conflicts a number may be appended to the last name
- Initial Mailbox size is 4GB
- Official UWI business must be transacted using your UWI email and not a personal address
- Contact information of UWI staff may be found either using the Global Address List (GAL) in the web client or via <http://www.mona.uwi.edu/search/search.asp>
- By using the system you agree to adhere to UWI's Email Policy – <http://www.uwi.edu/projects/policies/default.aspx>

PeopleSoft

- UWI uses PeopleSoft as their HR Management Platform
- PeopleSoft can be accessed via link on UWIMONA Home Page
- Current features under Self Service are:
 - View leave balances
 - Apply for leave
 - View ePayslips
 - View Bookgrant balances and application status
 - View Appraisals (upcoming for Senior Admin, Professional and Services staff)
- Upcoming features
 - Apply for Study and Travel
 - Submit eTimesheets

Banner (Finance)

- UWI uses Banner as its Financial Management Platform
- Banner can be accessed via link on UWIMONA Faculty and Staff Page
- If you need Banner a credential, it can be requested via http://www.mona.uwi.edu/appsec/banner_access_request_form_department.html
- Banner requires use of Internet Explorer and a specific Java installation which can be found here <ftp://ftp.uwimona.edu.jm/windows/General/jre-6u27-windows-x32.exe>

Student Administration System (SAS)

- UWI uses Banner SAS as its Student Management Platform
- SAS can be accessed via link on UWIMONA Faculty and Staff Page
- SAS uses your UWIMONA credentials for access but authorization must be requested through your Head of Department

Instruction Support Services (ISS)

- Provides support for multimedia and online teaching
- Services can be requested via email : iss-servicerequest@uwimona.edu.jm at least 2 days prior to service delivery
- Training is typically done at the beginning of semester but departmental level training may be requested by a Head of Department

OurVLE

- UWI uses Moodle (branded OurVLE) as its Online Learning Environment
- Platform has recently been upgraded
- OurVLE can be accessed via <http://ourvle2.mona.uwi.edu/>
- OurVLE uses your UWIMONA credentials for access
- If your course is not shown you may request a new course container by sending an email: ourvlesupport@uwimona.edu.jm
- Please include Course Title, Banner Course Code, names & ID#s of lecturers, UGC status and campus for delivery

Wireless Access

- UWI, Mona has open wireless access at a large number of locations across the campus
- Access Point Name – MonaConnect
- It is a direct connection to the internet with no security
- Some secure campus resources are not accessible using the wireless
- If required, Virtual Private Network (VPN) access will have to be requested through the MITS Helpdesk

Software

- The campus has site licenses for several productivity software options
- These can all be installed on campus owned machines
- A limited set of suites are available for installation on personal machines (with some restrictions) :
 - Microsoft Office ([Home Use Program](#)) @ US\$9.00
 - Endnote/Reference Manager
- Please contact MITS in order to determine if we can satisfy additional software needs
- Complete software list available at http://myspot.mona.uwi.edu/mits/sites/default/files/mits/Campus_Software_listing_2013.pdf