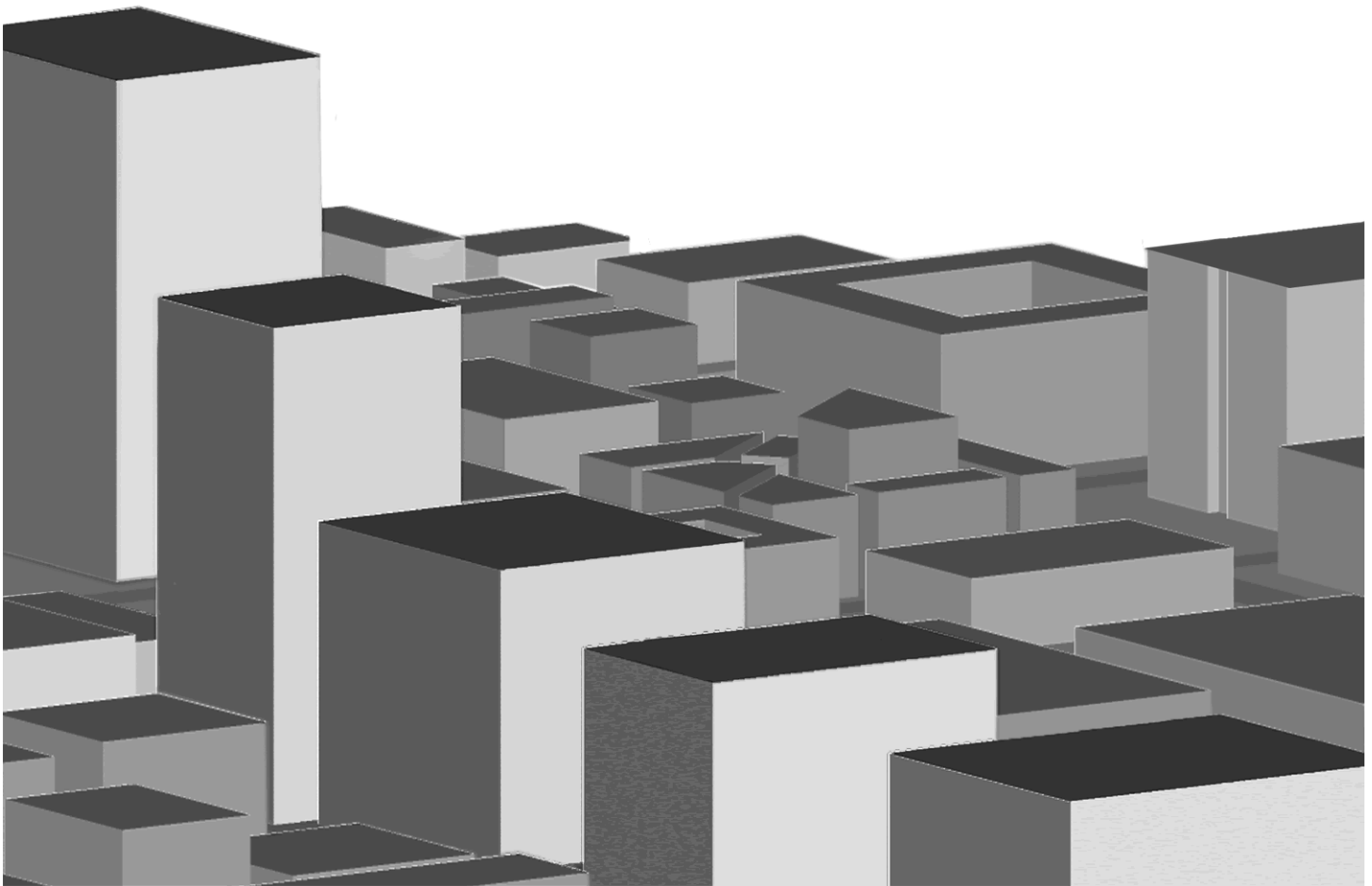




# *OneStart: Navigating the Portal*



# About IT Training & Education

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The University Information Technology Services (UITs) IT Training & Education program at Indiana University offers instructor-led computing workshops and self-study training resources to the Indiana University community and beyond. We deliver training to more than 30,000 participants annually across all Indiana University campuses. Our staff is comprised of enthusiastic professionals who enjoy developing and teaching computing workshops. We appreciate your feedback and use it to improve our workshops and expand our offerings. We have received several international awards for our materials and they are being used at universities across the country. Please keep your questions, comments and suggestions coming!

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# Welcome and Introduction

Welcome to *OneStart: Navigating the Portal*. In this workshop, you will learn how to navigate within OneStart and how to create and customize your own personal tab.

## What You Should Already Know

You should have taken *Windows: Basic Computing Skills* or have equivalent skills. You should already know how to:

- work with Windows-based applications
- navigate a Web page

## What You Will Learn

This workshop introduces OneStart, Indiana University's Web-based portal, which provides a common front door to IU online services. OneStart offers convenient access to various IU services and allows students, faculty, and staff to utilize campus community features and to find helpful information.

In this workshop, you will learn how to:

- use terminology associated with OneStart
- effectively navigate within OneStart
- create custom content within OneStart

## What You Will Need to Use These Materials

To complete this workshop successfully, you will be provided with:

- the use of a Web browser

NOTE: You will need a valid Indiana University Network ID username and password in order to login to OneStart.

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# Getting Started

These materials presume you will begin work from the desktop, and have any required exercise files located in an eclass folder there. For instructions on obtaining the exercise files, see below.

If you need assistance logging on or starting an application, please consult your instructor.

## Finding Help

If you have computer-related questions not answered in these materials, you can look for the answers in the UITS Knowledge Base, located at:

<http://kb.iu.edu/>

## Self-Study Training

Want to learn more on your own?

IT Training Online makes self-study computer-based courses available on a wide range of IT topics. You may also purchase STEPS workshop materials to use in learning on your own. To find out more, go to:

<http://ittraining.iu.edu/online/>

## Getting the Exercise Files

Most of our workshops use exercise files, listed at the bottom of page 1 of the materials. In our computer-equipped classrooms, these files are located in the eclass folder, which should already be on the computer desktop. If you are using our materials in a different location, you may obtain the exercise files from our Web site at:

<http://ittraining.iu.edu/workshops/files/>







Once you are logged on and have the needed files in an eclass folder on your desktop, you are ready to proceed with the rest of the workshop.

---

# Logging in to OneStart

First we will open a Web browser and login to OneStart.

**Note for Macintosh Users** - Changes for Macintosh users are noted when necessary. In general, the differences include:

-  on the PC corresponds to  on the Macintosh.
-  on the PC is equivalent to  on the Macintosh.
-  on the PC is equivalent to  on the Macintosh.

1. Launch a Web browser.

NOTE: Internet Explorer 6.0 and above and Mozilla Firefox 2.0 and above are fully supported for use in OneStart. For purposes of this workshop, we will use Internet Explorer. Your web browser must have JavaScript and cookies enabled in order to access OneStart.

2. To enter OneStart's Web address, in the location bar, type:

onestart.iu.edu 

NOTE: If you see a Security Alert dialog box that you are about to view pages over a secure connection,  .

We see the OneStart Login page in our Web browser. All University students, faculty, and staff from all campuses can access OneStart using their IU Network ID.

For those users who require strong authentication, a *SafeWord* login checkbox must be enabled. In addition, parents and others can view and pay IU bursar bills by clicking the *QuikPAY* link. If you don't have an account, there is a *Don't have an account* option from which to choose to either activate an account or to create a guest account.

3. To start the login process,

The IU Central Authentication Service (CAS) login page appears.

4. Enter your Network ID username and password.

5. To enter OneStart, press:



We are logged into OneStart and see our own default OneStart home page.

---

## What is OneStart?

OneStart is a website that serves as a *portal*, providing a common, web-based front door to IU online services. This means that, instead of going to several different web pages and logging in each time, users can go to a single website, log in once, and gain access to all the web resources and services they might need at IU. OneStart offers convenient access to various IU services and allows students, faculty, and staff to utilize campus community features and to find helpful information.

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## What's New with OneStart?

The OneStart portal has been designed to make it easy to find your content and accomplish tasks. Here are some of the most significant features:

- **Five top-level tabs:** Each tab has its own color, which extends into the related web page so there is no confusion as to which tab is active.
- **More familiar navigation:** OneStart offers logical organization of information, with content categorized into sections.
- **“On demand” content:** Users are presented with content that they are most likely to need based on their role with the University. Users see only the content that relates to their role(s) at the University.
- **Content Portlets:** Content is organized in Content Portlets, which are compatible with current portlet standards. This allows for a more consistent look and feel for portlets across the content.

## The Role of Roles

OneStart tracks each user's role, and dynamically presents content that is relevant to that role. For instance, a user who is a student on the Bloomington campus will automatically be shown content that is relevant only to Bloomington students. If that student were to become an hourly employee on that campus, all content that relates to hourly employment at that campus would be added to what the student already sees. OneStart presents individual content that is relevant to the user's academic, professional, or other official work at the University.

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# Navigating within OneStart

OneStart's navigation structure allows user-friendly access to information. The first principle is to understand how the portal works.

## The Portal

OneStart provides a simple navigation portal, consisting of the Tabs across the top, the Sidebar, and the large central area for viewing content. Clicking on the tabs or on the sidebar will determine what appears in the content area.

## Tabs

There are five tabs in OneStart: Campus, Services, Notifications, My Groups, and My Zone. All OneStart users see the same five tabs. By default, when you enter OneStart, you are placed on the tab that is most relevant to your role at the University.

The main tabs look like this:



Each tab displays information about a group of similar services, and links to other information. By changing tabs, we can display different content. Each tab has its own color - red for Campus, tan for Services, black for Notifications, blue for My Groups, and green for My Zone. The tabs' colors extend into their related web pages, so it's always clear which tab is active.

## Campus

1. To switch to the Campus tab,



the Campus tab

The selected tab becomes active. It is brought to the front and the relevant content is displayed.

The Campus tab provides information pertinent to who you are at IU. This is where you can find campus specific information that is relevant to your role in the campus community. The actual content is determined by officials at each specific campus.

## Services

1. To switch to the Services tab,



The Services tab presents information that is dynamically generated depending on your role. If you are a student, you may see tools and services like Oncourse or email; in the Self-Service section, students will find tools for class registration, degree progress, and other services. If you are faculty or staff, you may see certain Administrative tools, like Purchasing or IUIE, or you may access other services like viewing your paycheck or managing your benefits.

## Notifications

1. To switch to the Notifications tab,



The Notifications tab contains an action list of electronic documents which will notify you of pending university transactions. The tab itself will display in brackets the total number of active notifications that require attention.

The Notifications Home section will show summary data in the form of a pie chart. Click a slice of the pie to display notifications of a certain category. As a student, for example, you'll be able to view the status of dropped or added classes. As an employee, you'll be able to view and edit electronic documents related to your specific job. Clicking the Action List button or link will display a full list of all notifications, instead of summary data.

## My Groups

1. To switch to the My Groups tab,



The My Groups tab allows you to manage group-sponsored content that has been created for you. The tab displays a table of all groups in which you are a current member, and provides links to their web pages. You may belong

to one or more groups, created and maintained by University entities, (e.g., Department of English, IMU staff, International Student Association). Active Directory Services (ADS) groups determine OneStart groups.

This page allows you to pick which groups are listed under **Groups Quick Links** on the Sidebar. The Action column on the far right provides hyper-linked commands, Add Quick Link or Remove Quick Link, which would allow you to add or remove a particular Group link from the Group Quick Links.

## My Zone

1. To switch to the My Zone tab,

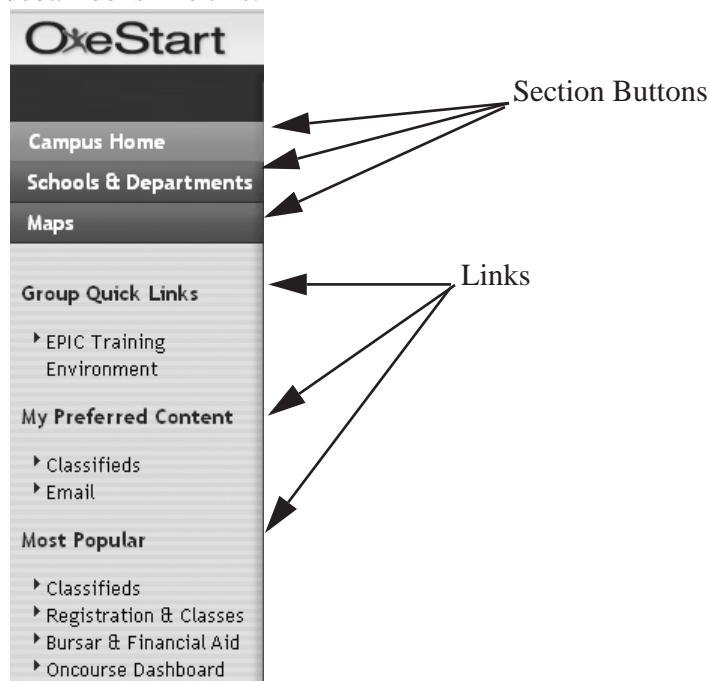


The My Zone tab allows a degree of customization; users can personalize OneStart to fit their own needs. Users will be able to manage Preferred Content, add favorite content, create custom content, and create sections to arrange them in. Users may also review acknowledged announcements.

## The Sidebar

The Sidebar provides tools that give access to dynamic content. Section buttons appear at the top. Below the section buttons, various links are grouped in categories: Group Quick Links, My Preferred Content, and Most Popular.

The Sidebar looks like this:



The Section buttons take you to pages that relate directly to the content of the active tab; as you click from tab to tab, the Section buttons will change. When you click a section button, the content area changes to present a different group of portlets.

The links are global to the OneStart portal: they remain the same, no matter which tab is active. When you click a link, you are taken directly to the content. If the specific content portlet exists on another tab, that tab becomes active and the content is displayed.

## Sections and Subsections

The top part of the Sidebar consists of Sections, which help users find information in different categories. Section buttons are the same color as the active tab. The Home button for each tab is always at the top of the Sidebar.

Some sections have more content than can be displayed on a single page. When this is the case, the general content is categorized into *subsections*. Each sub section will have a separate button on the sidebar. If a particular section does have associated subsections, clicking the section button will cause the subsection buttons to appear below the relevant section button.

Let's switch to the Campus tab and see how this works:

1. To view the Campus tab,

 **Click** the Campus tab

The Campus content fills the content area.

2. To select the Schools and Departments Section, on the Sidebar,

 **Click** the Schools & Departments button

The School of Education subsection button appears on the Sidebar.

3. To see the contents of this subsection,

 **Click** the School of Education button

The School of Education contents fill the content area.

## Groups Quick Links

Below the Section buttons are the Groups Quick Links. If you are a member of any University groups you will find quick links to your groups here. When you click on a group link, the My Groups tab becomes active, and the specific group's content is displayed in the content area.

NOTE: If you are not a member of any groups that maintain a OneStart presence, Groups Quick Links will not appear on the Sidebar.

## My Preferred Content

As you continue to navigate the OneStart portal, you may find that you regularly use certain content. OneStart allows you to customize your preferred content and add links to this section of the Sidebar. This is a quick and easy way to find favorite content.

NOTE: If you have no preferred content, this section will be blank.

## Most Popular

The Most Popular links, on the bottom of the sidebar, are tools or services that most people in your particular role are using at any given point in time. The list is automatically generated and dynamically linked to user activity. For instance, during Orientation week, the Student Center link might be used quite heavily: students who log in to OneStart during that time would see the Student Center link at the top of the Most Popular list because the Student Center contains the links for registration. Faculty and staff members who log in, say, at the end of the month, might see the View My Paycheck link at the top of the list. As usage of particular content declines, the link will fall down the list, and eventually drop off the bottom, to be replaced by another link.

## The Content Area

The *content* of a particular tab is the information presented in the Content Area when the tab is active. This may be text, images, forms, links - anything that can be on a regular web page. Content may vary in size and structure, depending on the choices of the owner of that content. For instance, one owner may decide to have the content fill the entire content area; another may choose to present the content in a smaller “windows”.

A key feature of the new navigation scheme in OneStart is the ‘bread crumb trail’ that sits across the top of the Content Area. As you navigate in Tabs and Sections, this trail of links appears.

[Campus](#) > [Schools & Departments](#) > [School of Education](#)

1. To navigate to a previous point on the trail,

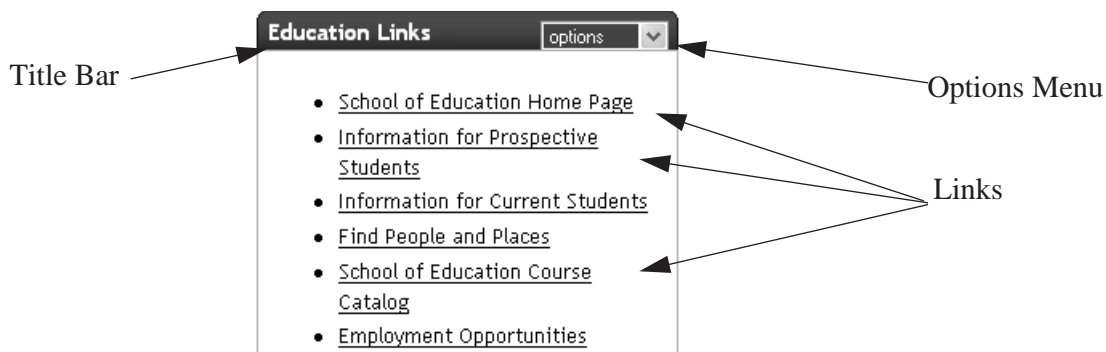


## Interacting with Content

Content ‘windows’ are the primary means for OneStart users to interact with information, either providing a service or giving information. The Campus tab, for instance, will have content windows for campus events and other services. There are hundreds of different content windows available within OneStart, and more will be added as they become available.

The smaller content windows have a title bar in the color of the active tab. On the left end of the title bar is the title of the content. On the right end is the Options menu with three options: zoom, fullscreen, add to preferred content.

A content window with title bar looks like this:



Content in OneStart is not delivered by the OneStart developers, but by specific University Schools, departments, groups, and affiliates. Many content windows therefore post contact information in the portlet window, allowing users who have support questions or difficulties with the content of a specific portlet to contact someone who can directly assist them.

Let’s explore some content.

## Exploring Content

Let’s experiment with the Campus Community content window. First make sure the Campus Home tab is active.

1. To activate the Campus Home page, on the Campus tab,

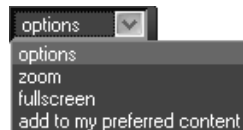


We see the Campus Home content. The Campus Community window should be at the top of the content area. Here we find up-to-date campus-related news. Clicking the links will launch a new window, displaying the news item.

2. To view the options, on the right end of the title bar,



We see:



3. To expand the current content,

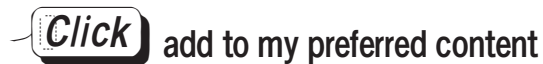


The content fills the content window. The sidebar remains on the left.

4. To return to the previous view, in the title bar of the content,



5. To add Campus Community to your preferred content,



A link to the Campus Community content appears on the sidebar.

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## Using Unique OneStart Services

There are a few services that are unique to OneStart and are not available anywhere else. We'll learn about these next.

## Navigating to Find Content

We will now locate the My Bookmarks content.

1. To switch to the Services tab,



2. To move to Services Home, if necessary,



Scroll to find **My Bookmarks**. From this content window you can import bookmarks, from your favorite browser to OneStart.

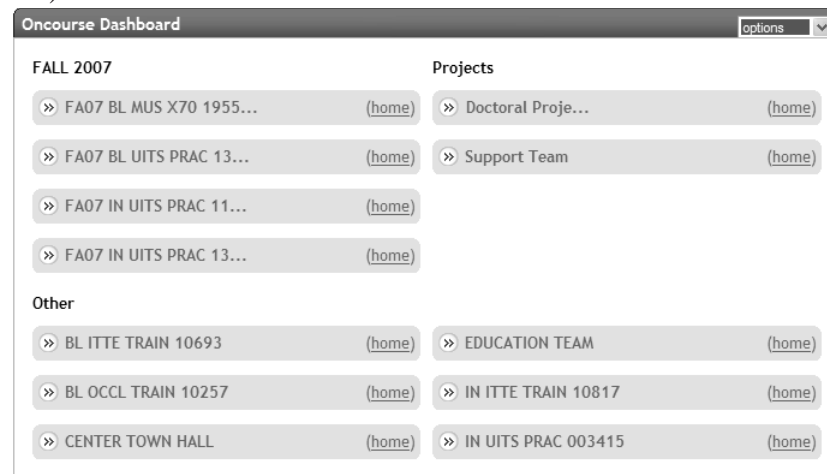
3. To add My Bookmarks to My Preferred Content,



On the Sidebar, **My Bookmarks** appears as a link under **My Preferred Content**.

## The Oncourse Dashboard

The Oncourse Dashboard is a new feature of OneStart. It shows an interactive list of your current worksites (course sites, practice sites, project sites, and others).



From the Oncourse Dashboard, you can go directly to the home page of a particular worksite by clicking the [\(Home\)](#) link to the right of its title. The worksite will launch a new browser window.

Let's experiment with the Dashboard.

1. To expand the tools for a particular worksite,



The list of tools expands.

2. To launch an Oncourse tool in a new browser window,



A new browser window appears, displaying the Oncourse worksite tool page.

Close the Oncourse window.

3. To add the Oncourse Dashboard to My Preferred Content,

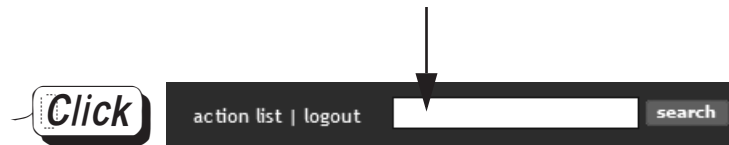


On the Sidebar, **Oncourse Dashboard** appears as a link under **My Preferred Content**.

## Using Search in OneStart

The simple toolbar at the right end of the OneStart header has three useful features: Action List, Logout and Search, that are always displayed in the same place, no matter what tab is selected.

1. To begin a search in OneStart, in the upper right corner of the browser window,



2. To perform the search, type:

IT Training **Enter**

The OneStart search page appears with your results:

● OneStart ● Ψ ● ChaCha ● Google ● IU KB ● IUCAT

IT Training

The following contents were found:

Title	Description	Location	Action
Administrative Documents and Policies	IUF Administrative Documents and Policies	Services --> IU Foundation IQ --> Policies & Forms	<a href="#">view</a>
Administrative Forms	IUF Administration Forms	Services --> IU Foundation IQ --> Policies & Forms	<a href="#">view</a>
Around Town	Places of interest around the campus	Campus	<a href="#">view</a>

As our cursor moves over a link or keyword, its background color changes. To view a particular item, **Click** the View link in the right-most column. OneStart's search combines the most useful Web search features into one area.

The search options are described as follows:

- **OneStart** - used for channel titles & keyword searches
- **Cha Cha** - most search results are certified by a content specialist: difficult searches can be guided by live chat with content guides
- **Google** - used for world-wide searches
- **IU** - used for University-wide searches
- **IU KB** - IU's Knowledge Base used for searching technology help
- **IUCAT** - used for IU Library searches

OneStart's search box defaults to the OneStart search. Experiment with the different search engines.

## Classifieds

The *Classifieds* content window displays free ads or announcements specific to our campus. Let's take a look at the Electronics category to see some individual posting of ads.

1. Verify that the Campus tab is active.
2. To open the Electronics category, in the Classifieds content window,

**Click** Electronics

You see the list of local classified ads for electronics.

3. To return to the Campus tab,



NOTE: You can also  the Campus tab.

We are returned to the Campus tab.

## My Calendar

*My Calendar* tracks any appointments, meetings, or events that we add or import. The calendar is found on the Services tab.

1. To go to the Services tab,



We see our Services tab, with *My Calendar* at the bottom of the content area. Here we can place personal as well as professional/academic appointments. This is a great tool for students. Faculty and staff may already use an Outlook calendar, which could make this calendar less useful for them.

The *My Calendar* toolbar looks like this



Use this toolbar to see the schedule for the current day, to add an event, to search, or for other options such as setting preferences and importing calendar events.

## Services

The Services section on the Services tab allows faculty, staff, and students to do certain types of University business on their own. Students will see a section called *Student-Self Service*, faculty see *Faculty Systems*, and staff will see *Services Home*.

1. To view the services appropriate to your role, first verify that the Services tab is active,



All students are required to register for classes from Self-Service, which is only available through the OneStart interface.

Now that we know how to navigate in OneStart, let's see how to customize the content of OneStart to meet our needs.

---

## Customizing OneStart

Customizing OneStart is important to understand because this is how we choose the content that is most important to us, either from IU or the Web in general, and arrange it however we like. OneStart groups most customizable options under the **My Zone** tab. On this tab, users can manage their preferred content, view acknowledged Announcements, manage custom content, and import personal 'tabs' from original OneStart. Users can also create their own editable Sections on the My Zone tab.

Let's start by exploring the My Zone tab.

1. To activate the tab,

 the My Zone tab

You see the My Zone tab. The content area is divided into four quadrants: Manage My Preferred Content, My Acknowledged Announcements, My Previous Pages, and Manage My Custom Content.

### Managing My Preferred Content

This is a simple list that tracks all content windows that we have 'added' during our OneStart navigation. To remove content from the Preferred list, click the [Remove](#) link in the Action column.

The content is removed from the list, and the link to the content disappears from the Sidebar. To reinstate a previously removed item, navigate to the content and add it once again.

### My Acknowledged Announcements

This is a list of acknowledged OneStart Announcements. To view an Announcement in the list, click the [View](#) link in the Action column. The announcement opens in the MyZone content area.

To reinstate an announcement on the list, click the [Reinstate](#) link in the Action column. Reinstating an announcement will remove it from *My Acknowledged Announcements* and replace it on the page of its origin.

## My Previous Pages

Some users of original OneStart created personal ‘tabs’ on which they displayed their favorite content. These pages can be imported as Sections in OneStart. To import an individual page, click the Import link in the Action column. To import all pages, click the **Import All Pages** button.

## Creating Custom Content

In the **Manage My Custom Content** quadrant of the MyZone tab, you can add your own content to OneStart, and have access to your favorite web content from a central location.

Let’s create some custom content. We will add the online shopping site, Amazon.com.

1. To begin the process, under Manage My Custom Content,



You see the Custom Content form.

Manage My Custom Content

\*Title:   
\*URL:   
\*Height:

2. To add the title for the custom content, in the Title field, type:

**Amazon**

3. To add the web address for this content, in the URL field, type:

**http://www.amazon.com**

4. To set the display height of the content window, in the Height field, type:

**450**

NOTE: The height value of your custom content will vary according to the content being added. Use a process of trial-and-error to determine the best height value.

5. To complete the process and create the content,



The custom has been created and is ready to be used.

## Creating a New Section

Another customizable feature is the ability to create and edit *custom* or *personal* sections on the MyZone tab. Once we create a personal section, we may add any type of content, including our custom content, to it.

We will create a new section named *My Test Section*, then customize it by adding content to it.

1. To begin creating a custom section, on the Sidebar,



The [Add a Section] link becomes an empty title field

2. To name the new section,

 in the empty title field, type: **My Test Section**

3. To create the section, under the title field,



The new section appears. The bread crumb trail near the top of the window shows that you are on the My Zone tab, on the **My Test Section** page.

## Adding Content to a Personal Section

Currently, the new section is blank. We will customize the section by adding content to it.

To the far right of the bread crumb trail, two buttons appear: **set default home** and **edit**.

The **set default home** button appears on every tab, section, and subsection of the OneStart portal. When you click this button, OneStart will set the current tab or (sub)section as your default OneStart home page: whenever you log in to OneStart, it will open directly to that tab or (sub)section.

The **edit** button allows you to edit the content and layout of your custom section.

In adding content to a personal section, we will follow a three-step process:

- Decide what content we want to add;
- Find the portlets (content windows) or create custom content;
- Place the content onto the personal section

We have decided that we want the custom content we just created, as well as the **Classifieds** and **My Bookmarks** content windows on this section page.

Let's add that content to our new section.

## Setting the Layout

1. To begin customizing the section,



You see the layout options:

A form with two fields: "Section Title" with the value "Custom Area" and "Column Layout" with a dropdown menu showing "Two Equal Columns". Below the fields is an "apply changes" button.

Section Title:	Custom Area
Column Layout:	Two Equal Columns
<input type="button" value="apply changes"/>	

2. To set the layout for this particular section, in the Column Layout field,



3. To apply this layout,



There is no visible change, but the changes have been saved.

## Adding Custom Content

Now that we've set the layout, let's add some content.

1. To add the custom content to the section, next to the small green plus sign,



2. To find the custom content we created,



3. To add the content,



4. To place the content, in the left column,



The content appears in the left column.

## Adding OneStart Content

Let's place our OneStart content in the right column.

1. To begin placing new content, next to the small green plus sign,



2. To find the Classifieds, next to OneStart Services & Information,



3. To add Classifieds,



4. To place the content on the section, in the right column,



The content appears in the right column.

5. Repeat the above steps to add My Bookmarks to the right column. The content can be found in the OneStart Services & Information section.

## Saving and Viewing the Custom Section

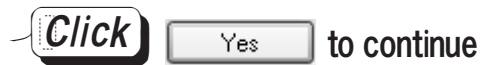
After all content has been placed on the edit page, you are ready to save and view the custom section.

1. To save and view the section, on the right end of the bread crumb trail,



NOTE: You may also click  to make this section your default OneStart home page.

2. If you see a security warning about the page containing secure and non-secure items,



The personal section appears in the content area.

## Rearranging Content

The content of a section can be rearranged at any time. Suppose you want to move the classifieds content to the top of the right column, above My Bookmarks.

1. To start editing the personal section, on the right end of the bread crumb trail,





2. On the My Bookmarks title bar,



The content is moved to the top of the column.

3. To save the change and view the section,



NOTE: To delete a particular content window,  the small  on the left end of the title bar.

## Editing Custom Content

You may update the properties of your custom content at any time. Changes made to these properties will be displayed when you click the section button for that content.

Let's change the height of our custom content. We must start this process from the My Zone Home section.

1. To switch to the My Zone home section,



2. To edit content, under **Manage My Custom Content**, next to the content you wish to edit,



3. To change the height value, in the height field,

Type a new value

4. Save your changes.

## Deleting a Custom Section

Custom sections may be deleted at any time.

1. To start the process of deleting a custom section, on the Sidebar,



2. To edit a custom section, on the right end of the bread crumb trail,



3. To delete the section, in the same location (the buttons have changed),



You see a confirmation screen, asking if you want to delete the section, or to keep the section.

4. To confirm that you want to delete the section,




The section is removed.

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## Printing in OneStart

We can either print the contents of a tab or print a single content window (portlet). To print the entire contents of a tab, be sure that your browser settings are correctly set to print the background as well as the page. Use your browser's File menu to print the page.

To print a single portlet, set the view option to **zoom** or **fullscreen**, and then  print.

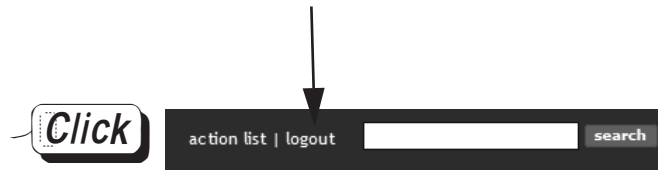
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## Logging Out of OneStart

Logging out of OneStart is a must. Remember that when we have one login for multiple services, then anyone who can access our OneStart information can also access other services. Always close the browser window as well as any other browser windows that were opened within OneStart.

NOTE: Please remain logged in after the workshop if you have specific questions regarding OneStart.

1. To log out of OneStart, on the toolbar in the top-right corner of the portal, to the left of the search box,



To complete the logout process, we must log out of the Central Authentication System.

2. To continue,



3. Close the browser window.

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## Wrapping Up

We've reached the end of today's workshop. Please follow your workshop instructor's guidance and take a few moments to fill out the workshop evaluation form.

Also, before leaving, please log off your computer.

**Thank you for participating in**  
***OneStart: Navigating the Portal***

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## Contributions to These Materials

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# Where to Go From Here

You can use the resources listed below to further build your computing skills.

## Taking Other IT Training & Education Workshops

UITs IT Training & Education offers hands-on instructor-led computing workshops aimed at a variety of skill levels, covering a broad range of topics. We teach hundreds of workshops on more than 80 topics every year! For more information, to see a detailed workshop schedule, or to register for a workshop, contact IT Training & Education:

**Web:** <http://ittraining.iu.edu/>

**Email:** (IUB) [ittraining@indiana.edu](mailto:ittraining@indiana.edu); (IUPUI) [ittraining@iupui.edu](mailto:ittraining@iupui.edu)

**Phone:** (IUB) 812/855-7383; (IUPUI) 317/274-7383

## Getting Help from Online Resources

**University Information Technology Services** – IU technology resources, services and support:

<http://uits.iu.edu/>

**IT Training Online** – Self-paced IT courses you can take on your computer:

<http://ittraining.iu.edu/online/>

**UITs Knowledge Base** – Searchable database of computing questions:

<http://kb.iu.edu/>

## Getting Help from Support Staff

### Walk-in Support

(All IU Campuses) Walk-in Support Center. Locations and schedules at:

<http://kb.iu.edu/data/abxl.html>

### (IUB & IUPUI) Consultants in the UITs Student Technology Centers

### 24 Hour Phone Support

(IUB) 812/855-6789

(IUPUI) 317/274-4357

### E-mail Support

(All IU campuses) [ithelp@iu.edu](mailto:ithelp@iu.edu)

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