New Portal FAQ

On Saturday, November 21st the MySoutheast Portal was upgraded to a new version. Information Technology is diligently working toward resolving all known problems. Below are some common issues that users have experienced, and possible solutions.

If you do not find resolution addressing the problem you are experiencing, contact the IT Help Desk at 573-651-4357 or via email at helpdesk@semo.edu

<table>
<thead>
<tr>
<th>Important security note for Portal/Moodle users</th>
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<tbody>
<tr>
<td>It is very important that users logout of a Portal and/or Moodle session. Failure to properly logout will enable subsequent users to access your information, even when they sign-in different credentials.</td>
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Accessing the Portal

Q. The portal is giving me an “Error 500 – Internal Server Error” – what do I do?

You will need to clear out your Cache and Cookies from your web browser. The link provided directs to a tutorial page in which you select your browser and follow the instructions to clear them out. https://semo.edu/it/helpdesk/cache.

Q. The portal is giving me an error that says “too many Redirects” – what do I do?

You will need to clear out your Cache and Cookies from your web browser. The link provided directs to a tutorial page in which you select your browser and follow the instructions to clear them out. https://semo.edu/it/helpdesk/cache.

Q. I tried going to the portal page but it just says that “this page cannot be displayed” – what do I do?

You will need to clear out your Cache and Cookies from your web browser. The link provided directs to a tutorial page in which you select your browser and follow the instructions to clear them out. https://semo.edu/it/helpdesk/cache.

Q. When I attempt to login to the Portal, I receive a message that says that it will be “locked out after 4 incorrect attempts” – what do I do?

This is usually due to the browser homepage, a bookmark, favorite or shortcut to the old Portal page. You will need to edit the web address (URL) so that it only includes the address portal.semo.edu (remove anything after that text) and reattempt your access. You can also clear your browser’s cache as mentioned above.

If after doing both of these things, you still receive the message, contact the Help Desk as it may indicate an issue with your account.

Rev: 12/17/2015
Accessing the Portal continued

Q. The Portal and Moodle login screen looks different – is this legitimate?
Yes, both the Portal and Moodle now use the same form of user authentication, from a central web interface.

Q. I was able to access the new login screen for the Portal and Moodle but when I login I get an authentication error (as shown below). What do I do?

This is caused by the web page timing out. Close your browser window, restart your browser and login again.

Q. I am unable to access the Portal from my school / place of employment – what do I do?
Contact the IT Help Desk at 573-651-4357 and we can email the information your technology department will need to configure your school network to allow access.

Portal Content

Q. I am missing some tabs from the Portal – what do I do?
Some tabs have been removed and their content moved elsewhere within the Portal.

For example:

- **My Courses** – removed, now found under **Student SS tab**
- **My Teaching** – removed, now found under **Faculty SS tab**
- **Email icon** – the student email client that used to be part of the Portal no longer exists. Now student email can be accessed under the Student Email tab or by going directly to [http://student.semo.edu](http://student.semo.edu). You will need to login again with your SE Key (not your email address) and password.

Some users have multiple roles at the University (student, employee, faculty, etc.). If prior to the upgrade you had additional Portal tabs that you do not have now, contact the IT Help Desk at 573-651-4357 and we can assist with getting the tabs added back for you.
Q. My Spring courses are not listed under MyCourses, where can I find them?

Under the Faculty SS tab (for faculty) or Student SS tab (for students), the My Courses portlet, use the Select Term pull-down menu to select Spring 2016.

For students: In order to print your Spring schedule, do the following – Select Student SS tab -> click Banner Self-Service -> click Student -> click Registration -> click either Student Detail Schedule or Student Printable Schedule, and select the Spring term.

Q. I’m a faculty member and I used to be able to access student email addresses from a class roster. Can I still do that? If so, where?

There are multiple ways to locate class rosters in the new Portal.

- From the Faculty Dashboard, click on the icon that looks like 3 people which will access the class roster. The email link for each student is the envelope icon at the end of each line (far right).
- From the Faculty Schedule portlet, click on the course. At the top of the page there is a “Classlist” link. When you click on that, the email icon is again at the end of each line (far right).
- From the Banner Self Service portlet and go to the Faculty link. There are multiple class rosters in the list. The student email icon is at the end of the line on each one of those.

Q. How do I access my list of advisees?

Click on Faculty SS tab, select Banner Self-Service, Select Faculty and Advisors.

Q. How do I locate the various Class Roster views?

Click on Faculty SS tab, scroll down to Class Roster portlet, and select the roster. When prompted select the appropriate term and course and click Submit.

Q. In the upper right corner I see my name with a link, but when I click on the link the information is wrong, and I can’t change it. Example:

This is a feature that is not currently being implemented in our Portal. The link will be eventually be removed until such time as it is available.

Q. Where do I go to enter grades in the Portal?

This can be accessed by clicking on Faculty SS tab, on the scroll to third portlet down – Faculty Grade Assignment.

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Q. Is it possible to change layout of the sections (called “portlets”) shown in my Portal?

While it is not possible to change the format of the main pages (Student, Student SS, Faculty, Faculty SS, etc.) it is possible to create your own page with content you select. For more information on customizing Portal “Private” pages, review the Help Desk tutorial on this topic at http://www.semo.edu/it/tutorials/Lum5CustomPgs.pdf.

Q. I was a member of the a group within the previous version of the Portal. I appear to still have the group listed on my Portal but the events are gone. Is there a way to get these back?

Yes. Contact the IT Help Desk at 573-651-4357 or helpdesk@semo.edu for assistance.

Email

Q. I am a Faculty/Staff member and I am unable to find my email when I login to the portal, what do I do?

Faculty/Staff email accounts are not accessible via the Portal. On the Portal login page there is a link at the bottom under Public Services that says Faculty/Staff email, you can select this link, or you can go directly to the email server by entering exchange.semo.edu into the address bar of your browser.

Q. When I login to the Portal and select Student Email, I only see old student emails and none of my new emails – how do I get this to show correctly?

The default view is by date, oldest to newest. Click on the received date column heading to rearrange mail in a newest to oldest order.

This default order can be changed permanently by doing the following:

1. Log into "student.semo.edu" using your SE KEY & Password
2. Click on "Settings"
3. Click on "Folders"
4. Under the “Fields” section, leave “Sort” set as “Default” - make sure "Received" is checked
5. Click on the "Reverse" drop-down box and select "Yes"
6. Click on the ☑ in the upper-left corner – “Updated” should appear.
7. Log out from Student E-mail and login again.

Q. Under the old email system (inside the Portal) I had an address book created, how do I access it in the new email system?

Unfortunately the address book feature of the old Portal email client was unable to be imported into the new student email system. We apologize for the inconvenience.