



Information Resources **UPDATE**

[Home](#) >

Happy New Year!

Welcome to the January, 2011
issue of [IR Update](#).

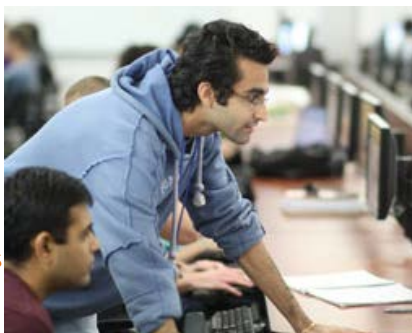
We'd love to hear feedback about what you'd like to read on [IR Update](#). If you'd like to make a
suggestion for future content, [please let us know](#).



10-Minute Promise Ensures Rapid Response for Classroom and Lab Tech Support

Information Resources (IR) and Distance Education &
Learning Technologies for Academics (DELTA) have
partnered to provide the **10-Minute Promise**, a new
level of service to support classroom instruction.

[>> Read More](#)



Change Notices & Computing Updates

Read about changes that may affect the configuration of
some workstations on campus. In addition, read how to
get free toner and tools for managing your account in My Sam Portal.

[>> Read More](#)

Technology Resolutions for the New Year

Don't forget to add a few technology best practices to your 2011 New Year's Resolutions! This
list includes information on updating your computer operating system, social media tips and
how to create a channel for your department in My Sam Portal.

[>> Read More](#)

Banner Update

This month's Banner information comes from the December issue of the *Banner at Sam*
newsletter. The excerpts cover *Banner Finance*, *Banner Student*, and upcoming Banner changes
for 2011.

[IR UPDATE HOME](#)

[10-MINUTE PROMISE](#)

[CHANGE NOTICES
& COMPUTING UPDATES](#)

[TECHNOLOGY RESOLUTIONS](#)

[BANNER UPDATE](#)

[BANNER TEAMS LAUNCH NEW TOOLS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

[>> Read More](#)

SHSU Banner Teams Launch New Tools for Faculty, Staff and Students

On December 6, 2010 a project team comprised of staff from Information Resources (IR), Payroll and several other departments launched the Banner Payroll module. This module dramatically changed the way that payroll functions are performed at SHSU.

[>> Read More](#)

SHSU Computer Account Changes and Enhancements

As part of SHSU's ongoing effort to make our computer accounts as secure and timely as possible, a new set of tools for account maintenance were also deployed on December 6.

[>> Read More](#)



Did You Know?

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

- IR work orders closed in December: 1077
- Helpdesk Calls for December: 2927
- Helpdesk Walk-ins for December: 119

Follow IR Helpdesk On Twitter, Facebook and Blog:

 twitter.com/SHSUHelpdesk

 facebook.com/SHSUHelpdesk

 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](#) >

Happy New Year!

Welcome to the January, 2011
issue of [IR Update](#).

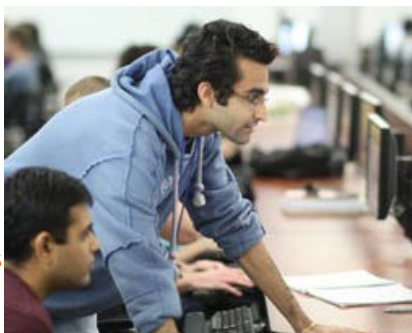
We'd love to hear feedback about what you'd like to read on [IR Update](#). If you'd like to make a
suggestion for future content, [please let us know](#).



10-Minute Promise Ensures Rapid Response for Classroom and Lab Tech Support

Information Resources (IR) and Distance Education &
Learning Technologies for Academics (DELTA) have
partnered to provide the **10-Minute Promise**, a new
level of service to support classroom instruction.

[>> Read More](#)



Change Notices & Computing Updates

Read about changes that may affect the configuration of
some workstations on campus. In addition, read how to
get free toner and tools for managing your account in My Sam Portal.

[>> Read More](#)

Technology Resolutions for the New Year

Don't forget to add a few technology best practices to your 2011 New Year's Resolutions! This
list includes information on updating your computer operating system, social media tips and
how to create a channel for your department in My Sam Portal.

[>> Read More](#)

Banner Update

This month's Banner information comes from the December issue of the *Banner at Sam*
newsletter. The excerpts cover *Banner Finance*, *Banner Student*, and upcoming Banner changes
for 2011.

[IR UPDATE HOME](#)

[10-MINUTE PROMISE](#)

[CHANGE NOTICES
& COMPUTING UPDATES](#)

[TECHNOLOGY RESOLUTIONS](#)

[BANNER UPDATE](#)

[BANNER TEAMS LAUNCH NEW TOOLS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

[>> Read More](#)

SHSU Banner Teams Launch New Tools for Faculty, Staff and Students

On December 6, 2010 a project team comprised of staff from Information Resources (IR), Payroll and several other departments launched the Banner Payroll module. This module dramatically changed the way that payroll functions are performed at SHSU.

[>> Read More](#)

SHSU Computer Account Changes and Enhancements

As part of SHSU's ongoing effort to make our computer accounts as secure and timely as possible, a new set of tools for account maintenance were also deployed on December 6.

[>> Read More](#)



Did You Know?

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

- IR work orders closed in December: 1077
- Helpdesk Calls for December: 2927
- Helpdesk Walk-ins for December: 119

Follow IR Helpdesk On Twitter, Facebook and Blog:

 twitter.com/SHSUHelpdesk

 facebook.com/SHSUHelpdesk

 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](#) > 10-Minute Promise

10-Minute Promise Ensures Rapid Response for Classroom and Lab Tech Support

Information Resources (IR) and Distance Education & Learning Technologies for Academics (DELTA) have partnered to provide the **10-Minute Promise**, a new level of service to support classroom instruction.

Beginning in spring 2011, all technical support calls that occur during a class will be treated as top priority. For these calls, you have our shared promise that we will do our best to have a technician in your classroom within 10 minutes of your call.

"Educating students is the primary mission of the university," says Mark Adams, Associate Vice President for Information Resources. "We are pleased to help provide this service that supports our faculty and students."

A few changes will be taking place in the spring that will help IR and DELTA to fully support the **10-Minute Promise**.

DELTA

DELTA is SHSU's full-service instructional technology department that supports the educational technology needs of SHSU faculty and is the home of SHSU Online, the vehicle for distance education at the University. DELTA will respond to the **10-Minute Promise** during the standard business hours of 8 a.m. to 5 p.m. IR Helpdesk will respond to any service requests that exceed DELTA's resources during this time.

"We will be upgrading classroom technology across the entire campus during the next two years. I'm excited about making these critical improvements in our academic technology equipment and support services," says Bill Angrove, Associate Vice President for Distance Learning.

IR Helpdesk

The IR Helpdesk will be open from 7:30 a.m. - 9 p.m., Monday through Thursday, and 7:30 a.m. - 6 p.m. on Friday beginning January 13. If a faculty member needs in-class technical support, the Helpdesk will dispatch staff to a classroom in the evenings as well. Callers after 9 p.m. will be supported by the Helpdesk voicemail system that is monitored 24 hours per day for emergencies.

IR Computer Labs

Information Resources computer labs that have been reserved for classroom instruction will only be staffed by a lab assistant on request. Labs will still be open/closed on schedule and be monitored for supplies daily. In addition, a lab assistant is never more than a phone call and 10 minutes away.

10-Minute Promise

Between DELTA and IR there will always be someone on campus that can fulfill the 10-Minute Promise between the hours of 7:30 a.m. to 9 p.m. Monday through Thursday and until 6 p.m. on Fridays.

IR UPDATE HOME

10-MINUTE PROMISE

CHANGE NOTICES & COMPUTING UPDATES

TECHNOLOGY RESOLUTIONS

BANNER UPDATE

BANNER TEAMS LAUNCH NEW TOOLS

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](#)

Issue

For classroom issues during business hours

Phone

Call 4-2780

For lab issues during business hours
For evening hours (or at any other time)

Call 4-3463
Call 4-HELP, press 1 for classroom



[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 and Computing Updates

Change Notices and Computing Updates

Changes to DNS Infrastructure: Unmanaged Workstations

The IR Systems Team made changes to our DNS (Domain Name System) Infrastructure over the holiday break. These changes added additional redundancy, scalability and security to our DNS servers, and should be transparent to all **managed** Windows and Mac workstations. If you have a managed Windows or Mac workstation, it was setup on the SHSU network with our standard configuration and you will not need to do anything about this change. On campus users of the wireless network will not have to make any changes to their settings either. If you are unsure whether this applies to you please contact the Information Resources Helpdesk at 294-1950.

For those using **unmanaged** workstations on campus with static IP configuration (not the Dynamic Host Configuration Protocol - DHCP), you'll need to change your DNS servers from 158.135.1.20 and 158.135.1.200 to 158.135.2.20 and 158.135.2.200. Starting January 2011, the legacy DNS server (158.135.1.20 and 158.135.1.200) will not resolve any internal SHSU domains (file and print servers, domain controllers, etc.) or any external domain (google.com, msn.com, yahoo.com for example) correctly. If you are on an unmanaged workstation, it is likely that you know this and have had to make special updates in the past. If you are unsure whether this applies to you please contact the Information Resources Helpdesk at 294-1950.

How do you change these settings?

For a Mac:

1. Open System Preferences.
2. Click on Network.
3. Edit the DNS Server to read: 158.135.2.20, 158.135.2.200
4. Click on Apply. You may have to restart your computer after making these changes.

For a PC:

1. Click on the Start menu and select Control Panel.
2. Click on Network Connections.
3. Right-click on Local Area Connection and select Properties.
4. Highlight Internet Protocol (TCP/IP) and click on the Properties button. You can then update your Preferred DNS server to 158.135.2.20 and the Alternate DNS server to 158.135.2.200.
5. Click on OK. You will most likely need to restart your computer after making these changes.

Free Toner available!

Departments will need to place a work order for the toner they want. It will be first come, first served.

Toner Available & Quantities

HP Printer Model	Quantity
4500 or 4550	22

IR UPDATE HOME

10-MINUTE PROMISE

CHANGE NOTICES & COMPUTING UPDATES

TECHNOLOGY RESOLUTIONS

BANNER UPDATE

BANNER TEAMS LAUNCH NEW TOOLS

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

1000, 1005, 1200, 1220, 3300, 3380	2
4, 4+, 4m, 4m+, 5, 5m, 5n	8
4700	1
p3005, m3027, m3035	3
2300	2
p3015	2
5000, 5100	2
8500, 8550	1
9000	1

My Sam Launch for Employees

On December 6, 2010 My Sam was launched, allowing all SHSU employees their first glimpse of the system that will grow to replace some of our legacy systems. Currently My Sam is populated with mostly informative channels put together by the My Sam committee and different participating departments on campus. Most staff and student workers will be using My Sam to get access to their time entry and leave reporting programs in Self-Service Banner (SSB).

In order to stay on top of all the changes in My Sam please take some time over the next month to get acquainted with My Sam. There are training guides and videos available at <http://www.shsu.edu/mysam>

My Sam Channel Spotlight: Manage My Profile

Manage My Profile

Change Password

Manage SHSU E-mail Addresses

Manage Off-site Contact Information

The *Manage My Profile* My Sam channel is a dynamic channel that is connected to SamWeb and allows SHSU clients the ability to manage their account information.

- The *Change Password* link will allow you to change your SHSU Computer Account password and is fairly self explanatory.
- The *Manage SHSU E-mail Addresses* link has two functions:
 - requesting an e-mail alias
 - selecting which of your SHSU e-mail addresses is considered your primary address. Creating an e-mail alias and setting it as your primary address will now allow you to send e-mail from that address instead of just being able to receive mail.
- The *Manage Off-site Contact Information* link allows you to choose off-site contacts, of either an e-mail address and a cell phone number that the system can use to verify your identity. The off-site e-mail address is mandatory for all SHSU computer account holders, while the phone number contact is optional. This added functionality has allowed for the elimination of PINs and the alternate login that used to be required to verify the identities of SHSU clients that had forgotten their passwords or missed the password reset deadline.

IR Maintenance Window

Information Resources division may schedule 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 computers may be automatically rebooted between Friday at 6 p.m. and Saturday morning at 8 a.m.

IR Update

[Home](#) > Technology Resolutions

Technology Resolutions for the New Year

Don't forget to add a few technology best practices to your 2011 New Year's Resolutions!

1. Run all the updates on your home computer and laptop

Whether you're on a Mac or a PC, it is always a good idea to keep your machine up to date. Keeping your computer up to date helps prevent virus and malware attacks. Often times, running updates fixes bugs in your software and even adds new functionality. If you're on a managed SHSU computer, we'll keep up with this for you. For your home computer or unmanaged SHSU machine, follow these easy steps.

Installing Updates for PC

We advise that you automatically download and install updates for your computer. This will ensure that your computer is kept up to date as much as possible.

To enable Windows 7 updating automatically

1. Click the start button
2. From the Start Menu, choose Control Panel
3. From the Control Panel, choose System and Security
4. From the System and Security section, choose to turn automatic update on.

To enable Windows Vista updating automatically

1. Click the start button
2. From the Start Menu, choose All Programs
3. From All Programs, choose Windows Update
4. From Windows Update, choose Change Settings
5. Install Updates Automatically and Click OK.

To enable Windows XP updating automatically

1. Click the start button
2. From the Start Menu, choose Control Panel
3. From Control Panel, choose Automatic Updates.

Installing Updates for Mac (OS X 10.5 and later)

1. From the Apple menu, choose Software Update
2. Software Update checks for available updates. In the Software Update window, select the items you want to install, then click Install. Usually, you should install all available updates. (Mac OS X v10.3 only: Click the Check Now button.)
3. Enter an administrator account name and password.
4. After installation is complete, restart the computer if required.

2. Build a LinkedIn Profile

If you don't already have a LinkedIn profile, resolve to create one in 2011. LinkedIn is a powerful professional networking tool that you can use to stay in touch with colleagues, participate in professional groups, look for jobs, research companies, solicit references and adeptly manage your personal professional brand.

IR UPDATE HOME

10-MINUTE PROMISE

CHANGE NOTICES & COMPUTING UPDATES

TECHNOLOGY RESOLUTIONS

BANNER UPDATE

BANNER TEAMS LAUNCH NEW TOOLS

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

Professionals use LinkedIn to find like-minded professionals. Job seekers use LinkedIn to read job postings, research companies and research hiring teams of a company at which they are considering accepting a position. Businesses use LinkedIn to find customers. Sales people and fundraisers use LinkedIn to find prospects.

Obviously, it's imperative to represent yourself well. The mistake most folks make is not representing themselves at all. Check it out at <http://www.linkedin.com>.

3. Secure Your Passwords

If you need some incentive to secure your password just Google "password hack horror stories." You'll see stories of drained PayPal accounts, deleted Gmail accounts, hacked Facebook accounts with terribly embarrassing status updates and myriad other stories that will inspire you to rethink your personal password strategy. Resolve to secure your passwords in 2011 and try the following tips:

- Take a lesson from the [Gawker Media hack](#) this past December and avoid the passwords on this list.
- Follow the tips for creating strong passwords published in [Microsoft's Online Safety guide](#).
- Don't use the same password for all your accounts. That way, if some dishonest person does successfully hack one of your accounts, they won't have hit the mother load and gained access to *everything*.
- Never share your password with anyone, not even if they seem legit, not even with us!

4. Google Yourself

Who was the last person you Googled? (Yes, Googled is a verb, as evidenced by the [Merriam-Webster Dictionary](#))

According to a 2010 study conducted by Microsoft, 64 percent of employers think it's OK to review the social media profiles of job applicants and 41 percent have rejected candidates based on what they found.

Proactively managing your online identity can help you by validating your professional claims, establishing credibility and communicating contemporary skills. Managing your online identity reactively is simply a risk that may hurt you when you least expect it.

Resolve to Google yourself and take charge of your online identity!

5. Create a My Sam channel for your department

If you're faculty or staff here at SHSU, it's likely you've visited My Sam Portal by now. If not, you may find the following pages informative:

- [My Sam Portal](#)
- [My Sam Portal Information and Documentation](#)

The content sections, or "channels," on each page of the My Sam Portal are created by faculty and staff at SHSU who have information they'd like to share with the campus community.

Channels can contain any text, links or pictures that you'd like. All you have to do is write the content, agree to keep it up-to-date and submit a work order.

For more information about creating channel content for My Sam Portal, please contact me at ecrossland@shsu.edu, or call 4-1049.

6. Follow Us on Twitter, Facebook & Blog


The IR Helpdesk has a Blog, Twitter and Facebook sites. We use these sites to post interesting technology-related information as well change notices and computing updates.

You don't have to wait for IR Update to get information. Join our social media sites today!


 twitter.com/SHSUHelpdesk

 facebook.com/SHSUHelpdesk

 shsuhelpdesk.blogspot.com



[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](#)

Banner Update

This month's Banner information comes from the December issue of the Banner at Sam newsletter. The excerpts cover *Banner Finance*, *Banner Student*, and upcoming Banner changes for 2011.

Banner Finance contains detailed information related to each transaction or record processed. The account elements in *Banner Finance* are fund, organization, account, and program—referred to as the FOAP. Online queries will retrieve information for selected fields and display the information on your screen. For example, a query related to issuing a purchase order would retrieve information about the vendor, the document number, the amount, the date ordered, the date received, etc.

Access to departmental financial information in *Banner Finance* is generally limited to the financial manager of a particular organization. If you create requisitions, you will become well acquainted with Internet Native Banner (INB). Creating requisitions, approvals and receiving goods are all managed within INB. In Self Service Banner (SSB), you will find access to operating budget transfers, budget query, encumbrance query, Paige's special account look-up, document, approvals and more.

Banner Student Admissions and Recruiting went live in September and on December 6 the first mock registration for testing of the enrollment processes took place. This testing will be followed by two additional test runs on January 31 and February 21.

Registration, *Touchnet/Cashiering* and *StarRez* (residence life) all go live during the week of March 28 thereby allowing students to register in Banner for summer 2011 and for fall 2011 two weeks later.

A number of additional products will be integrated with Banner in a second phase of the Banner at Sam Project. A brief description of these follows.

- *Workflow*: Allows for common routines to be automated using e-mail, programmed updates into Banner, routing of document images, and creation of work cues to help manage workloads and repetitive processes.
- *CleanAddress*: Provides an interactive address check in Banner to be sure addresses and zip codes match the USPS database. It also provides for batch processing of large mailings to ensure that minimal items are returned for improper address formats.
- *T-2*: Provides access control for the parking garages as well as providing management for parking permits.
- *CBORD*: Provides point-of-sale systems for managing meal plans and vending; card access security management; and declining balance cash cards.
- *People Admin Performance Management & Job Descriptions*: In Phase I, HR implemented the People Admin product for applicant tracking. In phase II job descriptions and performance tracking will be implemented.
- *WindStar*: Provides a Banner integrated tracking tool for managing International nonresident taxes.

IR UPDATE HOME

10-MINUTE PROMISE

CHANGE NOTICES & COMPUTING UPDATES

TECHNOLOGY RESOLUTIONS

BANNER UPDATE

BANNER TEAMS LAUNCH NEW TOOLS

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 Tools Launch

SHSU Banner Teams Launch New Tools for Faculty, Staff and Students

On December 6, 2010 a project team comprised of staff from Information Resources (IR), Payroll and several other departments launched the *Banner Payroll* module. This module dramatically changed the way that payroll functions are performed at SHSU.

However, the work didn't stop with the launch of Banner Payroll for the Banner Payroll/Human Resources and Banner Finance teams. Over the semester break the Payroll/HR and Finance teams were on campus making sure that all of the data was moved into Banner and made ready for the demands of a new year at Sam Houston State University.

Karyl Horn from the Banner Payroll/HR team said that both her team and the Finance team were on campus all but Christmas Eve, Christmas Day, and New Years Day working on the data migration.

"Thanks to Dr. Powell for bringing us lunch and thanks to Aramark for bringing us food up four flights of stairs when the elevator was out of order," Karyl added.

As the result of these efforts, payroll data can now be easily manipulated through a set of channels in My Sam Portal. The *Time* and *Leave Reporting* channels are used by hourly and salaried employees to enter time worked and/or leave time. In addition to time and leave entry, all other payroll information can be entered and approved via My Sam as well. These new tools have greatly streamlined the old pen-and-paper process.

For more information about the new *Banner Payroll* module, please contact the Payroll office 294-3249.

SHSU Computer Account Changes and Enhancements

As part of SHSU's ongoing effort to make our computer accounts as secure and timely as possible, a new set of tools for account maintenance were also deployed on December 6. New functionality available with the new self-service account maintenance tools includes:

- Instead of using their birthday as a Personal Identification Number (PIN) to initially setup your SHSU account, new account holders will now be e-mailed a temporary password called a One-Time Token that will be used to initiate the account creation process.
- You now have the ability to add an off-site e-mail address for your account information. This will allow you to reset your own password if you allow it to expire without changing it beforehand. The password will be immediately checked for security and approved or rejected in real time.
- If you forget your password, you will also be able to reset it yourself. With the new self-service tools, you will be able to request a temporary password called a One-Time Token that will be e-mailed to your offsite e-mail address so that you can reset your password.
- No more personal identification numbers will need to be reset and remembered for your SHSU computer account. The Banner PIN Reset application is used instead of this for people needing certain access without an SHSU computer account, such as Prospective Students.
- As an SHSU account holder, you can now setup an

IR UPDATE HOME

[10-MINUTE PROMISE](#)

[CHANGE NOTICES
& COMPUTING UPDATES](#)

[TECHNOLOGY RESOLUTIONS](#)

[BANNER UPDATE](#)

[BANNER TEAMS LAUNCH NEW TOOLS](#)

[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](#)

Password Change

The requirements for a valid SHSU password are:

- Must be at least six (6) characters long but no greater than fourteen (14) characters.
- Cannot contain your username or any of the parts of your full name.
- Must not have been used previously.
- Must be significantly different from previous passwords.
- Passwords that increment (Password1, Password2, Password3, ...) are not acceptable.
- Must contain characters from at least (3) three of the following categories:
 - English uppercase characters (A - Z)
 - English lowercase characters (a - z)
 - Base 10 digits (0 - 9)
 - Non-alphanumeric (for example: !, @, #, or %). Do NOT use | ~ * ^ ? within your password.

Old Password:

New Password:

Confirm New Password:

e-mail alias as the primary e-mail address for your account. This means it will show up in the directory as your e-mail contact and it will show up in the Sender field in e-mails sent from your SHSU account as well.

- With the new self-service tools, you can manage the e-mail addresses you have in the SHSU system. You can now change the e-mail address being used as your primary, request a new e-mail address, and even deactivate old e-mail addresses at SHSU.
- SamWeb now supports Single Sign-On (SSO). This means that people with SHSU computer accounts who are logged into a managed Windows or Macintosh workstation (and using a supported browser: IE for Windows and Safari for Macintosh) no longer have the additional step of logging into SamWeb or MySam. Rather, they will be logged in automatically! If the client is not on a managed Windows or Macintosh workstation (or is using a non-supported browser), they will only need to sign into SamWeb or MySam one time.

Manage SHSU E-mail Addresses

Current e-mail address:

New e-mail address:

Primary e-mail address: ☐

"Our goal with this was to make the account maintenance tasks of our students and employees more efficient and interactive. This set of tools is a big step forward in empowering SHSU students and employees with the ability to manage their account information and contact options," said Steven Frey, System Analyst Coordinator.

The new account management tools are available in My Sam Portal on the Home tab. For more information about the new account management tools, please contact the Helpdesk at 294-1950.



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](#) >

Welcome to the February, 2011
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](#).



Playing for Change Provides Inspiration for Technology Service

By Tom Graf
Interim Vice President of Information Technology

In 2004, Mark Johnson and Enzo Buono, set off for an around the world
adventure with a dream to "inspire, connect, and bring peace to the world
through music." The fruit of their labors was, as many of you may know if you
are among the millions who have listened to their [YouTube recording](#), was
[Stand By Me](#).



They say that over the years as their technology has changed...

[>> Read More](#)

SHSU - There's an App for That!

SHSU will soon have a mobile application for iPhone, Droid, and Blackberry. Read about
what tools will be available through the SHSU mobile app and a preview of the tools to
come.



[>> Read More](#)

Change Notices & Computing Updates

This month's IR change notices include information about how to get the SHSU web
site updated when there is a personnel change in your department, how to update
your off-site contact information, important information about getting a computer
moved on campus, and this month's My Sam Portal channel spotlight: Safety Services.



[>> Read More](#)

Information Resources Staff Updates

[IR UPDATE HOME](#)

[INSPIRATION FOR TECHNOLOGY
SERVICE](#)

[KATSAFE CONTACT INFO](#)

[SHSU MOBILE APP](#)

[CHANGE NOTICES
& COMPUTING UPDATES](#)

[BANNER UPDATE](#)

[IR STAFF UPDATES](#)

[TECH TIPS](#)

[FOLLOW HELPDESK ON FACEBOOK](#)

[FOLLOW HELPDESK ON TWITTER](#)

[FOLLOW THE HELPDESK BLOG](#)

[ARCHIVES](#)

Information Resources would like to welcome Lab Supervisor Rachel Macy, Systems Analyst Chris Muncy, Systems Analyst Kenneth Ray and Interim Vice President for Information Technology Tom Graf!

[>> Read More](#)

Update your KatSafe Contact Info

KatSafe is SHSU's emergency notification system, please take the time to read this story and then update your KatSafe contact information so SHSU can alert you in the event of an emergency.



[>> Read More](#)

Banner Update

Late last year, the Banner Project Management Team helped coordinate campus-wide training as part of the Banner ERP implementation. But the training didn't stop there! Please check out this month's Banner update for new information about Banner training.

[>> Read More](#)

Tech Tips

This month's tech tips include information on how to reduce the time it takes for your computer profile to load and information about a new Facebook group for Mac users at SHSU!



[>> Read More](#)

Did You Know?

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

- IR work orders closed in January: 1309
- Helpdesk Calls for January: 4771
- Helpdesk Walk-ins for January: 341

Follow IR Helpdesk On Twitter, Facebook and Blog:

 twitter.com/SHSUHelpdesk

 facebook.com/SHSUHelpdesk

 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](#) > SHSU Mobile Application

Playing for Change Provides Inspiration for Technology Service

By Tom Graf

Interim Vice President of Information Technology

In 2004, Mark Johnson and Enzo Buono, set off for an around the world adventure with a dream to "inspire, connect, and bring peace to the world through music." The fruit of their labors was, as many of you may know if you are among the millions who have listened to their [YouTube recording](#), was *Stand By Me*.

They say that over the years as their technology has changed, from lugging car batteries to carrying laptops, the one thing that never changed throughout the process was their "commitment to create an environment for the musicians in which they could create freely and that placed no barriers between them and those who would eventually experience their music. By leading with that energy and intent everywhere we traveled, we were freely given access to musicians and locations that are usually inaccessible. In this respect, the inspiration that originally set us on this path became a co-creator of the project along with us!"

I am struck by the inherent humility that inspires their projects and the behind the scenes role the staff of *Playing for Change* maintain despite the incredible popularity of their music. It is an inspiration as well for an old infrastructure guy like me who has made a career of working behind the scenes—in my case, in supporting technology in higher education. We all serve students, faculty and staff, and it is never really about us and our technology, is it? We are the producers, engineers and mixers that enable the 'music' to be heard. We enable instruction, administrative processes and communication. Behind the scenes, we support the technology tools that foster the digital communities of our time.

Playing for Change continues not only to record musicians from around the world, they also work to create and support music schools, principally in developing countries. Since 2008, they have established:

- Ntonga Music School, Gugulethu, South Africa;
- Bizung music and dance school, Tamale, Ghana;
- Ecole de musique de Kirina, Kirina, Mali;
- Tintale Village Teaching Center Tinatle, Nepal;
- Mitrata Nepal village Music Program, Kathmandu Nepal;
- The Hari Kul Music School, Kathmandu Nepal, and
- Intore Culture and Music Center, Kigali, Rwanda.

I hope that we can all find some inspiration from their vision and determination as they press on in their work.

Our work continues and it is important work that by the very nature of being behind the scenes requires us to look outside our department for results. But, if you have the kind of day we all have from time to time when being behind the scenes seems like nothing but a thankless, stressful job, you won't offend me if I walk down the hall and hear (cranked up) Roger Ridley, Louis Mhlanga, Vusi Mahlasela, Grandpa Elliott, Clarence Bekker and the rest of the *Playing for Change* musicians standing together across the world lifting our spirits. The truth of the words cannot escape us, "No matter who you are; no matter where you go in life; you gonna need somebody to stand by you. No matter how much money you got or the friends you got; you gonna need somebody to stand by you."



IR UPDATE HOME

INSPIRATION FOR TECHNOLOGY SERVICE

KATSAFE CONTACT INFO

SHSU MOBILE APP

CHANGE NOTICES & COMPUTING UPDATES

BANNER UPDATE

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](#)

So, I hope that we can all take our departmental theme song and make it real as we stand by each other.



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](#) > SHSU Mobile Application

SHSU - There's an App for That!

A partnership formed last year between Information Resources, University Advancement, Enrollment Management, Marketing and Communication, DELTA, and Athletics will soon result in the first SHSU mobile application for iPhone, Droid and Blackberry.

SHSU's mobile application, slated for launch in February 2011, will allow access via mobile devices to information formerly only available via the web.

On release, the SHSU App include links to SHSU athletics news, YouTube videos, news and social media sites, Flickr photo gallery, faculty and staff contact information and the Newton Gresham Library.

"It's been a pleasure working with all the people across campus to provide this new service for students, faculty and staff," says Jacob Chandler, Director Information Resources-Administrative Applications.

Additional tools are already in the works for Phase II of the project including Google maps of the SHSU campus, campus tours and campus events.

To propose an additional application or submit feedback to the mobile application team please send an e-mail to: shsumobile@shsu.edu



IR UPDATE HOME

[INSPIRATION FOR TECHNOLOGY SERVICE](#)

[KATS SAFE CONTACT INFO](#)

[SHSU MOBILE APP](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[BANNER UPDATE](#)

[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™

IR Update

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

Change Notices and Computing Updates

Please Help Us Provide Accurate Information About You Online

There are several pages on the SHSU website that include contact information for faculty and staff. Our goal is to have personnel changes reflected on our university web pages as soon as possible as they are the online presence of SHSU and should always contain accurate, timely information.

To meet this goal, we ask that you make it part of your hiring and separations procedures to notify IR Web Services of changes as quickly as possible.

Some of examples of personnel pages that will need to be checked frequently are pages that contain lists of office staff, organizational charts, lists of faculty and their respective personal pages.

For example, SHSU has a list of administration contacts listed here:
<http://www.shsu.edu/administrative/policies/contacts.html>.

For this and any other web issues, please e-mail webdev@shsu.edu.

Off-Site E-mail Address

As part of the new process for managing our SHSU computer accounts, all SHSU computer account holders must have an off-site e-mail address on file.

Providing your off-site e-mail address will enable you to take advantage of new self-service tools such as resetting your password if you can't log in.

In SamWeb, click the Computer Services link in the left navigation. The "Off-site Contact Preferences" link will appear in the left navigation. This allows you to choose an off-site e-mail address that the system can use to verify your identity. While the off-site e-mail address is required for all SHSU computer account holders, the SMS (text message) contact is optional.

Off-site E-mail Address

Please take a moment to provide your off-site e-mail address to SHSU.

Faculty and Staff:

1. Log into My Sam Portal and look for the "Manage My Profile" channel on the right-side of the Home tab.
2. Click the "Manage Off-site Contact Information" Link

Students and additional option for employees:

1. Log into Sam Web
2. Click the "Computer Services" link in the left navigation menu
3. Click the "Off-site Contact Preferences" link in the left navigation menu

How to Reset Your Password:

Alumni / Advancement

Computer Services

Account Alias Request

Account Password Change

Call Log System

Form Mail

Functional Dates

HO Account unlock URL

Mass E-mail Scheduler

Mass Text Subscription

Microsoft Home Use P...

Off-site Contact Pre...

PDF Print

Sam Web Preferences

Off-site Contact Preferences

In the event that you are unable to log into your account, we will need an alternate way to contact you.

Current Off-site Contacts

youremail@email.com

Delete

Add Off-site Contact

Type: ☒ E-mail ☐ Text message

E-mail address

Add

IR UPDATE HOME

INSPIRATION FOR TECHNOLOGY SERVICE

KATSAFE CONTACT INFO

SHSU MOBILE APP

CHANGE NOTICES & COMPUTING UPDATES

BANNER UPDATE

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

If your off-site e-mail address is current in our system and you need to reset your password due to a forgotten or expired password:

4. Go to samweb.shsu.edu
5. Click the "Forgot Password" link on the left side of the page
6. Enter your Username and Sam ID
7. Click submit
8. A one-time token (temporary password) will be sent to your off-site e-mail address that you select.

If you have questions about setting up your off-site e-mail address, please contact the Information Resources Helpdesk at 4-1950.

Moving Computers at SHSU

In order to have a computer moved to another location, please place a work order with Information Resources at least a week in advance of the requested move date. We understand that this process can take some time but it is essential that the computers are only moved by Information Resources employees in order for them to work correctly.



Each networking port on campus is either locked (and unusable until a work order asks for it to be activated) or opened up for one specific computer to use. By moving a computer from one port to another, unplugging the computer from the network port for too long, or turning off the computer you run the risk of the network shutting off that port until a work order is placed to get it reactivated.

While most of us are quite capable of the physical act of moving the computer, the proper steps must be taken to notify the network of this change to ensure that the computer remains in proper working order.

Please place a work order or call the Helpdesk at 4-4357 (4HELP) if you know you will need a computer moved.

My Sam Channel Spotlight: Safety Services

This month's My Sam Portal channel spotlight is Safety Services.

This channel is maintained by SHSU's University Police Department (UPD) and includes five links to valuable services and resources that UPD has to offer.

Safety Services

- My KatSafe Contact Information
- Emergency Procedures Quick Reference
- SHSU Emergency Response Plan
- UPD Property Registration
- Neighborhood Notifications (via text or email)

For more information concerning safety, contact the Department of Public Safety at 936-294-1794.

Emergency on-campus: 4-1000

Emergency off-campus: 936-294-1000

The first link, My KatSafe Contact Information, will link you into the KatSafe information on file for you in SamWeb, the second and third links, the Emergency Procedures Quick Reference and the SHSU Emergency Response Plan are good documents to have printed out and ready in case of an emergency.

The fourth link on the list, UPD Property Registration, allows you to enter in the serial codes for all of the technology devices that you bring to campus. This information could mean the difference between never finding your device again if it is stolen, and locating it as soon as someone tries to sell it or get it worked on.

The final link enables you to update your contact info in the UPD's Neighborhood Notifications program, where according to the UPD web page:


"Students, prospective students, parents, faculty and staff can now get information sent from the university police department directly to your email and cell phone. This is different from KatSafe which is already in place. KatSafe is for emergencies only! This new system will allow you to receive important information that is sent out by UPD. Examples will be information about recent crimes in the university area, ways to better protect yourself, programs that are being offered, and any other important information that our community needs to learn about. "

For any questions about the services offered from UPD, please contact Deputy Chief James Fitch via e-mail at jaf018@shsu.edu or by phone at 936-294-1794.



[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](#) > [KatSafe Contact Info](#)

Update Your Info in Katsafe

It is critical that SHSU be able to contact faculty, staff and students in the event that there is an emergency on campus. To do this, we must have current contact information for you in the Kat Safe system.

Faculty, staff and SHSU student workers can easily update their KatSafe contact information in the My Sam Portal "Safety Services" channel located on the Campus Resources tab.

Please type in the alternate e-mail address and phone numbers that you would like SHSU to use in the event of an emergency notification and click the Submit button.

Students will not be able to log into My Sam Portal until April. People who cannot yet login to My Sam Portal can update their information in SamWeb by choosing the "Miscellaneous" link in the left navigation menu and selecting the "KatSafe Emergency Contact Information" link from the list. Please type in the alternate e-mail address and phone numbers that you would like SHSU to use in the event of an emergency notification and click the Submit button.

If you wish to receive SMS (text) messages, you must put your mobile phone number in the SMS field on the update form.

Please note: if your mobile service has fees for SMS (text) messaging, they may be applied to KatSafe messages.

IR UPDATE HOME

[INSPIRATION FOR TECHNOLOGY SERVICE](#)

[KATSAFE CONTACT INFO](#)

[SHSU MOBILE APP](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[BANNER UPDATE](#)

[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™



IR Update

[Home](#) > Banner

Banner Update

Campus-wide Banner Training Wraps Up...But Banner Training Isn't Over!

Late last year, the Banner Project Management Team helped coordinate campus-wide training as part of the Banner ERP implementation. Professional trainers were brought in to help create and deliver training content which was no easy task. All the teams helped with putting together the materials, identifying those who needed training and assisted in presenting materials, answering questions, and clarifying issues.

From the week of Thanksgiving through December 15, and then again over the two-week period January 3-14, we offered:

- 548 training slots in General Navigation;
- 593 training slots in Finance 101 training;
- 450 training slots in Purchasing, A/P, & Travel training;
- 475 training slots in Budgeting/Approval training;
- 316 training slots in HR/Payroll training – specifically Time entry & ePAFs; and
- 360 training slots in Refresher classes.

The model and method of delivery is changing slightly, but we're not finished with training!

New employees, employees who experience a job or role change and employees who would simply like a refresher course will still have opportunities for Banner training. The Banner training schedule will be incorporated into the new employee orientation schedule managed by Human Resources and will be taught by subject matter experts in each area.

And, driven both by requests from users and the Banner teams, more advanced sessions are in development and will hopefully be available soon.

Want more info on...

- *The different types of training?* Refer to the [Human Resources website](#) for short course descriptions of the various training sessions.
- *The schedule?* Check the [HR Course Training site](#) for available space – class dates are posted through July 2011.

Special thanks to the Budget, Controller's, Procurement, Travel, Human Resources, and Payroll Office staffers who helped with this training, all in the midst of their module implementations!

Questions or suggestions? Send them to AskBannerPm@shsu.edu.

IR UPDATE HOME

INSPIRATION FOR TECHNOLOGY
SERVICE

KATSAFE CONTACT INFO

SHSU MOBILE APP

CHANGE NOTICES
& COMPUTING UPDATES

BANNER UPDATE

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](#) > IR Staff Updates

Information Resources Staff Updates

Information Resources would like to welcome Rachel Macy, Lab Supervisor.

Rachel served at Lone Star College-Montgomery in the Office of Technology Services Department as Helpdesk Manager for eight years, and also served as Desktop Support Technician III there for two years. She completed an Associate of Arts Degree at Lone Star College, and is eager to further her education.



When asked about her new position, Rachel said, "I look forward to using my customer service and technical skills to serve the SHSU Students, Faculty, and Staff to support their lab needs."

Information Resources would like to welcome Chris Muncy, Systems Analyst.

Chris joined SHSU on January 16 in a collaborative position funded by the College of Criminal Justice and dedicated to full-time support for their technology needs.



His primary roll with the police research center is a technical liason with law enforcement agencies and the CRIMES project as well as a liason to the university's Information Resources department.

Information Resources would like to welcome Kenneth Ray, Systems Analyst.

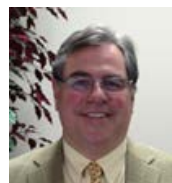
Kenneth joined SHSU on January 1, 2011 in a collaborative position working for both Residence Life and Information Resources.



Kenneth Ray has over 13 years of Information Technology experience in both higher education and the corporate sector. Kenneth spent 9 years at Texas A&M University in Information Technology for the Dwight Look College of Engineering. He led managed services, server administration, desktop support and was a contributing member of the IT Security Audit Team.

Information Resources would like to welcome, Tom Graf, Interim Vice President of Information Technology.

Tom is a senior account and project manager (2007-present) for Strata Information Group based in San Diego. He has been involved in higher education technology for twenty-one years during which time he served as the chief information officer for both Texas Woman's University (1996-2000) and Sul Ross State University (2001-2006). He resides outside Fort Davis, Texas where he serves in lay ministry at Saint Paul's, Marfa; serves as executive director of The Threshold-A Place of Prayer; and has also served as executive director and board president of the Food Pantry of Jeff Davis County where he continues to serve as a volunteer.



IR UPDATE HOME

INSPIRATION FOR TECHNOLOGY
SERVICE

KATSAFE CONTACT INFO

SHSU MOBILE APP

CHANGE NOTICES
& COMPUTING UPDATES

BANNER UPDATE

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™



[Home](#) >

Welcome to the March, 2011
issue of IT@Sam Newsletter



We'd love to hear feedback about what you'd like
to read in the [IT@Sam Newsletter](#). If you'd like to make a suggestion for future content, [please
let us know](#).

Information Resources: New Name, New Vision

One of the main goals of Information Resources in 2011 is to
take a more client-centric approach to providing information
technology services at SHSU. To this end, a number of
changes have been implemented effective February 25
including a new name, new vision and a new organizational
structure.



[>> Read More](#)

Banner Student Module Launches 4/1

The long awaited Student Module for Banner launches this March, giving students at SHSU
access to My Sam Portal and the ability to register for classes through Banner for the first time.

[>> Read More](#)

WebCMS Launches 3/11



The Web Services team has been working on a streamlined way for
SHSU website owners to create, edit and publish web pages easily and securely from on and off
campus.

[>> Read More](#)

IT@Sam Shout-Outs

Read "shout outs" to Maria Busby, Somer Franklin, Jennifer Skains and Shirley Baker for being
inclusive, cheerful, generous and an overall pleasure to work with!

IT@SAM NEWSLETTER HOME

INFORMATION RESOURCES:
NEW NAME, NEW VISION

BANNER STUDENT MODULE
LAUNCHES 4/1

NEW WEB SITE MANAGEMENT
TOOL LAUNCHES 3/11

SHOUT OUTS

CHANGE NOTICES
& COMPUTING UPDATES

TECH TIPS

FOLLOW SERVICE DESK ON
FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

[>> Read More](#)

Change Notices & Computing Updates

This month's IT@Sam change notices include a friendly reminder to program owners to see who has access to the programs in Nell, SamMenu, and SamWeb; a brief reminder that the SHSU Mobile App has launched; and the My Sam Portal channel spotlight: Employee Extras.



[>> Read More](#)

Tech Tips

This month's Tech Tips include information about *Identity Finder* and how it can help you safeguard your information, and information on using the Remote Desktop Connection to its fullest.



[>> Read More](#)

Did You Know?

In the month of February, the IT@Sam Service Desk handled:

- IT@Sam work orders closed in February: 1333
- Service Desk Calls for February: 2883
- Service Desk Walk-ins for February: 198

Follow IT@Sam Service Desk On Twitter, Facebook and Blog:

 twitter.com/SHSUServiceDesk

 facebook.com/SHSUServiceDesk

 shsuservicedesk.wordpress.com

The IR Update was approved by the Assistant Vice President for Information Technology 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™



IT@Sam Newsletter

[Home](#) > [Banner Student Module Launch](#)

Information Resources: New Name, New Vision

One of the main goals of Information Resources in 2011 is to take a more client-centric approach to providing information technology services at SHSU. To this end, a number of changes have been implemented effective February 25.



First, Information Resources has a new name - Office of Information Technology Services. The name change was intended to communicate technology services that have transcended the narrow confines of "Computer Services" while eliminating confusion between two offices on campus (Information Resources and Institutional Research) with the same "IR" abbreviation.

Second, the department has a new abbreviated name - **IT @ Sam** - that will be used in conjunction with the tagline "Communicate + Collaborate" to market the new focus of the department, it's mission and goals.

Finally, **IT @ Sam** has realigned internally into three functional teams to best serve the faculty, staff and students of SHSU.

The new organization is structured as follows:

Client Services

The Client Services team is comprised of five areas including Service Desk (previously Helpdesk), Tech Shop, Managed Applications, Lab Services and Web Services. Client Services, along with ERP Services, is a highly public-facing arm of **IT @ Sam** providing faculty, staff and students technical support services for workstations, phones, software, licensing, labs and web development. Client Services' goal will be to build positive relationships with our campus constituents and provide the highest level of customer service possible to empower students, faculty, and staff with the resources they need to fulfill the mission of SHSU.

ERP Services

The ERP Services team began its restructuring last fall to better align with service delivery. ERP Services supports the multi-layered tiers of the University ERP including Banner and its associated products and an ever-growing list of third party applications. The team is responsible for maintaining databases and reporting environments designed to meet the business system needs that drive daily operations as well as analytical and strategic reporting. The team serves its client base by partnering with them as consultants to develop solutions and long-term strategies to the information and administrative needs of the University.

Systems and Support Services

The System and Support Services team is comprised of five areas. These are Networking Resources, Project Management, Security, Systems and Technology Procurement. System and Support Services is the foundation and back-end support for the Client Services and ERP Services teams and the University as a whole. This team is responsible for managing technology projects, purchasing technology that will support our University needs, daily operation of the network and servers, and maintaining a secure, enabling and accessible environment.

IT@SAM NEWSLETTER HOME

INFORMATION RESOURCES:
NEW NAME, NEW VISION

BANNER STUDENT MODULE
LAUNCHES 4/1

NEW WEB SITE MANAGEMENT
TOOL LAUNCHES 3/11

SHOUT OUTS

CHANGE NOTICES
& COMPUTING UPDATES

TECH TIPS

FOLLOW SERVICE DESK ON
FACEBOOK


FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES


Related Links

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



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™

IT@Sam Newsletter

Home > Banner Student Module Launch

Banner Student Module Launches 4/1

Starting this April, Sam Houston students will register for classes through Banner for the first time.

This change has been made possible by the joint efforts of offices across the campus through the leadership of the Banner Student Team. Many thanks to the Registrar's Office's Jana Richie for her tireless efforts at getting the How to Register information updated and released.

Communication pieces like the [How To Register Web page](#) will be updated in the next month with new instructions and videos on using Banner Student to register for classes.

As of April 1, all SHSU students will have access to both the My Sam portal and the Banner Student module directly through the Banner Self-Service channel in My Sam.

The Banner Student module is much more than just a registration tool. Along with registration, Banner will replace many of the traditional systems used at SHSU to perform administrative functions.

In addition to access to information through Banner Self-Service directly, students will be able to easily see their side of the programs through My Sam channels such as: My Account, Financial Aid Requirements, Financial Aid Rewards, Registration Tools, Student Grades, and My Statement.

- Financial Aid Awards - this channel goes to the Accept/Decline/Reduce Awards page in Banner Self Service
- Financial Aid Requirements - this channel shows the student any unsatisfied requirements from the Financial Aid Office.
- My Account - this channel displays the student's account balance, so that they can easily see what is owed to SHSU and provides a link to the payment page to take care of the outstanding balance, whether from tuition, a parking ticket, library fine, etc.
- My Statement - this channel displays summary information for the student's most recent statement, including bill date, amount due, due date, and term. The current account balance is also displayed.
- Student Grades - this channel gives students a tool to quickly look at their midterm and final grades.
- Registration Tools - this channel provides quick access to registration related information and activities including *Registration Status*; *Look Up Classes*; *Add or Drop Classes*; and *Change Course Options*.

There will be four live demonstrations offered at the end of March for anyone who is interested in seeing Banner Student and the Registration process. These sessions will be on Monday 28 and Wednesday 30. On both days there will be a morning session from 10 to 11 a.m. and a repeat session in the afternoon from 3 to 4 p.m. All four demonstrations will take place in CHSS C070; limited seating is available so please sign up at your earliest convenience through the [Human Resources Training website](#).

IT@SAM NEWSLETTER HOME

INFORMATION RESOURCES:
NEW NAME, NEW VISION

BANNER STUDENT MODULE
LAUNCHES 4/1

NEW WEB SITE MANAGEMENT
TOOL LAUNCHES 3/11

SHOUT OUTS

CHANGE NOTICES
& COMPUTING UPDATES

TECH TIPS

FOLLOW SERVICE DESK ON
FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK 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

http://www.shsu.edu/~ucs_www/newsletter/Mar_2011/bannerstudent.html[9/3/2014 2:18:23 PM]



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™



IT@Sam Newsletter

[Home](#) > [WebCMS](#)

New Tool for SHSU Managing Web Pages to Launch in March



dotCMS
do more.

WebCMS is almost here, but what is it?

WebCMS is the name of the Content Management System (CMS) that SHSU is implementing for the updating of our websites. A CMS (here used in reference to Websites and web accessible information) is designed to simplify the publication process by allowing content creators to submit their content without requiring technical knowledge of HTML.

WebCMS will allow SHSU employees in charge of updating their departmental websites the freedom to edit and upload content from on and off campus. WebCMS uses a WYSIWYG (what you see is what you get) editor that looks like tools most computer users are familiar with already.

We are implementing version 1.9 Enterprise edition of dotCMS on March 11 for the main SHSU website. Over the next several months all of the SHSU websites on the new template will be converted into this new system. Training will be offered to the departmental staff that will be tasked with content updates on an individual basis post production.

What this will mean for the departments is an end to waiting on anyone else for content changes. As well as the ability to create web pages, edit and upload content without an expensive web editing program like Contribute or Dreamweaver.

Another great benefit that SHSU gains from adopting WebCMS is the ability to tag content so that it can be uploaded onto any SHSU website and help cut down on duplicate work.

If your department wants to have certain information on its website that is from another SHSU website, then the content block in question can be loaded directly into your site instead of just copying and pasting the content. When the original content block changes, so will all of the deployed instances of that content block.

IT@SAM NEWSLETTER HOME

INFORMATION RESOURCES:
NEW NAME, NEW VISION

BANNER STUDENT MODULE
LAUNCHES 4/1

NEW WEB SITE MANAGEMENT
TOOL LAUNCHES 3/11

SHOUT OUTS

CHANGE NOTICES
& COMPUTING UPDATES

TECH TIPS

FOLLOW SERVICE DESK ON
FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK 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™



[Home](#) > [IT@ Sam Shout Outs](#)

"Shout out to **Shirley Baker** of University Advancement for cheerfully and competently providing email distribution lists that she keeps updated and current for sending SHSU information off campus. Shirley and her team work diligently to keep our outside email lists current and our email recipients happy." - *Marilyn West, Web Administrator*

IT@SAM NEWSLETTER HOME

INFORMATION RESOURCES: NEW NAME, NEW VISION

BANNER STUDENT MODULE LAUNCHES 4/1

NEW WEB SITE MANAGEMENT TOOL LAUNCHES 3/11

SHOUT OUTS

CHANGE NOTICES
& COMPUTING UPDATES

TECH TIPS

FOLLOW SERVICE DESK ON
FACEBOOK

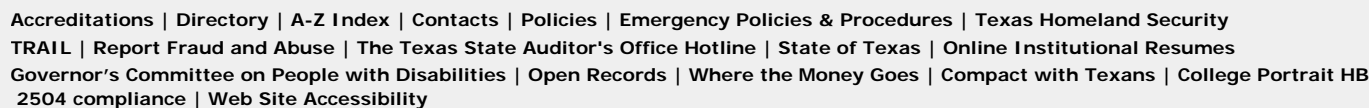
FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



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™

IT@Sam Newsletter

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

Change Notices and Computing Updates

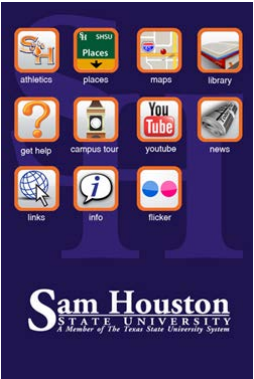
SHSU Mobile App Launch

The first phase of the SHSU Mobile Application launched this month for the iPhone (Android and Blackberry versions will be available in a future release).

Download the app and check out SHSU athletic news, YouTube videos, news, links to social media sites, SHSU Flickr photo gallery, faculty and staff contact information, and last but not least a link to the Newton Gresham Library's mobile website.

To download, search for SHSU in the App Store from your iPhone.

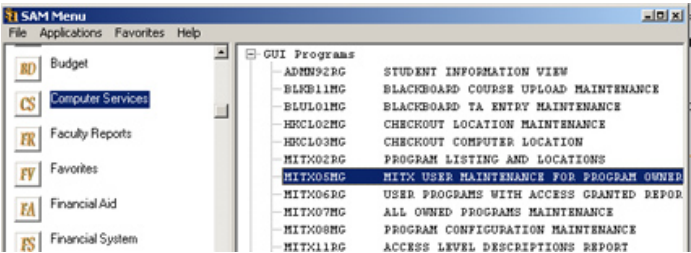
Stay tuned for information about Phase II in a later IT@Sam Newsletter.



Have you looked through who has access to your programs this year?

We encourage each administrative program (Nell, SamMenu, and SamWeb) owner to periodically check who has access to their programs and remove any individuals who should not have access.

Do you know which programs you own? Run the Sam Menu program: **MITX07MG All Owned Programs Maintenance** to see the list of your programs. You can access that program from the Computer Services section as pictured to the right.



To learn who is using your programs, use the **MITX05MG User Maintenance for Program Owners** program also in the Computer Services section of Sam Menu.

The users who have access to your program will display in that box. If you do not recognize a username, you can use the **ALID10R SamID Lookup** under the Student Records section of SamMenu to see where the person is employed. Follow up with their administrators and assure yourself each person listed should have access.

My Sam Portal Channel Spotlight: Employee Extras

The Employee Resources Tab of My Sam is where the Employee Extras channel has been deployed. The first link is for the Microsoft Home-

IT@SAM NEWSLETTER HOME

INFORMATION RESOURCES:
NEW NAME, NEW VISION

BANNER STUDENT MODULE
LAUNCHES 4/1

NEW WEB SITE MANAGEMENT
TOOL LAUNCHES 3/11

SHOUT OUTS

CHANGE NOTICES
& COMPUTING UPDATES

TECH TIPS

FOLLOW SERVICE DESK ON
FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

Employee Extras

- o [Microsoft Home-Use Program](#)
- o [Dell Personal Purchases](#)
- o [Mac Personal Purchases](#)
- o [Faculty Senate](#)
- o [Staff Council](#)
- o [FastPark Airport Parking](#)

Use Program that enables each SHSU employee to purchase a copy of MS Office 2007 for \$10 to be used to perform official SHSU job duties at home.

This channel also has links to two organizations at SHSU that are important for employees: the Faculty Senate, and the Staff Council. Also in this channel are three links to discounts available to SHSU employees: one from Dell, one from Apple, and the Houston FastPark Rewards Program sign-up information. Please take a moment this month to look through these pages and offers to see if they are relevant to you.



[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™



IT@Sam Newsletter

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

Tech Tips

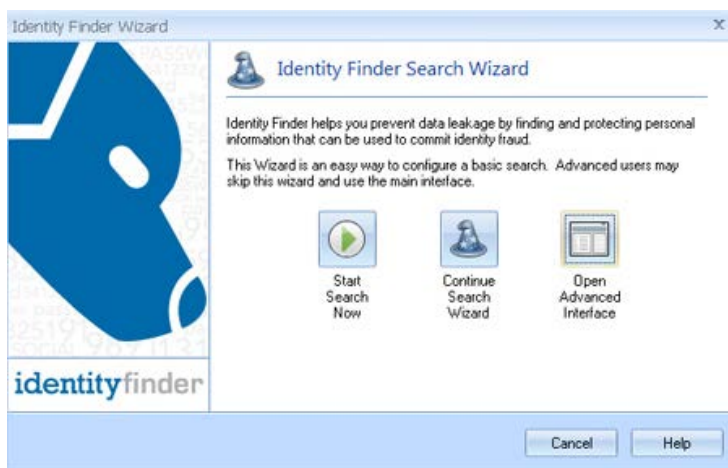
Protect Your Personal Information with Identity Finder

Identity Finder is a tool designed to protect your personal data, such as credit card numbers, passwords, birth date, social security number, bank account numbers and even telephone numbers. It does this by looking for sensitive information on your computer and on our network.

We suggest you take a few moments this semester to run this program. Most of us will be surprised at how much of our personal information is sitting on our office computers, S drive and T drive folders.

Please load the Wizard and follow the instructions on screen. Identity Finder will ask you if you would like to encrypt or shred each file that contains the personal data that you were searching for. If you know you won't need it again just shred the sensitive data and there will be a lessened risk in case your account is compromised.

[Read our guide that further explains Identity Finder](#)



How to Copy/Paste When Using Remote Desktop Connection

When using the Remote Desktop Connection to gain access the SHSU network from a remote location, the default settings only enable you to open files on the S and T drives.

However in the optional settings (reached by selecting the Options button pictured in the image to the right) you can turn on additional features such as the ability to cut and paste.

This makes it possible for you to copy files from either the S drive, T drive, or your profile on to the computer that you are using to connect remotely.

Select the "Local Resources" tab and make sure that "Clipboard" is selected so that you are able to copy and paste.

To add your local computer's drives into the Remote Desktop Connection please select the button labeled



IT@SAM NEWSLETTER HOME

INFORMATION RESOURCES:
NEW NAME, NEW VISION

BANNER STUDENT MODULE
LAUNCHES 4/1

NEW WEB SITE MANAGEMENT
TOOL LAUNCHES 3/11

SHOUT OUTS

CHANGE NOTICES
& COMPUTING UPDATES

TECH TIPS

FOLLOW SERVICE DESK ON
FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

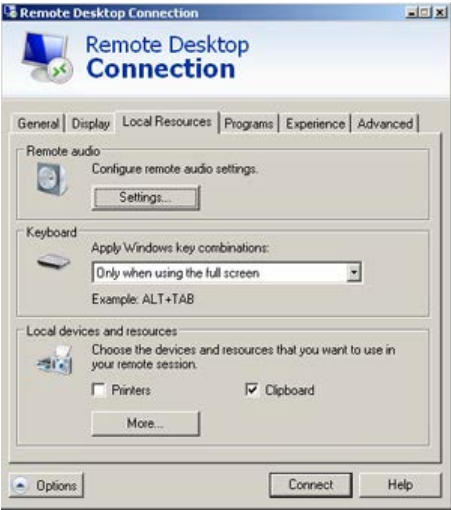
Related Links

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

"More..." located in the Local devices and resources section at the bottom of the screen.

As seen in the bottom most picture your local drives can either be selected all together or you can select the + sign next to the Drives option to pick and choose individual drives if you are not wanting to connect them all to the remote desktop connection.

[Read our guide that further explains the Remote Desktop Connection.](#)



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™



[Home](#) >

Welcome to the April, 2011
issue of IT@Sam Newsletter



We'd love to hear feedback about what you'd like
to read in the [IT@Sam Newsletter](#). If you'd like to make a suggestion for future
content, [please let us know](#).

Its Here! Registration Now in Banner for Summer Semesters

On April 1, all SHSU students gained access to register for classes through
the My Sam portal. IT@Sam would like to say congratulations to all of the
Banner teams and people across campus that worked to make this
Registration a success.

[My Sam](#)

[>> Read More](#)

IT@Sam Updates SHSU's Data Storage Capabilities

IT@Sam has made a number of changes to our computer storage capabilities over the
last few months. Read about the benefits this provides for you!

[>> Read More](#)

IT@Sam Shout-Outs

IT@Sam had a lot to be thankful for in March! Read "shout outs" to Kristina Kaskel-Ruiz, Thelma
Mooney, Lorri Stewart, Melina Gilbert, Evelyn McDaniel, and Deborah Henricksen.

[>> Read More](#)

Change Notices & Computing Updates

This month's IT@Sam change notices is a reminder that summer is fast
approaching and now is the perfect time to start thinking about the new
computer purchases. Read how to determine what kind of computer will
work best for you on the SHSU network.

[>> Read More](#)



Tech Tips

[IT@SAM NEWSLETTER HOME](#)

[REGISTRATION IN MY SAM](#)

[SHSU COMPUTER STORAGE
UPGRADES](#)

[SHOUT OUTS](#)

[CHANGE NOTICES
& COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

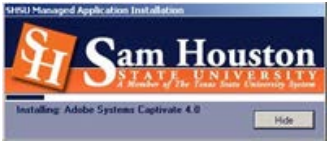
[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

This month's Tech Tips are all about the programs that can be installed onto your SHSU computer account without needing a work order or special administrative access. Also, read what you can do to avoid accidentally locking your Banner account.



[>> Read More](#)

Service Desk Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. Please take the time to fill out these surveys as they are a great tool to let us know what you guys think about IT@Sam. Please take a moment to see how IT@Sam was rated by your peers.

[>> Read More](#)

Follow IT@Sam Service Desk On Twitter, Facebook and Blog:

- twitter.com/SHSUServiceDesk
- facebook.com/SHSUServiceDesk
- shsuservicedesk.wordpress.com

The IR Update was approved by the Assistant Vice President for Information Technology 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™

IT@Sam Newsletter

[Home](#) > Registration for Summer and Fall

Its Here! Registration Now in Banner for Summer Semesters

Registration for Summer and Fall 2011 is now accomplished with My Sam Portal and Banner for the first time.



The [How To Register Web page](#) is the repository for all of the information that students will need to understand the new process.

As of April 1, all SHSU students gained access to both My Sam Portal and the Banner Student module. The [Summer 2011 Advance Registration](#) page can be used to determine when registration is open for Summer.

IT@SAM NEWSLETTER HOME

REGISTRATION IN MY SAM

SHSU COMPUTER STORAGE UPGRADES

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

Student Type or Classification	Date Registration Opens	Alpha Schedule	Time
Honors Program	April 1, 2011	N/A	9:00 a.m.
Veterans	April 1, 2011	N/A	11:00 a.m.
Doctoral	April 1, 2011	N/A	1:00 p.m.
Masters	April 1, 2011	N/A	1:00 p.m.
Postbac	April 1, 2011	N/A	1:00 p.m.
Seniors	April 4, 2011	SI - ZZ	9:00 a.m.
		GP - KL	10:30 a.m.
		CJ - GO	12:00 p.m. (noon)
		KM - NO	1:30 p.m.
		AA - CI	3:00 p.m.
		NP - SH	4:30 p.m.
Juniors	April 5, 2011	SI - ZZ	9:00 a.m.
		GP - KL	10:30 a.m.
		CJ - GO	12:00 p.m. (noon)
		KM - NO	1:30 p.m.
		AA - CI	3:00 p.m.
		NP - SH	4:30 p.m.
Sophomores	April 6, 2011	SI - ZZ	9:00 a.m.
		GP - KL	10:30 a.m.
		CJ - GO	12:00 p.m. (noon)
		KM - NO	1:30 p.m.
		AA - CI	3:00 p.m.
		NP - SH	4:30 p.m.
Freshman	April 7, 2011	SI - ZZ	9:00 a.m.
		GP - KL	10:30 a.m.
		CJ - GO	12:00 p.m. (noon)
		KM - NO	1:30 p.m.
		AA - CI	3:00 p.m.
		NP - SH	4:30 p.m.

All times and dates are subject to change without prior notification.

Registration for Fall will begin April 15th, and once the schedule is finalized will be posted to the [Fall 2011 Advance Registration](#) page.



[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](#)



Sam Houston
STATE UNIVERSITY
A Member of The Texas State University System

[MAJORS & PROGRAMS](#) | [ADMISSIONS](#) | [CAMPUS LIFE & CULTURE](#) | [SERVICES & RESOURCES](#) | [RESEARCH & RECOGNITIONS](#) | [ATHLETICS](#) | [ABOUT SHSU](#)

IT@Sam Newsletter

[Home](#) > [Storage at SHSU](#)

IT@Sam Updates SHSU's Data Storage Capabilities

IT@Sam has worked diligently on upgrading network file storage capabilities to help meet growing storage needs across campus. We would like to take this opportunity to let you know some of the back-end changes that may not be widely known.

Network Drives

 Common on 'Winfscommon' (T:)

In December 2010, the Systems Team updated our clustered file servers. The clustered setup allows for quick failover to another server in the event that one server is experiencing issues. This capability allows for IT@Sam to ensure that the file servers are not down for extended periods of time and file server up-time has increased dramatically.

Currently each SHSU employee receives a default quota on the home or S drive of 3GB. This size can be increased upon request.

The common, or T, drive is also available for departments and groups. This setup allows for your department to have a common area to collaborate and share data that is common across the group. The size of this area is determined by the needs of the department and can be increased upon request.

There are many benefits of using the network shares to store your data including:

- Network shares are backed up daily and most times can quickly provide a point in time recovery of a file if it is accidentally deleted or corrupted by using the previous versions feature.
- The data located on network shares is available to you remotely as well so that you can still access the same files whether you are in your office, in a classroom, or at home.
- Security of your data is also ensured on a network drive, whether it is your home or S drive which only you have permissions to or the common or T drive where the owner of the directory can set specific permissions for who needs what kind of access to the files.

For quota increases or to set up shared storage space, just call the Service Desk at 4-HELP or 4-4357!

For information about connecting to the SHSU network, please read the technology guide about using [remote desktop connection](#).

IT@SAM NEWSLETTER HOME

[REGISTRATION IN MY SAM](#)

[SHSU COMPUTER STORAGE UPGRADES](#)

[SHOUT OUTS](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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

IT@Sam Newsletter

Home > Change Notices and Computing Updates

Change Notices and Computing Updates

Computer Specifications for the SHSU Network

Summer is fast approaching and now is the perfect time to start thinking about the new computer purchases needed for the next fiscal year. All computers purchased through IT@Sam will meet the current recommended specifications or better depending on the intended use of the computer.

The minimum specifications are updated as needed to ensure optimal performance of campus-wide applications. Certain campus applications such as the Adobe Creative Suite (Photoshop in particular), AutoCAD, or ArcGIS may not run well on machines with minimum requirements.

We recommend planning for upgrades as soon as you are able. Please check the IT@Sam website for the [minimum specifications](#) and recommended specifications if you are unsure. You can also use the [Technology Tutorial](#) to determine if your computer meets the minimum specifications. If you determine that you are just barely meeting the minimum specifications this may be a factor in unresponsive or sluggish programs. If you are using resource heavy software, as mentioned above, please mention this during the purchase process for your new machines.

Pictured below are the current minimum and recommended configurations.

Information Technology - Hardware Requirements

Home > Services & Resources > Information Technology

Minimum requirements for hardware:

- Hardware Configurations:
 - The minimum requirements for the SHSU local area network support 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 on the LAN is a 1.83 GHz Dual Core processor, 1.5GB RAM, and a 80GB hard drive.

My Sam Portal Channel Spotlight: Registration Tab

A Registration Tab has been created in My Sam Portal to give students a centralized place to find everything that they will need to register for their classes. The Registration tab will only be available during registration times. All of the channels in the Registration tab are geared toward either showing the students what they need to know to register or letting them know who to contact if they are having any trouble with the registration process. The Registration Toolbox channel has links directly to Banner menu functions such as *Registration Status*, *Add or Drop Classes*, *Look Up Classes*, *Registration Fee Assessment*, and *My Schedule*. Please take a moment and look over the Registration tab in My Sam.

IT@SAM NEWSLETTER HOME

REGISTRATION IN MY SAM

SHSU COMPUTER STORAGE UPGRADES

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

Registration Toolbox



- [Registration Status](#)
- [Add or Drop Classes](#)
- [Look Up Classes](#)
- [Registration Fee Assessment](#)
- [My Schedule](#)



[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](#)





IT@Sam Newsletter

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

Tech Tips

Optional Installable Programs

There are a number of programs available to SHSU computer account holders that are not automatically installed onto every machine on campus. These optional programs are available for install, without needing administrative rights, through the SHSU Program Installation Menu.

Please take a moment to read through the list of available programs and see if there are any that you would like to install. If you notice a software application that you would like installed, just select it from the list and use the "Add" button. This will download the install file for that application to your computer. After the file has been saved, the installation will either begin automatically or you will be prompted to begin the installation.

While the program is being installed a SHSU Managed Application Installation box will be running in the background.

After the installation is complete you will be notified that new programs have been installed. Some programs may require a reboot of your computer before they are ready for use.



Banner Accounts Getting Accidentally Locked

When accessing data via INB, please be sure to clear the screen when you've gathered the information that you require. Not only does this prevent potentially private information from being visible to others, but more importantly, it will help prevent record locks.

Record locks occur when one staff member has a record displayed on their screen and another staff member (or a job running in the background) is then unable to access that information. The result can be that one of the competing processes will lock up until the record is released.

Frequently, when trying to expedite a student through the system, one office will need to update the record so that another office can continue processing that student. If the first office does not release the record, the second office will not be able to proceed. So the best practice is to clear the screen to ensure the record is released.

IT@SAM NEWSLETTER HOME

REGISTRATION IN MY SAM

SHSU COMPUTER STORAGE UPGRADES

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK


FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES


Related Links

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



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™

IT@Sam Newsletter

[Home](#) > Survey Results

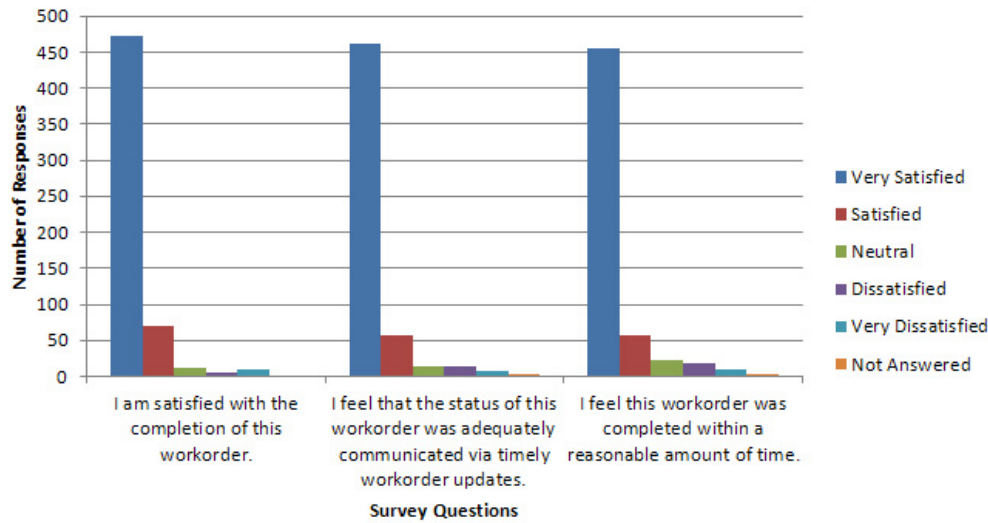
Service Desk Stats

In the month of March, the IT@Sam Service Desk handled:

- IT@Sam work orders closed in March: 1698
- Service Desk Calls for March: 2737
- Service Desk Walk-ins for March: 175

Attached to every work order is a survey that you can take to tell us about the experience you had working with us. We evaluate ourselves based on these survey results and therefore greatly appreciate the time taken to fill these out.

Client Satisfaction 2/1/11 to 3/31/11



IT@SAM NEWSLETTER HOME

[REGISTRATION IN MY SAM](#)

[SHSU COMPUTER STORAGE UPGRADES](#)

[SHOUT OUTS](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK 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™



[Home](#) >

Welcome to the May, 2011
issue of IT@Sam Newsletter



We'd love to hear feedback about what you'd like
to read in the [IT@Sam Newsletter](#). If you'd like to make a suggestion for future
content, [please let us know](#).

IT@Sam Streamlines Technology Purchasing Process



In an effort to expedite technology purchasing, we have shortened the list of items
that will require IT@Sam review prior to purchasing. We believe this will provide
better service while still allowing us to be in compliance with TSUS policy.

[>> Read More](#)

IT@Sam is Giving Summer Make-Overs to Software Packages



During the next few months many software packages are getting updates, please read the list to
find out what all is being updated.

[>> Read More](#)

IT@Sam Shout-Outs

IT@Sam would like to take a moment this month to show our thanks to Dana Nicolay, Dr. Ken
Smith, Angela Whitlock and James Horn.

[>> Read More](#)

Change Notices & Computing Updates

This month's change notices and computing updates recap the Banner registration launch and
describes a new way to check your available storage space in SamWeb.

[>> Read More](#)

[IT@SAM NEWSLETTER HOME](#)

[SOFTWARE UPDATES](#)

[PURCHASE PROCESS STREAMLINED](#)

[SHOUT OUTS](#)

[CHANGE NOTICES
& COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Tech Tips

In this month's Tech Tips we explore the various key board short cuts on Windows and Macintosh computers as well as how to repair some programs using the Control Panel in Windows.

>> [Read More](#)







Service Desk Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. Please take the time to fill out these surveys as they are a great tool to let us know what you guys think about IT@Sam. Please take a moment to see how IT@Sam was rated by your peers.

>> [Read More](#)

Follow IT@Sam Service Desk On Twitter, Facebook and Blog:

-  twitter.com/SHSUServiceDesk
-  facebook.com/SHSUServiceDesk
-  facebook.com/SHSUMacusers
-  shsuservicedesk.wordpress.com

The IR Update was approved by the Assistant Vice President for Information Technology 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™



IT@Sam Newsletter

[Home](#) > IT@Sam Streamlines Technology Purchasing Process

EDIT: Please refer to: http://www.shsu.edu/~ucs_www/services/technology-purchases/ for updated content related to technology purchasing.

IT@Sam Streamlines Technology Purchasing Process

A recent review of SHSU's technology purchasing process by IT@Sam illustrated ways to increase the efficiency by changing which items need IT@Sam review in order to be purchased.

By empowering the individual departments across campus to make the majority of these purchases without needing the involvement of IT@Sam, SHSU employees will receive their technology purchases in a more timely manner, while freeing up our support staff for other tasks.

"In an effort to provide excellent customer service we have simplified the technology purchasing process to ensure fast service times while still fulfilling our adherence to the Texas State University System (TSUS) policy on technology acquisition." said IT@Sam Client Services Director, Elisa Crossland.

The following list of items can be ordered without needing the involvement of IT@Sam:

- Digital Cameras
- Memory Cards for Digital Cameras
- Audio Recorders
- Microphones
- Television (only if not being used as Digital Signage)
- DVD/Blue Ray players
- Gaming Devices – Wii, Xbox, Playstation, etc.
- Gifts – e.g. iPod, netbooks
- Copiers (Leased and not being connected to the network)
- Laptop Bags
- USB Flash Drives
- External Hard Drives

To purchase any other type of technology to include but not limited to the following, please place a work order with IT@Sam so that we may assist you in choosing the products that will work best in the SHSU environment:

- Computers and Laptops
- Printers and Scanners
- Fax Machines
- Televisions for Digital Signage
- Software

If you are unsure about your purchase please don't hesitate to contact the Service Desk at x4-HELP or 4-4357.



IT@SAM NEWSLETTER HOME

[SOFTWARE UPDATES](#)

[PURCHASE PROCESS STREAMLINED](#)

[SHOUT OUTS](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK 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](#)





IT@Sam Newsletter

[Home](#) > IT@Sam Software Package Updates

IT@Sam Software Package Updates

Over the next few months numerous programs are going to be updated by IT@Sam. The following list, while still a work in progress, should be an accurate representation of what software will be updated over the summer.

While there are machine specific and lab specific software installs also being implemented this summer, this list covers only the software packages that are being installed across all campus machines.

- Jabber
- Firefox
- Evisions, Intellectcheck, Forms Fusion
- GNAT
- Jupiter/Asteroid
- JRE
- McAfee
- Adobe Acrobat X (Mac)
- Adobe Acrobat X (Windows)
- Adobe Shockwave player
- Adobe Flash player
- Minitab 16
- Adobe Media Encoder
- EasyReader
- Respondus
- RealPlayer
- Skype
- Office 2010
- Office 2011 (Mac)



If you have not put in a request for software you are not out of time yet. Please place a purchase request work order as soon as possible and there might still be time to get it installed before the Fall 2011 semester. All licensing and purchases need to be completed by June 1 in order for our staff to have the time they need to package and test the software before deployment.

Please contact the Service Desk at 4-1950 if you have any questions or concerns about any of the listed software.

If there is a piece of software missing that you will need to perform your job duties or to teach your class please contact us as soon as possible and we will do our best to meet your needs.

IT@SAM NEWSLETTER HOME

[SOFTWARE UPDATES](#)

[PURCHASE PROCESS STREAMLINED](#)

[SHOUT OUTS](#)

[CHANGE NOTICES
& COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK 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

[MAJORS & PROGRAMS](#) [ADMISSIONS](#) [CAMPUS LIFE & CULTURE](#) [SERVICES & RESOURCES](#) [RESEARCH & RECOGNITIONS](#) [ATHLETICS](#) [ABOUT SHSU](#)

IT@Sam Newsletter

[Home](#) > IT@ Sam Shout Outs

IT@Sam Shout Outs

"I would like to give a shout out to **Dr. Ken Smith** of the Department of Mathematics and Statistics and **Dana Nicolay** of the Department of Theatre and Dance for assisting with testing the wireless printing for Macintosh computers.Their help has proven valuable in increasing IT@Sam services provided across campus." - *Melissa Asbury Service Desk Supervisor*

"I want to thank **James Horn**, (IT@Sam System Analyst III)....he is customer service with a smile. While working behind the scenes James is keeping things running smoothly. He communicates with the clients and aids them in making the best decision for their need. He is sometimes a mind reader and for those of us unsure of exactly what we want this is a valuable trait. James is awesome!" - *Kayla Stephenson IT@Sam Project Coordinator*

"I would like to give a shout out to **Angela Whitlock** (IT@Sam Programmer Analyst IV) for getting the waivers loaded into banner for the student a/r team (subset of student) and also for automating the past due balance hold process. I would also like to give a shout out to Jeremiah Dey for helping the student a/r team get the dining charge load working in banner production." - *Suzette Kohers IT@Sam Software Development Coordinator II*

IT@SAM NEWSLETTER HOME

[SOFTWARE UPDATES](#)

[PURCHASE PROCESS STREAMLINED](#)

[SHOUT OUTS](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG ARCHIVES](#)

Related Links

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

IT@Sam Newsletter

Home > Change Notices and Computing Updates

Change Notices and Computing Updates

Smooth Transition: Registration Moves from SamWeb to Banner

Registration for the Summer semesters of 2011 registration has been accomplished in Banner. The transition from SamWeb to Banner was a long and complicated process and we are proud to announce its success!

Access to the registration process is now made possible through the Registration tab in My Sam Portal. Summer advance registration opened on April 1 through April 7, depending on the student's type and classification, while Fall advance registration was also staggered based on classification and started on April 15 through April 22.

This transition was made possible by many people and departments across campus, including the Banner Student Team, the Registrar's Office and the IT@Sam technicians and programmers. Thanks to everyone's hard work and dedication, SHSU had a smooth transition from our old SamWeb Registration system to our new and improved Banner Registration system.

Worried About Running Out of Space? Check Your Quotas in SamWeb

At SHSU we all have several quotas to consider including those for e-mail, S: Drive and roaming profiles. To help facilitate keeping track of how much space you are using, we have created a program that will tell you exactly how much room you have left!

To use this program, take the following steps:

1. Log in to SamWeb
2. Select the "Computer Services" button on the left hand navigation
3. Select "Quota Information"

For more information about quotas and managing your storage needs, please contact the Service Desk at 294-1950. There is also a technology guide that covers [cleaning up your S drive](#).

Quota Information

Mail Quota

Warning	350 MB
Sending Disabled	385 MB
Sending/Receiving Disabled	400 MB
Current Level	236.32 MB

S: Drive and Profile Quota

S: Drive Quota	3.00 GB
S: Drive Usage	374.61 MB (12%)
Profile Usage	47.29 MB (68%)

*Note: Current Level, S: Drive Usage, and Profile Usage numbers on this chart are for display

IT@SAM NEWSLETTER HOME

SOFTWARE UPDATES

PURCHASE PROCESS STREAMLINED

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

purposes only, your actual quota usage will differ.



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](#)



IT@Sam Newsletter

[Home](#) > Tech Tips

Tech Tips

Make Your Computer Work for You With Keyboard Shortcuts

Each operating system has preprogrammed shortcuts so that common tasks can be performed with two or three keys. The website "My First Mac" has compiled a list of the common shortcuts used on both PC and Mac. If you have recently switched from one operating system to another, or are not using shortcuts at all ,this list may help make your computing life easier. The article on My First Mac goes into further detail and has two more charts of keyboard shortcuts.

The following table is an excerpt from the My First Mac article entitled [Windows PC to Mac Keyboard Shortcuts](#).

Action	Windows	Macintosh
Back	Alt + Left OR Backspace	Command + Left OR Delete
Find A Word/Phrase on a page	Control + F	Command + F
Forward	Alt + Right OR Shift + Backspace	Command + Right OR Shift + Delete
Go To Home Page	Alt + Home	Command + Shift + H
Open a new browser window	Control + N	Command + N
Open New Tab	Control + T	Command + T
Print Page	Control + P	Command + P
Refresh A Web Page	Control + R	Command + R
Switch to Next Tab	Control + Tab	Command +]
Switch to Previous Tab	Control + Shift + Tab	Command + {
Toggle Full Screen	F11	None
Enlarge Text Size	Control + + (plus)	Command + + (plus)
Reduce Text Size	Control + - (minus)	Command + - (minus)

Repair A Program from the Control Panel

Programs sometimes fail to load or return error messages when performing a task, by using the **Control Panel** you can attempt to repair the malfunctioning program without needing to place a work order or call the Service Desk for assistance.

In order to do this please select the **Start** menu then **Control Panel** on the right hand side of the menu. Once inside the **Control Panel**, select the **Add or Remove Programs** tool. In classic view the **Change or Remove programs** window will then load, if you are in category view you will have to select the **Add or Remove Programs** from the Control Panel icon section.

Wait till the list of applicable programs populates (this can take a few minutes sometimes,



IT@SAM NEWSLETTER HOME

[SOFTWARE UPDATES](#)

[PURCHASE PROCESS STREAMLINED](#)

[SHOUT OUTS](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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

please be patient) and then select the program that isn't performing as expected from the list. Then select the text "Click here for support information" and if there is a Repair button please select it to begin the repair process. If there is no Repair button then please contact the IT@Sam Service Desk at 294-1950 for assistance in resolving the issue.



[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™

IT@Sam Newsletter

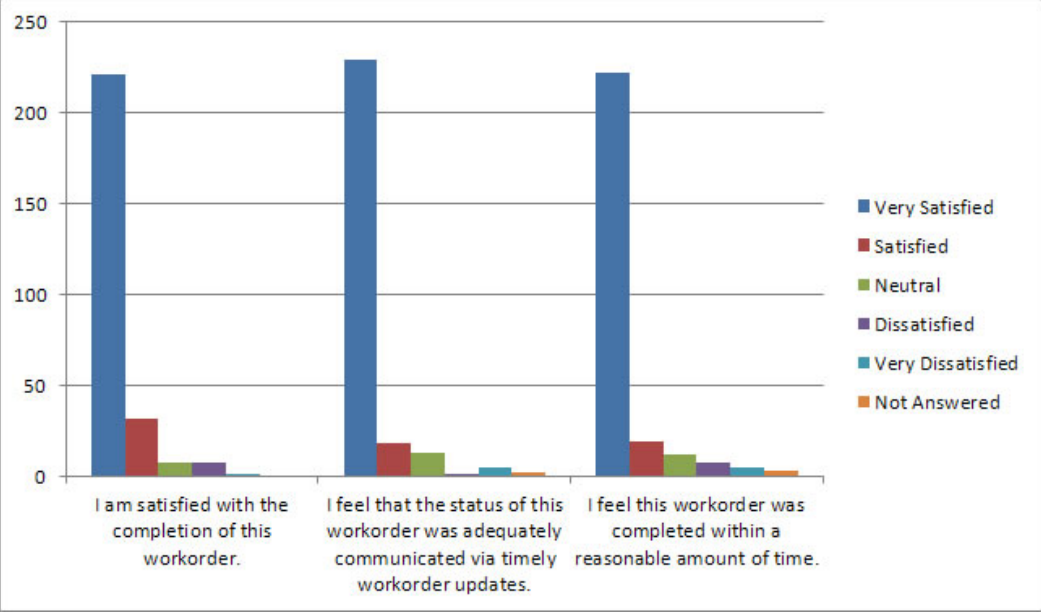
Home > Survey Results

Service Desk Stats

In the month of April, the IT@Sam Service Desk handled:

- IT@Sam work orders closed in April: 1127
- Service Desk Calls for April: 2655
- Service Desk Walk-ins for April: 169

Attached to every work order is a survey that you can take to tell us about the experience you had working with us. We evaluate ourselves based on these survey results and therefore greatly appreciate the time taken to fill these out.



Statement	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Answered
I am satisfied with the completion of this workorder.	220	30	10	5	2	1
I feel that the status of this workorder was adequately communicated via timely workorder updates.	230	20	15	5	5	2
I feel this workorder was completed within a reasonable amount of time.	220	20	15	10	5	2

IT@SAM NEWSLETTER HOME

[SOFTWARE UPDATES](#)

[PURCHASE PROCESS STREAMLINED](#)

[SHOUT OUTS](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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


[Request Info](#) | [Visit | Apply](#)
[SHSUOnline](#) | [Blackboard](#)

[E-mail](#)

[My Sam](#)

[SamWeb](#)

[Fast Links](#)

Sam Houston

STATE UNIVERSITY
A Member of The Texas State University System

IT@SAM NEWSLETTER

[MAJORS & PROGRAMS](#)
[ADMISSIONS](#)
[CAMPUS LIFE & CULTURE](#)
[SERVICES & RESOURCES](#)
[RESEARCH & RECOGNITIONS](#)
[ATHLETICS](#)
[ABOUT SHSU](#)

[Home](#) >

Welcome to the June, 2011 issue of IT@Sam Newsletter



We'd love to hear feedback about what you'd like to read in the [IT@Sam Newsletter](#). If you'd like to make a suggestion for future content, [please let us know](#).

Banner ERP Update

In this month's Banner update find out what has been launched, what is being worked on and what is coming in the future.

[>> Read More](#)

New Parking Garage Gate System Raises the Bar

The SHSU Department of Public Safety's Office of Parking and Transportation is proud to announce the unveiling of a new parking garage gate system.

[>> Read More](#)



IT@Sam Shout-Outs

This month's shout-outs are to DELTA's CJ Wagner and Accounts Payable's India Love.

[>> Read More](#)

Change Notices & Computing Updates

Read the change notices & computing updates page for information about new services including:

- A new icon on SHSU Windows desktops that will provide direct real-time access to IT@Sam technicians
- A new SHSU wireless printing system
- A new web content management system (CMS)
- A poster contest for Cyber Security Awareness month in October.


[IT@SAM NEWSLETTER HOME](#)
[BANNER UPDATE](#)
[NEW PARKING GARAGE SYSTEM](#)
[SHOUT OUTS](#)
[CHANGE NOTICES & COMPUTING UPDATES](#)
[TECH TIPS](#)
[IT@SAM WORK ORDER SURVEY RESULTS](#)
[FOLLOW SERVICE DESK ON FACEBOOK](#)
[FOLLOW SERVICE DESK ON TWITTER](#)
[FOLLOW THE SERVICE DESK BLOG](#)
[ARCHIVES](#)

[>> Read More](#)

Tech Tips

Learn about all the ways you can improve the performance of the Remote Desktop Connection (RDC) and read a tip about reopening recently closed browser tabs in this month's Tech Tips.

[>> Read More](#)

Service Desk Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. Please take the time to fill out these surveys as they are a great tool to let us know what you guys think about IT@Sam. Please take a moment to see how IT@Sam was rated by your peers.

[>> Read More](#)

Follow IT@Sam Service Desk On Twitter, Facebook and Blog:



twitter.com/SHSUServiceDesk



facebook.com/SHSUServiceDesk



facebook.com/SHSUMacusers



shsuservicedesk.wordpress.com

The IR Update was approved by the Assistant Vice President for Information Technology 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™

IT@Sam Newsletter

[Home](#) > Banner Update

Banner ERP Update

SHSU is over two years into the Banner ERP project now and the system, as well as many of the third-party products that were purchased to replace functionality previously offered in SamMenu, Nell, and SamWeb (AKA the legacy system), are up and running.

Most schools say that it takes them 3 to 5 years after go-live to really feel comfortable with a new system so some adjustment time is to be expected. While we have certainly accomplished much during our implementation, there is still much work that remains. This includes implementing additional functionality, upgrading the products to keep them current, providing additional reporting and reporting training, and streamlining and automating specific tasks.

The Banner teams are working with IT@Sam to implement additional functionality that has not yet gone live such as Transcripts, Budgeting, and more. Additionally, SunGard continues to release new versions of Banner with new or enhanced functionality. As such, the IT@Sam staff are working with the Banner Teams to plan, test, and implement new versions of Banner for each of the Banner systems (Student, Accounts Receivable, Financial Aid, Finance, and HR/Payroll). Additionally, we still have a large volume of programs that were written in-house that are not being replaced by third-party products but must be integrated with Banner systems, much as they were previously integrated with the legacy system.

We know that reporting is a big need for each of you, and we look forward to working with you to create the reports that you need. Currently, we are working with several people on campus to create reports that are similar to or provide the same information as reports that were previously available in the legacy system. Additionally, we are providing training on how to use the Cognos reporting tool to run these reports. We will also be providing some training for those of you who want to learn how to create your own reports using Cognos. Satisfying each of your reporting needs does take time, so we appreciate your patience as we work with you to define your reporting needs, determine priorities, and create your reports.

Lastly, automating tasks within Banner often happens using the Workflow tool. Workflow is a tool that allows for the automation of well-defined tasks and approval queues that are not already automated within Banner. The way in which leave reports or purchasing requests within Banner are electronically routed and approved are good examples of functions that can be automated with Workflow. Each of the Banner teams are evaluating which business processes are good candidates for Workflow and prioritizing those lists.

While the bulk of major changes in moving from our legacy system to an enterprise system have been implemented, we will still experience some challenges to our processes and comfort levels as we continue to build and tweak our processes, policies, and technology infrastructure.

Please keep an eye on the [ERP website](#) and the [Human Resources Training website](#) for updates and training opportunities as they are made available.

IT@Sam

Communicate + Collaborate

IT@SAM NEWSLETTER HOME

BANNER UPDATE

NEW PARKING GARAGE SYSTEM

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK 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

http://www.shsu.edu/~ucs_www/newsletter/June_2011/bannerupdate.html[9/3/2014 2:24:47 PM]



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™

IT@Sam Newsletter

[Home](#) > Banner Update

New Parking Garage Gate System Raises the Bar

The SHSU Department of Public Safety's Office of Parking and Transportation is proud to announce the completion of a major upgrade to the SHSU parking garage gate system.

A new Banner-compatible parking software, T2 Flex, was installed during the week of May 23rd to better track parking permits, citations, and garage revenue. This system will also operate the kiosks and gates at the Sam Houston Parking Garage beginning the week of June 6.



Current garage contract holders won't experience any drawbacks from this new equipment. The current garage access card will continue to be used for garage entry and exit. However, this new equipment provides a "swipe" reader for your card, on the outer left side of the kiosk, rather than the current "insertion" reader internal to the kiosk.

Daily customers will no longer use a credit card to enter the garage. They will instead push a button on the entry kiosk to dispense a magnetic-stripe paper ticket to enter the garage. New signage will be displayed on the kiosks to remind patrons, "KEEP YOUR TICKET – IT IS NEEDED TO EXIT THE GARAGE." This ticket will then be inserted into the exit kiosk to compute their parking fee, at which time they will use their credit card to pay their daily parking fee before exiting. This magnetic-stripe paper ticket system is in common use in many downtown and airport parking facilities nationwide, as well as at Texas A&M, UT-Austin, and many other universities. Payment method will continue to be credit card only, with Master Card, American Express, Discover, and Visa all accepted.

In addition, departments wishing to provide complimentary garage parking for their guests will now have a much more convenient method to provide this service, beginning later this summer. This new equipment will allow for the use of a paper, magnetic-stripe validation ticket, which departments may purchase in quantity, in advance, to distribute to their guests at their venue. Guests would enter the garage by accepting an entry ticket at the gate. When exiting, they would insert their entry ticket to determine their parking fee, then insert the validation ticket provided by their host to exit the garage. Please contact Assistant Director of Parking and Transportation David Kapalko at (936) 294-2505 or e-mail the Parking and Transportation office at parktrans@shsu.edu

Since the summer semester is starting in the middle of this upgrade, parking permits are not for sale online at this time. Permits will be made available for purchase at the Parking and Transportation office in person beginning on June 1.

We appreciate your patience as we transition to this new equipment and software. Please contact us with any questions.

Don't forget to check our web page frequently for parking information and updates at:

http://www.shsu.edu/~upd_www/parktrans/

Or, join over 80 followers who get up-to-the-minute information via text message by following us on Twitter at:

IT@SAM NEWSLETTER HOME

BANNER UPDATE

NEW PARKING GARAGE SYSTEM

SHOUT OUTS

CHANGE NOTICES
& COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY
RESULTS

FOLLOW SERVICE DESK ON
FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

<http://twitter.com/#!/shsuparking>



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™



IT@Sam Newsletter

[Home](#) > IT@ Sam Shout Outs

IT@Sam Shout Outs

"We would like to thank DELTA's **CJ Wagner** who graciously trained our Service Teams on Audio/Visual Troubleshooting and Repair. His presentation was thorough and eye-opening for all of us that attended." - *IT@Sam employees: Rachel Macy, Thomas Sosebee, and Lucrecia Chandler*

"I would like to thank Accounts Payable Accounting Clerk **India Love** for being a patient and delightful person on the phone with us." - *IT@Sam Service Desk Technician Ugo Onochie*

IT@SAM NEWSLETTER HOME

BANNER UPDATE

NEW PARKING GARAGE SYSTEM

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

IT@Sam Newsletter

Home > Change Notices and Computing Updates

Change Notices and Computing Updates

Help Is Just a Click Away: IT@Sam Help Desktop Shortcut

This new icon on your SHSU desktops will connect you directly to a Service Desk Technician. The [support portal website \(https://support.shsu.edu/\)](https://support.shsu.edu/) will load after you click the IT@Sam Help icon on your desktop.


To use the Support Portal:

- Choose the type of issue you are having from a drop-down list
- Fill in your name
- Describe what is happening in your own words
- Submit your issue

After submitting your issue a "Chat With Support" window will open asking you to accept or decline our assistance. Please accept so that one of the Service Desk Technicians can assume control of your machine and begin to resolve the issue.

Also on the Support Portal page are Self-Service and Technology Notices links. The first Self-Service link goes to our technology guides, the second link will open up the IT@Sam Work Order system to a page that will list all of your currently open work orders, and the third and final link will create a new blank work order for you to submit. The Technology Notices links will change over time and will be used as a place to distribute notices and interruptions of service in the future.

If you have any questions or concerns about this please read this [handout](#) and/or contact the IT@Sam Service Desk at 4-Help.




Wireless Printing System Launch

IT@Sam is proud to announce that wireless printing is now possible for all SHSU account holders. This includes both Macintosh and Windows laptops!

To access the wireless printing system please go to <https://ipp.shsu.edu/printers> and select the setup instructions on the right hand side for your operating system. After following the instructions and selecting the printer that you want to use you will be able to print wirelessly to that printer from any location.

For more information please contact the IT@Sam Service Desk at 4-HELP.



WebCMS Launch

In May, IT@Sam implemented a new web Content Management System (CMS) called dotCMS that provides new functionality and will simplify the way we all edit the University's websites.

IT@SAM NEWSLETTER HOME

BANNER UPDATE

NEW PARKING GARAGE SYSTEM

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

http://www.shsu.edu/~ucs_www/newsletter/June_2011/change.html[9/3/2014 2:24:58 PM]

DotCMS allows us to edit the websites without the need for software programs like Adobe® Contribute and Dreamweaver. Using the new tools, the university website can be edited from any computer after logging into the WebCMS controls.

Over the next year, the IT@Sam Web Services Team will be migrating the campus websites over to dotCMS.

Please check out the Web Services Team [website](#) for more information or contact the Web Team via e-mail at webdev@shsu.edu

Coming This October: Cyber Security Awareness Month Poster Contest

October is Cyber Security Awareness month and IT@Sam will be announcing the various events that will take place in an upcoming issue of this newsletter.

One component of this year's events will include a poster contest open to all SHSU students.

IT@Sam invites currently enrolled SHSU students to present posters that cover cyber security topics.

We will be announcing the specific entry criteria and the prizes for the winners in the next issue of the IT@Sam Newsletter.

Professors: If cyber security or poster design relates to your courses, please consider allowing your students to earn extra credit for presenting a poster or attending the presentations.

For more information, please contact Lucrecia Chandler in the IT@Sam Service Desk for more information.



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™

IT@Sam Newsletter

[Home](#) > Tech Tips

Tech Tips

Improve Your Remote Connection Experience With These Tips

When logging into the remote server ([Remote.SHSU.EDU](#)) there are some adjustments that can be made if you are not satisfied with the speed on the server.

First and foremost you can clean your roaming profile so that there is less data to load. Load SamWeb and select the Quota Information program under the IT@Sam section. The last number is the size of your profile. Please reduce your profile to 75 MB or less to help speed up your remote experience. This [guide](#) will explain how to use the Quota Information program in SamWeb

Alumni / Advancement	Quota Information	
Computer Services		
Financial Aid		
Faculty Reports		
Financial System		
Human Resources		
Card System		
Miscellaneous		
Payroll		
Student Mail		
	Mail Quota	
	Warning	350 MB
	Sending Disabled	365 MB
	Sending/Receiving Disabled	400 MB
	Current Level	227.19 MB
	S: Drive and Profile Quota	
	S: Drive Quota	3.00 GB
	S: Drive Usage	368.87 MB (12%)
	Profile Usage	47.25 MB (67%)

Secondly, you can adjust the Display settings by lowering the display ratio and the color depth. Set the display configuration to 640 by 480 and the color depth to High Color (15 bit).



Finally, you can adjust the settings on the "Experience" tab of the Remote Desktop Connection. Please select the connection speed that is closest to your network speed.

IT@SAM NEWSLETTER HOME

BANNER UPDATE

NEW PARKING GARAGE SYSTEM

SHOUT OUTS

CHANGE NOTICES
& COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY
RESULTS

FOLLOW SERVICE DESK ON
FACEBOOK

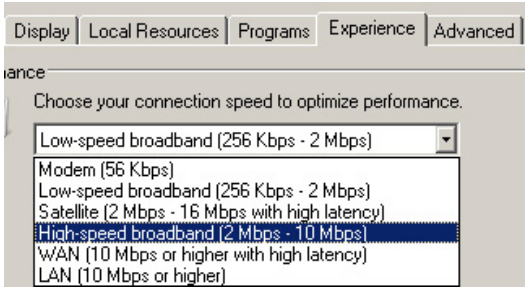
FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

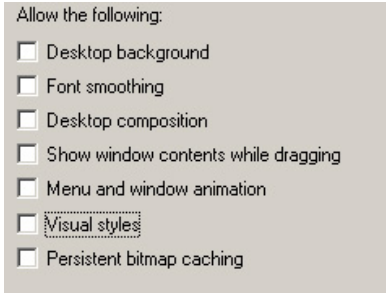
ARCHIVES

Related Links

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



Also in the Experience tab please uncheck all of the following choices that you do not need to maximize performance.



After adjusting these settings in the Options menu of the Remote Desktop Connection, you should have a much better experience using the remote server at SHSU. If you have any questions or concerns about the Remote Desktop Connection please take a moment and read the guide located [here](#).

Keyboard Shortcut Tip: Re-Open Closed Browser Tabs

I hate it when I accidentally close a browser tab that I still needed open. This seems to happen far too frequently and the ensuing frustration at searching through my internet history to find and reopen the page led me to discover a keyboard shortcut that does it for you.

Hold down the Control (Or Command on a Mac), Shift and the letter "T" keys to automatically reopen the last closed browser tab. It can even be used additional times to reopen the tabs that you closed in reverse order.

However, if you closed the entire browser window and not just some tabs then this tip will not work and you will have to find the webpage(s) again using your internet history.



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™

IT@Sam Newsletter

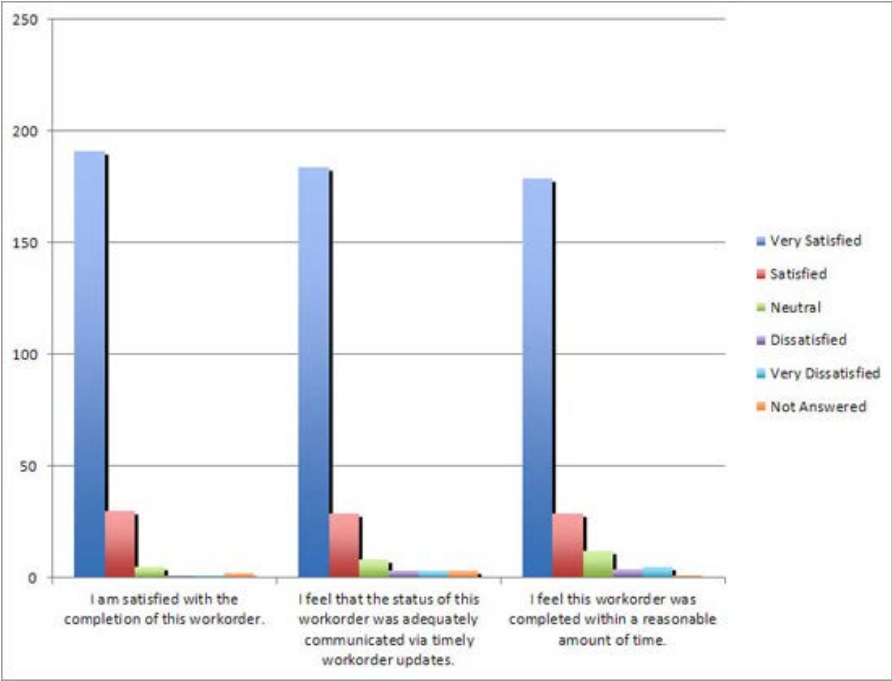
[Home](#) > Survey Results

Service Desk Stats

In the month of May:

- 1082 IT@Sam work orders were closed
- 2845 Calls were taken at the Service Desk
- 163 walk-in clients were supported in the Service Desk

Attached to every work order is a survey that you can take to tell us about the experience you had working with us. We evaluate ourselves based on these survey results and therefore greatly appreciate the time taken to fill these out.



IT@SAM NEWSLETTER HOME

[BANNER UPDATE](#)

[NEW PARKING GARAGE SYSTEM](#)

[SHOUT OUTS](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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



[Home](#) >

Welcome to the July, 2011
issue of IT@Sam Newsletter



If you'd like to make a suggestion for future
content, [please let us know](#). We'd love to hear from you!

New Online Tool Brings the Service Desk To You

The IT@Sam Service Desk is happy to unveil our new IT@Sam Help Icon. The IT@Sam Help Icon is your link to our new remote assistance tool. Just click the IT@Sam Help shortcut on your desktop!



[>> Read More](#)

Cyber Security Awareness Month Poster Contest

October is Cyber Security Awareness month and IT@Sam is proud to announce that we are hosting a Cyber Security Poster Contest to help spread awareness about online security.

[>> Read More](#)



Stay Safe in a Dangerous Online World

Over the last few months, an increased number of people at SHSU have fallen victim to virus attacks, malware, and phishing attempts. Learn what you can do to make your online experience safer.

[>> Read More](#)

IT@Sam Shout-Outs

This month's shout-outs go out to Randi Clower, the IT@Sam Networking team, and Eric Amason.

[>> Read More](#)

IT@SAM NEWSLETTER HOME

[ONLINE TOOL BRINGS THE SERVICE
DESK TO YOU!](#)

[STAYING SAFE IN A DANGEROUS
ONLINE WORLD](#)

[CYBER SECURITY POSTER CONTEST](#)

[IT@SAM STAFF UPDATES](#)

[IT@SAM I AM](#)

[SHOUT OUTS](#)

[CHANGE NOTICES
& COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Technology Notices & Computing Updates

The SHSU dial-in modem bank will soon be retired! Read about this, a note about iPad functionality, system down-time and other technology notices from IT@Sam.

[>> Read More](#)



IT@Sam Staff Updates

Please join us in welcoming, Chas Stephens, our newest employee at the IT@Sam Service Desk.

[>> Read More](#)

Win Prizes - Play "IT@Sam I Am"

As IT@Sam continues to grow, we'd like you to get to know some of our hard working employees. The following article features a random employee within IT@Sam. Guess who it is and win a prize!

[>> Read More](#)

Campus Technology Leaders: SHSU Online's Educational Technology for Academics Conference

SHSU Online will be hosting their 2011 Educational Technology for Academics Conference in the beautiful James and Nancy Gaertner Performing Arts Center here on campus. Come and spend a day discovering industry best practices for online course development, listen to keynote speaker Jeff Borden from Pearson eCollege and sign-up to win an iPad, a trip to the Pearson CITE Conference and much more. This is a conference you can't afford to miss! For more information and to register for the conference, please visit SHSU Online's [website](#).

Breakfast at the Service Desk

Starting in Fall 2011, the IT@Sam Service Desk will be hosting a series of training sessions at 7:30 in the morning. Breakfast at the Desk will feature 30-minute presentations on various "hot topics" including:



- iPad Productivity Apps
- Introduction to Twitter
- and more!

We'd like to hear what topics would be of interest to you. Please take a moment to fill out this [pdf](#) with your suggestions and e-mail it to the Service Desk at servicedesk@shsu.edu

Tech Tips

This month's Tech Tips include the 10 most common lock screen PINs and an online guide on how to become a better photographer.

[>> Read More](#)

Service Desk Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. Please take the time to fill out these surveys as they are a great tool to let us know what you guys think about IT@Sam. Please take a moment to see how IT@Sam was rated by your peers.

[>> Read More](#)

Follow IT@Sam Service Desk On Twitter, Facebook and Blog:


 twitter.com/SHSUServiceDesk

 facebook.com/SHSUServiceDesk

 facebook.com/SHSUMacusers

 shsuservicedesk.wordpress.com

The IR Update was approved by the Assistant Vice President for Information Technology 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](http://www.shsu.edu) | 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™

IT@Sam Newsletter

Home > IT@Sam Help Tool

New Online Tool Brings the Service Desk To You



Last month we mentioned in the IT@Sam Newsletter that there is now an IT@Sam Help icon on campus PC desktops that will connect you directly to a support technician.

This means that, when you are in the middle of something, you will not be limited to requesting help via e-mail or a phone call. By clicking the IT@Sam Help icon, you can get remote assistance from a Service Desk technician without having to use the phone at all in most cases.

The IT@Sam Help tool also enables the service desk to install programs and assist you without needing to log you off of the machine. The Service Desk can quickly perform tasks for you that would normally require a special request for administrative access.

If you are working in a classroom or lab, you can use the IT@Sam Help tool to get immediate remote assistance with the equipment in the room. Lab & Classroom Services staff are standing by to assist with anything you need.

To begin:

- Click the IT@Sam Help button on your desktop
- Fill out the form that is presented to you
- Click Submit
- and, that's it!

Issue Submission

Your Issue

- Please choose an issue -

Your Name

Company Name

Describe Your Issue

Submit

Please describe your issue as fully as possible so that we can make sure that your request goes to the technician best able to assist you. Before you know it, an IT@Sam technician will be chatting with you. They will be able to see your screen, take control of your computer and resolve your request or place a work order on your behalf if necessary.

If you have any questions please contact the Service Desk at 4-HELP.

IT@SAM NEWSLETTER HOME

ONLINE TOOL BRINGS THE SERVICE DESK TO YOU!

STAYING SAFE IN A DANGEROUS ONLINE WORLD

CYBER SECURITY POSTER CONTEST

IT@SAM STAFF UPDATES

IT@SAM I AM

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK


FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES


Related Links

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



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™



IT@Sam Newsletter

[Home](#) > [Cyber Security Awareness Month Poster Contest](#)

Cyber Security Awareness Month Poster Contest

October is Cyber Security Awareness month and IT@Sam is proud to announce that we are hosting a Cyber Security Poster Contest.

We are also issuing a call for judges. If you have experience dealing with graphic design, cyber security issues, technology issues, or are just interested in becoming a judge please contact [Lucrecia Chandler](#)

Listed below are the Entry requirements. We encourage you to share this with your classes or your student staff.



2011 Poster Contest Entry Requirements

Poster submissions should cover a cyber security problem and specific remedies or actions to combat that problem.

[Official Entry Requirements - PDF](#)

Contestants

- This contest is open to all currently enrolled students at Sam Houston State University.
- Students can submit more than one poster.
- Students must be willing to make minor adjustments if necessary based on feedback from judging committee.

Poster Guidelines

- Resolution must be sufficient to be printed at a max of 24"x36" without scaling (300dpi minimum).
- Submissions must be in .jpg format.
- Submissions must be before midnight on October 14 to helpdeskmtg@shsu.edu
- Winners will be announced on October 28.

Content

- Content should be targeted for a large audience that will include fellow students along with faculty and staff.
- Correct spelling, punctuation, and grammar must be used.
- All content must be original and generic. No brands, vendors, etc.
- A long shelf life is desirable.
- Professional (or paid) assistance is not allowed.
- Sponsorship is not allowed.
- This contest is to showcase your work to the higher education community. We will license all entries under a Creative Commons Attribution-Non Commercial-Share Alike 3.0 Unported License (<http://creativecommons.org/licenses/by-nc-sa/3.0/>).
- Submissions will be featured on the IT@Sam Service Desk Blog, Twitter feed, and Facebook pages along with various Cyber Security related presentations.

IT@SAM NEWSLETTER HOME

[ONLINE TOOL BRINGS THE SERVICE DESK TO YOU!](#)

[STAYING SAFE IN A DANGEROUS ONLINE WORLD](#)

[CYBER SECURITY POSTER CONTEST](#)

[IT@SAM STAFF UPDATES](#)

[IT@SAM I AM](#)

[SHOUT OUTS](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK 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

Prizes

- *1st place: Nikon camera with memory card, 4GB memory stick, silver alumni association picture frame, two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads*
- *2nd place: 4GB memory stick, alumni coffee mug, two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads*
- *3rd place: 4GB memory stick, two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads*
- *Honorable Mention: two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads*



IT@Sam Newsletter

[Home](#) > Stay Safe in a Dangerous Online World

Stay Safe in a Dangerous Online World

Combatting Phishing Attempts, Malware and Virus Infections

We have noticed an increase in the number of SHSU employees and students that are falling prey to one of these attacks (virus, malware, or phishing). In May Microsoft's IEBlog announced that 1 in 14 downloads contain malicious code. Now is the perfect time to learn more about how to keep safe online.

First we should define the three different terms. Computer security blogger, "The Older Geek," describes them in her post titled [How to Avoid Computer Viruses and Phishing Hacks](#) as follows:



A virus is a program that infects a computer and reproduces itself to spread throughout the computer or to other computers. Viruses are spread through executable code, which means it must be activated to affect a system and spread. Viruses can sit dormant in computer system until they are activated, either remotely or with a countdown in the code itself.

Malware is short for malicious software. A trojan is a type of malware (pictured above sneaking its way into Troy instead of your computer) that is downloaded along with other software; trojans steal information and "phone home" that information. Other malware might include spyware or adware, which track the user's computing habits, history, or online shopping, browsing and buying. Spyware is intended to keep a record of the activity, while adware is intended to blast the user with targeted ads based on web browsing and online habits.

Phishing (as defined by wikipedia.com) is a way of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication. Communications purporting to be from popular social web sites, auction sites, online payment processors or IT administrators are commonly used to lure the unsuspecting public. Phishing is typically carried out by e-mail spoofing or instant messaging, and it often directs users to enter details at a fake website whose look and feel are almost identical to the legitimate one. Phishing is an example of social engineering techniques used to deceive users, and exploits the poor usability of current web security technologies.

Understanding that dangerous software is out there helps but it is only half the battle. In order to stay safe online you will need understand how to adjust your habits. A great introduction to staying safe online can be found in these two videos from Common Craft:

[Phishing Scams in Plain English](#) and [Computer Viruses and Threats Explained](#).

Step 1: For computers that are not part of the SHSU network, use your Firewall and make sure you have an updated and running antivirus program. More information can be found in [this article](#) by The Older Geek about firewalls, anti-virus programs, spyware and malware detectors. (This is for computers that are not part of the SHSU network as all SHSU networked machines have firewalls and antivirus already installed and maintained by IT@Sam)

Step 2: Never sign in to a website from an e-mail link. This is still one of the easiest ways for

IT@SAM NEWSLETTER HOME

ONLINE TOOL BRINGS THE SERVICE
DESK TO YOU!

STAYING SAFE IN A DANGEROUS
ONLINE WORLD

CYBER SECURITY POSTER CONTEST

IT@SAM STAFF UPDATES

IT@SAM I AM

SHOUT OUTS

CHANGE NOTICES
& COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY
RESULTS

FOLLOW SERVICE DESK ON
FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

criminals to get your username and password. They dress up e-mails to look like they are from reputable companies such as PayPal and eBay. They will also create login pages that look as close to the real sites as possible. Common versions of this will say they need you to login to verify your account, or login to change your password before it expires.

IT@Sam will never ask you for your username and password in an e-mail under any circumstances and neither will most companies. If you think the e-mail might really be from the company then go to their website on your own in a browser and see if there is a way to contact them or verify that they are sending out the e-mail that you received.

Step 3: Don't open attachments from people that you don't know, or even if you do know them but weren't expecting an attachment. If you have a friend that is always sending on e-mail chains for you to read you might think about asking them to remove you from their list as these e-mail forwards are another way for attackers to get access to your system.

Step 4: Use your browser's pop-up blocker. Viruses and malware can be installed in the code of pop-up windows. Never click on any part of a pop-up message including the "Red X" in the corner that you would use to close a program. To close a pop-up window please load the Task Manager (easily accessed by using CTRL+ Shift+ ESC) and close the window from the task manager so that you are not interacting with the pop-up window at all.

Step 5: Set all of the programs that you install to keep themselves updated automatically. This way as soon as a fix is available your computer will download it. We recommend setting your programs to auto-update because your computer is vulnerable while it is waiting for you to come and approve the updates to programs.



[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™



Sam Houston
STATE UNIVERSITY
A Member of The Texas State University System

[MAJORS & PROGRAMS](#) | [ADMISSIONS](#) | [CAMPUS LIFE & CULTURE](#) | [SERVICES & RESOURCES](#) | [RESEARCH & RECOGNITIONS](#) | [ATHLETICS](#) | [ABOUT SHSU](#)

IT@Sam Newsletter

[Home](#) > IT@ Sam Shout Outs

IT@Sam Shout Outs

"Thanks to **the Language, Literacy and Special Populations Department Secretary Randi Clower** for letting us use one of the rooms in the Eleanor and Charles Garrett Teacher Education Center for our training session". - *Norma Vazquez and the IT@Sam Service Desk*

"Thank you to the entire **Networking team** for their prompt assistance with port clear requests." - *IT@Sam Tech Shop*

"We all would like to take a moment to thank **Eric Amason, IT@Sam Programmer Analyst I**, for his assistance with the reports needed by the newly formed Service Teams." - *IT@Sam Service Team Leaders and Members*

IT@SAM NEWSLETTER HOME

ONLINE TOOL BRINGS THE SERVICE DESK TO YOU!

STAYING SAFE IN A DANGEROUS ONLINE WORLD

CYBER SECURITY POSTER CONTEST

IT@SAM STAFF UPDATES

IT@SAM I AM

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

IT@Sam Newsletter

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

IT@Sam Staff Updates

The IT@Sam Service Desk welcomes Chas Stephens to the team. Chas has been a student worker in the Lab & Classroom Services area of IT@Sam for six years.

Chas is a graduate student in SHSU's Masters in Biology and Statistics programs and is expected to finish his degree by the end of the summer.

Welcome Chas!



IT@SAM NEWSLETTER HOME

[ONLINE TOOL BRINGS THE SERVICE DESK TO YOU!](#)

[STAYING SAFE IN A DANGEROUS ONLINE WORLD](#)

[CYBER SECURITY POSTER CONTEST](#)

[IT@SAM STAFF UPDATES](#)

[IT@SAM I AM](#)

[SHOUT OUTS](#)

[CHANGE NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

[Find Us On Facebook](#)

[Follow Us On Twitter](#)

[Ask Sammy](#)

[Campus Events](#)


IT@Sam Newsletter

Home > Change Notices and Computing Updates

Change Notices and Computing Updates

Dial-In Modem Service Retires

After many years of service, the SHSU modem bank finally gets to retire this year. After September 1, 2011, dial-in modem services will no longer be offered by IT@Sam. If you are someone who uses the modem bank to access the internet, please locate a service provider in your area that will meet your needs.




A Quick Caveat About iPads

The iPad is a remarkable technological device! With WIFI and the amazing App Store, it is definitely an impressive product. However, it is important to note that iPads do not offer the same functionality as laptops.

For example, while it is possible to access the SHSU remote server on an iPad, there is a limited interface and it can be hard to navigate and control programs that were not designed for the iPad's specific touch interface.

Please be cautious when purchasing an SHSU iPad if your intent is to purchase it instead of a laptop. If you have questions about using iPads, please contact the IT@Sam Service Desk at x4-1950.



Technology Notices

- Scheduled Changes are now located on the Cherwell Self-Service Portal.

IT@SAM NEWSLETTER HOME

ONLINE TOOL BRINGS THE SERVICE DESK TO YOU!

STAYING SAFE IN A DANGEROUS ONLINE WORLD

CYBER SECURITY POSTER CONTEST

IT@SAM STAFF UPDATES

IT@SAM I AM

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

IT@Sam Newsletter

Home > Tech Tips

Tech Tips

10 Most Common Lockscreen PINs

iPhone App developer Daniel Amitay recently published his findings after anonymously recording the lock screen passcodes for over 200,000 users. The top ten most overused passcodes were:

1234 (8,884 uses)

0000 (5,246 uses)

2580 (4,753 uses)

1111 (3,262 uses)

5555 (1774 uses)


5683 (1,425 uses)

0852 (1,221 uses)

2222 (1,139 uses)

1212 (944 uses)


1998 (882 uses)



If your passcode is on this list, no matter what device you are using it on, consider changing it today.

Basics of Photography: The Complete Guide

If you ever wanted to become a better photographer, or a photographer at all, then Lifehacker.com has you covered with this five-part guide on photography that covers everything you will need to know about digital photography.



Part one explains the different kinds of cameras and how to choose which one to buy. It is the perfect place for photography novices to begin. Parts two and three deal with the automatic and manual settings respectively. Part four explains composition and technique while part five focuses on editing the images. The entire guide is available as a pdf if you would rather read it that way.

IT@SAM NEWSLETTER HOME

ONLINE TOOL BRINGS THE SERVICE DESK TO YOU!

STAYING SAFE IN A DANGEROUS ONLINE WORLD

CYBER SECURITY POSTER CONTEST

IT@SAM STAFF UPDATES

IT@SAM I AM

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

Find Us On Facebook

Follow Us On Twitter

Ask Sammy

Campus Events

IT@Sam Newsletter

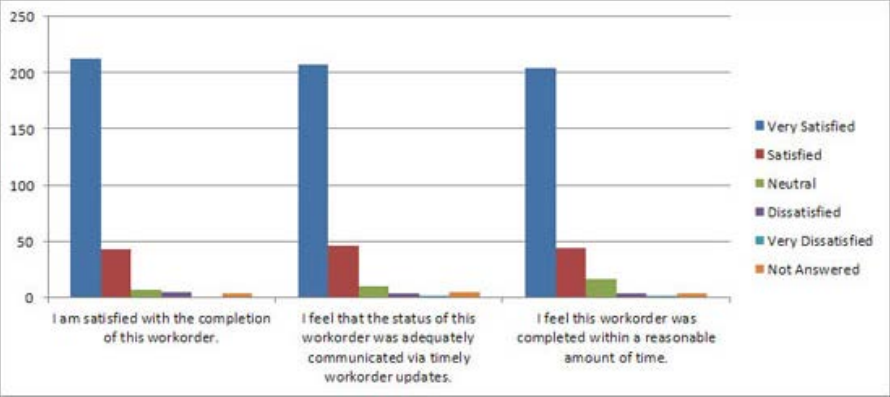
Home > Survey Results

Service Desk Stats

In the month of June:

- 1267 IT@Sam work orders were closed
- 2024 Calls were taken at the Service Desk
- 166 Walk-in clients were supported in the Service Desk

Attached to every work order is a survey that you can take to tell us about the experience you had working with us. We evaluate ourselves based on these survey results and therefore greatly appreciate the time taken to fill these out.



Statement	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Answered
I am satisfied with the completion of this workorder.	215	45	10	5	2	2
I feel that the status of this workorder was adequately communicated via timely workorder updates.	210	45	10	5	2	2
I feel this workorder was completed within a reasonable amount of time.	205	45	15	5	2	2

IT@SAM NEWSLETTER HOME

ONLINE TOOL BRINGS THE SERVICE DESK TO YOU!

STAYING SAFE IN A DANGEROUS ONLINE WORLD

CYBER SECURITY POSTER CONTEST

IT@SAM STAFF UPDATES

IT@SAM I AM

SHOUT OUTS

CHANGE NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

What programs or processes would you like to know more about?

Please list three:





[Home](#) >

Welcome to the August, 2011
issue of IT@Sam Newsletter



If you'd like to make a suggestion for future
content, [please let us know](#). We'd love to hear from you!

MS Office Suites To Be Upgraded

Next week, campus' MS Office suites will be upgraded for both PCs
and Macs.

[>> Read More](#)



Banner Upgrades Complete, New Mailing Lists Available

This month's Banner Update focuses on Banner Mailing lists and the Banner Upgrades that were
successful over the summer.

[>> Read More](#)

Service Teams Provide Faster Support, More Personalized Service on Campus

In order to provide faster, more personal service on campus,
IT@Sam has formed three service teams to support you!

[>> Read More](#)



Stay Safe in a Dangerous Online World Part Two: Phishing

This continuation of last month's article about online safety focuses on how to recognize and
combat a phishing attempt.

[>> Read More](#)

SHSU and Hewlett Packard Form Partnership

[IT@SAM NEWSLETTER HOME](#)

[MS OFFICE SUITE UPGRADE](#)

[BANNER UPDATE](#)

[IT@SAM SERVICE TEAMS](#)

[SHSU AND HP FORM PARTNERSHIP](#)

[STAY SAFE IN A DANGEROUS ONLINE
WORLD CONTINUED](#)

[IT@SAM STAFF UPDATES](#)

[PLAY IT@SAM I AM](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES
& COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Sam Houston State University has reached an agreement with Hewlett Packard (HP) Computers to be the main supplier of workstations for campus. The partnership will allow people on campus to have more powerful computers at a lower cost to the university while, at the same time, providing the campus with increased services.



[>> Read More](#)

IT@Sam Shout-Outs

This month's shout-outs go to Kim Childress, Jenny Zimont, Dr. Marilyn Butler, Jana Richie and all of the Banner teams.

[>> Read More](#)

Technology Notices & Computing Updates

This month's notices and updates section covers the end of our dial in modem bank, information about telephone and computer moving work orders, and new information needed to setup Dreamweaver and Contribute to edit a departmental website.



[>> Read More](#)

IT@Sam Staff Updates

IT@Sam is proud to welcome Marcus Keeling and Jenna Shimek on board as our newest full-time employees.

[>> Read More](#)

Win Prizes - Play "IT@Sam I Am"

As IT@Sam continues to grow, we'd like you to get to know some of our hard working employees. The following article features a random employee within IT@Sam. ***Guess who it is and win a prize!***

[>> Read More](#)

Tech Tips

Learn how to make your remote desktop experience better, how not to accidentally lock someone's records in Banner and a reminder that IT@Sam is hosting a Cyber Security Awareness poster contest in October.

[>> Read More](#)



Service Desk Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. Please take the time to fill out these surveys as they are a great tool to let us know what you guys think about IT@Sam. Please take a moment to see how IT@Sam was rated by your peers.

[>> Read More](#)

Follow IT@Sam Service Desk On Twitter, Facebook and Blog:

twitter.com/SHSUServiceDesk

facebook.com/SHSUServiceDesk

 facebook.com/SHSUMacusers

 shsuservicedesk.wordpress.com

The IR Update was approved by the Assistant Vice President for Information Technology 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™



IT@Sam Newsletter

[Home](#) > MS Office 2010 and 2011 Rollout

New Microsoft Office Products to Launch Next Week

IT@Sam is pleased to announce that the most recent versions of Microsoft Office will be installed on desktop campus computers next week.

Microsoft Office 2010 for Windows will be deployed on Friday, August 12 in the evening. Microsoft 2011 for Macintosh will be deployed the evening of Wednesday, August 10.



Both Office 2010 and 2011 include substantial changes to the programs within including MS Word, Powerpoint, Excel and Outlook. For the first time in many years, there is even a version of MS Outlook for Mac!



IT@Sam will be providing training sessions in the fall and guides will be available for download.

If you would like to get started on learning the new programs, [Microsoft.com](#) has a comprehensive series of tutorials that are designed for both people new to Office and people that are migrating from older versions of Office products.

- [Getting Started with Office 2010](#)
- [Getting Started with Office 2011](#)

Training Sessions

The first two introductory sessions will be held on Wednesday August 24 in the College of Humanities and Social Sciences (CHSS). More training opportunities will be available throughout the fall semester so please keep reading the IT@Sam Newsletter for updates.

- Office 2010 for PC Introduction will be held from 11 a.m. until 12 p.m. in CHSS C070
- Office 2011 for Mac Introduction will be held from 3 p.m. until 4 p.m. in CHSS C090.



If you are curious about the new features in these versions of MS Office please mark it on your calendar!

IT@SAM NEWSLETTER HOME

[MS OFFICE SUITE UPGRADE](#)

[BANNER UPDATE](#)

[IT@SAM SERVICE TEAMS](#)

[SHSU AND HP FORM PARTNERSHIP](#)

[STAY SAFE IN A DANGEROUS ONLINE WORLD CONTINUED](#)

[IT@SAM STAFF UPDATES](#)

[PLAY IT@SAM I AM](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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

IT@Sam Newsletter

[Home](#) > Banner Update

Banner Mailing Lists

It goes without saying that Banner has brought about major change for SHSU. Even with training sessions, user manuals and various other communication channels questions and concerns naturally remain. As a result, and in line with IT@Sam’s goal to “Collaborate + Communicate,” **Banner mailing lists** will soon be available as a resource for Banner users to ask and answer questions about particular system processes.

How will they work?

Ten user-friendly, mutually-exclusive groups exist to fulfill the needs of each system (Finance, HR/Payroll, Student...) and the major modules within those systems. Separate mailing lists have been created for: Registration, Graduate Admissions, Undergraduate Admissions, Class Schedule, HR/Payroll, General Finance, Budget, Disbursements/Travel, Grants, and Procurement.

Any employee will be able to request membership in the groups. List “moderators” will manage subscriber lists and filter messages submitted. Subscribers may send as many messages as they would like, but don’t let that keep you from subscribing! To keep your inboxes from being flooded with emails, you may opt to receive messages all at once each day in a “digest” format, rather than one at a time.

Once a registered member, any subscriber may send a message by selecting the appropriate link on the website listed in the training manual. (Each list has a different URL.) Once approved by the moderator, the question will be emailed to all subscribers, who may then send a response by answering a question, asking a question, or simply making a comment. No limit to the number of replies or length of the email exchange exists.

Where can I find the mailing lists?

The ERP website remains a great resource for Banner users. You will be able to find the links to each mailing list as well as a training manual with the simple steps to navigating the easy-to-use system. To reach our website, simply select “Banner” in the Fast Links menu on the SHSU homepage or open your browser and type “www.shsu.edu/ERP.”

IT@Sam is constantly looking for ways to better meet the needs of the university community. The creation of Banner mailing lists is just one example of the way we encourage collaboration and communication across campus. Stay tuned to the ERP website to find the mailing lists – they’ll be available soon!

Banner Upgrades

Over the July 15 weekend, the Banner Teams pulled together to accomplish their first all-module upgrade: Student, Finance, Financial Aid, and HR/Payroll modules were all upgraded to more recent versions of their Banner systems. The database administrators worked through Friday night to take the system down, install all the pieces of the new system, and then bring the entire system back up. The teams received word around 2:30 a.m. on Saturday that the system was up and available for testing.

We began planning months ago for these particular upgrades. The teams have been meeting regularly, sometimes weekly, sometimes attending multiple meetings, to coordinate the changes among the systems, to smooth out processes, and to continue to implement the

IT@SAM NEWSLETTER HOME

MS OFFICE SUITE UPGRADE

BANNER UPDATE

IT@SAM SERVICE TEAMS

SHSU AND HP FORM PARTNERSHIP

STAY SAFE IN A DANGEROUS ONLINE WORLD CONTINUED

IT@SAM STAFF UPDATES

PLAY IT@SAM I AM

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

Banner ERP system on campus. The teams agreed to a single date for upgrading, and helped develop a process for the upgrade, incorporating a two-week testing period in a development environment in which they could test out new functions. And with all the planning, we still had a few issues with accessibility and some functions.

All in all, issues notwithstanding, we believe this was a successful upgrade. Did we pull it off without a hitch? Nope. Did we learn lessons? Oh, yes. Have we already incorporated those lessons into the plans for the next upgrade? Absolutely! Will future upgrades be completely issue-free? Not likely, but we have put some processes in place to avoid the same issues we ran into this time. In fact, the major issue during this upgrade was a bug within the database that could not have been forecasted; while this particular short-term issue will be fixed soon, this is one of the complexities of upgrading - all the planning and testing, and testing and planning can't always account for every possible problem.

While all the modules have been "live" since April, there are still a number of changes and tweaks needed to develop the system to meet University needs. Banner and TCC (Texas Connection Consortium) will continue to make changes to improve and add functions to the Banner system, and upgrades to all the Banner modules will be a regular occurrence; although with our new knowledge, we can hopefully make the next upgrade an even smoother process!

Suggestions? Complaints? (Constructive, please...) Email us at BannerPM@shsu.edu.



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™

IT@Sam Newsletter

[Home](#) > Service Teams

Service Teams Provide Faster Support, More Personalized Service on Campus

In an effort to establish a closer working relationship with clients across campus, IT@Sam has established three service teams. Each building across campus now has a particular service team assigned to it. This means that whenever you have a problem with your office computer, you can expect to see more consistency in who assists you. The goal of the IT@Sam Service Teams is to provide familiar and friendly assistance campus wide.

Service Teams will ensure that:

- There are dedicated people assigned to support you.
- You are able to get to know the people that provide service to your building.
- The people assigned to support you will come to know your special technology needs and custom configurations.
- The technology support service you are provided is consistently fast and efficient

Each service team has dedicated workers from the Tech Shop, the Service Desk and Lab & Classroom Services. Whatever your request, you can be assured that you will receive quality support and timely assistance.

If you have a computer or software issue, please contact the Service Desk (936-294-HELP). They will take care of assigning it to the proper team for you!

Service Team 1:

Buildings:

- | | | |
|--|---|--|
| • Administration Building | • Industrial Technology | • Theatre |
| • Allen House | • James and Nancy Gaertner Performing Arts Center | • University Hotel |
| • Aramark | • Lowman Student Center | • Vending Service Building |
| • Bank of America Building | • Music Building | • William R. Harrell Engineering Technology Center |
| • Blackwood LEMIT Center | • Residence Life | |
| • College of Humanities and Social Sciences Building | • Smith Hutson Building | |
| • George J. Beto Criminal Justice Building | • Smith Kirkley Building | |
| | • South Paw | |



Service Desk
Eric Herold



Tech Shop
Joel Ahumada



Computer Labs
DJ Viser

IT@SAM NEWSLETTER HOME

MS OFFICE SUITE UPGRADE

BANNER UPDATE

IT@SAM SERVICE TEAMS

SHSU AND HP FORM PARTNERSHIP

STAY SAFE IN A DANGEROUS ONLINE WORLD CONTINUED

IT@SAM STAFF UPDATES

PLAY IT@SAM I AM

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

Service Team 2:

Buildings:

- Adams House
- Athletics
- Bernard G. Johnson Coliseum
- Camp
- Counseling Education Center
- Crimes
- Estill
- Evans
- Health and Kinesiology Center
- John R. Ragsdale Visitor Center
- John W. Thomason Building
- Margaret Lee Houston Building
- Newton Gresham Library
- Psychological Services Center
- Recreational Sports Center
- Southeast Texas Forensic Science Facility
- Student Health Center
- Teacher Education Center
- University Center



Service Desk

Norma Vazquez



Tech Shop

Matthew Major



Computer Labs

Rachel Macy

Service Team 3:

Buildings:

- Academic Building 1
- Academic Building 3
- Academic Building 4
- Art Complex
- Chemistry and Forensic Science Building
- Continuing Education Building
- Custodial Services Building
- Dan Rather Communications
- Energetic Materials Building
- Farrington
- Gibbs Ranch
- LDA/Couns
- Lee Drain Building
- Sam Houston Memorial Museum
- Sam South Complex
- Spivey House
- University Post Office



Service Desk

Melissa Asbury




Tech Shop

Chris Ainsworth




Computer Labs

Clay Danford



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™

IT@Sam Newsletter

Home > Stay Safe in a Dangerous Online World Part 2

Stay Safe in a Dangerous Online World Part 2

Last month we talked about some ways that you can help mitigate the likelihood of getting a virus, downloading malware or falling prey to a phishing attempt. This month we will touch on a few ways you can protect yourself from a phishing attempt.


For a bit of background on “phishing,” see [Wikipedia](#).

"Phishing is a way of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication."

E-mail and Phishing

E-mail is the main attack route for a phishing attempt, the goal of which is to steal your personal information. To help recognize a phishing attempt use these five guidelines.

- A non-specific or generic greeting.** Internet criminals don't normally setup mailing lists with users names autoloaded in, so their email messages usually start with:
 - Dear Customer
 - Dear Account Holder
 - Dear PayPal user
- Fake links.** A link in an email can be made to say anything in the text. Place the mouse cursor over the link and Outlook will display the actual link destination. In my example I made a link that displays as the Home Depot website but in reality is a link to the SHSU Homepage.
- Links to Non-secure login pages.** All legitimate login pages will exist on a secure website. To see if the site you are on is secure look at the beginning of the address. Secure sites begin with "HTTPS:" not just "HTTP:". The S at the end denotes that site as secure. If you are unsure about a page that claims to be secure you can click on the name of the company to the left of the URL address and see who has verified the website. For example SHSU's SamWeb is located at **HTTPS://SAMWEB.SHSU.EDU** and we have been verified by GlobalSign as a secure site.



From: Sosebee, Thomas


Sent: Tuesday, July 26, 2011 10:29 AM

To: Sosebee, Thomas

Subject: test<http://www.shsu.edu/>

[Click to follow link](#)

www.HomeDepot.com



IT@SAM NEWSLETTER HOME

MS OFFICE SUITE UPGRADE

BANNER UPDATE

IT@SAM SERVICE TEAMS

SHSU AND HP FORM PARTNERSHIP

STAY SAFE IN A DANGEROUS ONLINE WORLD CONTINUED

IT@SAM STAFF UPDATES

PLAY IT@SAM I AM

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

http://www.shsu.edu/~ucs_www/newsletter/Aug_2011/virus2.html[9/3/2014 2:27:04 PM]

- **Asking for personal information.** The entire point of the phishing attempt is get you to give up your personal information (Social Security Number, Credit Card Number, Bank Account, Residential Address, etc.) so that they can either steal your identity or sell your contact information to companies around the world. Every company that you do business with probably already has all of the information that they need from you. If you think it might be a legitimate request for information then look up that company's contact information online (not from the e-mail they sent you) and call them to confirm.
- **Immediate Needs and Deadlines.** Criminals don't want to wait around for you to send them your vital information so they will put emergency notices and deadlines into their phishing attempts. They will frequently say that an account is going to expire within a few days if you don't respond or that a service will be terminated and you will have to pay exorbitant reconnect fees. Don't be fooled by this, take the time you need to verify that this is a real request before you give out any information, and whatever info you do give, do it over the phone and not via e-mail.



[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](#)





IT@Sam Newsletter

[Home](#) > Hewlett Packard and SHSU

SHSU Forms New Partnership for Campus Workstations

Sam Houston State University has reached an agreement with Hewlett Packard (HP) Computers to be the main supplier of workstations for campus. The partnership will allow people on campus to have more powerful computers at a lower cost to the university while, at the same time, providing the campus with increased services.



This change means that Dell will no longer be providing workstations to SHSU. Dell has been the sole provider of SHSU workstations for the past ten years. While they will no longer be providing the campus with workstations, IT@Sam will continue to maintain a positive working relationship with Dell as they continue to provide the campus its servers and various other equipment.



Moving forward, Dell will continue maintaining any computer currently under warranty. As the warranties expire on remaining Dell computers, replacements will be ordered from HP.

This agreement also brings with it a partnership with a local HUB partner, NWN Corporation. NWN handles training and technical support for HP and will provide this service for IT@Sam.

NWN is a Texas based, woman owned, company that is able to deliver responsive service and technical support at no additional cost to SHSU.

IT@SAM NEWSLETTER HOME

[MS OFFICE SUITE UPGRADE](#)

[BANNER UPDATE](#)

[IT@SAM SERVICE TEAMS](#)

[SHSU AND HP FORM PARTNERSHIP](#)

[STAY SAFE IN A DANGEROUS ONLINE WORLD CONTINUED](#)

[IT@SAM STAFF UPDATES](#)

[PLAY IT@SAM I AM](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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



IT@Sam Newsletter

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

IT@Sam Staff Updates

IT@Sam would like to welcome aboard our two newest full time employees: **Marcus Keeling** and **Jenna Shimek**.

Marcus is the new networking and infrastructure manager for client services. Marcus has six years of experience in information technology and networking.

Marcus has a BBA in Management Information Systems as well as a number of other certifications. He has passed the CCIE written and is currently preparing for the CCIE Lab Exam. Welcome Marcus!



Jenna is our newest administrative assistant for IT@Sam. Jenna has been a student worker in the procurement office of IT@Sam for three years.

Jenna is a recent graduate from SHSU who received a Bachelor of Business Administration in General Business and double minored in Business Communications and Entrepreneurship. Welcome Jenna!



IT@Sam Contract Staff

Eternal Nucedor will be joining the Managed Applications team for the next few months where she will be packaging, testing and deploying software to Macintosh workstations across campus. With over 15 years of Macintosh support experience, Eternal comes from the New York area where she most recently worked as a Macintosh Systems Specialist for Estee Lauder Companies. Welcome Eternal!



Joshua Gray has joined Client Services as a contractor to assist the Managed Applications team. He will be working closely with Andrew Jahnke and his students on packaging and testing software. Joshua brings with him a good deal of experience packaging/deploying software and managing small business networks. Welcome Joshua!



IT@SAM NEWSLETTER HOME

MS OFFICE SUITE UPGRADE

BANNER UPDATE

IT@SAM SERVICE TEAMS

SHSU AND HP FORM PARTNERSHIP

STAY SAFE IN A DANGEROUS ONLINE
WORLD CONTINUED

IT@SAM STAFF UPDATES

PLAY IT@SAM I AM

SHOUT OUTS

TECHNOLOGY NOTICES
& COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY
RESULTS

FOLLOW SERVICE DESK ON
FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK 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™



IT@Sam I AM - August 2011

[Home](#) > IT@Sam I AM

IT@Sam continues to grow and introduce more and more new faces to our wonderful campus. In an effort to introduce our hard-working employees, this article features a random employee within IT@Sam. We welcome all our readers to guess which employee is being featured. This month, the third and fourth correct guessers will receive a pair of movie tickets redeemable at Star Cinema Grill in Conroe! IT@Sam would like to extend a special thank you to Joshua Macleod for contributing the tickets on behalf of the cinema.

Corey Crawford was the featured employee last month. The first three correct guessers were Belle Whittington, Angela Semar, and Debra Harper. Thanks to everyone who participated!

See if you can guess the name of this month's IT@Sam I Am employee using the clues below.



I want to be perpetually 30.



Yo podría hablar un día, pero por ahora, no me lo que estás preguntando diciendo.

If I had my way, I'd be nibblin' on sponge cake and watchin' the sun bake at my vacation home on the beach.



Give me 30 minutes and I can tell you everything that's going on with Brad and Angelina.

Making my clients happy is what gets me out of bed every day, but my favorite day of the week is still Saturday.



I wasn't your first wife, but you may have mistaken me for the actress that played her.


[IT@SAM NEWSLETTER HOME](#)
[MS OFFICE SUITE UPGRADE](#)
[BANNER UPDATE](#)
[IT@SAM SERVICE TEAMS](#)
[SHSU AND HP FORM PARTNERSHIP](#)
[STAY SAFE IN A DANGEROUS ONLINE WORLD CONTINUED](#)
[IT@SAM STAFF UPDATES](#)
[PLAY IT@SAM I AM](#)
[SHOUT OUTS](#)
[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)
[TECH TIPS](#)
[IT@SAM WORK ORDER SURVEY RESULTS](#)
[FOLLOW SERVICE DESK ON FACEBOOK](#)
[SHSU MAC USERS FACEBOOK PAGE](#)
[FOLLOW SERVICE DESK ON TWITTER](#)
[FOLLOW THE SERVICE DESK BLOG](#)
[ARCHIVES](#)

Related Links

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

And the winners are...

- Debbie Allen
- Teresa Ringo

Congratulations!



Suzette Kohers is the feature employee.



[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™



Sam Houston
STATE UNIVERSITY
A Member of The Texas State University System

[MAJORS & PROGRAMS](#) | [ADMISSIONS](#) | [CAMPUS LIFE & CULTURE](#) | [SERVICES & RESOURCES](#) | [RESEARCH & RECOGNITIONS](#) | [ATHLETICS](#) | [ABOUT SHSU](#)

IT@Sam Newsletter

[Home](#) > [IT@ Sam Shout Outs](#)

IT@Sam Shout Outs

"Thank you **Kim Childress of the Department of Health and Kinesiology** for letting us use your department's rooms for training sessions." - *IT@Sam Service Desk and Norma Vazquez*

"Thank you **Dr. Marilyn Butler of the College of Education** for your personal involvement and enthusiasm in creating an updated Accreditation site. Dr. Butler is super organized and has been willing to learn the intricacies of web development in order to create a useful and informative site. Dr. Butler's ability to communicate clearly and her cheerful enthusiasm for learning new skills is truly appreciated." - *IT@Sam Web Administrator Marilyn West*

"Thank you **Jana Richie** for converting the Enrollment Management site into the standard University layout and having it ready before the Fall session. We appreciate you!" - *IT@Sam Web Administrator Marilyn West*

"Thank you **Jenny Zimont** of Human Resources, for always being positive when working through our most frustrating problems!" - *IT@Sam Programmer/Analyst Casey Campbell*

"I would like to give a shoutout to the **members of the Banner teams** that diligently worked to make the Banner upgrades as successful as they were. All of the teams worked together to plan, test, and implement an upgrade to all of the Banner systems (**HR/Payroll, Financial Aid, Student AR, Student, and Finance**). This was our first upgrade of the system now that all products are up and running." - *IT@Sam Director of Enterprise Services Jacob Chandler*

IT@SAM NEWSLETTER HOME

[MS OFFICE SUITE UPGRADE](#)

[BANNER UPDATE](#)

[IT@SAM SERVICE TEAMS](#)

[SHSU AND HP FORM PARTNERSHIP](#)

[STAY SAFE IN A DANGEROUS ONLINE WORLD CONTINUED](#)

[IT@SAM STAFF UPDATES](#)

[PLAY IT@SAM I AM](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK 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™

IT@Sam Newsletter

[Home](#) > Technology Notices and Computing Updates

Computing Updates

Phone and Computer Moves - Please Help Us to Help You!

IT@Sam is requesting that all work orders to have a telephone moved be placed at least 3 business days in advance and work orders to move computers be placed at least 5 business days in advance of the requested move date, or as soon as you know that a move of either sort will be necessary.

In IT@Sam, we will always do our best to accomodate your service requests regardless of lead time. However, advance notices helps us to facilitate the needs of everyone on campus and more consistently meet your needs.



For more information about this and all Work Orders please contact the Service Desk at 4-HELP.

SHSU Dial-in Modem Service Set to Retire 9/1

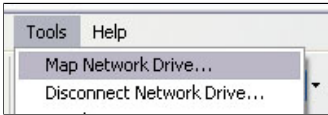
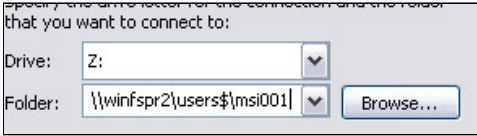
Due to rising cost and low usage, the SHSU modem service finally gets to retire this year. After September 1, 2011, dial-in modem services will no longer be offered by IT@Sam. If you are someone who uses the modem bank to access the internet, please locate a service provider in your area that will meet your needs. The IT@Sam Service Desk can give you suggestions for alternatives to dial-in Internet service if needed, just give us a call at 4-HELP.

New Method to Connect to Department Websites

As a result of recent upgrades and system improvements, the way you connect to your department website accounts has changed. As of June 10, connections to your departmental website account hosted on unx1.shsu.edu are now created by mapping a local drive to \\unx1\department website username (for example \\unx1\ucs_www). If you currently have your Dreamweaver or Contribute software set up as FTP or SFTP, your connection will need to be reset.

How to Connect the U Drive:

- Go to the **Start** menu and select the **My Computer**.
- On the top pull-down menu, select **Tools** and then **Map Network Drive**.
- In the Map Network Drive dialog box, select the letter drive you wish to map to. Under "Folder" input the connection path, as indicated at the beginning of this document. Any drive can be used that is not already being used for another connection.
- To connect to a departmental website please select the **Connect using a different user name** option. In the "Connect As..." dialog box, input your username and



IT@SAM NEWSLETTER HOME

MS OFFICE SUITE UPGRADE

BANNER UPDATE

IT@SAM SERVICE TEAMS

SHSU AND HP FORM PARTNERSHIP

STAY SAFE IN A DANGEROUS ONLINE WORLD CONTINUED

IT@SAM STAFF UPDATES

PLAY IT@SAM I AM

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

Find Us On Facebook

Follow Us On Twitter

Ask Sammy

Campus Events

password. You may need to enter "shsu\username" in the User Name box if you are off campus on a non-university machine.



- Click OK on the "Connect As..." dialog box, then hit "Finish" on the "Map Network Drive" dialog box. You should now be connected to your network share.

For assistance, please contact the IT@Sam Web Services team via e-mail at webdev@shsu.edu

Technology Notices

- **Scheduled Changes are now located on the Cherwell Self-Service Portal.**



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](#)





IT@Sam Newsletter

[Home](#) > Tech Tips

Tech Tips

How To Avoid Locked Files in Banner

A common issue that we have noticed with Banner is files that cannot be manipulated because they are locked by another person using Internet Native Banner. For instance if I am looking up someone's information in Banner that person may not be able to register for classes while I have their records open on my screen. Due to this it is vital that you all remember to exit that person's record as soon as you are done with your tasks in that record.



How to Improve Your Remote Desktop Experience

When logging into the remote server (remote.shsu.edu) there are some adjustments that can be made if you are not satisfied with the speed on the server.

- Clean your roaming profile
 - Check to make sure your profile is no greater than 75 MB
- Adjust the display settings
 - 640 x 480 is the optimal display setting
- Adjust the settings on the "Experience" tab of the Remote Desktop Connection
 - Select the connection speed that is closest to your network speed

For more information please read the full [article](#) from the June IT@Sam Newsletter

Encourage Your Students to Enter Our Poster Contest!

October is Cyber Security Awareness month and IT@Sam is proud to announce that we are hosting a Cyber Security Poster Contest.

Contestants

- This contest is open to all currently enrolled students at Sam Houston State University.
- Students can submit more than one poster.
- Students must be willing to make minor adjustments if necessary based on feedback from judging committee.

For more information please read the full [article](#) in the July edition IT@Sam Newsletter.



IT@SAM NEWSLETTER HOME

[MS OFFICE SUITE UPGRADE](#)
[BANNER UPDATE](#)
[IT@SAM SERVICE TEAMS](#)
[SHSU AND HP FORM PARTNERSHIP](#)
[STAY SAFE IN A DANGEROUS ONLINE WORLD CONTINUED](#)
[IT@SAM STAFF UPDATES](#)
[PLAY IT@SAM I AM](#)
[SHOUT OUTS](#)
[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)
[TECH TIPS](#)
[IT@SAM WORK ORDER SURVEY RESULTS](#)
[FOLLOW SERVICE DESK ON FACEBOOK](#)
[SHSU MAC USERS FACEBOOK PAGE](#)
[FOLLOW SERVICE DESK ON TWITTER](#)
[FOLLOW THE SERVICE DESK BLOG](#)
[ARCHIVES](#)

Related Links

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

IT@Sam Newsletter


Home > Survey Results

Service Desk Stats

In the month of July:

- 940 IT@Sam work orders were closed
- 2280 Calls were taken at the Service Desk
- 153 Walk-in clients were supported in the Service Desk

Attached to every work order is a survey that you can take to tell us about the experience you had working with us. We evaluate ourselves based on these survey results and therefore greatly appreciate the time taken to fill these out.



Statement	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Answered
I am satisfied with the completion of this workorder.	190	20	10	5	5	5
I feel that the status of this workorder was adequately communicated via timely workorder updates.	185	20	10	5	5	5
I feel this workorder was completed within a reasonable amount of time.	180	20	10	5	5	5
The IT@Sam staff assisting me with this request were technically competent.	180	20	10	5	5	5
The IT@Sam staff that assisted me with this request were courteous and helpful.	195	20	10	5	5	5

IT@SAM NEWSLETTER HOME

MS OFFICE SUITE UPGRADE

BANNER UPDATE

IT@SAM SERVICE TEAMS

SHSU AND HP FORM PARTNERSHIP

STAY SAFE IN A DANGEROUS ONLINE WORLD CONTINUED

IT@SAM STAFF UPDATES

PLAY IT@SAM I AM

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



Welcome to the September, 2011
issue of IT@Sam Newsletter



If you'd like to make a suggestion for future
content, [please let us know](#). We'd love to hear from you!

New Instant Messaging Tool Available

IT@Sam will be launching a new instant messaging client this semester. Learn about Microsoft Lync and how you can sign up to be part of the pilot program.

[>> Read More](#)

Parking and Transportation Changes for Fall 2011

A new parking garage gate system and ticketing system was deployed on campus over the summer. Learn how this affects your parking experience at SHSU.

[>> Read More](#)



Breakfast At The Service Desk

Starting this month IT@Sam and the Service Desk are proud to welcome SHSU Faculty and Staff to have breakfast with us! These mini-training sessions are an opportunity for the Staff and Faculty to come by and meet the Service Desk employees, get a bite to eat, and learn a thing or two.

[>> Read More](#)

Cyber Security Poster Contest in October

October is Cyber Security Awareness Month and IT@Sam is hosting a Cyber Security Awareness Poster contest to help spread information about cyber security. The poster contest provides a way for students to showcase their talent and win prizes!

[>> Read More](#)

[IT@SAM NEWSLETTER HOME](#)

[MS OFFICE SUITE UPGRADE](#)

[DIGITAL SIGNAGE](#)

[BREAKFAST AT THE SERVICE DESK](#)

[PARKING AND TRANSPORTATION
CHANGES FOR FALL 2011](#)

[LYNC INSTANT MESSAGING SERVICE](#)

[CYBER SECURITY AWARENESS MONTH
POSTER CONTEST](#)

[IT@SAM STAFF UPDATES](#)

[PLAY IT@SAM I AM](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES
& COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

IT@Sam Shout-Outs

IT@Sam would like to "shout-out" to the many different people and teams on campus who make working at SHSU at great experience!

[>> Read More](#)



Technology Notices & Computing Updates

This month's notices and updates section covers how to access the Remote Desktop Connection via your iPad or iPhone and a way that you can remotely wipe the emails from your smartphone if it gets lost or stolen.

[>> Read More](#)

IT@Sam Staff Updates

IT@Sam is proud to welcome Jim Gross, CJ Wagner and Craig Schlicher on board as our newest full-time employees.

[>> Read More](#)



Win Prizes - Play "IT@Sam I Am"

As IT@Sam continues to grow, we'd like you to get to know some of our hard working employees. The following article features a random employee within IT@Sam. ***Guess who it is and win a prize!***

[>> Read More](#)

Tech Tips

Learn how to use Conversation View in Outlook 2010 and a quick way to determine your iPad's remaining battery life.

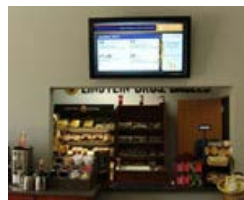
[>> Read More](#)



Get Your Messages Seen on Campus with a Digital Sign

IT@Sam is proud to announce a new way for SHSU departments and colleges to get their messages seen on campus.

[>> Read More](#)



MS Office Suites Upgraded

MS Office 2010 for PC and MS Office 2011 for the Mac have both been deployed to the campus. Read about the changes in Office and how to sign up for training.

[>> Read More](#)







Service Desk Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. Please take the

time to fill out these surveys as they are a great tool to let us know what you guys think about IT@Sam. Please take a moment to see how IT@Sam was rated by your peers.

[>> Read More](#)

Follow IT@Sam Service Desk On Twitter, Facebook and Blog:

-  twitter.com/SHSUServiceDesk
-  facebook.com/SHSUServiceDesk
-  facebook.com/SHSUMacusers
-  shsuservicedesk.wordpress.com

The IR Update was approved by the Assistant Vice President for Information Technology 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™



IT@Sam Newsletter

[Home](#) > [Lync](#)

Get Lync'ed!

Coming this fall, Sam Houston State University will make available Microsoft Lync 2010. Lync is an conference bridge, Instant Messaging (IM), and online collaboration and sharing tool that will be available to all SHSU employees. As a Microsoft product, Lync can interact efficiently with other Office products such as Outlook and Word.



Here are just a few of the features that Lync 2010 offers:

- Single Sign-On technology means no more typing your username and password multiple times. Just launch the Lync client from your PC and it logs in for you. The single sign on only works for machines on our domain. If this is an unmanaged machine, you will need to log in to Lync at least the first time.
- Outlook calendar integration allows your status in Lync to automatically update based on your availability on your Outlook calendar.
- Use one set of contacts across Lync 2010 and Office applications.
- Quickly start a group IM conversation using an Outlook Distribution list.
- Easily share your computer screen(s) with one or more of your contacts, and even specify who can take control.
- Lync contacts appear in Outlook e-mails and you can even start instant messaging (IM), without switching to Lync. Additionally, Outlook email messages can be sent directly contacts from Lync itself.
- Clients can assign their contacts different privacy relationships, such as "Workgroup" or "Colleagues", depending on the relationship. Each relationship offers a different level of access to your contact information such as phone numbers, meeting subject, and meeting location
- Create your own custom groups to which you can add contacts to easily manage departments or teams.
- Logged into your workstation but out of the office or out to lunch? Missed IM conversations are sent to your e-mail to let you stay in touch as much as you need to.
- Set your status to Do Not Disturb and messages from contacts other than those who you have placed in your "Workgroup" will be notified of your private status, allowing you to work undisturbed. An e-mail is sent to you informing you of the missed conversation in case you want to get back with the contact at a later time.
- Lync provides notifications to help clients improve the quality of their calls if it detects device, network, or computer issues during a call.
- Attend a conference call from your computer or laptop without having to use a phone (speakers and microphone required).
- Schedule an online meeting inside Outlook or Lync and avoid the overbooked conference rooms altogether! Each client gets their own unique conference bridge ID, so you won't have to worry about sharing a limited number of bridges and trade one scheduling headache for another.
- In online meetings you can share your screen(s), share documents, chat, and talk over your phone...you can even put your campus phone on hold and not have the SHSU hold music play to rest of the conference, as Lync integrates with our VOIP system.

This functionality comes at little cost to SHSU but no cost to you as it leverages our existing Microsoft Enterprise Client Access Licenses.

IT@SAM NEWSLETTER HOME

[MS OFFICE SUITE UPGRADE](#)

[DIGITAL SIGNAGE](#)

[BREAKFAST AT THE SERVICE DESK](#)

[PARKING AND TRANSPORTATION
CHANGES FOR FALL 2011](#)

[LYNC INSTANT MESSAGING SERVICE](#)

[CYBER SECURITY AWARENESS MONTH
POSTER CONTEST](#)

[IT@SAM STAFF UPDATES](#)

[PLAY IT@SAM I AM](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES
& COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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

To sign up for the Pilot of Lync, please contact the IT@Sam Service Desk at x4-HELP.



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™



Request Info | Visit |
Apply

SHSUOnline | Blackboard



E-mail



My Sam



SamWeb



Fast Links



[MAJORS & PROGRAMS](#) [ADMISSIONS](#) [CAMPUS LIFE & CULTURE](#) [SERVICES & RESOURCES](#) [RESEARCH & RECOGNITIONS](#) [ATHLETICS](#) [ABOUT SHSU](#)

IT@Sam Newsletter

[Home](#) > [Parking and Transportation Changes for Fall 2011](#)

Parking and Transportation Changes for Fall 2011

Those who have ordered a fall 2011 parking permit, or parked in the Sam Houston Parking Garage recently, may have noticed some changes since last spring.

To coincide with the implementation of Banner, the Parking and Transportation Office has transitioned to a new parking, access and revenue control software, T2 Flex. This new product has replaced the legacy system previously used, and offers Banner connectivity.



Parking and Transportation now has one product to issue and track citations and permits, as well as manage garage contract and hourly garage customer access.

All SHSU faculty, staff and students also have access to their parking records via My Sam's "My Parking Account" channel, which allows them to order a parking permit (during the fall registration period) and view any citations on their record. Online citation appeals are expected to be available during the fall semester as well.

Parking citations will be issued by computerized handheld devices, which allows for citation data uploads without the need for manual ticket data entry. These handhelds also feature cameras, which can take photos to attach to citation records, to substantiate violations.

The parking garage features new equipment to enter and exit the facility. The former credit-card-in, credit-card-out system has been replaced. Hourly customers now take an entry ticket to enter the garage. This ticket is used at exit to compute their parking charge, at which time a credit card (MasterCard, Visa, American Express, or Discover) is used to pay for their parking fee. As before, cash is not accepted for hourly parking.

Garage contract customers use a separate card swipe reader on the side of the entrance and exit kiosks to access the facility.



For event parking, departments may purchase validations in advance of an event. Guests would take an entry ticket from the gate equipment and park their vehicle. Validations would be distributed at the event by the event sponsor. At exit, guests would first insert their entry ticket, and then the validation ticket, to exit the garage. This system eliminates the need to deliver access cards to guests prior to the event, or have a staff member distribute cards at the gate on the day of the event.

For more information please check out the Parking and Transportation channels in [My Sam](#) and the [Parking and Transportation](#) website.

[IT@SAM NEWSLETTER HOME](#)

[MS OFFICE SUITE UPGRADE](#)

[DIGITAL SIGNAGE](#)

[BREAKFAST AT THE SERVICE DESK](#)

[PARKING AND TRANSPORTATION
CHANGES FOR FALL 2011](#)

[LYNC INSTANT MESSAGING SERVICE](#)

[CYBER SECURITY AWARENESS MONTH
POSTER CONTEST](#)

[IT@SAM STAFF UPDATES](#)

[PLAY IT@SAM I AM](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES
& COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK 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

IT@Sam Newsletter

[Home](#) > Breakfast at the Service Desk

Mark Your Calendars for *Breakfast At The Desk*

This semester, the IT@Sam Service Desk is hosting it's first *Breakfast at The Desk* series. These mini-training sessions are an opportunity for the Staff and Faculty to come by and meet the Service Desk employees, get a bite to eat, and learn a thing or two.


Schedule:

iPad Productivity
September 20
7:30 - 8:00 a.m.

Social Media: Facebook Pages as Tools
October 18
7:30 - 8:00 a.m.

Social Media: LinkedIn
November 15
7:30 -8:00 a.m.

We hope to see you September 20! If you have ideas that you'd like to share for future Breakfast at The Desk topics, please contact [Thomas Sosebee](#).



IT@SAM NEWSLETTER HOME

MS OFFICE SUITE UPGRADE

DIGITAL SIGNAGE

BREAKFAST AT THE SERVICE DESK

PARKING AND TRANSPORTATION CHANGES FOR FALL 2011

LYNC INSTANT MESSAGING SERVICE

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

PLAY IT@SAM I AM

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



IT@Sam Newsletter

[Home](#) > Cyber Security Awareness Month Poster Contest

Cyber Security Awareness Month Poster Contest

October is Cyber Security Awareness month and IT@Sam is proud to announce that we are hosting a Cyber Security Poster Contest.

Listed below are the Entry requirements. We encourage you to share this with your classes or your student staff.

2011 Poster Contest Entry Requirements

Poster submissions should cover a cyber security problem and specific remedies or actions to combat that problem.

[Official Entry Requirements - PDF](#)

Contestants

- This contest is open to all currently enrolled students at Sam Houston State University.
- Students can submit more than one poster.
- Students must be willing to make minor adjustments if necessary based on feedback from judging committee.

Poster Guidelines

- Resolution must be sufficient to be printed at a max of 24"x36" without scaling (300dpi minimum).
- Submissions must be in .jpg format.
- Submissions must be before midnight on October 14 to helpdesk@shsu.edu
- Winners will be announced on October 28.

Content

- Content should be targeted for a large audience that will include fellow students along with faculty and staff.
- Correct spelling, punctuation, and grammar must be used.
- All content must be original and generic. No brands, vendors, etc.
- A long shelf life is desirable.
- Professional (or paid) assistance is not allowed.
- Sponsorship is not allowed.
- This contest is to showcase your work to the higher education community. We will license all entries under a Creative Commons Attribution-Non Commercial-Share Alike 3.0 Unported License (<http://creativecommons.org/licenses/by-nc-sa/3.0/>).
- Submissions will be featured on the IT@Sam Service Desk Blog, Twitter feed, and Facebook pages along with various Cyber Security related presentations.

Prizes

- 1st place: Nikon camera with memory card, 4GB memory stick, silver alumni



IT@SAM NEWSLETTER HOME

[MS OFFICE SUITE UPGRADE](#)

[DIGITAL SIGNAGE](#)

[BREAKFAST AT THE SERVICE DESK](#)

[PARKING AND TRANSPORTATION CHANGES FOR FALL 2011](#)

[LYNC INSTANT MESSAGING SERVICE](#)

[CYBER SECURITY AWARENESS MONTH POSTER CONTEST](#)

[IT@SAM STAFF UPDATES](#)

[PLAY IT@SAM I AM](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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

association picture frame, two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads

- 2nd place: 4GB memory stick, alumni coffee mug, two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads
- 3rd place: 4GB memory stick, two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads
- Honorable Mention: two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads



[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™

IT@Sam Newsletter

Home > MS Office 2010 and 2011

New Microsoft Office Product on Campus Machines

IT@Sam is pleased to announce that the most recent versions of Microsoft Office have been installed on desktop campus computers.

Microsoft Office 2010 was deployed for Windows and Microsoft Office 2011 was deployed for Macintosh in mid-August in preparation for the fall semester.

Both Office 2010 and 2011 include substantial changes to Word, PowerPoint, Excel and Outlook.

For the first time in years, there is a version of MS Outlook for Mac that is comparable to the Windows version!

IT@Sam will be providing training sessions in the fall and guides will be available for download.

If you would like to get started on learning the new programs, [Microsoft.com](#) has a comprehensive series of tutorials that are designed for people both new to Office and people that are migrating from older versions of Office products.

- Getting Started with Office 2010
- Getting Started with Office 2011




Training Sessions

Additional training opportunities will be available this month. See the list below for the dates.

Office 2010 for PC		
CHSS 110	Wednesday, September 21	12:00 PM - 1:00 PM
CHSS 110	Wednesday, September 21	2:00 PM - 3:00 PM

Office 2011 for Mac		
CHSS 110	Wednesday, September 21	1:00 PM - 2:00 PM
CHSS 110	Wednesday, September 21	3:00 PM - 4:00 PM
CHSS C090	Thursday, September 22	3:30 PM - 4:30 PM

If you are curious about the new features in these versions of MS Office please mark it on your calendar!

IT@SAM NEWSLETTER HOME

MS OFFICE SUITE UPGRADE

DIGITAL SIGNAGE

BREAKFAST AT THE SERVICE DESK

PARKING AND TRANSPORTATION CHANGES FOR FALL 2011

LYNC INSTANT MESSAGING SERVICE

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

PLAY IT@SAM I AM

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

IT@Sam Newsletter

[Home](#) > Digital Signage

Get Your Messages Seen on Campus with a Digital Sign


If you have had the chance to visit the James and Nancy Gaertner Performing Arts Center then you probably noticed that their televisions are setup to show calendar events and important information.

These televisions are part of the campus digital signage system. A digital sign is a television purchased and setup specifically to display your department's important information.

The setup is similar to a website in that the content is hosted on a server and delivered to the television.

The IT@Sam Web Services team will work with you to design and upload the content of your sign and assist if adjustments need to be made.

If you would like to begin the process of purchasing and setting up a digital sign for your department then please get in touch with the IT@Sam Project Coordinator [Kristofer Rothe](#).



IT@SAM NEWSLETTER HOME
MS OFFICE SUITE UPGRADE
DIGITAL SIGNAGE
BREAKFAST AT THE SERVICE DESK
PARKING AND TRANSPORTATION CHANGES FOR FALL 2011
LYNC INSTANT MESSAGING SERVICE
CYBER SECURITY AWARENESS MONTH POSTER CONTEST
IT@SAM STAFF UPDATES
PLAY IT@SAM I AM
SHOUT OUTS
TECHNOLOGY NOTICES & COMPUTING UPDATES
TECH TIPS
IT@SAM WORK ORDER SURVEY RESULTS
FOLLOW SERVICE DESK ON FACEBOOK
SHSU MAC USERS FACEBOOK PAGE
FOLLOW SERVICE DESK ON TWITTER
FOLLOW THE SERVICE DESK BLOG
ARCHIVES

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

IT@Sam Newsletter

[Home](#) > IT@Sam Staff Updates

IT@Sam Staff Updates

IT@Sam would like to welcome aboard our three new full time employees, Jim Gross, Craig Schlicher, and CJ Wagner.

Jim Gross joins us from Texas Tech University, where he helped implement Cognos and SunGard Banner. He spent the past four years working to develop Cognos based solutions. He has been in IT for over 11 years, in roles from help desk, operations, project manager, but primarily as a programmer.

Here at Sam, Jim will help act as a liaison between the various departments around campus and IT, specifically the Reporting Team. His focus is reporting and business process refinement.

In Jim's own words "I am very excited to be here", so please give him a warm welcome when you get a chance to meet him.



CJ Wagner is in his second year of employment as a SHSU Staff member. He has 30-plus years of experience as an Electronics Technician specializing in component level repair of all types of commercial and consumer electronics.

CJ is currently a Senior at SHSU working on a BS in Electronics before continuing his pursuit of a Masters in GIS.



Craig Schlicher is a 1982 graduate of Sam Houston State University has been with SHSU for 27 years.

Craig returns to IT@SAM after two years with DELTA. While with the DELTA Center Craig served as a Video Engineer where he built and operated their video production studios for SHSU Online.

For IT@SAM he will continue to work on classroom technology design, the University's two-way radio infrastructure, Interactive Television (ITV) as well as other projects. He will also continue to assist DELTA with their video engineering requirements.



IT@SAM NEWSLETTER HOME

MS OFFICE SUITE UPGRADE

DIGITAL SIGNAGE

BREAKFAST AT THE SERVICE DESK

PARKING AND TRANSPORTATION CHANGES FOR FALL 2011

LYNC INSTANT MESSAGING SERVICE

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

PLAY IT@SAM I AM

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK 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™


Thank you to everyone who participated in *IT@Sam I Am!*



The correct answer for September 2011 was [Jacob Chandler](#).

The winners are:

Mark Tuttle
Dana Grant
Amanda Bryan

 [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™



IT@Sam Newsletter

[Home](#) > IT@ Sam Shout Outs

IT@Sam Shout Outs

"I am thankful for **Mike Lampson**. Mike is a project manager for Physical Plant and has helped me learn the construction side of project management. He has been the lead contact for the new dining construction on campus. The new facility came online in a timely manner because of Mike and his expertise managing large constructions projects. The dining facility is beautiful and now open. You will be amazed at the options brought to campus by adding this facility. Thanks Mike for keeping everything running so smoothly on this project." - *IT@Sam Project Manager, Kayla Stephenson*

"I am very thankful for **Donna Osborn, Jessica Maxwell, Tricia Kuon, Holly Weimar, Debra Holl, Jeanette Collins** and **Elizabeth Pratt** for getting the Library Science Department's 2011 Jan Paris Bookfest Conference Registration ONLINE this year! The Library Science Department volunteered to have this event be the pilot program in our TouchNet third-party application, a possible solution for all University-hosted conference registration needs. Coordinated efforts among Library Science, the Bursar's Office, and IT@ Sam staff went very smoothly!" - *IT@SamIT Project Coordinator II, Stephanie Brim*

"Thank you **Jeanette Collins** and **Debra Holl** in Student AR for many hours of setup, testing, and help on getting the details codes and Banner configured to make Emergency Tuition Loans and Short Term Loans available for students. " - *IT@Sam Programmer/Analyst Eric Amason*

IT@SAM NEWSLETTER HOME

MS OFFICE SUITE UPGRADE

DIGITAL SIGNAGE

BREAKFAST AT THE SERVICE DESK

PARKING AND TRANSPORTATION CHANGES FOR FALL 2011

LYNC INSTANT MESSAGING SERVICE

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

PLAY IT@SAM I AM

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



Request Info | Visit |
Apply

SHSUOnline | Blackboard



E-mail



My Sam



SamWeb



Fast Links



[MAJORS & PROGRAMS](#) [ADMISSIONS](#) [CAMPUS LIFE & CULTURE](#) [SERVICES & RESOURCES](#) [RESEARCH & RECOGNITIONS](#) [ATHLETICS](#) [ABOUT SHSU](#)

IT@Sam Newsletter

[Home](#) > Technology Notices and Computing Updates

Computing Updates

Remote Access Via iPhone and iPad

Remote desktop is now available for iPhone and iPad owners. This new feature allows access to your profile from anywhere in the world. The best part is, it doesn't require access to a computer. All you need is your iPhone/iPad and connection to a WiFi or 3G Network.

If you have an iPhone or iPad, all you need is an application that can remote your device in to your SHSU profile. The App Store from Apple has a number of applications designed just for this (Remote Desktop, IR Desktop, MochaVNC, and iTeleport to name a few).

With a remote desktop application, you will be able to see all of the files saved to your S drive, the T drive, and your desktop. You can view, edit, and save your documents (Word, Excel, Notepad... Etc.). The changes you make on your Apple device will be reflected on your SHSU profile.

This application is very practical for pulling up documents and small edits. Creating complex files is very difficult due to the size of the screen. It is recommended that you first create large files on a desktop computer or laptop.

Depending on the application you use, your desktop background may or may not show up on your Apple device.

For additional information please read this [guide](#) about accessing the remote desktop from your iPhone.



Wipe SHSU E-mail From Smart Phone In Case of Loss or Theft

Smart phones are great devices, but if lost or stolen there is a good chance that your email will be misused. Through Outlook Web Access (OWA) you can remotely delete all of the e-mail in your smart phone.

This feature is only present in Internet Explorer. To access it, go to the SHSU home page and click on the e-mail link at the top of the page. Once logged in, select the Options button on the right hand side of the screen.

From the side panel on the left choose the Mobile Devices option and you will see the list of devices that are attached to your account.

To wipe the device select it from the list and choose Wipe All Data from Device, to undo you can select

[IT@SAM NEWSLETTER HOME](#)

[MS OFFICE SUITE UPGRADE](#)

[DIGITAL SIGNAGE](#)

[BREAKFAST AT THE SERVICE DESK](#)

[PARKING AND TRANSPORTATION
CHANGES FOR FALL 2011](#)

[LYNC INSTANT MESSAGING SERVICE](#)

[CYBER SECURITY AWARENESS MONTH
POSTER CONTEST](#)

[IT@SAM STAFF UPDATES](#)

[PLAY IT@SAM I AM](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES
& COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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

Remove Device from List... | Wipe All Data from Device... | Display Recovery Password

Device	Last Sync Time	Status
Android	Wed 8/31/2011 1:29 AM	<div>OK</div> <div>First Sync on: Fri 7/15/2011 10:17 PM</div> <div>Last Successful Sync: Wed 8/31/2011 1:29 AM</div> <div>Device ID: android946685991294</div> <div>User Agent: Android/0.3</div>
SmartPhone	Thu 3/26/2009 7:08 AM	<div>OK</div>
Android		<div>OK</div>

Cancel Wipe Request if it has not been able to connect to the device yet.

This will not wipe any documents or other items saved on your device, but it will wipe your work email from it.

For assistance, please contact the IT@Sam Service Desk via e-mail at servicedesk@shsu.edu



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](#)

IT@Sam Newsletter


Home > Tech Tips

Tech Tips

Quickly Determine Your Remaining iPad Battery Life

Lifehacker.com user Sahilm’s tip made it into their Tip of the Week with the following:

“Might be obvious, but the iPad (1 or 2)’s 10 hour battery life is a big help in calculating approximately how much time the battery is going to last. Divide the percentage by 10, and you have how many hours you have left. For example: 60%=6 hours, 25%= 2 and a half hours.”

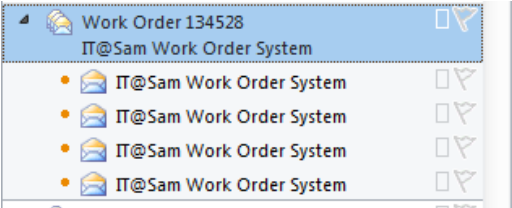


Trim Down Your Inbox Clutter with Conversation View in Outlook 2010

To turn this on please go to the View tab in Outlook 2010 and select the check box "Show as Conversations" from the Conversations area of the Ribbon.

This will enable Outlook to automatically add e-mails with the same subject line into a conversation, as seen below. The major limitation of this is that it relies on the subject line which can be changed.

The example below shows a conversation that concerns a Work Order. The black triangle on the lefthand side of the picture is in the expand conversation position, if the triangle were white and pointed sideways that would mean that there are more messages to display.



IT@SAM NEWSLETTER HOME

MS OFFICE SUITE UPGRADE

DIGITAL SIGNAGE

BREAKFAST AT THE SERVICE DESK

PARKING AND TRANSPORTATION CHANGES FOR FALL 2011

LYNC INSTANT MESSAGING SERVICE

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

PLAY IT@SAM I AM

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

IT@Sam Newsletter

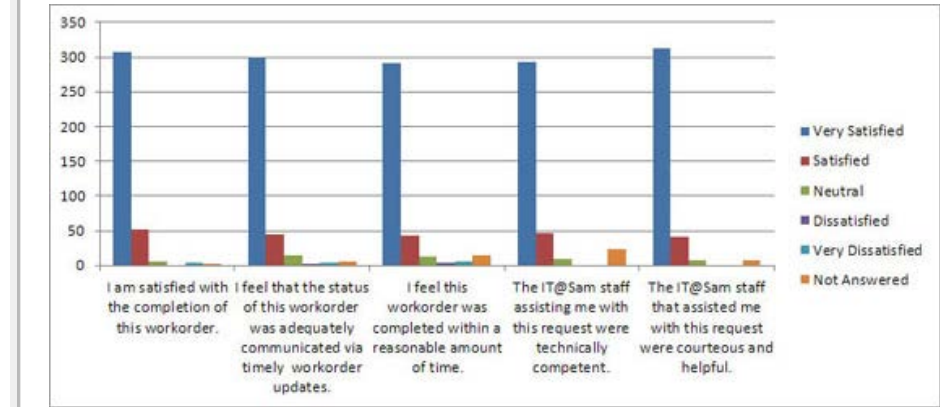
[Home](#) > Survey Results

Service Desk Stats

In the month of August:

- 1614 IT@Sam work orders were closed
- 5004 Calls were taken at the Service Desk
- 597 Walk-in clients were supported in the Service Desk

Attached to every work order is a survey that you can take to tell us about the experience you had working with us. We evaluate ourselves based on these survey results and therefore greatly appreciate the time taken to fill these out.



- IT@SAM NEWSLETTER HOME
- MS OFFICE SUITE UPGRADE
- DIGITAL SIGNAGE
- BREAKFAST AT THE SERVICE DESK
- PARKING AND TRANSPORTATION CHANGES FOR FALL 2011
- LYNC INSTANT MESSAGING SERVICE
- CYBER SECURITY AWARENESS MONTH POSTER CONTEST
- IT@SAM STAFF UPDATES
- PLAY IT@SAM I AM
- SHOUT OUTS
- TECHNOLOGY NOTICES & COMPUTING UPDATES
- TECH TIPS
- IT@SAM WORK ORDER SURVEY RESULTS
- FOLLOW SERVICE DESK ON FACEBOOK
- SHSU MAC USERS FACEBOOK PAGE
- FOLLOW SERVICE DESK ON TWITTER
- FOLLOW THE SERVICE DESK BLOG
- ARCHIVES

- ### Related Links
- Find Us On Facebook
 - Follow Us On Twitter
 - Ask Sammy
 - Campus Events



Request Info | Visit |
Apply

SHSUOnline | Blackboard



E-mail



My Sam



SamWeb



Fast Links

Sam Houston
STATE UNIVERSITY
A Member of The Texas State University System

IT@SAM NEWSLETTER

[MAJORS & PROGRAMS](#) [ADMISSIONS](#) [CAMPUS LIFE & CULTURE](#) [SERVICES & RESOURCES](#) [RESEARCH & RECOGNITIONS](#) [ATHLETICS](#) [ABOUT SHSU](#)



Welcome to the October, 2011
issue of IT@Sam Newsletter

Sam Houston
STATE UNIVERSITY
MEMBER THE TEXAS STATE UNIVERSITY SYSTEM™

Breakfast At The Service Desk

IT@Sam and the Service Desk invite you to have breakfast with us! These mini-training sessions are an opportunity for the Staff and Faculty to come by and meet the Service Desk employees, get a bite to eat, listen to a short presentation and discuss the topic with colleagues. Please join us on October 18 for a discussion on *Social Media: Facebook Pages as Tools*.

[>> Read More](#)



Tech on Campus - Computer Science Clean Room

From time to time, we like to feature articles about groups on campus outside of IT@Sam who are doing innovative things with technology. One such group is the Computer Science Department with the design and planning of their Clean Room project.

[>> Read More](#)



Cyber Security Month

Cyber Security Month is a good time to learn a little more about protecting your data and personal information.

To draw further attention to this Month, IT@Sam is hosting a Cyber Security Awareness Panel Discussion. The Panel is sponsored by the IT@Sam Service Desk and will be held in the Mafrige Auditorium (Smith-Hutson Building Room 128) on October 19 from 3 - 4:00 pm.



SANS is the most trusted and by far the largest source for [information security training](#) and [security certification](#) in the world. Read which security controls the SANS Institute deems critical.

[>> Read More](#)

Cyber Security Poster Contest in October

[IT@SAM NEWSLETTER HOME](#)

[BREAKFAST AT THE SERVICE DESK](#)

[TECH ON CAMPUS - COMPUTER
SCIENCE CLEAN ROOM](#)

[OCTOBER IS CYBER SECURITY MONTH](#)

[IT@SAM COMPUTER MANAGEMENT](#)

[CYBER SECURITY AWARENESS MONTH
POSTER CONTEST](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES
& COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

October is Cyber Security Awareness Month and IT@Sam is hosting a Cyber Security Awareness Poster contest to help spread information about cyber security. The poster contest provides a way for students to showcase their talent and win great prizes!

[>> Read More](#)



IT@Sam Shout-Outs

IT@Sam would like to "shout-out" to the many different people and teams on campus who make working at SHSU a great experience! This month, we'd like to acknowledge Lynn Clopton, Carrie Barton, the DELTA video team, Rosa Coss, Charlie Vienne, Keri Rogers, Holly Tickner and Fawzi Noman!

[>> Read More](#)

Technology Notices & Computing Updates

In this month's Notices section read about free toner cartridges, an increase in illegitimate e-mails (phishing attempts) and various other technology notices and updates!

[>> Read More](#)



IT@Sam Staff Updates

IT@Sam is happy to welcome our new Information Security Analyst Marilyn Cummings.

[>> Read More About Marilyn](#)

Win Prizes - Play "IT@Sam I Am"

As IT@Sam continues to grow, we'd like you to get to know some of our hard working employees. The following article features a random employee within IT@Sam. ***Guess who it is and win a prize!***

Contratulations to Mark Tuttle, Dana Grant and Amanda Bryan who correctly guessed that last month's "IT@Sam I Am" mystery person was Jacob Chandler!

[>> Play IT@Sam I Am](#)

Tech Tips

Both of this month's Tech Tips are about new features in Microsoft Office Suite 2010, one from PowerPoint 2010 and the other concerns Excel 2010.







[>> Read More](#)

Service Desk Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. Please take the time to fill out these surveys as they are a great tool to let us know what you guys think about IT@Sam. Please take a moment to see how the service IT@Sam provides was rated by your colleagues.

[>> Read More](#)

Follow IT@Sam Service Desk On Twitter, Facebook and Blog:

-  twitter.com/SHSUServiceDesk
-  facebook.com/SHSUServiceDesk
-  facebook.com/SHSUMacusers
-  shsuservicedesk.wordpress.com

If you'd like to make a suggestion for future content, [we'd love to hear from you!](#)

The IR Update was approved by the Assistant Vice President for Information Technology 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™

IT@Sam Newsletter


[Home](#) > Breakfast at the Service Desk

Mark Your Calendars for *Breakfast At The Desk*

Join the IT@Sam Service Desk for *Breakfast at The Desk*.

Thank you to everyone that came for last month's *Breakfast At The Desk*.

For those of you that were unable to attend or have not heard about it, *Breakfast At The Desk* is an opportunity for the Staff and Faculty to come by and meet the Service Desk employees, get a bite to eat, listen to a short presentation and discuss the topic with colleagues.



Schedule:

Social Media: Facebook Pages as Tools
October 18
7:30 - 8:00 a.m.

Social Media: LinkedIn
November 15
7:30 -8:00 a.m.

We hope to see you October 18! If you have ideas that you'd like to share for future *Breakfast at The Desk* topics, please contact [Thomas Sosebee](#).

IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECH ON CAMPUS - COMPUTER SCIENCE CLEAN ROOM

OCTOBER IS CYBER SECURITY MONTH

IT@SAM COMPUTER MANAGEMENT

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

IT@Sam Newsletter

Home> Technology on Campus

Computer Science Clean Room Project

From time to time, we like to feature articles about groups on campus outside of IT@Sam who are doing innovative things with technology. One such group on campus is the Computer Science Department with the design and planning of their Clean Room project.

The Computer Science Department at SHSU is home to The Center of Excellence in Digital Forensics. The Center was established in 2004 with assistance from a Department of Justice grant. The Center is dedicated to preparing digital forensics professionals through teaching, training and research with a focus on bringing law enforcement up to date while at the same time collaborating with and training industry professionals to stay at the cutting edge of the discipline.

The Center of Excellence in Digital Forensics is dedicated to developing new approaches in the detection, preservation and analysis of digital evidence. The Center is also developing databases to facilitate digital forensic profiling, and digital fraud investigations. The Center maintains software and hardware tools to improve data detection, recovery and network security.

New developments in the digital world challenge law enforcement, legal and judicial professionals to maintain current proficiencies concerning legal issues and technical aspects in this rapidly changing environment.

Digital crime encompasses not only new crimes but traditional crimes committed using digital techniques. The boundaries of forensic science are expanding, and so is the need for trained professionals. The Center of Excellence in Digital Forensics will strive to meet these needs in the next decade.

To that end, the center must always upgrade its capabilities, just as the technology with which it works upgrades daily. The latest development at the center is a push to develop a full-service Digital Forensics lab. While the majority of the necessary facilities are already in place a key feature for hardware forensics and evidence recovery was found to be lacking, a clean room.

Thus the Center has established the goal for the current fiscal year to install a fully functional clean room recovery lab. While the design has not been finalized 100% here is a rough idea of what the new lab might look like.

The Lab consists of a main entrance with access to the analysis lab, evidence lockup area, and the entrance to the clean room. There is also a break room so that investigators and analysts can wait out some time-intensive automated processes without leaving the room and thereby breaking the chain of evidence.

The current goal is to have these new capabilities in place and operational in time for the Fall 2012 semester.

IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECH ON CAMPUS - COMPUTER SCIENCE CLEAN ROOM

OCTOBER IS CYBER SECURITY MONTH

IT@SAM COMPUTER MANAGEMENT

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

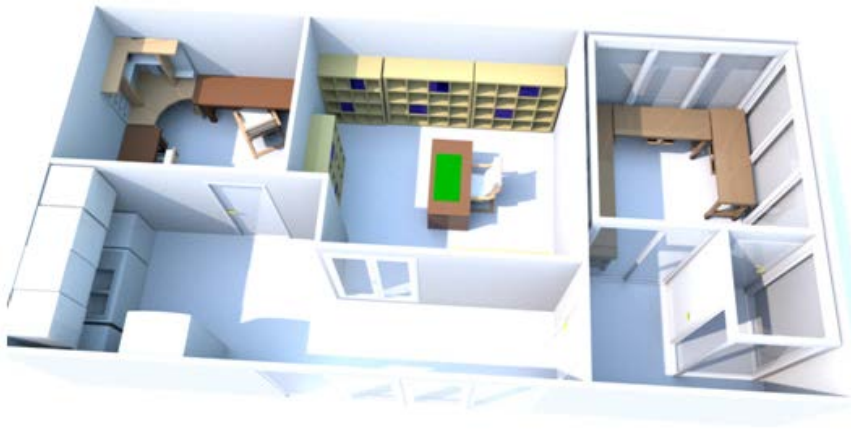
FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



For more information about this project or the Computer Science Department please contact [Andrew Bennet](#)

If you know of a group on campus doing innovative things with technology, please [contact us](#). We're happy to share this information with the SHSU campus community!

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™

IT@Sam Newsletter

Home > Cyber Security Month

October is Cyber Security Month

IT@Sam is hosting a poster contest and a Cyber Security Awareness Panel Discussion. The Panel is sponsored by the IT@Sam Service Desk and will be held in the Mafrige Auditorium (Smith-Hutson Building Room 186) on October 19 from 3 - 4 p.m.

Members of the panel will include:

- Ann Holder, SHSU Copyright Officer
- Dr. Matt Nobles, Criminal Justice Assistant Professor
- Dr. Kristy Vienne, Assistant VP and Director of OneCard Services
- Dr. David Burris, Computer Science Professor
- Michael Lombard, U.S. Secret Service Agent.

Please stop by to ask your questions and take part in the discussion.

20 Critical Security Controls from the SANS Institute

Who is SANS?

From the SANS website:

The SANS Institute was established in 1989 as a cooperative research and education organization. Its programs now reach more than 165,000 security professionals around the world. A range of individuals from auditors and network administrators, to chief information security officers are sharing the lessons they learn and are jointly finding solutions to the challenges they face. At the heart of SANS are the many security practitioners in varied global organizations from corporations to universities working together to help the entire information security community.

SANS is the most trusted and by far the largest source for [information security training](#) and [security certification](#) in the world. It also develops, maintains, and makes available at no cost, the largest collection of research documents about various aspects of [information security](#), and it operates the Internet's early warning system - the [Internet Storm Center](#).

20 Critical Security Controls

The full "20 Critical Security Controls" SANS article can be read [online](#) or can be downloaded in [PDF format](#).

Excerpted from the article:

- [Critical Control 1: Inventory of Authorized and Unauthorized Devices](#)
- [Critical Control 2: Inventory of Authorized and Unauthorized Software](#)
- [Critical Control 3: Secure Configurations for Hardware and Software on Laptops, Workstations, and Servers](#)
- [Critical Control 4: Secure Configurations for Network Devices such as Firewalls, Routers, and Switches](#)
- [Critical Control 5: Boundary Defense](#)
- [Critical Control 6: Maintenance, Monitoring, and Analysis of Security Audit Logs](#)
- [Critical Control 7: Application Software Security](#)

IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECH ON CAMPUS - COMPUTER SCIENCE CLEAN ROOM

OCTOBER IS CYBER SECURITY MONTH

IT@SAM COMPUTER MANAGEMENT

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

- [Critical Control 8: Controlled Use of Administrative Privileges](#)
- [Critical Control 9: Controlled Access Based on the Need to Know](#)
- [Critical Control 10: Continuous Vulnerability Assessment and Remediation](#)
- [Critical Control 11: Account Monitoring and Control](#)
- [Critical Control 12: Malware Defenses](#)
- [Critical Control 13: Limitation and Control of Network Ports, Protocols, and Services](#)
- [Critical Control 14: Wireless Device Control](#)
- [Critical Control 15: Data Loss Prevention](#)

Additional Security Controls

The following sections identify additional controls that are important but cannot be fully automatically or continuously monitored to the same degree as the controls covered earlier in this document.

- [Critical Control 16: Secure Network Engineering](#)
- [Critical Control 17: Penetration Tests and Red Team Exercises](#)
- [Critical Control 18: Incident Response Capability](#)
- [Critical Control 19: Data Recovery Capability](#)
- [Critical Control 20: Security Skills Assessment and Appropriate Training to Fill Gaps](#)



[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™



IT@Sam Newsletter

Home > Computer Management

SHSU Computer Management

As of September 1, 2011, IT@Sam was assigned the task of providing all computer equipment owned by SHSU.

What this means for the campus is that all the responsibility for replacement and management of campus workstations now rests upon IT@Sam.

This will help to ensure that computers are replaced in a timely fashion, campus workstations meet the minimum specifications for updates and other software that may be deployed across campus. The goal is to replace faculty, staff, lab, and classroom computers every 4 years.

When it is time for a computer to be replaced, an IT@Sam employee will contact the owner of the computer and schedule a time to deliver your new machine.

IT@Sam will also provide recycled computers for use by departments. These computers may be used for student workers, contract employees, and special events. Since these machines are older, IT@Sam will ensure that each computer meets the individual business needs for each proposed use.

The primary goal of IT@Sam is to make this transition as easy as possible for the entire campus. For this reason, IT@Sam has been undertaking a campus-wide computer inventory audit to gather a more accurate count and the expiration dates of their warranties.

With this information gathered, IT@Sam will be able to more readily facilitate your computing needs while at the same time making service time faster and more proactive for you, our valued Bearkat!

If you are interested in learning more, please read the [Computer Asset Management Procedure website](#).

IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECH ON CAMPUS - COMPUTER SCIENCE CLEAN ROOM

OCTOBER IS CYBER SECURITY MONTH

IT@SAM COMPUTER MANAGEMENT

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



IT@Sam Newsletter

[Home](#) > [Cyber Security Awareness Month Poster Contest](#)

Cyber Security Awareness Month Poster Contest

October is Cyber Security Awareness month and IT@Sam is proud to announce that we are hosting a Cyber Security Poster Contest.

This is a great opportunity for students to show their talent, get their work displayed on campus, and win prizes!

Listed below are the Entry requirements. We encourage you to share this with your classes or your student staff.



2011 Poster Contest Entry Requirements

Poster submissions should cover a cyber security problem and specific remedies or actions to combat that problem.

[Official Entry Requirements - PDF](#)

Contestants

- This contest is open to all currently enrolled students at Sam Houston State University.
- Students can submit more than one poster.
- Students must be willing to make minor adjustments if necessary based on feedback from judging committee.

Poster Guidelines

- Resolution must be sufficient to be printed at a max of 24"x36" without scaling (300dpi minimum).
- Submissions must be in .jpg format.
- Submissions must be before midnight on October 24 to helpdeskmgmt@shsu.edu
- Winners will be announced on October 28.

Content

- Content should be targeted for a large audience that will include fellow students along with faculty and staff.
- Correct spelling, punctuation, and grammar must be used.
- All content must be original and generic. No brands, vendors, etc.
- A long shelf life is desirable.
- Professional (or paid) assistance is not allowed.
- Sponsorship is not allowed.
- This contest is to showcase your work to the higher education community. We will license all entries under a Creative Commons Attribution-Non Commercial-Share Alike 3.0 Unported License (<http://creativecommons.org/licenses/by-nc-sa/3.0/>).
- Submissions will be featured on the IT@Sam Service Desk Blog, Twitter feed, and Facebook pages along with various Cyber Security related presentations.

Prizes

IT@SAM NEWSLETTER HOME

[BREAKFAST AT THE SERVICE DESK](#)

[TECH ON CAMPUS - COMPUTER SCIENCE CLEAN ROOM](#)

[OCTOBER IS CYBER SECURITY MONTH](#)

[IT@SAM COMPUTER MANAGEMENT](#)

[CYBER SECURITY AWARENESS MONTH POSTER CONTEST](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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

- 1st place: Nikon camera with memory card, 4GB memory stick, silver alumni association picture frame, two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads
- 2nd place: 4GB memory stick, alumni coffee mug, two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads
- 3rd place: 4GB memory stick, two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads
- Honorable Mention: two nylon book bags, orange Bearkats t-shirt, 2 luggage tags, alumni cup, koozie, and notepads



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™

IT@Sam Newsletter

Home > IT@Sam Staff Updates

IT@Sam Staff Updates

Marilyn Cummings is the new Information Security Analyst in IT@Sam.

Marilyn is a graduate of Sam Houston State University where she received her Bachelor degree in Industrial Technology, Electronics and a Master degree in Digital Forensics.

Marilyn has over 17 years of information technology experience of which 12 years has included information security and networking.

These experiences include working with state and local government with employment at TDCJ, City of Huntsville, and HISD.

Marilyn will be working alongside Tim McGuffin.

Please join us in welcoming Marilyn to our team!



IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECH ON CAMPUS - COMPUTER SCIENCE CLEAN ROOM

OCTOBER IS CYBER SECURITY MONTH

IT@SAM COMPUTER MANAGEMENT

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



IT@Sam Newsletter

Home > IT@ Sam Shout Outs

IT@Sam Shout Outs

"I would like to thank **Lynn Clopton**, **Carrie Barton**, and all the **DELTA** and **IT@Sam** staff...for successfully coordinating and communicating the planning and implementation of the President's "State of the University" Address! - *IT@Sam Project Coordinator Stephanie Brim*

"We would like to thank the following people for helping to provide prizes for our Cyber Security Awareness Month Poster Contest: **Rosa Coss** of Student Services, **Charlie Vienne** of Alumni Relations, **Keri Rogers** of Student Success Initiatives and **Holly Tickner** from the University Bookstore." - *IT@Sam Service Desk Supervisors Lucrecia Chandler and Norma Vazquez*

"Shout out to **Fawzi Noman** in the College of Business for helping us find and set up a room for a presentation. Fawzi was quick to offer his help when we had a last minute scheduling conflict for a presentation on campus. Not only did he offer the room, he stopped what he was doing to help us set up as well. Thanks Fawzi!" - *IT@Sam Director of Client Services Elisa Crossland*

IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECH ON CAMPUS - COMPUTER SCIENCE CLEAN ROOM

OCTOBER IS CYBER SECURITY MONTH

IT@SAM COMPUTER MANAGEMENT

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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


IT@Sam Newsletter

Home > Technology Notices and Computing Updates

Computing Updates

Toner Giveaway

IT@Sam no longer has any printers that use these cartridges so we are going to give them away.



- HP Color LaserJet drum kit: 8500, 8550 Series - C4153A - Quantity: 1
- HP Color Laser Fuser Kit 8500, 8550 Series - C4155A - Quantity: 2
- HP LaserJet MC Print Cartridge - 29X - C4129X - 5000, 5100 series - Quantity 2
- HP LaserJet - C4096A - 2100, 2200 series - Quantity 3
- HP LaserJet - Q2613A - 1300 Series - Quantity 2
- HP LaserJet Toner - 92295A - II, IID, III, IIID series - Quantity 3

If you are in need of any of these toner cartridges please contact IT@Sam Inventory Specialist [Mateo Zuniga](#).

Technology Notices

- **Scheduled Changes are now located on the Cherwell Self-Service Portal.**

IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECH ON CAMPUS - COMPUTER SCIENCE CLEAN ROOM

OCTOBER IS CYBER SECURITY MONTH

IT@SAM COMPUTER MANAGEMENT

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

IT@Sam Newsletter

[Home](#) > Tech Tips

Tech Tips

Add Layers to Your Presentations with PowerPoint's Reorder Objects Tool

Microsoft has increased the power of the tools in Powerpoint for their latest editions (2010 for PC and 2011 for Mac). One of these beefed up tools is the Selection Pane.

Once you have inserted an image into Powerpoint the "Picture Tools Format" tab will appear on your ribbon. Inside of the Arrange section of the tab you can turn on the Selection Pane.

The Selection Pane lets you easily reorder the objects on your slide. Now you can quickly layer images in Powerpoint presentations to make your presentations more visually effective.

First, I inserted this picture of a laptop into my Powerpoint and then inserted the IT@Sam logo. Now I can use the Selection and Visibility pane to reorder these two images into a layered image that looks exactly like I wanted it to.



IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECH ON CAMPUS - COMPUTER SCIENCE CLEAN ROOM

OCTOBER IS CYBER SECURITY MONTH

IT@SAM COMPUTER MANAGEMENT

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

Spotlight on one of Excel 2010's New Features: Slicers

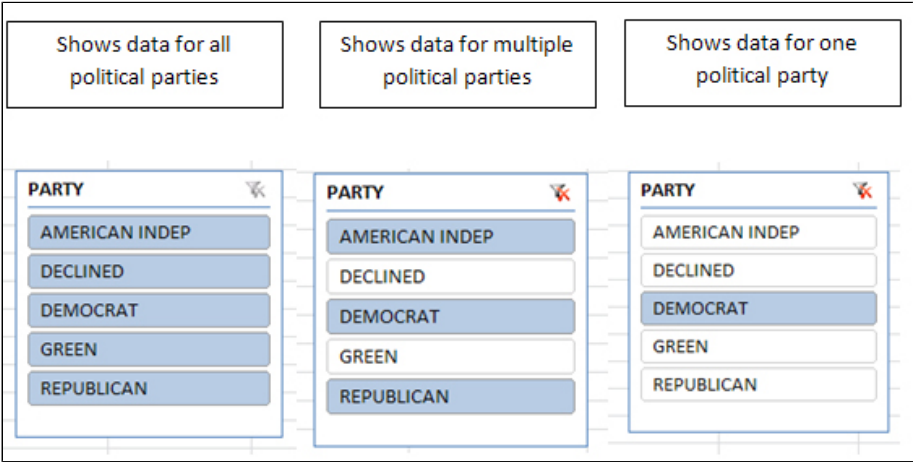
Excel 2010 offers a number of new features. This month we explore slicers. Slicers are visual controls that allow for quick and easy filtering. They float above your spreadsheet much like charts and shapes.

Slicers offer an alternative to drop-down menus and check boxes when dealing with pivot tables and pivot charts.

To use slicers on your pivot table or pivot chart, select the slicer icon in the Insert tab.



Here is an example of a slicer in three different states. You can select all, some or just one political party. Your pivot table will reflect the changes based on the selection in your slicers. For this example, we wish to know how many voters are in each category.



See what you are doing at all times

In this example, I want to know how many Democrats and Green Party members are in districts 2402 and 2404 between the ages of 31-40 and 51-60. In previous versions of Excel, however, our filter will display "multiple items" which is not very helpful.

PARTY	(Multiple Items)	
PRECINCT	(Multiple Items)	
AGE GROUP	(Multiple Items)	
Count of VOTER	Total	
Total		94

In Excel 2010, slicers allow you to see exactly what you are doing at all times. It is now completely clear what you are reporting.

PARTY	(Multiple Items)	▼
PRECINCT	(Multiple Items)	▼
AGE GROUP	(Multiple Items)	▼
Count of VOTER		
Total	94	

PARTY

AMERICAN INDEP

DECLINED

DEMOCRAT

GREEN

REPUBLICAN

PRECINCT

2401

2402

2403

2404

2405

2406

2407

2408

AGE GROUP

21-30

31-40

41-50

51-60

61-70

71 +

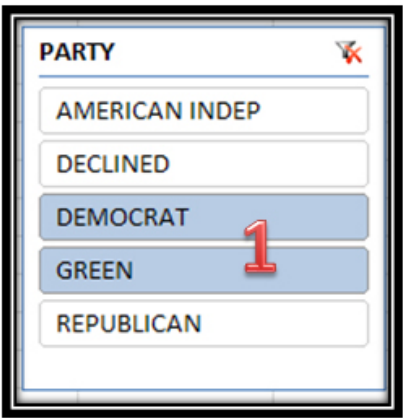
18-20

Easily Interact With Your Data

Filtering your data in Excel 2007 was pretty cumbersome. First, you click on the drop-down arrow or filter icon, expand any items as necessary, check/uncheck items until you get what you want, and then click OK.



Report Filters: Four Steps



Slicers: One Step

In contrast, selecting a tile in a slicer is easy – it takes one click. To select multiple tiles, use combinations of ctrl+click, shift+click, or click+drag. This is similar to the interactions you may be familiar with for cells and other icons in Windows.

SHSU Faculty and Staff Lync Accounts

Microsoft Lync accounts have been created for all SHSU Staff and Faculty. Lync is Microsoft's newest instant messenger which includes interaction with MS Outlook! Microsoft's guide for Lync is available in [PDF](#) format.



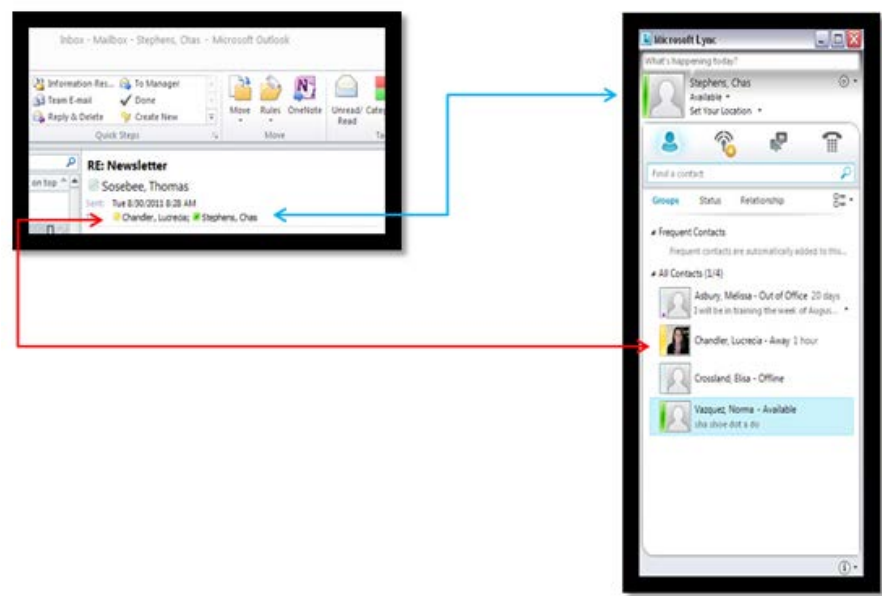
See How Lync interacts with Microsoft Outlook

Microsoft Lync automatically relates your contacts from Microsoft Outlook. Now when you receive an E-mail you will see if the sender and recipients are available. Green means available, yellow means busy, and clear means offline. This same feature will also coordinate your status with your Outlook Calendar. If you are scheduled to be in a meeting, your status in Microsoft Lync will automatically change from available to busy and vice versa when the scheduled meeting has ended according to your

calendar.

You can also set your status manually.

This screenshot seen below is a demonstration of the coordination between Lync and Outlook. The sender is not online, while one of the recipients is available and the other is set to busy.



For more information about MS Word, Excel or Lync functionality, please call the IT@Sam Service Desk at x4-1950.



[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™

IT@Sam Newsletter

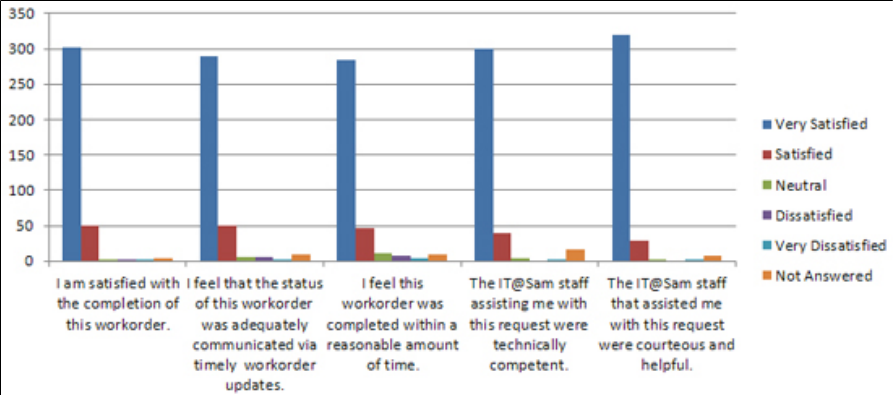
Home > Survey Results

Service Desk Stats

In the month of September:

- 1774 IT@Sam work orders were closed
- 2693 Calls were taken at the Service Desk
- 344 Walk-in clients were supported in the Service Desk

Attached to every work order is a survey that you can take to tell us about the experience you had working with us. We evaluate ourselves based on these survey results and therefore greatly appreciate the time taken to fill these out.



Category	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Answered
I am satisfied with the completion of this workorder.	300	50	10	5	2	5
I feel that the status of this workorder was adequately communicated via timely workorder updates.	290	50	10	5	2	5
I feel this workorder was completed within a reasonable amount of time.	285	50	10	5	2	5
The IT@Sam staff assisting me with this request were technically competent.	300	40	10	5	2	5
The IT@Sam staff that assisted me with this request were courteous and helpful.	320	30	10	5	2	5

IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECH ON CAMPUS - COMPUTER SCIENCE CLEAN ROOM

OCTOBER IS CYBER SECURITY MONTH

IT@SAM COMPUTER MANAGEMENT

CYBER SECURITY AWARENESS MONTH POSTER CONTEST

IT@SAM STAFF UPDATES

SHOUT OUTS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



I'm Thinking of a Name - October 2011

[Home](#) > [IT@Sam](#) > I'm Thinking of a Name

In an effort to reveal our hard working employees, this article features a random employee within IT@Sam. We welcome all our readers to guess which employee is being featured. This month, the first three correct guessers will receive a free bag of range balls at Raven Nest Golf Club, here in Huntsville. IT@Sam would like to extend a special thank you to Dean Choate for contributing the prizes.

See if you can guess the name of the IT@Sam employee using the clues below.



Firefighters are my heroes – so don't tell them I started that grass fire when I was growing up.



I have extensive knowledge of Fortran, Basic, Cobol, C, and Perl.

I love Special Fried rice, but I refuse to eat Sushi.



Golf is my game.

If I could study any topic, it would be space travel.



Thank you to everyone who participated in *I'm Thinking of a Name*!

IT@SAM NEWSLETTER HOME

[BREAKFAST AT THE SERVICE DESK](#)

[TECH ON CAMPUS - COMPUTER SCIENCE CLEAN ROOM](#)

[OCTOBER IS CYBER SECURITY MONTH](#)

[IT@SAM COMPUTER MANAGEMENT](#)

[CYBER SECURITY AWARENESS MONTH POSTER CONTEST](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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

The correct answer for October 2011 was **James Horn**.

Corey Crawford



The winners are:
Sheila Burt
Jackie Conrad
Jennifer Arthur



[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™



Welcome to the November, 2011
issue of IT@Sam Newsletter



Breakfast At The Service Desk

IT@Sam and the Service Desk invite you to have breakfast with us! These mini-training sessions are an opportunity for the staff and faculty to come by and meet the Service Desk employees, get a bite to eat, listen to a short presentation and discuss the topic with colleagues. Please join us on November 15 for a discussion on *Social Media: LinkedIn*.

[>> Read More](#)



Technology on Campus

There are so many groups on campus outside of IT@Sam who are doing innovative things with technology. This month we'd like to highlight the Department of Biological Sciences' Scanning Electron Microscope.

[>> Read More](#)



Cyber Security Poster Contest Winners

For Cyber Security Awareness Month, IT@Sam hosted a Cyber Security Awareness Poster contest to help spread information about cyber security. Check out the winners!

[>> Read More](#)



IT@Sam Shout-Outs

IT@Sam would like to "shout-out" to the many different people and teams on campus who make working at SHSU at great experience! This month, read shout-outs to Ann Holder, Dr. Matt

[IT@SAM NEWSLETTER HOME](#)

[BREAKFAST AT THE SERVICE DESK](#)

[TECHNOLOGY ON CAMPUS](#)

[ELECTRONIC PERSONNEL ACTION
FORMS NOTICE](#)

[SPAMWATCH: A NEW TOOL AGAINST
PHISHING](#)

[POSTER CONTEST WINNERS](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[PLAY IT@SAM I AM](#)

[TECHNOLOGY NOTICES
& COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG
ARCHIVES](#)

Nobles, Michael Lombard, Dr. David Burris, Dr. Kristi Vienne, Jacki Brossman-Ashorn, Tim McGuffin, Marilyn Cummings, Lyndsey Miller, Clint Lockwood, Tony Watkins, Fawzi Noman, Sharon Wright, Forrest Parks, Debra Holl, Jeanette Collins, Dr. Romona Noland, Dr. Jeff Anastasi, Dr. Maria Botero and Dr. West Gurley!

[>> Read More](#)

Technology Notices & Computing Updates

In this month's Technology Notices section read about how to get the newest Microsoft Office Suite installed to your SHSU owned machine as well as information about updating your SPSS license.

[>> Read More](#)

SpamWatch: A New Tool Against Phishing

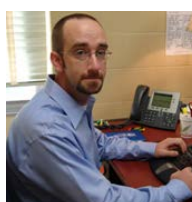
To combat the number of spamming e-mails sent from SHSU accounts, IT@Sam will be implementing SpamWatch. Should an SHSU account become compromised and used for sending spam, the sending privileges of that user will be revoked.

[>> Read More](#)

IT@Sam Staff Updates

IT@Sam is happy to welcome our new ERP Analyst, Matt McKnight .In his new role, Matt will be supporting the Student Technical and Student Functional areas on campus including Admissions, Financial Aid, Bursar, and Registrar."

[>> Read More](#)



Win Prizes - Play "IT@Sam I Am"

As IT@Sam continues to grow, we'd like you to get to know some of our hard working employees. The following article features a random employee within IT@Sam. ***Guess who it is and win a prize!***

[>> Play IT@Sam I Am](#)

Tech Tips

This month's Tech Tip is about how to customize the ribbon in Microsoft Office Suite 2010 and 2011.

[>> Read More](#)






Service Desk Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. Please take the time to fill out these surveys as they are a great tool to let us know what you guys think about IT@Sam. Please take a moment to see how the service IT@Sam provides was rated by your colleagues.

[>> Read More](#)

Follow IT@Sam Service Desk On Twitter, Facebook and Blog:

 twitter.com/SHSUServiceDesk

-  facebook.com/SHSUServiceDesk
-  facebook.com/SHSUMacusers
-  shsuservicedesk.wordpress.com

If you'd like to make a suggestion for future content, [we'd love to hear from you!](#)

The IR Update was approved by the Assistant Vice President for Information Technology 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™

IT@Sam Newsletter


[Home](#) > Breakfast at the Service Desk

Mark Your Calendars for *Breakfast At The Desk*

Join the IT@Sam Service Desk for *Breakfast at The Desk*.

Thank you to everyone that came for last month's *Breakfast At The Desk*.

For those of you that were unable to attend or have not heard about it, *Breakfast At The Desk* is an opportunity for the Staff and Faculty to come by and meet the Service Desk employees, get a bite to eat, listen to a short presentation and discuss the topic with colleagues.



Schedule:

Social Media: LinkedIn
Academic Building 1: Room 144
November 15
7:30 -8:00 a.m.

We hope to see you November 15! If you have ideas that you'd like to share for future *Breakfast at The Desk* topics, please contact [Chas Stephens](#).

IT@SAM NEWSLETTER HOME

[BREAKFAST AT THE SERVICE DESK](#)

[TECHNOLOGY ON CAMPUS](#)

[ELECTRONIC PERSONNEL ACTION FORMS NOTICE](#)

[SPAMWATCH: A NEW TOOL AGAINST PHISHING](#)

[POSTER CONTEST WINNERS](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[PLAY IT@SAM I AM](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG ARCHIVES](#)

Related Links

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

IT@Sam Newsletter

[Home](#)> Technology on Campus

Department of Biological Sciences Scanning Electron Microscope

Every month, we like to feature articles about groups on campus outside of IT@Sam who are doing innovative things with technology. This month we feature the Department of Biological Sciences and their scanning electron microscope (SEM).

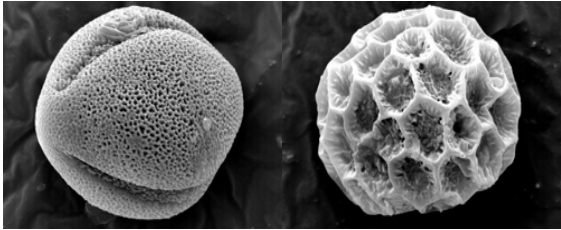
A scanning electron microscope is just that, a microscope. However, instead of using light and lenses to magnify an object, like the microscope most of us are used to seeing, it uses electrons.

Scanning electron microscopes create images by scanning, or shooting, an object with a high-energy beam of electrons from an electron gun fitted with a tungsten filament cathode. The electrons travel in a rectangular, or raster, scanning pattern and bounce off of the object. Based on how they react with the object, an image is formed. Since electrons are very very small, objects such as pollen and blood cells can be magnified 10,000 times or more with a very high resolution.

For SEM, specimens are required to be completely dry as the chamber of the SEM is at high vacuum. Living tissue is first dehydrated with ethanol. The ethanol is then replaced with liquid carbon dioxide. Since electrons are required to "bounce" off of the specimen, it is also necessary for the specimen to be rigid. If the specimen does not have a ready surface to bounce electrons, it is first coated in a thin layer of gold.

With this tool, researchers at Sam Houston State University are able to determine the slightest differences in plant species by the shape and structure of their pollen (seen here). Researchers can also see the smallest of details in insects, root structure, as well as a number of other possibilities.

For more information about this please contact [Chas Stephens](#).



If you know of a group on campus doing innovative things with technology, please [contact us](#). We're happy to share this information with the SHSU campus community!

IT@SAM NEWSLETTER HOME

[BREAKFAST AT THE SERVICE DESK](#)

[TECHNOLOGY ON CAMPUS](#)

[ELECTRONIC PERSONNEL ACTION FORMS NOTICE](#)

[SPAMWATCH: A NEW TOOL AGAINST PHISHING](#)

[POSTER CONTEST WINNERS](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[PLAY IT@SAM I AM](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)


[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK 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™

IT@Sam Newsletter

[Home](#) > Poster Contest Winners

Cyber Security Awareness Month Poster Contest Winners

Thanks to everyone that submitted a poster for this contest. Out of the entries that were sent to IT@Sam these four stood out.

1st Place: Stephanie Herrera



2nd Place: McKenzie Smith



3rd Place: Marvin Guzman

IT@SAM NEWSLETTER HOME

[BREAKFAST AT THE SERVICE DESK](#)

[TECHNOLOGY ON CAMPUS](#)

[ELECTRONIC PERSONNEL ACTION FORMS NOTICE](#)

[SPAMWATCH: A NEW TOOL AGAINST PHISHING](#)

[POSTER CONTEST WINNERS](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[PLAY IT@SAM I AM](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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



Honorable Mention: Christina Mamer



We would like to especially thank our judges:

- Tony Watkins (Art Professor)
- Norma Vazquez (IT@Sam Service Desk)
- Thomas Sosebee (DELTA)

For next year's Cyber Security Month Poster Contest we hope to see even more SHSU students competing!



[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™

IT@Sam Newsletter

Home > E-PAFs (Electronic Personnel Action Form) and ORGN Codes

E-PAFs (Electronic Personnel Action Forms) and ORGN Codes

The SHSU Payroll Department would like to bring the importance of home department codes on EPAFs to our attention.

It is the home department code (organization number) that impacts the global address list, as well as access to data on a department's T:/ drive. Changes made to the home department code, or any role change for that matter, will remove any T:/ drive access that an employee previously had. This "organization code" CAN be different from the payment code. The organization code should be the main department organization code while the payment code should be the account the employee will be paid from.

The "home department" number on an EPAF establishes the relationship of each employee at SHSU with their principle employing department. When an employee works for more than one department on campus (primarily student workers), the initial employment requires a "New Hire" EPAF, and will require the home department be listed.

The issue that Payroll has noticed is that when an employee begins working for a second department at SHSU, the wrong type of EPAF is being selected. Instead of using a "New Hire" EPAF, which changes the employee's initial home department, an "Additional Job Assignment" should be used to simply add the new position.


The second issue arises when an employee is terminated from one department, but is still employed by SHSU in another department. When filling out the EPAF for this scenario, ending the job assignment will close the position, but the employee's relationship with the department will remain open (i.e. that office will still be listed as their Home Department). This issue is being addressed by Payroll, and they are diligently attempting to update each of these individuals with the home department that the employee will remain active on.

If you have an employee that terminates and is not working elsewhere on campus, please use a "Separation from SHSU" EPAF to end the relationship that the individual has with your department.

If you have a student that works with your department, but also has an initial active employment elsewhere on campus, it may require an IT workorder to grant them access to data - if needed for their position.

Please contact the [Payroll Office](#) with any questions that you may have regarding the use of the home organization.

Create Employment Record, 9N9970-00 Stdnt Assist-Info Resources

Item	Current Value	New Value
Current Hire Date: MM/DD/YYYY*		
Employee Status: *(Not Enterable)		
Employee Type/Class: *(Not Enterable)		
Home Department COA: *(Not Enterable)		
Home Department: *		
SSN First Name: *		

IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECHNOLOGY ON CAMPUS

ELECTRONIC PERSONNEL ACTION FORMS NOTICE

SPAMWATCH: A NEW TOOL AGAINST PHISHING

POSTER CONTEST WINNERS

IT@SAM STAFF UPDATES

SHOUT OUTS

PLAY IT@SAM I AM

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

SSN Middle Name:		
SSN Last Name:		
SSN Name Suffix:		



[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](#)



IT@Sam Newsletter

[Home](#) > SpamWatch

SHSU Implenents SpamWatch to Combat Spamming

Due to the recent amounts of spam sent from SHSU accounts, IT@Sam will soon implement SpamWatch.

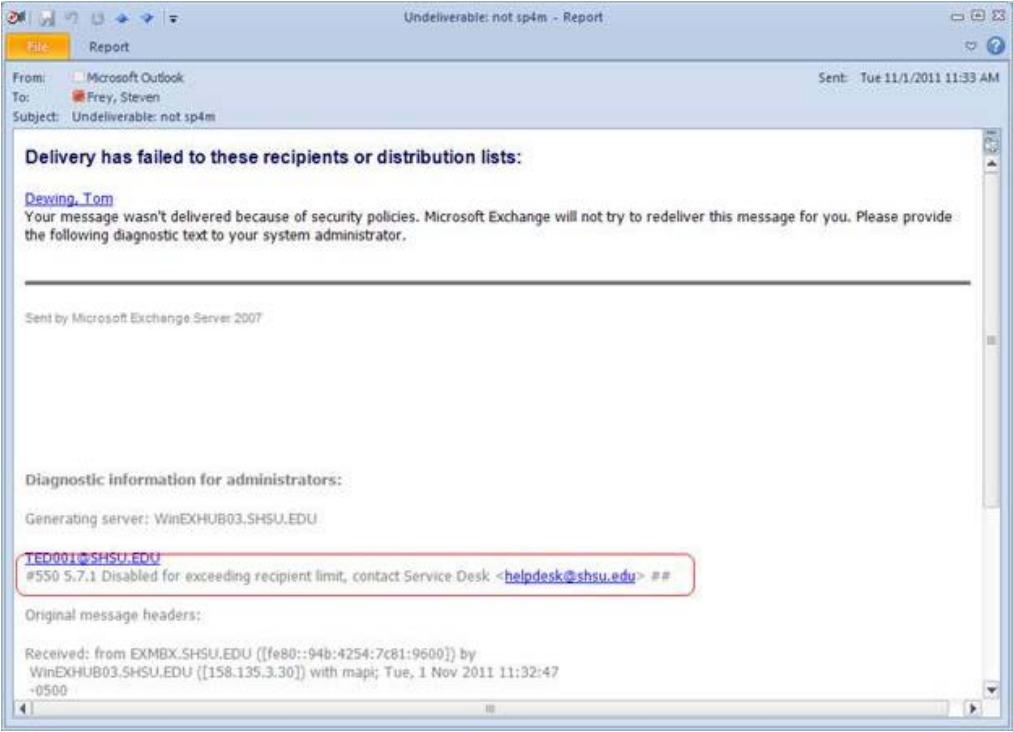
This program is a new initiative by Sam Houston State University to combat compromised e-mail accounts due to phishing scams.

Phishing scams are an attempt to acquire access to your personal data either through e-mail or popups. Many people every year fall victim to phishing scams and if it happens to you, your account may be used to send out numerous e-mails to various people across the country.

This is where SpamWatch comes in. SpamWatch will look for SHSU e-mail accounts that send e-mails to an excessive number of external (non-SHSU) recipients. Should a particular account exceed the limit for the last 24 hours, it will be temporarily disabled. We currently have the limit set to 1000 external recipients, but that number may change as we monitor the performance of the system and seek the optimal number to catch the majority of spam from our system.

While this is somewhat of an inconvenience, it is necessary to temporarily suspend sending access to end the spamming event. The goal of IT@Sam is to reduce the number of e-mail domains that blacklist SHSU mail servers due to these spamming events.

Should you lose your sending privileges, any subsequent e-mails that are sent will result in an Undeliverable response (aka NDR). Please note that we put a custom message that will help identify the reason for this Undeliverable response (circled in red in the picture below).



IT@SAM NEWSLETTER HOME

[BREAKFAST AT THE SERVICE DESK](#)

[TECHNOLOGY ON CAMPUS](#)

[ELECTRONIC PERSONNEL ACTION FORMS NOTICE](#)

[SPAMWATCH: A NEW TOOL AGAINST PHISHING](#)

[POSTER CONTEST WINNERS](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[PLAY IT@SAM I AM](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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

As a reminder, if you have to send an e-mail to more than 250 recipients at Sam Houston State University, please submit a work order to have a mass mail created. Instructions can be found on the [SHSU technology tutorials page](#).



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](#)




IT@Sam Newsletter

Home > IT@Sam Staff Updates

IT@Sam Staff Updates

"Matt McKnight graduated from Sam Houston State University in 2007. He has been working for IT@Sam since 2006. He started as a student worker at the Service Desk and most recently has worked with Enterprise Services as a Programmer and Database Administrator providing support for the Banner ERP system.

In his new role he will be supporting the Student Technical and Student Functional areas on campus including Admissions, Financial Aid, Bursar, and Registrar."



IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECHNOLOGY ON CAMPUS

ELECTRONIC PERSONNEL ACTION FORMS NOTICE

SPAMWATCH: A NEW TOOL AGAINST PHISHING

POSTER CONTEST WINNERS

IT@SAM STAFF UPDATES

SHOUT OUTS

PLAY IT@SAM I AM

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK 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

[MAJORS & PROGRAMS](#) | [ADMISSIONS](#) | [CAMPUS LIFE & CULTURE](#) | [SERVICES & RESOURCES](#) | [RESEARCH & RECOGNITIONS](#) | [ATHLETICS](#) | [ABOUT SHSU](#)

IT@Sam Newsletter

[Home](#) > [IT@ Sam Shout Outs](#)

IT@Sam Shout Outs

We would like to send a shout out to our Cyber Security Awareness panelists: **Ann Holder** (SHSU Copyright Officer), **Dr. Matt Nobles** (Criminal Justice Assistant Professor), **Michael Lombard** (US. Secret Service), **Dr. David Burris** (Computer Science Professor), **Dr. Kristi Vienne** (Assistant VP and Director of OneCard Services), **Jacki Brossman-Ashorn** (Director Student Money Management Center), **Tim McGuffin** (IT@Sam) and **Marilyn Cummings** (IT@Sam). We'd also like to thank **Lyndsey Miller & Clint Lockwood** from the Visitor Center for providing water to the panelists. Finally, we would also like to thank **Tony Watkins** for being a judge for the cyber security poster contest.- *Lucrecia Chandler and Norma Vazquez*

Fawzi Noman (COBA) was able to step in and save the day when a room scheduling problem occurred on the day of our first Cyber Security Awareness Panel, A H-U-G-E "Thank You" to Fawzi! - *Lucrecia Chandler and Norma Vazquez*

We would like to give a shout out to **Sharon Wright** and **Forrest Parks** in Financial Aid for all they do to make the banner Financial Aid module run smoothly and to **Debra Holl** and **Jeanette Collins** in the Bursars office for all that they do to make the banner student AR module run smoothly. Thanks! - *Angela Whitlock, Robert Koog and Suzette Kohers*

"I would like to give my thanks and appreciation to the web committee for the Psychology and Philosophy websites. The enthusiasm and commitment of **Dr. Romona Noland** (team lead for the committee), **Dr. Jeff Anastasi**, **Dr. Maria Botero**, and **Dr. West Gurley** make working with them a real pleasure. We're proud to be a part of their team!" - *Marilyn West*

"We would like to thank **Staff Council** for providing refreshements for the Cyber Security Awareness panel on October 19th" -*Lucrecia Chander and Norma Vazquez*

IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECHNOLOGY ON CAMPUS

ELECTRONIC PERSONNEL ACTION FORMS NOTICE

SPAMWATCH: A NEW TOOL AGAINST PHISHING

POSTER CONTEST WINNERS

IT@SAM STAFF UPDATES

SHOUT OUTS

PLAY IT@SAM I AM

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



IT@Sam I AM - November 2011

[Home](#) > [IT@Sam I AM](#)

In an effort to reveal our hard working employees, this article features a random employee within IT@Sam. We welcome all our readers to guess which employee is being featured. This month, the first three correct guessers will receive a free bag of range balls at Raven Nest Golf Club, here in Huntsville. IT@Sam would like to extend a special thank you to Dean Choate for contributing the prizes.

See if you can guess the name of the IT@Sam employee using the clues below.



IT@SAM NEWSLETTER HOME

[BREAKFAST AT THE SERVICE DESK](#)

[TECHNOLOGY ON CAMPUS](#)

[ELECTRONIC PERSONNEL ACTION FORMS NOTICE](#)

[SPAMWATCH: A NEW TOOL AGAINST PHISHING](#)

[POSTER CONTEST WINNERS](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[PLAY IT@SAM I AM](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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


Thank you to everyone who participated in *I'm Thinking of a Name!*

The correct answer for November 2011 was **Casey Campbell**.



The winners are:

Karyl Horn
Kathleen Love
Li-Jen Shannon

 [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™


IT@Sam Newsletter

Home > Technology Notices and Computing Updates

Computing Updates

Microsoft Office Suites Now Available for Installation

The newest version of Microsoft's Office Suite (2010 for PC and 2011 for Mac) can now be installed on all SHSU owned laptops and stand alone machines. If you would like to have the new Office suite installed please contact the IT@Sam Service Desk by phone at 4-HELP or by [email](#).



SPSS License Expiration Notice

SPSS installations on SHSU computers (both laptops and desktops) are going to give a notice stating that the license for SPSS 17 is expiring. The licenses for SPSS are actually expiring on December 31, 2011 and not at the beginning of December. Both PC and Mac laptops will need a work order placed with the Service Desk (AB1 Room 144) to upgrade to SPSS 20, while SHSU campus machines will be automatically updated during the break between semesters. If you have any questions or concerns about this please contact [Melissa Asbury](#).

- Scheduled Changes are now located on the Cherwell Self-Service Portal.

IT@SAM NEWSLETTER HOME

BREAKFAST AT THE SERVICE DESK

TECHNOLOGY ON CAMPUS

ELECTRONIC PERSONNEL ACTION FORMS NOTICE

SPAMWATCH: A NEW TOOL AGAINST PHISHING

POSTER CONTEST WINNERS

IT@SAM STAFF UPDATES

SHOUT OUTS

PLAY IT@SAM I AM

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

IT@Sam Newsletter

[Home](#) > Tech Tips

Tech Tips

Customize the Ribbon in Microsoft Office 2010 and 2011

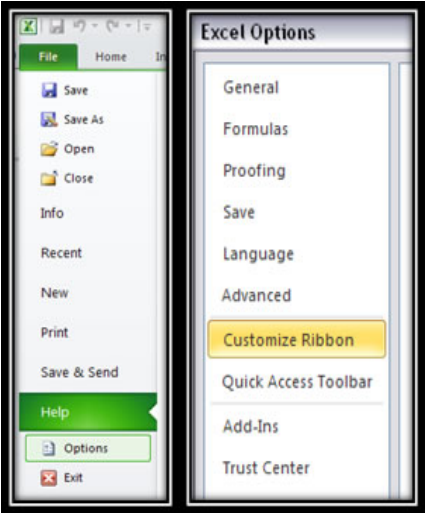
Why should I customize?

Customization allows you to group your most frequently used commands in one tab. This will reduce the time it takes to search for that command you can never find as well as the number of mouse clicks.

How do I customize?

Customization begins in one of two ways:

- Click on the file tab and then select options located under the "Help" option, or
- Right click one of the tabs and select "Customize Ribbons"



Then, click on "New Tab" followed by "New Group." You can create multiple groups for each tab. For instance, you can create your own customized tab and organize your favorite commands via groups. Furthermore, you can rename each tab and group to your liking.



Note: You can only add commands to a group. You must first create a new group inside of your new tab before you can add commands.

Once you have your group created, you can start adding commands to that group. You can add any command to your group. Once you are done, click OK and that is it. Your new tab will appear on the office toolbar. Click on the tab and your groups will show up with the commands that you selected.



IT@SAM NEWSLETTER HOME

[BREAKFAST AT THE SERVICE DESK](#)

[TECHNOLOGY ON CAMPUS](#)

[ELECTRONIC PERSONNEL ACTION FORMS NOTICE](#)

[SPAMWATCH: A NEW TOOL AGAINST PHISHING](#)

[POSTER CONTEST WINNERS](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[PLAY IT@SAM I AM](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

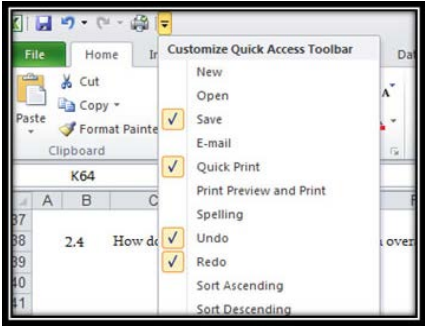
- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

Quick Print in Microsoft Office 2010

Are you the type of person who prints a number of documents every day? Would you like to simplify the printing process? Then you can add the Quick Print option to your Quick Access toolbar. This allows for "one-click printing."

In the Quick Access Toolbar, click on the arrow at the end and click on the Quick Print to add the Print link and you can also uncheck using the same method.

Note: Before you proceed, its important to know how Quick Print behaves. It will not show the option screen. Quick Print will automatically print your document with the settings and printer that was last chosen.



[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™

IT@Sam Newsletter

Home > Survey Results

Service Desk Stats

In the month of October:

- 1299 IT@Sam work orders were closed
- 2547 Calls were taken at the Service Desk
- 223 Walk-in clients were supported in the Service Desk



Category	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Answered
I am satisfied with the completion of this workorder.	260	40	10	5	2	1
I feel that the status of this workorder was adequately communicated via timely workorder updates.	250	50	10	5	2	1
I feel this workorder was completed within a reasonable amount of time.	240	40	10	5	2	1
The IT@Sam staff assisting me with this request were technically competent.	250	40	10	5	2	1
The IT@Sam staff that assisted me with this request were courteous and helpful.	270	30	10	5	2	1

Attached to every work order is a survey that you can take to tell us about the experience you had working with us. We evaluate ourselves based on these survey results and therefore greatly appreciate the time taken to fill these out.

IT@SAM NEWSLETTER HOME

[BREAKFAST AT THE SERVICE DESK](#)

[TECHNOLOGY ON CAMPUS](#)

[ELECTRONIC PERSONNEL ACTION FORMS NOTICE](#)

[SPAMWATCH: A NEW TOOL AGAINST PHISHING](#)

[POSTER CONTEST WINNERS](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[PLAY IT@SAM I AM](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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



Request Info | Visit |
Apply

SHSUOnline | Blackboard



E-mail



My Sam



SamWeb



Fast Links

Sam Houston
STATE UNIVERSITY
A Member of The Texas State University System

IT@SAM NEWSLETTER

[MAJORS & PROGRAMS](#)

[ADMISSIONS](#)

[CAMPUS LIFE & CULTURE](#)

[SERVICES & RESOURCES](#)

[RESEARCH & RECOGNITIONS](#)

[ATHLETICS](#)

[ABOUT SHSU](#)



Happy Holidays from IT@Sam!

Welcome to the December, 2011
issue of IT@Sam Newsletter



Holiday Checklist

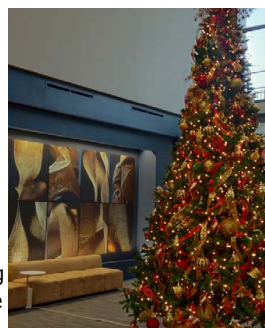
Before you leave for the holidays take a look at our short list of things
to prepare for your vacation.

[>> Read More](#)

Technology on Campus

There are so many groups on campus outside of IT@Sam who are doing
innovative things with technology. This month we'd like to highlight the
Department of Physics' sputter coaters.

[>> Read More](#)



IT@Sam Laptop Checkout Program

IT@Sam now offers laptops for checkout to SHSU Faculty and Staff.

[>> Read More](#)

Christmas Cyber Scams

Cyber criminals will be at their most active this holiday season. Not
everything is as it seems and that is especially true for this time of
year. Safeguard yourself against and learn about the most common
cyber attacks by reading the "Twelve Cyber Scams of Christmas."

[>> Read More](#)



IT@Sam Staff Updates

IT@Sam is happy (and sad) to announce that Nina Cushman and Marilyn West are retiring.

[>> Read More](#)

[IT@SAM NEWSLETTER HOME](#)

[TECHNOLOGY ON CAMPUS](#)

[IT@SAM LAPTOP
CHECKOUT PROGRAM](#)

[BREAKFAST AT THE SERVICE DESK](#)

[HOLIDAY CHECKLIST](#)

[THE 12 CYBER SCAMS OF CHRISTMAS](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[IT@SAM HOLIDAY HOURS](#)

[TECHNOLOGY NOTICES &
COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

IT@Sam Shout-Outs

IT@Sam would like to "shout-out" to the many different people and teams on campus who make working at SHSU at great experience! This month, read shout-outs to Thomas Sosebee, Dr. Hui Fang, David Epps, James Van Roekel, Chris Hensons, Justin Kinslow and Tyler Watson.

[>> Read More](#)

Service Desk & Labs Holiday Hours

The Service Desk and IT@Sam Computer Labs will be observing shortened holiday hours 12/24/2011 through 1/12/2012.

[>> Read More](#)

Technology Notices & Computing Updates

In this month's Technology Notices section read about the new software rollouts for Spring 2012 for both Mac's and PC's. This includes new versions of Minitab and Adobe software.

[>> Read More](#)



Tech Tips

This month's Tech Tip includes keyboard shortcuts for Mac's and PC's that will make you more efficient in your daily tasks.

[>> Read More](#)

Breakfast At The Service Desk

Breakfast at the Desk sessions have been well received and attended and we plan to continue them in Spring 2012. These mini-training sessions are an opportunity for the staff and faculty to come by and meet the Service Desk employees, get a bite to eat, listen to a short presentation and discuss the topic with colleagues.

[>> Read More](#)



IT@Sam Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. Please take the time to fill out these surveys as they are a great tool to let us know what you guys think about IT@Sam. Please take a moment to see how the service IT@Sam provides was rated by your colleagues.

[>> Read More](#)

Follow IT@Sam Service Desk On Twitter, Facebook and Blog:

 twitter.com/SHSUServiceDesk

 facebook.com/SHSUServiceDesk

 facebook.com/SHSUMacusers

 shsuservicedesk.wordpress.com

If you'd like to make a suggestion for future content, [we'd love to hear from you!](#)

The IR Update was approved by the Assistant Vice President for Information Technology 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™

IT@Sam Newsletter

Home > Holiday Checklist

Holiday Checklist

Before you leave for the holidays, please take a few minutes to do the following.

- If your password is going to expire over the holiday break, be sure that you change it before leaving. The Service Desk will be closed from 12/24/2011 - 1/2/2012. See the [article](#) about our holiday hours in this Newsletter for more details.
- LOG OUT of your computer, but do not power it off. Your workstation will receive security and [software updates](#) over the break.
- Turn off any lights or lamps and lock your office.
- Enjoy your time off!



When you return.

- Be sure that you log in to your computer as soon as possible and let the Service Desk know as soon as possible if something is wrong so that we can fix it before classes start.
- If you are in charge of any labs or classrooms it would be a good idea to check on those as well. We check them, of course, but the more eyes the better!

IT@SAM NEWSLETTER HOME

TECHNOLOGY ON CAMPUS

IT@SAM LAPTOP CHECKOUT PROGRAM

BREAKFAST AT THE SERVICE DESK

HOLIDAY CHECKLIST

THE 12 CYBER SCAMS OF CHRISTMAS

IT@SAM STAFF UPDATES

SHOUT OUTS

IT@SAM HOLIDAY HOURS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



IT@Sam Newsletter

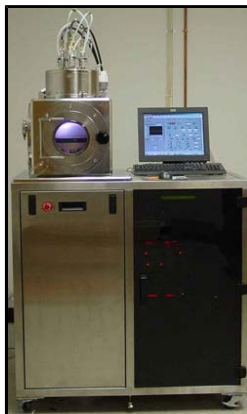
[Home](#) > Technology on Campus

Department of Physics Sputter Coaters

Every month, we like to feature articles about groups on campus outside of IT@Sam who are doing innovative things with technology. This month we feature the Department of Physics and their sputter coaters.

Sputter coating is a process that covers a specimen with a very fine layer of metal, such as gold or palladium. This process is necessary to view microscopic specimen under a high powered microscope. The coating increases the ability to conduct electricity and produce a high resolution image of objects that cannot be seen with conventional microscopes. Sputter coaters that use either gold or palladium are referred to as conventional sputter coaters.

The Department of Physics here at Sam Houston State University has recently purchased the NSC 4000, a more detailed plasma coater. This sputter coater allows for any type of metal to coat a specimen. Since gold and palladium have relatively large grains resolution can become a problem when looking at the finer details of an object. Other metals have finer grains. This means that the NSC-4000 can deposit finer grains of metal on a specimen which will achieve an image with higher resolution when viewed under a high powered microscope.



With conventional sputter coating, the thickness of the metal must reach a certain threshold to be conductive, usually around 20 nanometers or more. Applying this much metal to the specimen can cover up some finer details. With this new sputter coater, conductivity is achieved with a thickness of around 1 nanometer. Again, this allows for much higher resolution.

For more information about sputter coaters, please contact [Dr Hui Fang](#).

If you know of a group on campus doing innovative things with technology, please [contact us](#). We're happy to share this information with the SHSU campus community!

IT@SAM NEWSLETTER HOME

TECHNOLOGY ON CAMPUS

IT@SAM LAPTOP CHECKOUT PROGRAM

BREAKFAST AT THE SERVICE DESK

HOLIDAY CHECKLIST

THE 12 CYBER SCAMS OF CHRISTMAS

IT@SAM STAFF UPDATES

SHOUT OUTS

IT@SAM HOLIDAY HOURS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

IT@Sam Newsletter


Home > IT@Sam Laptop Checkout Program

IT@Sam Laptop Checkout Program

IT@Sam is pleased to now offer a Laptop Checkout Program for SHSU Faculty and Staff. If you or your department does not currently have a laptop available to you for travel or presentations you can contact the IT@Sam Service Desk at x4-HELP (or place a [Work Order](#)) to request a laptop.

We currently only offer PC laptops for checkout and ask that requests be made two business days prior to your event or travel to allow plenty of time for the laptop to be prepared for your use. After your request is made, you will be contacted with the details of when you will be able to pick up the laptop and when it will be due for return. The default checkout period is 9 days, but we can work with you on your specific need if 9 days is not sufficient.

If you have any questions about this new program, please contact [Lucrecia Chander](#).



IT@SAM NEWSLETTER HOME

TECHNOLOGY ON CAMPUS

IT@SAM LAPTOP CHECKOUT PROGRAM

BREAKFAST AT THE SERVICE DESK

HOLIDAY CHECKLIST

THE 12 CYBER SCAMS OF CHRISTMAS

IT@SAM STAFF UPDATES

SHOUT OUTS

IT@SAM HOLIDAY HOURS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

IT@Sam Newsletter

[Home](#) > Cyber Scams of Christmas

The 12 Cyber Scams of Christmas

The holiday season may bring about vacation time from your job, but rest assured this is the time when cyber criminals are at their busiest. It is not uncommon for holiday shoppers to look for coupons via e-mail or text message. Here we will outline some of the most common scams of the holiday season.



1. Free iPad Offers

Emails that offer free iPads rank as the number one holiday scam. Consumers are asked to purchase other products with the offer of a free iPad. The victim, of course, never receives the iPad and is instead left to report a stolen credit card number.

2. "Help!" Scams

With so many family members and friends traveling, it isn't outrageous to assume that someone will need money. However, there is a travel scam that will send phony distress messages to family and friends to have money wired. If you receive a message like this do not respond to the e-mail. Contact them by phone to be certain.

3. Fake Gift Cards

Social media sites are used by scammers to promote fake gift card offers. The goal here is to steal your personal information. "One recent Facebook scam offered a 'free \$1,000 Best Buy gift card' to the first 20,000 people who signed up for a Best Buy fan page, which was a lookalike. To apply for the gift card they had to provide personal information and take a series of quizzes."

4. Holiday Job Offers

For people that want a little extra cash for the holiday season, a holiday job seems a perfect solution. Scammers use social media sites to promote high-paying, work-at-home jobs that ask for your personal information, such as your e-mail address, home address and Social Security number to apply for the fake job. It is imperative that you never click on these links or respond to these e-mails!

5. "Smishing"

Smishing, simply put, is SMS (text messaging) [phishing](#). These text messages appear to come from your bank or other source claiming that there is something wrong with your account. The scammers hope to get you to respond and provide personal information.

IT@SAM NEWSLETTER HOME

TECHNOLOGY ON CAMPUS

IT@SAM LAPTOP CHECKOUT PROGRAM

BREAKFAST AT THE SERVICE DESK

HOLIDAY CHECKLIST

THE 12 CYBER SCAMS OF CHRISTMAS

IT@SAM STAFF UPDATES

SHOUT OUTS

IT@SAM HOLIDAY HOURS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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

6. Suspicious Holiday Rentals

For those looking to get away for the holiday to some cabin in the mountains, cyber crooks have a scam for you too. It is during these peak travel times that scammers will post fake holiday rental sites that require a down payment via credit card or wire transfer. Don't always trust what is posted online. Call the location to see if the advertisement is legitimate.

7. Recession Scams

The holiday season is a perfect time for credit schemes as well. Pay-in-advance credit schemes are some of the most common of these. McAfee Labs has seen a significant number of spam e-mails advertising pre-qualified, low-interest loans and credit cards if the recipient pays a processing fee, which goes directly into the scammer's pocket.

8. Grinch-like Greetings

E-cards have made sending holiday cards to family and friends more affordable. Cyber criminals, however, can use this medium to send you links to computer viruses and other malware instead of that holiday cheer. If you click on these links, your computer may begin to run slowly and have the occasional pop up ad.

9. Low Price Traps

This is another one of those "too good to be true" scams. Fake auction sites are notorious for this. The scammer is essentially preying on those individuals looking for a good deal. Be sure the website you are on is an authentic secured site.

10. Charity Scams

This one is quite simple. The scammer simply calls you up and asks for money. They operate under the guise of a charity. E-mails are another form of common communication with these scams. Before you donate, verify the validity of the organization through their website or by calling the company directly.

11. Holiday Downloads

Want that cool Rudolph the Red-Nosed Reindeer screen saver? How about that Jingle Bells alert for you e-mail notification? These holiday themed downloads are just another way for scammers to spread viruses and malware. Do not simply download something because it looks cool or cute!

12. Wi-Fi Vulnerabilities

This is an anytime risk with thieves who are savvy enough to hack into public networks used by hurried travelers. Hackers can steal credit card numbers, bank accounts and other forms of personal identity. Try not to access bank accounts or give your credit card number online while using public Wi-Fi. It's a good rule for every day — not just for the holidays.



[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™



IT@Sam Newsletter

[Home](#) > IT@Sam Staff Updates

IT@Sam Staff Updates

Nina Cushman

Nina Cushman has worked for SHSU for over 27 years. She began her career working in the Newton Gresham Library before transitioning to the IT Department.

Nina began with IT in the programming area, transitioned to networking, and then transitioned back to programming where she has been an instrumental part of the team that has successfully implemented Banner.

Nina has supported many of the student-related departments and processes. Nina's institutional knowledge, business process understanding, technical expertise, and tireless service have been great assets to Enterprise Services, the department within the Division of Information Technology Services that supports the ERP system, and to campus.

All of us in IT@Sam wish Nina well in her retirement!



Marilyn West

It is with both joy and sadness that we announce the retirement of Marilyn West effective January 15th, 2012. As many of you know, Marilyn works in the Web Services area of Client Services.

Marilyn has been a member of our team since August 2009. She has been a valuable asset and friend to all of us and will be greatly missed.

Marilyn has been a leader in converting our campus to a unified design on the web. She has helped convert over 80 websites to the new design. Under Marilyn's direction, mass e-mails on campus have allowed departments to communicate with students, faculty and alumni efficiently. She has tackled each task with a positive attitude and has earned the respect of our campus community. Her contributions to campus ADA awareness on our website have led to improvements in our communication to the community.



IT@SAM NEWSLETTER HOME

[TECHNOLOGY ON CAMPUS](#)

[IT@SAM LAPTOP
CHECKOUT PROGRAM](#)

[BREAKFAST AT THE SERVICE DESK](#)

[HOLIDAY CHECKLIST](#)

[THE 12 CYBER SCAMS OF CHRISTMAS](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[IT@SAM HOLIDAY HOURS](#)

[TECHNOLOGY NOTICES &
COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY
RESULTS](#)

[FOLLOW SERVICE DESK ON
FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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

Marilyn has done a great job establishing positive working relationships with the entire campus. Her leadership, loyalty to our campus, and tireless energy will be missed.

We sincerely thank Marilyn for her teamwork and all that she has done for us. We wish her well as she prepares for retirement.

“We wish you all the best, Marilyn!”



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™



IT@Sam Newsletter

[Home](#) > Breakfast at the Service Desk

Breakfast at The Desk

This semester IT@Sam started a new venture in *Breakfast at The Desk*. This is an opportunity for Staff and Faculty to come by and meet the Service Desk employees, get a bite to eat, listen to a short presentation and discuss the topic with colleagues. These sessions have been well received and well attended and as such plans are being made to continue the sessions in the spring.

Please keep an eye on future editions of the [IT@Sam Newsletters](#) for information on upcoming sessions.

The sessions offered this semester were focused on iPad Productivity, Facebook Pages, and LinkedIn.

If you have ideas that you'd like to share for future *Breakfast at The Desk* topics, please contact [Chas Stephens](#).

We hope to see you at our Spring 2012 sessions!



IT@SAM NEWSLETTER HOME

TECHNOLOGY ON CAMPUS

IT@SAM LAPTOP CHECKOUT PROGRAM

BREAKFAST AT THE SERVICE DESK

HOLIDAY CHECKLIST

THE 12 CYBER SCAMS OF CHRISTMAS

IT@SAM STAFF UPDATES

SHOUT OUTS

IT@SAM HOLIDAY HOURS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



Request Info | Visit | Apply



E-mail



My Sam



SamWeb



Fast Links



A Member of The Texas State University System

MAJORS & PROGRAMS

ADMISSIONS

CAMPUS LIFE & CULTURE

SERVICES & RESOURCES

RESEARCH & RECOGNITIONS

ATHLETICS

ABOUT SHSU

IT@Sam Newsletter

Home > IT@ Sam Shout Outs

IT@Sam Shout Outs

A special thanks goes out to **DELTA** and **LSC** staff for working with us to setup for the BOR meeting and to **Thomas Sosebee** for presenting his Social Media presentation for Staff Council.

- Norma Vazquez

Thanks to **Dr. Hui Fang** for showing me some really cool technology that the Department of Physics is currently utilizing.

- Chas Stephens

"Shout Out to **David Epps**, **James Van Roekel**, **Charles Hensons**, **Justin Kinslow** and **Tyler Watson** for their support during the TSUS Board of Regents meeting in November. All really went out of their way to offer their help. We appreciate all of you guys!"

- Elisa Crossland

IT@SAM NEWSLETTER HOME

TECHNOLOGY ON CAMPUS

IT@SAM LAPTOP CHECKOUT PROGRAM

BREAKFAST AT THE SERVICE DESK

HOLIDAY CHECKLIST

THE 12 CYBER SCAMS OF CHRISTMAS

IT@SAM STAFF UPDATES

SHOUT OUTS

IT@SAM HOLIDAY HOURS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK 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™

http://www.shsu.edu/~ucs_www/newsletter/Dec_2011/shoutout.html[9/3/2014 2:38:47 PM]



Sam Houston
STATE UNIVERSITY
A Member of The Texas State University System

[MAJORS & PROGRAMS](#) [ADMISSIONS](#) [CAMPUS LIFE & CULTURE](#) [SERVICES & RESOURCES](#) [RESEARCH & RECOGNITIONS](#) [ATHLETICS](#) [ABOUT SHSU](#)

IT@Sam Newsletter

[Home](#) > IT@Sam Holiday Hours

Holiday Hours

Merry Christmas and Happy New Year from IT@Sam! The hours of operation for both the Service Desk and the Computer Labs will be a little different for the break.

Service Desk

Through December 15th

- Normal Hours of Operation

December 16th -23rd

- 7:30am - 5:00pm

December 26th - January 2nd

- Closed

January 3rd - 17th

- 7:30am - 5:00pm

January 18th

- Normal Hours of Operation

Computer Labs

Through December 15th

- Normal Hours of Operation

December 16th

- NGL
 - 7:30 AM - 6:00 PM
- CHSS
 - 8:00 AM - 5:00 PM

December 19th - 23rd

- NGL*
 - 8:00 AM - 5:00 PM
- CHSS**
 - 8:00 AM - 5:00 PM

*During this time half of NGL computer lab will be closed due to maintenance upgrades.

IT@SAM NEWSLETTER HOME

[TECHNOLOGY ON CAMPUS](#)

[IT@SAM LAPTOP CHECKOUT PROGRAM](#)

[BREAKFAST AT THE SERVICE DESK](#)

[HOLIDAY CHECKLIST](#)

[THE 12 CYBER SCAMS OF CHRISTMAS](#)

[IT@SAM STAFF UPDATES](#)

[SHOUT OUTS](#)

[IT@SAM HOLIDAY HOURS](#)

[TECHNOLOGY NOTICES & COMPUTING UPDATES](#)

[TECH TIPS](#)

[IT@SAM WORK ORDER SURVEY RESULTS](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[SHSU MAC USERS FACEBOOK PAGE](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

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

**CHSS lab will be under maintenance at some point. AB4 will be opened during this time

December 24th - January 2nd

- NGL and CHSS will be closed
- AB4
 - 10:00 AM - 4:00 PM

January 3rd - 17th

- NGL and CHSS
 - 8:00 AM - 6:00 PM
 - Closed on the Weekends
 - Closed January 16th

January 18th

- Normal Hours of Operation



[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™



IT@Sam Newsletter

[Home](#) > Technology Notices and Computing Updates

Computing Updates

Data Center Network Upgrade

For those that may be working over the Winter break, we'd like you to be aware of the Data Center network upgrade that will take place tentatively starting on December 27 and continuing through December 30. This maintenance will result in **intermittent full network outages** for the entire SHSU network during those dates. This will mean that you will not be able to log into a computers, e-mail , ERP systems, your S drive, phone system and wireless network to name a few. These systems will be unavailable regardless of your location.

The network for the data center will be upgraded from legacy Cisco 4500s to Cisco Nexus 7010 data center switches. The new equipment is more robust and in return will offer faster speeds with greater reliability. The newer equipment will also allow SHSU to be prepared for VDI and any future high bandwidth projects. Please contact [Marcus Keeling](#) for more information.



Exchange Public Folders Going Away

IT@Sam will be upgrading from Exchange 2007 to Exchange 2010 . One of the most noticeable changes is the phasing out of public folders. Therefore, IT@Sam will be going through all the public folders and converting them to shared mailboxes, resources (like classrooms, conference rooms), or removing the folder if it is not being used anymore. If you have any questions, feel free to contact the [Service Desk](#).



Windows 7 Rolling Out Soon

Windows 7 is coming soon! The plans are to have it rolled out on campus between the Spring and Summer 1 semesters. If you have any questions, please feel free to contact the [Service Desk](#).



If you have a non networked printer in your office, please send us an [E-mail](#) with the make and model and we will inform you if your printer is Windows 7 compatible.

Mathematica 8.04 Available for Installation

Mathematica 8.04 is now available for install on standalone university laptops and desktops. This update applies to both PC's and Mac's. If you would like to have this version installed on your computer, please contact installed please contact

IT@SAM NEWSLETTER HOME

TECHNOLOGY ON CAMPUS

IT@SAM LAPTOP CHECKOUT PROGRAM

BREAKFAST AT THE SERVICE DESK

HOLIDAY CHECKLIST

THE 12 CYBER SCAMS OF CHRISTMAS

IT@SAM STAFF UPDATES

SHOUT OUTS

IT@SAM HOLIDAY HOURS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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



the IT@Sam Service Desk by phone at 4-HELP or by [email](#).

Upcoming Software Changes for Spring 2012

The spring semester will see a number of new software installations and upgrades for both Macs and PCs across campus.

Upcoming Mac Software:

- Adobe X
- Remove Office 2008
- iLife 11
- Maple 15
- Adobe CS 5.5
- Adobe Captivate 5.5
- Mathematica
- SPSS 20

Upcoming PC Software:

- Adobe X
- Adobe CS 5.5
- Adobe Captivate 5.5
- Mathematica 8
- SPSS 20
- Minitab 16
- Maya 2011
- ArcGIS 10
- AutoDesk 2011
- Maple 15
- Research Insight

If you have any questions about these upcoming changes feel free to e-mail the [Service Desk](#) or call 4-HELP.



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™

IT@Sam Newsletter

[Home](#) > Tech Tips

Tech Tips

Keyboard Shortcuts: Simple Tricks That Will Save Time

Windows keyboard shortcuts still have their place in today's mouse-driven computer age. Certain keystrokes when used at the right time can significantly simplify several different Windows tasks. Here are 8 easy, often forgotten **Windows Keyboard shortcuts** to **maximize your efficiency**.

Three Simple Cut and Paste Windows Keyboard Shortcuts:

Start by using your mouse to **highlight the selection or text** you want to copy or delete.

- **Copying:** Hold down the CTRL (control) key and press the letter "C" — this will Copy the highlighted selection to the clipboard.
- **Deleting:** Hold down the CTRL key and press the letter "X" — this will Delete the highlighted selection and move it to the clipboard. This is also known as "cutting."
- **Pasting:** Place your cursor in the appropriate place, hold down the CTRL key and press the letter "V" — this will paste the copied or deleted selection where your cursor is located.

<Ctrl> – C – **Copy** the highlighted Selection to the clipboard
<Ctrl> – X – **Delete** the highlighted Selection and move it to the clipboard
<Ctrl> – V – **Paste** the cut or copied Selection

Five Other Keyboard Shortcuts Worth Remembering:

<Ctrl> – A – select the entire current document or web page
<Ctrl> – Home – Move the cursor to the beginning of the document
<Ctrl> – End – Move the Cursor to the end of the document
<Alt> – Tab – Switch between open Windows
<Windows Logo Key> – D – Show the Windows Desktop

Five Mac Keyboard Shortcuts Worth Remembering:

<Open Apple> + ? – Mac Help
<Open Apple> + Shift + N – Creates a New Folder
<Open Apple> + M – Minimize Window
<Open Apple> + T – Add to Favorites
<Open Apple> + Shift + G - Takes a snapshot of screen and save it to a PICT file

IT@SAM NEWSLETTER HOME

TECHNOLOGY ON CAMPUS

IT@SAM LAPTOP CHECKOUT PROGRAM

BREAKFAST AT THE SERVICE DESK

HOLIDAY CHECKLIST

THE 12 CYBER SCAMS OF CHRISTMAS

IT@SAM STAFF UPDATES

SHOUT OUTS

IT@SAM HOLIDAY HOURS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK 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](#)



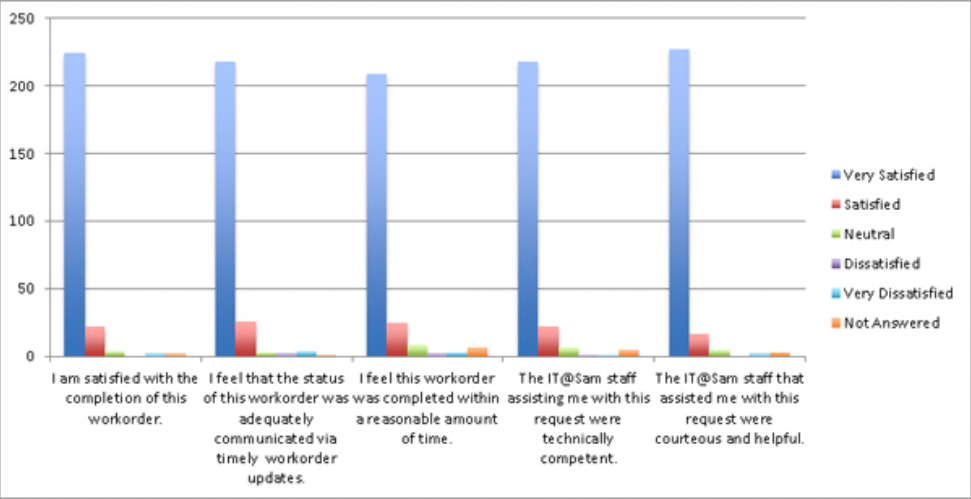
IT@Sam Newsletter

Home > Survey Results

IT@Sam Stats

In the month of November:

- 1227 IT@Sam work orders were closed
- 3531 Calls were taken at the Service Desk
- 207 Walk-in clients were supported in the Service Desk



Category	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Answered
I am satisfied with the completion of this workorder.	225	25	5	2	1	1
I feel that the status of this workorder was adequately communicated via timely workorder updates.	220	25	5	2	1	1
I feel this workorder was completed within a reasonable amount of time.	210	25	5	2	1	1
The IT@Sam staff assisting me with this request were technically competent.	220	25	5	2	1	1
The IT@Sam staff that assisted me with this request were courteous and helpful.	225	25	5	2	1	1

Attached to every work order is a survey that you can take to tell us about the experience you had working with us. We evaluate ourselves based on these survey results and therefore greatly appreciate the time taken to fill these out.

IT@SAM NEWSLETTER HOME

TECHNOLOGY ON CAMPUS

IT@SAM LAPTOP CHECKOUT PROGRAM

BREAKFAST AT THE SERVICE DESK

HOLIDAY CHECKLIST

THE 12 CYBER SCAMS OF CHRISTMAS

IT@SAM STAFF UPDATES

SHOUT OUTS

IT@SAM HOLIDAY HOURS

TECHNOLOGY NOTICES & COMPUTING UPDATES

TECH TIPS

IT@SAM WORK ORDER SURVEY RESULTS

FOLLOW SERVICE DESK ON FACEBOOK

SHSU MAC USERS FACEBOOK PAGE

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

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