



# Information Resources UPDATE

[Home](#) >

## IR Update

Welcome to the October, 2010 issue of *IR Update*!

As you may have noticed, the newsletter has a new look as well as a few new sections of content. Our goal is to expand *IR Update* to become a rich source of information for you. In the future, you'll see in-depth articles about current technology projects, training information from across campus, information about partnerships to expand campus services and much more!

We'd love to hear your feedback about what you'd like to read on *IR Update*. If you'd like to provide feedback or make suggestions for future content, [please let us know](#)!

## Banner Training Begins

We're nearly two years into the Banner project and making steady progress. Last month, the Student Admissions and Financial Aid modules launched over the September 17 weekend. The Finance system is also live as of mid-August. Although these systems are live for a limited number of users, our next launch dates are rapidly approaching.

>> [Read Details](#)

## Town Hall Meetings: Cyber Security Month

As part of Cyber Security Awareness Month, Information Resources has partnered with the BearKat OneCard Office and the Newton Grisham Library to offer several Town Hall sessions on various security topics including **Identity Theft**, **Laptop/Travel Preparation** and **General Cyber Security**. We invite you to check out a session or two and learn what you can do to keep yourself and our network safe.

>> [Read Details](#)



## Change Notices & Computing Updates

Has your Department's website been migrated to the new template yet? If not, there are things you can do to streamline the process. Read about website migration, how to make sure your files are backed up, technology purchasing and more!

>> [Read Details](#)

HOME

BANNER UPDATE

TOWN HALL MEETINGS

CHANGE NOTICES  
& COMPUTING UPDATES

IR STAFF UPDATES

TECH TIPS

FOLLOW HELPDESK ON FACEBOOK

FOLLOW HELPDESK ON TWITTER

FOLLOW THE HELPDESK BLOG

ARCHIVES

## Information Resources Staff Updates

Information Resources would like to welcome our new staff to SHSU. Read about new staff and promotions in Information Resources.

[>> Read Details](#)

## Tech Tips

Did you know that you could revert back to old versions of your files on your S drive? Learn about this and other technology tips.

[>> Read Details](#)

## Did You Know?

In the month of September, the Information Resources Help Desk handled:

- 2417 Total Phone Calls
- 317 Walk-in Customers, and
- Completed 299 Work Orders

Follow IR Help Desk On Twitter, Facebook and Blog:


 [twitter.com/SHSUHelpdesk](https://twitter.com/SHSUHelpdesk)

 [facebook.com/SHSUHelpdesk](https://facebook.com/SHSUHelpdesk)

 [shsuhelpdesk.blogspot.com](http://shsuhelpdesk.blogspot.com)

---

*The IR Update was approved by the Assistant Vice President for Information Resources for e-mail distribution to SHSU faculty and staff.*

 [Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#) | [Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

Sam Houston State University | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



# Information Resources **UPDATE**

[Home >](#)

## IR Update

Welcome to the October, 2010 issue of *IR Update*!

As you may have noticed, the newsletter has a new look as well as a few new sections of content. Our goal is to expand *IR Update* to become a rich source of information for you. In the future, you'll see in-depth articles about current technology projects, training information from across campus, information about partnerships to expand campus services and much more!

We'd love to hear your feedback about what you'd like to read on *IR Update*. If you'd like to provide feedback or make suggestions for future content, [please let us know!](#)

## Banner Training Begins

We're nearly two years into the Banner project and making steady progress. Last month, the Student Admissions and Financial Aid modules launched over the September 17 weekend. The Finance system is also live as of mid-August. Although these systems are live for a limited number of users, our next launch dates are rapidly approaching.

[>> Read Details](#)

## Town Hall Meetings: Cyber Security Month

As part of Cyber Security Awareness Month, Information Resources has partnered with the BearKat OneCard Office and the Newton Grisham Library to offer several Town Hall sessions on various security topics including **Identity Theft**, **Laptop/Travel Preparation** and **General Cyber Security**. We invite you to check out a session or two and learn what you can do to keep yourself and our network safe.

[>> Read Details](#)

## Change Notices & Computing Updates

Has your Department's website been migrated to the new template yet? If not, there are things you can do to streamline the process. Read about website migration, how to make sure your files are backed up, technology purchasing and more!

[>> Read Details](#)[HOME](#)[BANNER UPDATE](#)[TOWN HALL MEETINGS](#)[CHANGE NOTICES  
& COMPUTING UPDATES](#)[IR STAFF UPDATES](#)[TECH TIPS](#)[FOLLOW HELPDESK ON FACEBOOK](#)[FOLLOW HELPDESK ON TWITTER](#)[FOLLOW THE HELPDESK BLOG](#)[ARCHIVES](#)

## Information Resources Staff Updates

Information Resources would like to welcome our new staff to SHSU. Read about new staff and promotions in Information Resources.

[>> Read Details](#)

## Tech Tips

Did you know that you could revert back to old versions of your files on your S drive? Learn about this and other technology tips.

[>> Read Details](#)

## Did You Know?

In the month of September, the Information Resources Help Desk handled:

- 2417 Total Phone Calls
- 317 Walk-in Customers, and
- Completed 299 Work Orders

Follow IR Help Desk On Twitter, Facebook and Blog:


 [twitter.com/SHSUHelpdesk](https://twitter.com/SHSUHelpdesk)

 [facebook.com/SHSUHelpdesk](https://facebook.com/SHSUHelpdesk)

 [shsuhelpdesk.blogspot.com](http://shsuhelpdesk.blogspot.com)

---

*The IR Update was approved by the Assistant Vice President for Information Resources for e-mail distribution to SHSU faculty and staff.*

 [Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#) | [Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

Sam Houston State University | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



## IR Update

[Home](#) > Banner Training Begins

### Banner Training Begins

We're nearly two years into the Banner project and making steady progress. Last month, the Student Admissions and Financial Aid modules launched over the September 17 weekend. The Finance system is also live as of mid-August. Although these systems are live for a limited number of users, our next launch dates are rapidly approaching. In early December, the Human Resources/Payroll system will go live, and Finance will follow suit in January 2011 for all of campus.



Nearly everyone will need or may want Banner training at some point. All faculty, students and staff will have access to Self-Service Banner (SSB), and many will have access to Internet Native Banner (INB). INB is the administrative side of Banner, in which users will complete tasks more similar to those currently performed in the SamMenu and Nell systems. SSB is the more personal side of Banner in which users can perform tasks such as clocking in for work, updating an address, and registering for classes. SSB is similar to current

SamWeb functionality.

Those who will be working in INB will need to sign up for training. Training is mandatory in order to be granted access to Banner programs and forms. If you're unsure if you need training, check with your supervisor and/or refer to the [Banner website](#) – additional information and details will be posted by Friday, October 8.

Banner training is broken up into a series of sessions, each session designed to build on the previous one, so it is important to stay in the proper sequencing. As a convenience, multiple sessions are available for each of the topics to accommodate various schedules.

Everyone starts with General Navigation Training and then proceeds to the other modules needed. For example, one series may involve the following sequence: 1) General Navigation, 2) Finance Training, and 3) Purchasing, Accounts Payable, & Travel.

The first of many Banner training sessions was held on September 23. India Love, who works in Accounts Payable, stated that the "information was very helpful," and that "the session did take a lot of mystery away."

Julie Campbell, HR Training & Development Manager, has created a [Training Calendar](#) with an online registration system. You can check your schedule and register for the classes that best fit your schedule. [Check out the calendar and get started!](#)

More questions about Banner? Send them to [AskBannerPM@shsu.edu](mailto:AskBannerPM@shsu.edu)

[HOME](#)

[BANNER UPDATE](#)

[TOWN HALL MEETINGS](#)

[CHANGE NOTICES  
& COMPUTING UPDATES](#)

[IR STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)



**TRAIL | Report Fraud and Abuse | The Texas State Auditor's Office Hotline | State of Texas | Online Institutional Resumes  
Governor's Committee on People with Disabilities | Open Records | Where the Money Goes | Compact with Texans | College Portrait HB  
2504 compliance | Web Site Accessibility**

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© Copyright [Sam Houston State University](#) | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



## IR Update

[Home](#) > [Town Hall Meetings](#)

### Town Hall Meetings

As part of Cyber Security Awareness Month, Information Resources has scheduled several Town Hall sessions on various security topics. We invite you to check out a session or two and learn what you can do to keep yourself and our network safe.

#### General Cyber Security

**Kayla Stephenson, Information Resources – Client Support**

This session will be a general overview of cyber security and what you as an individual can do to be secure while online. We will touch on phishing, copyright, malware, spyware, and anti-virus, among other topics.

Sessions:

Tuesday, October 26, 2010  
Olson Auditorium (AB4, room 220)  
4PM until 5PM

#### Identity Theft

**Kristy Vienne, Assistant VP Student Services  
and Director Bearkat OneCard Office**

This session is targeted to all interested individuals. Information on how identity theft happens will be presented along with remedies.

Sessions:

Thursday, October 7, 2010  
Olson Auditorium (AB4, room 220)  
4PM until 5PM

Wednesday, October 20, 2010  
Olson Auditorium (AB4, room 220)  
2PM until 3PM

#### Laptop/Travel Preparation

**Kayla Stephenson, Information Resources – Client Support**

Do you travel a lot? Do you take your laptop with you when you do? This session will cover topics on how to ensure that your laptop is in tip-top shape before you travel.

Sessions:

Tuesday, October 12, 2010  
Olson Auditorium (AB4, room 220)  
4PM until 5PM

Thursday, October 28, 2010



Be vigilant. Stay safe online.



[HOME](#)

[BANNER UPDATE](#)

[TOWN HALL MEETINGS](#)

[CHANGE NOTICES  
& COMPUTING UPDATES](#)

[IR STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

Olson Auditorium (AB4, room 220)  
4PM until 5PM



[Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#) | [Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© [Copyright Sam Houston State University](#) | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™





## IR Update

[Home](#) > [Change Notices & Computing Updates](#)

### Web Page Migration

Has your Department's website been migrated to the new template yet? If not there is something you can do to streamline the process: update your content. After you have taken the time to validate all of the content on your site, please contact Marilyn West ([mbw009@shsu.edu](mailto:mbw009@shsu.edu)) so that she can add you and your website to the list.



### How to Make Sure Your Files are Backed Up

We suggest not storing files on your local computer. The S: and T: drives are provided for this purpose and to protect your files and ensure file availability. Faculty and staff are advised to store documents in these locations since files on the local computer are not backed up by Information Resources and during maintenance these files may be lost and will not be recoverable.

### Technology Purchasing

All SHSU technological purchases should be processed through the Computer Services SamWeb Work Order system in accordance with FO-IR-12 policy regarding SHSU Technology Acquisition Oversight. This process ensures that whatever technology you purchase is compatible with the SHSU Computer Network; purchases done outside of this system have no such assurance of compatibility.

- Memory Sticks: Purchase (and encourage your students to buy) flash drives that are USB Mass Storage Compliant.
- Operating Systems: The supported version of Macintosh machines is OS X, version 5 and will soon include version 6, Snow Leopard. The supported version of Microsoft's operating system is Windows XP.
- Software Packages: The supported versions of office suites are Microsoft's Office 2007 for PC's and for Macintoshes Microsoft Office 2008. A list of software for faculty, staff, and lab machines is available.
- Currently approved hardware configurations:
  - The minimum requirements for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, 4 GB memory, and a 250 GB hard drive.
  - The minimum configuration for a Macintosh is a 1.83 GHz Dual Core processor, 1.5GB RAM, and a 80GB hard drive.

Information Resources division may schedule significant periods of downtime for major system upgrades and maintenance. Certain systems may be unavailable on Friday nights after 6 p.m. and on holidays. To permit patches and routine updates, managed Macintosh nodes may be automatically rebooted between Friday at 6 p.m. and Saturday morning at 8 a.m.

### Did You Know?

[HOME](#)

[BANNER UPDATE](#)

[TOWN HALL MEETINGS](#)

[CHANGE NOTICES  
& COMPUTING UPDATES](#)

[IR STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

In the month of September, the Information Resources Help Desk handled:


- 2417 Total Phone Calls
- 317 Walk-in Customers, and
- Completed 299 Work Orders

Follow IR Help Desk On Twitter, Facebook and Blog:

 [twitter.com/SHSUHelpdesk](https://twitter.com/SHSUHelpdesk)

 [facebook.com/SHSUHelpdesk](https://facebook.com/SHSUHelpdesk)

 [shsuhelpdesk.blogspot.com](http://shsuhelpdesk.blogspot.com)

 [Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#) | [Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



# IR Update

[Home](#) > IR Staff Updates

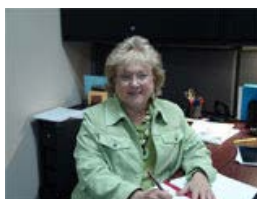
## Welcome Elisa Crossland

Information Resources would like to welcome our new Director of Client Support, Elisa Crossland, to Sam Houston State University. Elisa comes to us from the University of Houston where she was most recently the Web & Social Media Administrator.



## Congratulations Debbie Randolph

We would also like to congratulate Debbie Randolph on her elevation to Administrative Coordinator over Purchasing, Inventory, and Software.



[HOME](#)

[BANNER UPDATE](#)

[TOWN HALL MEETINGS](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[IR STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

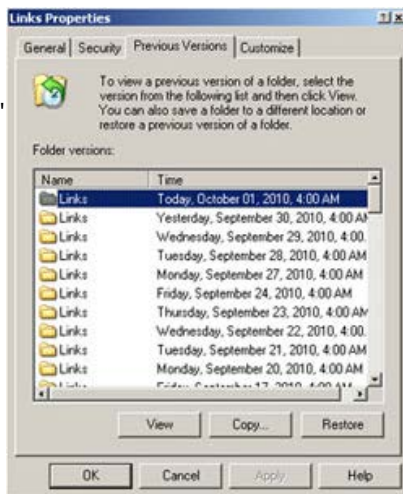


## IR Update

[Home](#) > Tech Tips

### Tip: How to Restore Previous Versions of Your Work

If a file in your S drive has been damaged or altered accidentally you can fix it without needing a file restoral work order. Please use the right mouse button while the folder or file is selected and choose the option "Properties" from the bottom of the list. In the dialog box that opens select the "Previous Versions" tab and find the instance of your file that you would like to restore.



### Tip: Using MS Office 2007 Online for Free or \$10

Tip: If you need to complete a job related task from off campus and the computer you are using does not have the MS Office 2007 suite of programs there are two options available to you. Option number one is to use the Remote Desktop Connection and remotely use the SHSU copy of MS Office 2007. Option number two is to purchase the Home Use version through Sam Web for \$10.

[HOME](#)

[BANNER UPDATE](#)

[TOWN HALL MEETINGS](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[IR STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

[Accreditations](#) | 
 [Directory](#) | 
 [A-Z Index](#) | 
 [Contacts](#) | 
 [Policies](#) | 
 [Emergency Policies & Procedures](#) | 
 [Texas Homeland Security TRAIL](#) | 
 [Report Fraud and Abuse](#) | 
 [The Texas State Auditor's Office Hotline](#) | 
 [State of Texas](#) | 
 [Online Institutional Resumes](#) | 
 [Governor's Committee on People with Disabilities](#) | 
 [Open Records](#) | 
 [Where the Money Goes](#) | 
 [Compact with Texans](#) | 
 [College Portrait HB 2504 compliance](#) | 
 [Web Site Accessibility](#)

Sam Houston State University | 
 Huntsville, Texas 77341 | 
 (936) 294-1111 | 
 (866) BEARKAT  
 © Copyright Sam Houston State University | 
 All rights reserved. | 
 [Contact Web Editor](#)

MEMBER THE TEXAS STATE UNIVERSITY SYSTEM



# Information Resources UPDATE

[Home](#) >

## IR Update

Welcome to the November, 2010 issue of [IR Update](#).

We'd love to hear feedback about what you'd like to read on [IR Update](#). If you'd like to make a suggestion for future content, [please let us know](#).

## "Shout Outs"

Information Resources would like to recognize several folks in the SHSU community. Read "shout outs" to Ann Holder, Kristy Vienne, Paige Loft, Sarah Hanel, Somer Franklin and a special "shout out" to UPD for a new carpooling program.

[>> Read Details](#)

## Staff Updates

Information Resources would like to congratulate Kayla Stephenson on her new position as IR Project Manager.



[>> Read Details](#)

## Banner Update

We covered the Banner training kickoff in the [previous issue of the IR Update](#). However, since training is such a vital part of implementing Banner campus-wide successfully, we thought it the perfect "hot topic" to revisit this month.

[>> Read Details](#)

## My Sam Portal Launches December 6

My Sam Portal delivers personalized content, university information and secure access to computer systems – all on one website.

For all SHSU employees (Faculty, Staff, and student workers) Human Resources and Payroll Banner modules are scheduled to launch on December 6. All employees will access My Sam Portal in order to fill out



HOME

MY SAM PORTAL LAUNCHES DECEMBER 6

SHSU UNVEILS NEW WIRELESS NETWORK

SHOUT OUTS

BANNER UPDATE

CHANGE NOTICES & COMPUTING UPDATES

STAFF UPDATES

TECH TIPS

FOLLOW HELPDESK ON FACEBOOK

FOLLOW HELPDESK ON TWITTER

FOLLOW THE HELPDESK BLOG

ARCHIVES

leave reports and/or time sheets. As Banner modules are launched, My Sam Portal will continue to grow as well. Please take note of these launch dates and check My Sam Portal as new content becomes available to you.

[>> Read Details](#)

## SHSU Unveils New Wireless Network

The SHSU campus wireless network, SamNet Wireless, has been upgraded. Now all of campus will be supplied with wireless access!

Information Resources has built a new wireless network that allows everyone on campus wireless access to the Internet. This wireless network allows guests access as well.



Just like the wireless access in most hotels and hot spots, authenticated users will be able to reach all resources that are accessible from the Internet with the exception of Telnet and FTP.

[>> Read Details](#)

## Change Notices & Computing Updates

This month's notices and updates include information about how faculty and staff can get priority service at the Helpdesk. You'll also find information about an error message from statistics program SPSS and technology purchasing.

[>> Read Details](#)

## Tech Tips

November tech tips include two Microsoft Office tips, and a tip about a common problem using our Document Imaging system.

[>> Read Details](#)

## Did You Know?

In the month of October, the Information Resources Help Desk handled:

- 2366 Total Phone Calls
- 154 Walk-in Customers, and
- Completed 1483 Work Orders

Follow IR Help Desk On Twitter, Facebook and Blog:

 [twitter.com/SHSUHelpdesk](https://twitter.com/SHSUHelpdesk)

 [facebook.com/SHSUHelpdesk](https://facebook.com/SHSUHelpdesk)

 [shsuhelpdesk.blogspot.com](http://shsuhelpdesk.blogspot.com)

---

*The IR Update was approved by the Assistant Vice President for Information Resources for e-mail distribution to SHSU faculty and staff.*





**2504 compliance | Web Site Accessibility**

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



## Information Resources UPDATE

[Home](#) >

### IR Update

Welcome to the November, 2010 issue of [IR Update](#).

We'd love to hear feedback about what you'd like to read on [IR Update](#). If you'd like to make a suggestion for future content, [please let us know](#).

### "Shout Outs"

Information Resources would like to recognize several folks in the SHSU community. Read "shout outs" to Ann Holder, Kristy Vienne, Paige Loft, Sarah Hanel, Somer Franklin and a special "shout out" to UPD for a new carpooling program.

[>> Read Details](#)

### Staff Updates

Information Resources would like to congratulate Kayla Stephenson on her new position as IR Project Manager.



[>> Read Details](#)

### Banner Update

We covered the Banner training kickoff in the [previous issue of the IR Update](#). However, since training is such a vital part of implementing Banner campus-wide successfully, we thought it the perfect "hot topic" to revisit this month.

[>> Read Details](#)

### My Sam Portal Launches December 6

My Sam Portal delivers personalized content, university information and secure access to computer systems – all on one website.

For all SHSU employees (Faculty, Staff, and student workers) Human Resources and Payroll Banner modules are scheduled to launch on December 6. All employees will access My Sam Portal in order to fill out



[HOME](#)

[MY SAM PORTAL LAUNCHES DECEMBER 6](#)

[SHSU UNVEILS NEW WIRELESS NETWORK](#)

[SHOUT OUTS](#)

[BANNER UPDATE](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)



leave reports and/or time sheets. As Banner modules are launched, My Sam Portal will continue to grow as well. Please take note of these launch dates and check My Sam Portal as new content becomes available to you.

[>> Read Details](#)

## SHSU Unveils New Wireless Network

The SHSU campus wireless network, SamNet Wireless, has been upgraded. Now all of campus will be supplied with wireless access!

Information Resources has built a new wireless network that allows everyone on campus wireless access to the Internet. This wireless network allows guests access as well.



Just like the wireless access in most hotels and hot spots, authenticated users will be able to reach all resources that are accessible from the Internet with the exception of Telnet and FTP.

[>> Read Details](#)

## Change Notices & Computing Updates

This month's notices and updates include information about how faculty and staff can get priority service at the Helpdesk. You'll also find information about an error message from statistics program SPSS and technology purchasing.

[>> Read Details](#)

## Tech Tips

November tech tips include two Microsoft Office tips, and a tip about a common problem using our Document Imaging system.

[>> Read Details](#)

## Did You Know?

In the month of October, the Information Resources Help Desk handled:

- 2366 Total Phone Calls
- 154 Walk-in Customers, and
- Completed 1483 Work Orders

Follow IR Help Desk On Twitter, Facebook and Blog:

 [twitter.com/SHSUHelpdesk](https://twitter.com/SHSUHelpdesk)

 [facebook.com/SHSUHelpdesk](https://facebook.com/SHSUHelpdesk)

 [shsuhelpdesk.blogspot.com](http://shsuhelpdesk.blogspot.com)

---

*The IR Update was approved by the Assistant Vice President for Information Resources for e-mail distribution to SHSU faculty and staff.*





**2504 compliance | Web Site Accessibility**

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



## IR Update

[Home](#) > IR Shout Outs

### Information Resources "Shout Outs"

"Thanks to Ann Holder of the Newton Gresham Library and Kristy Vienne of Bearkat Onecard Services for collaborating with us for Cyber Security Awareness Month. Also, thank you for those that attended the sessions." – Lucrecia Chandler

"Congratulations and thanks to Paige Loft of Career Services and Sarah Hanel of the University Health Center for their hard work in converting their websites to the new format. Their enthusiasm and creativity resulted in engaging and useful sites." –Marilyn West

"Thanks to Somer Franklin of the Office of Graduate Studies you have always been great to work with on the projects we have tackled together." – Jurden Bruce

"Thanks to Parking and Transportation in regards to a new ride-sharing service, [AlterNetRides](#). This service will allow people with an SHSU email address the capability of creating a commuter account and utilizing this carpooling service with other SHSU faculty, staff, and students!" - Kayla Stephenson

#### HOME

MY SAM PORTAL LAUNCHES  
DECEMBER 6

SHSU UNVEILS NEW WIRELESS  
NETWORK

SHOUT OUTS

BANNER UPDATE

CHANGE NOTICES  
& COMPUTING UPDATES

STAFF UPDATES

TECH TIPS

FOLLOW HELPDESK ON FACEBOOK

FOLLOW HELPDESK ON TWITTER

FOLLOW THE HELPDESK BLOG

ARCHIVES

#### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)



## IR Update

[Home](#) > IR Staff Updates

### Information Resources Staff Updates

Information Resources would like to congratulate Kayla Stephenson on her new position as IR Project Manager. Kayla served in her position of Lab Manager for the last five years and before that was with the Helpdesk for three years. Kayla attained both her Bachelor's of Science in industrial technology and her Master's of Science in instructional technology here at Sam Houston State University.

When asked about her new position Kayla said, "I am looking forward to bringing my customer service talents to the Project Manager position in Information Resources. I am excited about meeting new people across campus and becoming an active part in the growth of SHSU."



#### HOME

[MY SAM PORTAL LAUNCHES DECEMBER 6](#)

[SHSU UNVEILS NEW WIRELESS NETWORK](#)

[SHOUT OUTS](#)

[BANNER UPDATE](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

#### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

[Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#) | [Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

Sam Houston State University | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS STATE UNIVERSITY SYSTEM



## IR Update

[Home](#) > [Banner Update](#)

### Banner Update

We covered the Banner training kickoff in the [previous issue of the IR Update](#). However, since training is such a vital part of implementing Banner campus-wide successfully, we thought it the perfect "hot topic" to revisit this month, here is a smattering of subjects.

- Training sessions are available weekly, sometimes multiple times in one week. The ERP Steering Committee, comprised of cross-divisional representatives, determined that training is so important as to make it mandatory prior to gaining access to the system.
- Training sessions are designed to build on each other, so when you're [registering for classes](#), be sure to check the prerequisites and sign up in the correct order. General Navigation is the baseline for everyone, so be sure to sign up for that first! We've had a tremendous demand for additional classes, and are in the process of adding more opportunities. We'll also add training materials to the website as possible – check out the [General Navigation materials](#) frequently for updates.
- Not sure what kind of training you need? Refer to the HR Training Calendar for short [course descriptions](#) of the various training sessions you'll need to attend. For instance, if you process purchase orders or requisitions, travel requisitions or advances, you'll need to sign up for the Purchasing, Accounts Payable & Travel course (after you've attended General Navigation and the other prerequisite – GL, Finance Ops, Budget & A/R).
- As we move away from our legacy system and into the Banner ERP system we will basically learn a new language. In last month's IR Update we highlighted the two sides of Banner: INB (Internet Native Banner) and SSB (Self Service Banner). This issue spotlights **Rollback** and **Commit**. (No, we're not talking Wal-Mart or smoking cessation.) In Banner, **Rollback** is the same as the **Undo** feature in Microsoft Office or other applications and looks much the same. **Commit** is nothing more than the **Save** feature, and it also looks much the same.
- If you're interested in what the system looks like but haven't had training yet, feel free to check out some standard demos (in a WebEx presentation format) available on the [Banner website](#). Demos can be viewed right at your desk and range from 15-90 minutes, depending on the module. While our look will be more customized, you can get a good idea of the general functionality that's coming.

Questions or suggestions? Send them to [AskBannerPm@shsu.edu](mailto:AskBannerPm@shsu.edu).

#### HOME

[MY SAM PORTAL LAUNCHES DECEMBER 6](#)

[SHSU UNVEILS NEW WIRELESS NETWORK](#)

[SHOUT OUTS](#)

[BANNER UPDATE](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

#### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)



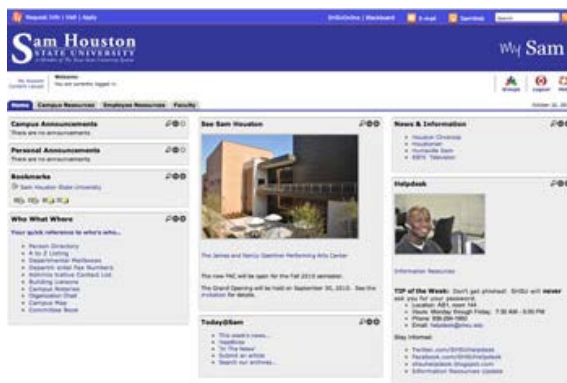
# IR Update

Home > My Sam Portal

## My Sam Portal Launches December 6

My Sam Portal delivers personalized content, university information and secure access to computer systems – all on one website.

For all SHSU employees (Faculty, Staff, and student workers) Human Resources and Payroll Banner modules are scheduled to launch on December 6. All employees will access My Sam Portal in order to fill out leave reports and/or time sheets. As Banner modules are launched, My Sam Portal will continue to grow as well. Please take note of these launch dates and check My Sam Portal as new content becomes available to you.



In the past, SHSU has relied on SamWeb, SamMenu, and Nell for reports and information. While My Sam Portal will not completely replace any of these tools right away, it will provide departments across campus the opportunity to bring some of the content from these disparate programs together in one location.

My Sam Portal is also integrated with Banner and will allow dynamic content to be pulled directly from the various Banner modules into custom channels. My Sam is organized into **tabs** that contain columns and information **channels** that are delivered to SHSU clients based on their roles at the university (student, employee or faculty). Extra channels will be developed by subject matter experts across the university and clients will be able to choose which of these optional channels they'd like to display on their respective tabs.

"My Sam Portal will put the power to choose relevant content into the hands of faculty, staff and students," says Elisa Crossland, Information Resources Director of Client Support. "It will also provide new venues for communicating official university information."

Throughout the next year, Information Resources will be offering training for groups across campus that would like to learn how to use My Sam Portal. Check the [HR Training Calendar](#) in November for available sessions. Please take a look at the introductory documents for My Sam Portal: [My Sam Intro](#) and [My Sam Quick Guide](#).

Please don't hesitate to contact us if you have any questions or concerns pertaining to My Sam Portal training. E-mail Thomas Sosebee [tas017@shsu.edu](mailto:tas017@shsu.edu) or call at 43476.

### HOME

MY SAM PORTAL LAUNCHES DECEMBER 6

SHSU UNVEILS NEW WIRELESS NETWORK

SHOUT OUTS

BANNER UPDATE

CHANGE NOTICES & COMPUTING UPDATES

STAFF UPDATES

TECH TIPS

FOLLOW HELPDESK ON FACEBOOK

FOLLOW HELPDESK ON TWITTER

FOLLOW THE HELPDESK BLOG

ARCHIVES

### Related Links

- Find Us On Facebook
- Follow Us On Twitter
- Ask Sammy
- Campus Events

## IR Update

[Home](#) > [New Wireless Network](#)

### SHSU Unveils New Wireless Network

The SHSU campus wireless network, SamNet Wireless, has been upgraded. Now all of campus will be supplied with wireless access!

Information Resources has built a new wireless network that allows everyone on campus wireless access to the Internet. This wireless network allows guests access as well.

Just like the wireless access in most hotels and hot spots, authenticated users will be able to reach all resources, including all SHSU applications that are accessible from the Internet with the exception of Telnet and FTP.



According to Ronnie Whitlock, Network Analyst Coordinator, "SamNet Wireless now utilizes 462 wireless access points across campus. These access points connect approximately 2,000 clients (laptops, smart phones, etc.) during peak times of the day."

Whitlock went on to say that "all non-dorm buildings, except NGL, Estill, UTC have been completed, and these three are scheduled to be completed in the upcoming months. After the SamNet Wireless project is complete we will turn our attention to an outdoor mesh wireless network that will adequately cover all outdoor spaces, including the Mall area, Parking lots, Museum Grounds, Intramural fields, Stadium and Baseball complex."

What does this mean for you?

- Log in to the SamNet Wireless network via any web browser (no pre-configuration necessary)!
- Bandwidth priority is given to SHSU Computer account holders over guests.
- Move anywhere inside the SamNet Wireless controlled network without losing connection.
- The access points are load balanced so that if one point gets overloaded the connections are shared out to the nearby access points.

For more information, check out the [SHSU Tech Tutorial for SamNet Wireless](#).

#### HOME

MY SAM PORTAL LAUNCHES  
DECEMBER 6

SHSU UNVEILS NEW WIRELESS  
NETWORK

SHOUT OUTS

BANNER UPDATE

CHANGE NOTICES  
& COMPUTING UPDATES

STAFF UPDATES

TECH TIPS

FOLLOW HELPDESK ON FACEBOOK

FOLLOW HELPDESK ON TWITTER

FOLLOW THE HELPDESK BLOG

ARCHIVES

#### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)



## IR Update

[Home](#) > Change Notices & Updates

### Change Notices & Computing Updates

#### Direct Helpdesk Phone Number for Faculty and Staff

The Helpdesk is staffed Monday through Friday from 7:30 a.m. until 5 p.m. Thanks to the new call management system, you will not be transferred to voice mail if all technicians are busy. Instead, a call queue will allow you to put your phone on hands-free speaker mode and know we'll get to you as quickly as we can.

As a faculty or staff member, you will be given the top priority when you call. A new direct number has been created just for you: 4-HELP (instead of 4-1950).

The call menu system will first ask if you're calling regarding a classroom workstation as those will rate the highest urgency.

To make sure you are transferred to someone knowledgeable about your operating system, you will be asked if you are calling in reference to a PC or a Macintosh.

If you're calling regarding SHSU Online, you will be transferred to eCollege's HelpDesk, and if you're calling regarding Blackboard, you will be transferred to DELTA.

You can also reach a Helpdesk technician with the e-mail [servicedesk@shsu.edu](mailto:servicedesk@shsu.edu).

We hope you find these special services helpful. If you would like to make a suggestion on this topic, please e-mail Elisa Crossland, Director of Client Support at [ecrossland@shsu.edu](mailto:ecrossland@shsu.edu)

#### SPSS Error Message

Statistical Package for the Social Sciences (SPSS) is currently giving clients using a SHSU laptop a message that the licensing renewal date has passed. If you have this message on your university issued laptop please call the Helpdesk at 4-HELP and a new license key can be given to you over the phone. Please note: You will need to have the orange and blue tag information from your laptop.

### Technology Purchasing

All SHSU technological purchases should be processed through the Information Resources SamWeb Work Order system in accordance with FO-IR-12 policy regarding SHSU Technology Acquisition Oversight. This process ensures that whatever technology you purchase is compatible with the SHSU Computer Network; purchases done outside of this system have no such assurance of compatibility.

All SHSU technology purchased through Information Resources will meet these specifications:

Memory Sticks: USB Mass Storage Compliant Flash drives.

Operating Systems: Macintosh OS X, versions 5 and 6 and Microsoft Windows XP.

Software Packages: Microsoft Office 2007 for PC and Microsoft Office 2008 for Macintosh. A list of software for faculty, staff, and lab machines is available on request.

Currently approved hardware configurations:

- The minimum requirements for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, 4 GB memory, and a 250 GB hard drive.

#### HOME

MY SAM PORTAL LAUNCHES  
DECEMBER 6

SHSU UNVEILS NEW WIRELESS  
NETWORK

SHOUT OUTS

BANNER UPDATE

CHANGE NOTICES  
& COMPUTING UPDATES

STAFF UPDATES

TECH TIPS

FOLLOW HELPDESK ON FACEBOOK

FOLLOW HELPDESK ON TWITTER

FOLLOW THE HELPDESK BLOG

ARCHIVES

#### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)



- The minimum configuration for a Macintosh is a 1.83 GHz Dual Core Intel processor, 1.5GB RAM, and a 80GB hard drive.

Information Resources division may schedule significant periods of downtime for major system upgrades and maintenance. Certain systems may be unavailable on Friday nights after 6 p.m. and on holidays. To permit patches and routine updates, managed Macintosh nodes may be automatically rebooted between Friday at 6 p.m. and Saturday morning at 8 a.m.



[Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#)  
[Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



## IR Update

[Home](#) > [Tech Tips](#)

### Tech Tips

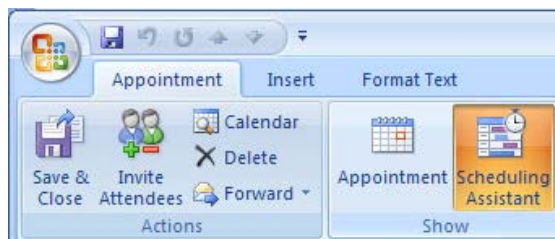
#### Document Imaging Tip

Our document imaging system (DOCS05MG in SamMenu) relies on your local profile being correct in order to work properly. If you have problems scanning documents into the system it might be your profile's fault. To check on your profile please go to the C drive, then the WINNT folder, then locate the PROFILES folder. Inside of the profile folder there should be only one folder labeled with your username. If you see any folders with .SHSU or duplicates of your username please contact the Helpdesk at 4-HELP.



#### MS Outlook Scheduling Tip

Outlook's Calendar has the ability to show you if someone else at SHSU has an opening in their schedule for a meeting. Go to your calendar in Outlook and select a New Appointment. In the appointment dialog box please select Scheduling Assistant from the Show area on the ribbon. In the "Click here to add a name" field select the person you are trying to schedule a meeting with. Outlook will tell you whether they have something on their calendar or not.



#### MS Outlook Contacts Tip

In Microsoft Outlook a cached list of the addresses that you send to is attached to your profile. These email addresses (the ones that pop up in the "To" field) are not being saved to your Outlook Contacts. If you have to get your profile reset all of these email addresses that are not part of the SHSU directory will be lost. To prevent this you must right click on the name after it pops into the "To" field and select "Add to Outlook Contacts" for this to be saved permanently.



#### HOME

MY SAM PORTAL LAUNCHES  
DECEMBER 6

SHSU UNVEILS NEW WIRELESS  
NETWORK

SHOUT OUTS

BANNER UPDATE

CHANGE NOTICES  
& COMPUTING UPDATES

STAFF UPDATES

TECH TIPS

FOLLOW HELPDESK ON FACEBOOK

FOLLOW HELPDESK ON TWITTER

FOLLOW THE HELPDESK BLOG

ARCHIVES

#### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)



# Information Resources **UPDATE**

[Home](#) >

## IR Update

Welcome to the December, 2010 issue of [IR Update](#).

We'd love to hear feedback about what you'd like to read on [IR Update](#). If you'd like to make a suggestion for future content, [please let us know](#).

## Holiday Season Events on Campus

We made a list and checked it twice! Here are all of the upcoming seasonal events on campus. If you know of an event that we missed [please tell us](#).

>> [Read Details](#)



## Shout Outs

Information Resources would like to recognize a number of people in our SHSU community. Read "shout outs" to the Banner Implementation Teams, Karyl Horn, Radonna Russ and Jana Richie!

>> [Read Details](#)

## Staff Updates

Information Resources would like to welcome our new Purchaser, Gina Morrison to SHSU.

>> [Read Details](#)



## Exciting Banner Milestone: HR/Payroll Launches December 6

By Stephanie Brim

The next Banner ERP Project milestone, implementation of the HR/Payroll module, is scheduled for on Monday, December 6.

>> [Read Details](#)

- HOME
- WORK ORDER SYSTEM CHANGES
- SHOUT OUTS
- BANNER UPDATE
- CHANGE NOTICES & COMPUTING UPDATES
- STAFF UPDATES
- TECH TIPS
- FOLLOW HELPDESK ON FACEBOOK
- FOLLOW HELPDESK ON TWITTER
- FOLLOW THE HELPDESK BLOG
- ARCHIVES

## New Functionality in the Work Order System Saves Time for Everyone!

New functionality has been added to the Information Resources Work Order System that promises easier updates for all! The biggest change is that you can now reply to the e-mails generated by the system in order to update your work order.



[>> Read Details](#)

## New Tools for Managing Your SHSU Account Preferences Available 12/6

On Monday, December 6th, with the go live of MySam, additional SHSU account preferences will be available for you to customize.

[>> Read Details](#)

## Change Notices & Computing Updates

This month's notices and updates include information about the December 6 launch of Human Resources and Payroll Banner modules and My Sam Portal. In addition, there is important new licensing information about SPSS. **If you use SPSS, please be sure to read this important information** that will help Information Resources make this software available to you when you need it!

[>> Read Details](#)

## Tech Tips

December tech tips include tips for protecting your privacy on social networks and a tip for avoiding a locked account when resetting the password for your SHSU Computer Account password.

[>> Read Details](#)

## Did You Know?

In the month of November, the Information Resources Helpdesk handled:

- IR work orders closed in November: 1333
- Helpdesk Calls for November: 3183
- Helpdesk Walk-ins for November: 187

## Follow IR Helpdesk On Twitter, Facebook and Blog:

 [twitter.com/SHSUHelpdesk](http://twitter.com/SHSUHelpdesk)

 [facebook.com/SHSUHelpdesk](http://facebook.com/SHSUHelpdesk)

 [shsuhelpdesk.blogspot.com](http://shsuhelpdesk.blogspot.com)

---

*The IR Update was approved by the Assistant Vice President for Information Resources for e-mail distribution to SHSU faculty and staff.*



[Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#)  
[Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© [Copyright Sam Houston State University](#) | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



# Information Resources UPDATE

[Home](#) >

## IR Update

Welcome to the December, 2010 issue of [IR Update](#).

We'd love to hear feedback about what you'd like to read on [IR Update](#). If you'd like to make a suggestion for future content, [please let us know](#).



## Holiday Season Events on Campus

We made a list and checked it twice! Here are all of the upcoming seasonal events on campus. If you know of an event that we missed [please tell us](#).

>> [Read Details](#)



## Shout Outs

Information Resources would like to recognize a number of people in our SHSU community. Read "shout outs" to the Banner Implementation Teams, Karyl Horn, Radonna Russ and Jana Richie!

>> [Read Details](#)

## Staff Updates

Information Resources would like to welcome our new Purchaser, Gina Morrison to SHSU.

>> [Read Details](#)



## Exciting Banner Milestone: HR/Payroll Launches December 6

By Stephanie Brim

The next Banner ERP Project milestone, implementation of the HR/Payroll module, is scheduled for on Monday, December 6.

>> [Read Details](#)

[HOME](#)

[WORK ORDER SYSTEM CHANGES](#)

[SHOUT OUTS](#)

[BANNER UPDATE](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

## New Functionality in the Work Order System Saves Time for Everyone!

New functionality has been added to the Information Resources Work Order System that promises easier updates for all! The biggest change is that you can now reply to the e-mails generated by the system in order to update your work order.



[>> Read Details](#)

## New Tools for Managing Your SHSU Account Preferences Available 12/6

On Monday, December 6th, with the go live of MySam, additional SHSU account preferences will be available for you to customize.

[>> Read Details](#)

## Change Notices & Computing Updates

This month's notices and updates include information about the December 6 launch of Human Resources and Payroll Banner modules and My Sam Portal. In addition, there is important new licensing information about SPSS. **If you use SPSS, please be sure to read this important information** that will help Information Resources make this software available to you when you need it!

[>> Read Details](#)

## Tech Tips

December tech tips include tips for protecting your privacy on social networks and a tip for avoiding a locked account when resetting the password for your SHSU Computer Account password.

[>> Read Details](#)

## Did You Know?

In the month of November, the Information Resources Helpdesk handled:

- IR work orders closed in November: 1333
- Helpdesk Calls for November: 3183
- Helpdesk Walk-ins for November: 187

## Follow IR Helpdesk On Twitter, Facebook and Blog:

 [twitter.com/SHSUHelpdesk](https://twitter.com/SHSUHelpdesk)

 [facebook.com/SHSUHelpdesk](https://facebook.com/SHSUHelpdesk)

 [shsuhelpdesk.blogspot.com](http://shsuhelpdesk.blogspot.com)

---

*The IR Update was approved by the Assistant Vice President for Information Resources for e-mail distribution to SHSU faculty and staff.*



[Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#)  
[Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© [Copyright Sam Houston State University](#) | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™





## IR Update

[Home](#) > [Holiday Events](#)

### Holiday Season Events on Campus

- **LSC Open House** on Wednesday, December 1 from 10 a.m. – 1 p.m.
- **90th Annual Tree of Light Ceremony** on Wednesday, December 1 in Bearkat Plaza from 6 p.m. – 7 p.m. For more information, contact [Student Activities](#) at (936) 294-3861 or [studentactivities@shsu.edu](mailto:studentactivities@shsu.edu)
- **College of Education Annual Open House** on Friday, December 3, in Eleanor and Charles Garrett Teacher Education Center West Foyer from 1 p.m. – 3 p.m. For more information, contact Sherry Hirsch at (936) 294-3304 or [edu\\_slh@shsu.edu](mailto:edu_slh@shsu.edu)
- **College of Arts and Sciences Open House** on Monday, December 6, in Lee Drain room 200D from 1 p.m. – 3 p.m. For more information, contact Tammy Gray at (936) 294-1230 or [gray@shsu.edu](mailto:gray@shsu.edu)
- **Party at the Press** on Monday, December 6 from 10 a.m. - 11:30 a.m. at the Sam Houston Press & Copy Center.
- **Estill Building Open House** on December 7 from 10 a.m. – noon.
- **Joyful and Triumphant**, will be a holiday overload of music performed by a huge variety of performers - Symphony Orchestra, Choirs, Brass ensembles, Jazz Band, and many others. There will be 2 performances on Friday, December 10 and Saturday, December 11. Both performances begin at 7:30 p.m. and take place in the Concert Hall of the Nancy and James Gaertner Performing Arts Center. Get your tickets early as seating is limited! Call (936) 294-2339 or email [tickets@shsu.edu](mailto:tickets@shsu.edu)
- **Administration Building Holiday Open House** on Wednesday, December 15 from 2 p.m. – 4 p.m. For more information, contact (936) 294-4758 or [events@shsu.edu](mailto:events@shsu.edu)
- **Candy Land at Sam South** on Thursday, December 16, at Sam South from 2 - 4 p.m. in the Sam South Complex.
- **College of Humanities and Social Sciences Building Holiday Open House** on Friday, December 17, from 9 a.m. - 11 a.m. We are celebrating from the concourse to the 4th floor!
- **AB IV Building Holiday Open House** on Tuesday, December 21 from 12:30 p.m. - 2



Photo by: DJ Viser

HOME

WORK ORDER SYSTEM CHANGES

SHOUT OUTS

BANNER UPDATE

CHANGE NOTICES & COMPUTING UPDATES

STAFF UPDATES

TECH TIPS

FOLLOW HELPDESK ON FACEBOOK

FOLLOW HELPDESK ON TWITTER

FOLLOW THE HELPDESK BLOG

ARCHIVES

### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

p.m. in the Career Services Lobby, Suite 210.



[Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#)  
[Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© Copyright [Sam Houston State University](#) | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



## IR Update

[Home](#) > IR Shout Outs

### Information Resources "Shout Outs"

"With a number of new Banner "go live" dates on the horizon, I'd like to "shout out" to the **Banner implementation teams** (<http://www.shsu.edu/ERP/teams.html>). My sincere thanks to all of you for contributing your time, energy and good thinking to making the Banner project a success at SHSU!" - *Kay Kay Davis*

"Attending **Karyl Horn's** training sessions showed me everything that I needed to know about the time entry system. Thanks for all the hard work, Karyl!" - *Thomas Sosebee*

"A big huge thank you to **Radonna Russ** for all the help in getting the Banner HR/Payroll module set up and running! Couldn't have done it without her!" - *Casey Campbell*

"I'd like to thank **Jana Richie** for her outstanding work on the My Sam Portal tutorials! Not only did Jana create outstanding multimedia content, she did it in her "spare time" as a member of the My Sam committee. Thank you, Jana!" - *Elisa Crossland*

HOME

WORK ORDER SYSTEM CHANGES

SHOUT OUTS

BANNER UPDATE

CHANGE NOTICES & COMPUTING UPDATES

STAFF UPDATES

TECH TIPS

FOLLOW HELPDESK ON FACEBOOK

FOLLOW HELPDESK ON TWITTER

FOLLOW THE HELPDESK BLOG

ARCHIVES

### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)



# Sam Houston STATE UNIVERSITY

*A Member of The Texas State University System*

## IR Update

[Home](#) > IR Staff Updates

### Information Resources Staff Updates

Procurement and Business Services and Information Resources would like to announce the hiring of a Purchaser specifically for the Information Resources department.

Gina Morrison joined the SHSU teams of Procurement and IR on November 16, 2010. Gina will office in AB1 with Information Resources.

Gina has over 15 years of procurement experience in both higher education and state government. We would like to take this time to welcome her aboard and invite you to do the same.



[HOME](#)

[WORK ORDER SYSTEM CHANGES](#)

[SHOUT OUTS](#)

[BANNER UPDATE](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

[Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#) | [Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

Sam Houston State University | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
 © Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



## IR Update

[Home](#) > [Banner Update](#)

### Banner Update

#### Exciting Banner Milestone: HR/Payroll Launches December 6

By Stephanie Brim

The next Banner ERP Project milestone, implementation of the HR/Payroll module, is scheduled for on Monday, December 6.

#### What this means:

From past issues of *Keep the Change*, the HR/Payroll Team's monthly newsletter:

"...The Banner version [of ePAF] will be completely electronic! Departments will not only generate the document, but will also send it forward for approval online. The signature approval sequence can be predetermined or modified based on the activity being taken with the PAF. *Just imagine – no more hunting for people to approve personnel actions!*"

"...Another "electronic opportunity" will be web time entry for student employees and online leave reporting for faculty and exempt employees. Initially handled by a department designee, time entry can be tailored to allow for individual log-in/log-out. For both web-time entry and online leave reporting, the employee and their supervisor will be able to approve the document online. *Just imagine – no more hunting for people to approve timesheets and leave reports!*"

"...While you have had the opportunity to see your check stub through Sam Web for several years, Banner's Self Service System (SSB) will offer that and more! In SSB you may have the opportunity to complete a timesheet or leave report (if your department decides to allow employee entry), check your benefits and deductions, verify your tax status, determine your leave balances and confirm your direct deposit. In the future, we also plan to offer our W-2's for 2011 online! *Just imagine – no more waiting in line to pick it up or for the postal service to deliver it!*"

With the success of time entry and ePAF training in November, we've identified the need for more! The next version of ePAF I and ePAF II will be offered in a slightly different model that will include a two-hour block for Time Entry followed by a one-hour block for ePAF Processing. We've designed the sessions so that trainees who only need Time Entry training don't have to sit through ePAF training. But, if someone needs both, they're offered back to back for convenience.

The next round of Time Entry and ePAF training will be offered for individuals who need, but have not yet attended training. We also hope to have additional space available. [Check the HR Training Calendar](#) for availability. There is no General Navigation Training prerequisite for these particular classes.

Check out the [August 2010](#), [September 2010](#) and [October 2010](#) issues of "Keep the Change."

Please send questions and suggestions to [AskBannerPm@shsu.edu](mailto:AskBannerPm@shsu.edu).

[HOME](#)

[WORK ORDER SYSTEM CHANGES](#)

[SHOUT OUTS](#)

[BANNER UPDATE](#)

[CHANGE NOTICES  
& COMPUTING UPDATES](#)

[STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)



**TRAIL | Report Fraud and Abuse | The Texas State Auditor's Office Hotline | State of Texas | Online Institutional Resumes  
Governor's Committee on People with Disabilities | Open Records | Where the Money Goes | Compact with Texans | College Portrait HB  
2504 compliance | Web Site Accessibility**

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© Copyright [Sam Houston State University](#) | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



## IR Update

[Home](#) > [Work Order System](#)

### New Functionality in the Work Order System Saves Time for Everyone!

By Thomas Sosebee

New functionality has been added to the Information Resources Work Order System that promises easier updates for all! The biggest change is that you can now reply to the e-mails generated by the system in order to update your work order. All text that was inserted by an e-mail update will be marked on the work order in blue as "Inserted Via E-mail".

In addition, to the "reply" functionality, the system now has a simplified e-mail layout that includes the initial work order's description. No more scrolling to get to the update!

Finally, out of respect for everyone's time, Information Resources has also reduced the number of messages that are sent by the system. Now when you receive an e-mail notification about a reassignment or re-categorization of your work order you will no longer see the generic message about the reassignment or re-categorization of your work order. Instead you will just see the actual updated information in the work order.

Information Resources Programmer Analyst I, Eric Amason said, "We noticed that when a work order was updated and reassigned the work order system was using all of the limited space in the email to mention the reassignment instead of the updated information. Now the work order system will use that space much more efficiently by showing the important information in the work order update."

NOTE: You cannot change the subject line for these emails or they will not be delivered to the work order system.



[HOME](#)

[WORK ORDER SYSTEM CHANGES](#)

[SHOUT OUTS](#)

[BANNER UPDATE](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

[Accreditations](#) | 
 [Directory](#) | 
 [A-Z Index](#) | 
 [Contacts](#) | 
 [Policies](#) | 
 [Emergency Policies & Procedures](#) | 
 [Texas Homeland Security TRAIL](#) | 
 [Report Fraud and Abuse](#) | 
 [The Texas State Auditor's Office Hotline](#) | 
 [State of Texas](#) | 
 [Online Institutional Resumes](#) | 
 [Governor's Committee on People with Disabilities](#) | 
 [Open Records](#) | 
 [Where the Money Goes](#) | 
 [Compact with Texans](#) | 
 [College Portrait HB 2504 compliance](#) | 
 [Web Site Accessibility](#)

[Sam Houston State University](#) | 
 Huntsville, Texas 77341 | 
 (936) 294-1111 | 
 (866) BEARKAT | 
 © Copyright Sam Houston State University | 
 All rights reserved. | 
 [Contact Web Editor](#)

MEMBER THE TEXAS STATE UNIVERSITY SYSTEM™



## IR Update

[Home](#) > [Change Notices & Updates](#)

### Change Notices & Computing Updates

#### New Tools for Managing Your SHSU Account Preferences Available 12/6

On Monday, December 6, with the go live of My Sam, additional account preferences will be available for you to customize.

- **E-mail Alias**

Faculty and staff currently can have up to three e-mail aliases. An e-mail alias is just an alternate address that can be given out to others to send e-mail to you. After the go live of My Sam, you will now have the ability to designate one of your e-mail aliases as your primary e-mail address. This change will allow all e-mails coming from you to be sent and received from this e-mail address. You can make changes to your e-mail alias setup at <https://samweb.shsu.edu/domain/Email-Maintenance>



*Photo by: DJ Viser*

- **Off-site Contact Information**

Please login to <https://samweb.shsu.edu/Preferences> and verify that your off-site e-mail address is current. This off-site e-mail will now be used to provide self-service password resets for your SHSU account. A known PIN number will no longer be used to reset your password.

#### My Sam Launch for Employees

The Human Resources and Payroll Banner modules are scheduled to launch on December 6 for all SHSU employees (Faculty, Staff, and student workers).

All employees will access [My Sam Portal](#) in order to fill out leave reports and/or time sheets. Student workers will also clock in and out via My Sam Portal.

Throughout the next year, Information Resources will be offering training for groups across campus that would like to learn how to use My Sam Portal. Check the [HR Training Calendar](#) for available sessions.

For more detailed information, please take a look at the [My Sam story](#) that we published in the November issue of IR Update. Introductory documents and videos are also [available online](#).

Please don't hesitate to contact us if you have any questions or concerns pertaining to My Sam Portal training. E-mail Thomas Sosebee [tas017@shsu.edu](mailto:tas017@shsu.edu) or call at (936) 294-3476.

#### SPSS Changes Licensing for SHSU

Information Resources would like to know if you use SPSS for anything other than teaching and research. The manufacturer of SPSS has recently changed the terms in which SHSU can use the software, limiting use to only allow "teaching and non-commercial academic research" purposes.

Information Resources needs to identify anyone who intends to use SPSS for anything other than teaching and non-commercial academic research so appropriate licensing can be obtained if necessary. This will enable us to provide the software you need when you need it.

Please e-mail Zac Braaksma ([zacbraak@shsu.edu](mailto:zacbraak@shsu.edu)) if you think your use may be subject to this new restriction and include a short generic summary of how you use the software.

[HOME](#)

[WORK ORDER SYSTEM CHANGES](#)

[SHOUT OUTS](#)

[BANNER UPDATE](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

#### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)



SPSS has defined non-commercial academic research as follows:

*"Non-commercial academic research means research by degree seeking students and faculty members where (i) the results of such research are not intended primarily for the benefit of a third party; (ii) such results are made available to anyone without restriction on use, copying or further distribution; and (iii) any copy of any such result is furnished for no more than the cost of hosting, reproduction, and shipping. Any other use including but not limited to university administration and operations is strictly prohibited."*

**Accreditations | Directory | A-Z Index | Contacts | Policies | Emergency Policies & Procedures | Texas Homeland Security TRAIL | Report Fraud and Abuse | The Texas State Auditor's Office Hotline | State of Texas | Online Institutional Resumes Governor's Committee on People with Disabilities | Open Records | Where the Money Goes | Compact with Texans | College Portrait HB 2504 compliance | Web Site Accessibility**

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT  
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™





## IR Update

[Home](#) > [Tech Tips](#)

### Tech Tips

#### No Such Thing as a Private Social Network Tip

There's no such thing as a "private" social media site. Search engines can turn up posts years after the publication date, comments can be forwarded or copied, and a social media platform's privacy policies may change over time. Personal social media sites are not exempt from scrutiny. The content on your personal social media sites, including Facebook and Twitter, may be seen by your colleagues despite your privacy settings.



#### Avoiding a Locked Account Tip

When resetting your SHSU computer account password it is imperative that you are only logged into the computer that you are using to reset your password. If are you logged in to other computers, even off-campus, the system will lock your account.

If your account has accidentally been locked, you will be forced to log out of all the computers you are using and wait fifteen minutes for your account to become unlocked.

Using the remote desktop connection also counts as being logged into a separate machine so be sure to log off of the remote desktop connection before resetting your password.

[HOME](#)

[WORK ORDER SYSTEM CHANGES](#)

[SHOUT OUTS](#)

[BANNER UPDATE](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

### Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)