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IT@SAM NEWSLETTER

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Happy New Year from IT@Sam!

Welcome to the January, 2012 issue of IT@Sam Newsletter!

Update Your KatSafe

The new year is a perfect time to make sure your KatSafe information is up to date.

>> Read More

Human Awareness Security Training

This year, each faculty and staff member at Sam Houston State University will need to take an online security training course. This training is a part of the Texas Administrative Code and is required for all employees here at SHSU.

>> Read More

Data Storage at SHSU

IT@Sam offers a few storage possibilities for your computer data. Read about the benefits of saving your data to the network shares.

>> 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 Mass Communication's LED lights.

>> Read More

Winter Break Upgrades

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In an ever-diligent effort to provide the campus with quality technology and tools, IT@Sam has implemented a few upgrades during the winter break.

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IT@Sam Staff Updates

IT@Sam is happy to welcome Eternal Nuceder and Danny Somogyi as a full time staff members!

>> 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 Dr. Brian Cooper, Dr. Cecil Hallum, Professor Fawzi Noman, Dr. Ross Quarles, Evelyn Hasouris-Turner, Lisa Tatom, and Kelly Muns.

>> Read More

Technology Notices & Computing Updates

In this month's Technology Notices section read about the new software rollouts for Spring 2012 for both Macs and PCs. This includes new versions of Minitab and Adobe software.

>> Read More

Tech Tips

For this month's Tech Tip we look at how to send text messages from you e-mail account.

>> 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

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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.

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IT@Sam Newsletter

Home > KatSafe

Update Your KatSafe Information

Sam Houston State University utilizes the KatSafe system to alert the campus should there be an emergency. Depending on user preference, this notification would be sent either via text message, phone call, or e-mail.

Be KatSafe!

KatSafe enables SHSU to schedule and send personalized voice messages to up to six phone numbers per person, and immediately send messages via four different modes of communication:

- Voice messages to home, work, and cell phones;
- Text messages to cell phones, PDA computers and other text-based devices;
- Written messages to e-mail accounts;
- Messages to TTY/TDD receiving devices for the hearing impaired.

If there were an emergency today, most SHSU faculty, staff and students would be contacted via e-mail. However, many would not be notified via text message because they haven't signed up. In an emergency, SMS (or text message) is one of the fastest and most reliable mechanisms for receiving alerts.

With the new year approaching, we would like to encourage you to keep your contact information updated through SamWeb. If you have changed phone numbers or email accounts please update your contact information so that you can be in the loop should an emergency hit the campus.

To update your contact information:

1. Go to SamWeb
2. Click on the Miscellaneous Tab
3. Click on KatSafe Emergency Contact Information
4. Update your information

Once you have updated your information, you will be set for future emergency notifications!

If you have any questions about these upcoming changes feel free to e-mail the Service Desk or call 4-HELP.

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IT@Sam Newsletter

Home > SANS Security Awareness

Security Awareness Training

In February 2012, Sam Houston State University will be sending out invitations to complete security awareness training to all faculty and staff. This security awareness training is state mandated (Texas Administrative Code 202) and therefore, required to be completed by each employee every year by state law.

Once the policy has been approved by the university, every faculty and staff member on campus will receive an email from the SANS alerting them that they have been signed up with the SANS website. You will then need to log in to that website and watch the designated videos and complete the respective quizzes. Once this is done, your security awareness training is complete for the year.

Here is an example email you will receive to initiate your training:

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Dear John Smith,

In the January 2012 IT@Sam newsletter, an article was published that talked about a state mandated Human Awareness Training. As a valued faculty/staff member of Sam Houston State University, it is required that you complete an online security awareness training.

Therefore, a new account has been created for you at 'SANS Securing the Human' and you have been issued with a new temporary password.

Your current login information is now:

username: john@shsu.edu

password: p0312yui

(you will have to change your password when you login for the first time)

To start using 'SANS Securing the Human', login at

http://vle.securingthehuman.org/login/

In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.

Once you have changed your password, please click on Quick Start Introduction to receive instructions.

Admin

support@securingthehuman.org

If you have questions, please contact the Service Desk.

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IT@Sam Newsletter

Home > Network Storage Space

Data Storage

With the Holidays over, IT@Sam would like to take this time to remind you about the data storage options available to you here. Faculty, Staff, and Current Students have the option of saving data in one of three places. But where should you save your data and why?

There are many benefits of using the network shares (S:/Users$ or T:/Common) to store your data including:

- Network shares are backed up daily. Therefore, files can usually be recovered if they are accidentally deleted or corrupted.
- The data on network shares is available to you remotely which means you can access the same files whether you are in your office, in a classroom, or at home via the remote desktop connection.
- Security of your data is ensured on SHSU network drives.

S: Drive or Users$

The S:(PC) or Users$(Mac) drive is your own personal network-based storage location for files and folders. Each person is given personal disk space on this network drive. As a faculty or staff member, your quota is initially set to 3 GB. This size can be increased upon request. All we ask is that you ensure that all files on the system are work related and then call the Service Desk to initiate a work order.

If you roam from computer to computer, the S:/ or Users$ drive will be the most convenient option for you. This storage location is a network-drive.

T: or Common Drive

The T:(PC) or Common(Mac) drive is a location for faculty and staff to store documents that need to be shared with other faculty or staff. Many administrative and academic departments across campus use this drive to store documents that only their department should be able to access. The folders on the these drives are named with abbreviations for that department, such as AGR for Agriculture. The folders on these drives are are shared with all users that are in the department or requested to be granted access by an employee in the department. A more restricted level of access can be customized for folders that should only have limited access. If you need access to a folder on the T: drive, please place a work order or send an e-mail to the Service Desk to make the request.

The policy for the T: drive and MP3s is found at
http://www.shsu.edu/~ucs_www/policies/mp3.html

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C: or Home Drive

The C: drive (PC) or Home Drive (Mac) is the storage space on your physical machine. Files that you save on the machine locally are visible only on that machine. Saving locally is only suggested when you are the sole user of that computer. If you save personal information to your C drive, anyone can, in theory, log in to the computer and find these files. Therefore, if you leave your office we recommend that you lock your office to protect your data.

Saving data to the local drive is not recommedned unless absolutely necessary.

On a final note, it is reccommended that you do not save important SHSU doucments to a USB or external drive. Should the USB become lost, it could compromise the university.

If you have any questions about these upcoming changes feel free to e-mail the Service Desk or call 4-HELP.

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IT@Sam Newsletter

Department of Mass Communcation's LED Lights

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 Mass Communication's and their new LED lights.

LED, or light-emitting diodes, lights are used in a number of daily applications from aviation lighting to automotive lighting. Infrared LEDs are also used in remote controls. LED lights can even be found on this very campus!

Lighting is an important aspect of television and film. However, as with light bulbs at your house, television lights burn out too. That is what makes these LED lights so great. The longevity of the diodes is vastly superior to ordinary bulbs. In fact, there are some LED lights from the 70's that are still running! This saves the university money as they replace bulbs far less frequently.

LED lights also generate less heat than conventional bulbs. This means that people on camera are more comfortable since they are cooler. In order to maintain the same level of comfort with conventional bulbs, air conditioners have to run at a very low temperature to offset the heat. This is yet another way in which LED lights save money.

Also, Sam Houston State University is the only Communications Departments in the nation to utilize LED lights for their television productions. This is one factor that helps make the Communications program at Sam Houston State University very competitive.

For more information about LED lights, please contact Kelly Muns.

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!

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IT@Sam Newsletter

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Upgrades Over Break

In an effort to improve the quality of technology services offered to our campus, IT@Sam has implemented a number of upgrades and changes to the campus over the winter break.

Labs and Classrooms

- IT@Sam has replaced the computers in Whitehall 120 and LDB 415 with new HP's.
- We will be working with Data Projections to upgrade the classroom Audio Visual equipment in Evans 315, 318, 351, 353, 313, 251, 258, 320, and LDB 431 and LDB 205. These upgrades include new LCD projectors as well as a new audio system and podium for each of these rooms.
- IT@Sam has purchased two new whiteboards to be used in LDB 407, and hope to have them installed before the Spring semester.
- The IT@Sam Service Teams will be going through the classrooms and IT@Sam labs to do computer and audio/visual equipment maintenance in preparation for the new semester. Any audio visual equipment (i.e. projectors or speakers) in the computer labs will be tested to ensure that they are properly working.
- Computers in the IT@Sam computer labs will be tested to ensure that they are properly connected to the SHSU network and that the necessary software is installed and properly working.

Networking

- The networking group just completed a large scale hardware upgrade in the data center. The old hardware (Legacy) was about 4 years old and in need of replacement. The new hardware (Nexus) does everything Legacy does and then some.
- This new Nexus hardware will provide faster networking speeds. This will potentially reduce log in time across campus.
- This upgrade will also provide more redundancy, or overlapping equipment. In the event of a network failure the time to resolve (failing over) will decrease. This means that our campus will not be inconvenienced very long should the network fail.

If you have questions, please contact the Service Desk.

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IT@Sam Staff Updates

Eternal Nuceder has joined the IT@Sam Managed Applications team where she will be packaging, testing, and deploying software to Macintosh workstations across campus. Eternal has been on contract with IT@Sam for the past few months and has now moved to full time status.
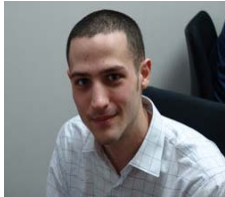
With over 15 years of Macintosh support experience, Eternal comes from the New York area where she most recently worked as a Macintosh Systems Specialist for Estee Lauder Companies.

Welcome to IT@Sam, Eternal!

Danny Somogyi graduated from SHSU in August 2011 with a BS in Computer Science. He works in Managed Applications, which, among other duties, is responsible for ensuring software on all campus workstations is functional and delivered to clients as they need it. Danny started as a student worker in 2009 and joined the team full time in 2012.

Welcome to IT@Sam, Danny!

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IT@Sam Shout Outs

Thanks to the campus participants of the managed laptop pilot project. We appreciate all of the hard work you did and are thankful for your patience with us as we worked out the kinks. Big shout out to **Dr. Brian Cooper, Dr. Cecil Hallum, Professor Fawzi Noman, Dr. Ross Quarles, Evelyn Hasouris-Turner, Lisa Tatom**, and **Leif Kusch**.
-*Melissa Asbury*

Thanks to **Kelly Muns** for showing me some really cool technology that the Communications Department is currently utilizing.
- *Chas Stephens*

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IT@Sam Newsletter

Home > Technology Notices and Computing Updates

Computing Updates

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. IT@Sam has made an effort to reach out to all those who use public folders to have them converted to shared mailboxes. If you use public folders and have not been contacted by an IT@Sam staff member, please 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. For the past several years, Sam Houston State University has used the Windows XP operating system for PCs. With support for XP dwindling, the time to upgrade is upon us!

Windows 7 brings 64-bit processor to campus as opposed to the 32-bit processor with Windows XP. With this, we will be able to offer a wider range of programs for the campus. 64-bit technology will allow for more memory to be added to computers allowing for a faster machine.

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 help determine 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 PCs and Macs. If you would like to have this version installed on your computer, please contact 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

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- Maple 15
- Adobe CS 5.5
- Adobe Captivate 5.5
- Mathematica
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- 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.

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Tech Tips - Send E-mail Messages to Mobile Phones

Many cellular carriers allow their customers to send a text message directly from an authorized e-mail account. Carriers assign specific e-mail addresses to each phone number. The e-mail addresses that are generated are unique to the provider. With this format you can compose e-mail or text messages with Microsoft Outlook, Yahoo Mail, Hotmail, Gmail or other email programs and quickly send your email message to the cell phone of a person or a group of people.

Send Email to Cell Phone – Benefits

Email to text functionality may appeal to someone who does not have a full QWERTY keyboard on their phone but is frequently in front of a computer. Typing on a standard keyboard can be more efficeint for some users. This is ideal if you need to send text messages to a group of people.

Another benefit of email to text is that email messages sent to a phone also generate an easy to recall record of the message in the email Sent Items folder.

There is no special add-on or plug-in required for the sender but any message recipient will need to have text messaging enabled on their phone. Text messages are limited to a 160 character maximum so if you are using a signature block in your email be sure to remove it from your message. Phones only support plain text messages and many people send email messages in HTML format. This is not a problem as the carriers automatically convert messages to plain text.

How To Send A Text Message From Email

For example, to send email to a cell phone with a T-Mobile account you would use the "@tmomail.net" extension in the email address. The email address would look something like phonenumber@tmomail.net. Here are the email address formats for several large cellular carriers:

Verizon –   phonenumber@**vtext.com**
AT&T –   phonenumber@**txt.att.net**
Nextel –   phonenumber@**messaging.nextel.com**
Sprint –   phonenumber@**messaging.sprintpcs.com**
T-Mobile – phonenumber@**tmomail.net**

Normal text messaging rates will apply to people who receive email messages. Recipients can respond just like they would to a standard text message from another mobile phone.

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Breakfast at the Desk

Last 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.

Schedule:

Social Networking: Staying Safe Online
Academic Building 1: Room 144
February 21, 2011
7:30 -8:00 a.m.

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!

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IT@Sam Newsletter

IT@Sam Stats

In the month of December:

- 906 IT@Sam work orders were closed
- 2989 Calls were taken at the Service Desk
- 122 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.

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IT@SAM NEWSLETTER

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Welcome to the February, 2012 issue of IT@Sam Newsletter

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IT Security Training

This spring, each faculty and staff member at Sam Houston State University will need to take an online security training course. This training is a part of the Texas Administrative Code and is required annually for all employees here at SHSU.

>> Read More

Breakfast At The Service Desk

Breakfast at the Desk sessions were a hit in Fall 2011 and so we will continue them through 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

Lync is Officially Here

Microsoft Lync 2010 is officially here. Microsoft Lync is the new messaging client for Sam Houston State employees. Lync efficiently interacts with other Microsoft products to increase productivity and workflow. IT@Sam will be offering training for Lync.

>> Read More

Windows 7 Upgrade Coming Soon!

Windows 7 will be coming to the SHSU campus this summer. IT@Sam is working to make this upcoming transition as smooth as possible.

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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' fluorescence spectrophotometer.

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Marketplace Coming Soon

IT@Sam is offering a new tool for campus use called Marketplace. This is a new product for online stores and event registration.

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SHSU to Offer Affordable Adobe Products

SHSU has partnered with an Adobe distributor to provide more flexible access Adobe products to students, faculty and staff.

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IT@Sam Staff Updates

IT@Sam is happy to welcome Joshua Gray, Melissa Asbury, Kelly Gatewood, Jessee Leech, Chris Hale, Curtis Taylor, Seth LeCompte, DJ Viser, Dane Classen, Christopher Ainsworth, Daniel Woelfel-Monsivais, Rachel Mayo, Chelsie Contreras, and Kenny Ray!

>> 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 Dr. Todd Primm, Dr. Stephen Scariano, the Library faculty and staff, and the Math department faculty.

>> Read More

Technology Notices & Computing Updates

In this month's Technology Notices section IT@Sam would like to remind all faculty and staff of the deadline for software updates for the Fall 2012 semester

>> Read More

Tech Tips

For this month's Tech Tip we look at how to secure your smartphone and tablet.

>> 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:

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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.

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IT@Sam Newsletter

Home > Security Awareness

Security Awareness Training

This spring, Sam Houston State University will be sending out invitations to complete security awareness training to all faculty and staff. This security awareness training is required by the state (Texas Administrative Code 202) and must be completed by each employee every year.

SANS

We will roll out the training in waves according to the department. The tentative training schedule is as follows:

February	Division of Information Technology Services
March	Finance & Operations/Auditors
April	Enrollment Management/President's Office
May	Student Services
June	University Advancement/Athletics
October	Academic Affairs

When the time comes for your specific department, you will receive an e-mail alerting you that you have been signed up with the SANS website and given a username and temporary password. You will be prompted to change this password with your first login.

You will then need to watch the designated videos and answer the question that follows. Should you answer a question incorrectly, you will have to re-watch the video. Each video is about 3 minutes in length and will take no more than one hour to complete. You will have 30 days to complete the training. Your progress will be saved if you cannot complete the training all at once so you can pick up where you left off.

Once this is done, you will receive an e-mail of completion and your security awareness training is complete for the year.

Here is an example e-mail you will receive to initiate your training:

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Dear John Smith,

In the January 2012 IT@Sam newsletter, an article was published that talked about a state-mandated security awareness training. As a valued faculty/staff member of Sam Houston State University, it is required that you complete an online security awareness training.

A new account has been created for you at 'SANS Securing the Human' and you have been issued with a new temporary password.

Your current login information is now:

   username: john@shsu.edu

   password: xyP5gA:!
        (you will have to change your password when you login for the first time)

To start using 'SANS Securing the Human', login at

   http://vle.securingthehuman.org/login/

In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.

Once you have changed your password, please click on Quick Start Introduction to receive instructions.

Thanks from the 'SANS Securing the Human' administrator,

Admin
support@securingthehuman.org

If you have questions, please contact the Service Desk.

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http://www.shsu.edu/~ucs_www/newsletter/Feb_2012/SANS.html[9/3/2014 2:45:37 PM]

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IT@Sam Newsletter

Home > Breakfast at the Service Desk

Breakfast at The Desk

Join the IT@Sam Service Desk for *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 Networking: Staying Safe Online
Academic Building 1: Room 144
February 21, 2012
7:30 -8:00 a.m.

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 on the 21st!

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IT@Sam Newsletter

Home > Microsoft Lync

"Lync" Up In February!

In September, we previewed some of the functionality of Microsoft Lync 2010. We are happy to report that Lync is here! Lync is a conference bridge, Instant Messaging (IM), and online collaboration & sharing tool that is now available to all SHSU employees. As a Microsoft product, Lync can interact efficiently with other Office products such as Outlook and Word.

Lync is replacing the Jabber instant messaging client used on campus. Jabber will be decommissioned on March 30, 2012 and not available for use after that time. "We're very excited to have Lync now," stated Chas Stephens, IT@Sam Technology Support Tech II, "since it offers more features than Jabber, and especially with the integration with other Microsoft products in use on campus. Clients who have been using Lync in a pilot program have been looking forward to the entire campus having Lync – there are some neat tools that will help improve communication and productivity."

Here are a few of the Lync 2010 features previously described:

- Outlook calendar integration allows your status in Lync to automatically update based on your availability on your Outlook calendar.
- 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 e-mail messages can be sent directly contacts from Lync itself.
- 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.
- 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.

Want some hands-on training? Join us for one of our weekly "Lync Up in February" open labs. We'll demo functionality for the first 20-30 minutes, and then be available for hands-on help!

- Thursday, February 16, 10:00-11:00am, Allen House Training Lab 108
- Tuesday, February 21, 2:00-3:00pm, Allen House Training Lab 108
- Wednesday, February 29, 1:00-2:00pm, Allen House Training Lab 107

In the meantime, if you'd like to read up on Lync, feel free to check out our Lync technology tutorial.

If you have any questions feel free to e-mail the Service Desk or call 4-HELP.

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IT@Sam Newsletter

Home > Windows 7

Windows 7

Windows 7 is coming soon! We plan to complete the upgrade between the Spring and Summer I semesters. For the past several years, Sam Houston State University has used the Windows XP operating system for PCs. With support for XP dwindling, the time to upgrade is upon us!

Windows 7 brings 64-bit operating system to campus as opposed to the 32-bit operating system with Windows XP. With this, we will be able to offer a wider range of programs for the campus. 64-bit technology will allow for more memory to be added to computers allowing for faster machines.

Currently, IT@Sam is in the process of testing Windows 7 for campus deployment. We are making sure that this upgrade is as smooth as possible. We currently have a technology tutorial available for introduction to Windows 7.

If you have a printer that is not connected to the SHSU network (such as a personal printer) in your office, please send us an E-mail with the make and model and we will help determine if your printer is Windows 7 compatible.

If you have any questions about Windows 7 or concerns about the installation schedule feel free to e-mail the Service Desk or call 4-HELP.

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IT@Sam Newsletter

Home> Technology on Campus

Department of Biological Sciences Fluorescence Spectrophotometer

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 fluorescence spectrophotometer.

Spectrophotometers measure the amount of light that passes through a sample, such as blood or protein. Usually, a beam of ultraviolet light is passed through a filter and shot through the sample. This will excite a certain type of electron and causes them to emit a lower energy, which is sometimes registered as visible light. Spectrophotmeters measure this visible light and can tell how much of a certain compound is in the sample.

For high-end research, this is very useful. If a researcher knows what wavelength excites a particular electron, the researcher can tell if a certain gene marker has been applied to the sample. Since these items are invisible to the naked eye, methods such as these are valuable to determining the state of microscopic compounds.

Fluorescence spectroscopy is used in, among others, biochemical, medical, and chemical research fields for analyzing organic compounds. There has also been a report of its use in differentiating malignant skin tumors from benign. This technique can also be applied to measuring a particular compound in air or water to see if there is any contamination.

For more information about fluorescence spectrophotometry, please contact Dr. Todd Primm.

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!

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IT@Sam Newsletter

Home > Marketplace

Marketplace Available Soon!

Banner, the SHSU computer information system, is used by departments all over campus each day. This system helps to make SHSU a more efficient, effective, and productive university that continues to provide superior customer service to our students and faculty. Banner does not stop there though. Banner can be configured to work with a number of third-party applications that provide functions Banner does not.

IT@Sam is offering a new campus tool from TouchNet, called Marketplace. Marketplace is a product for online stores and event registration. If you remember, the University went live with TouchNet in spring 2011 as our new cashiering/payment system.

Existing online SamMall stores will be transitioned to Marketplace from their current SamWeb applications, and new product and event registration "stores" can also be added to the system.

"The first few stores are in the process of being created right now," stated Elizabeth Pratt, IT@Sam Programmer Analyst IV. "In addition to working on a transition schedule, we're still smoothing out the process and finalizing training details through our first clients, who have been great to work with. Basically, a department can request a store for any product or for an event."

For some departments, this will be a light-year-type jump in service. In some cases, events are processed manually, with departments sending out flyers, accepting participants and payments, and processing registration paperwork all by hand. "In Fall 2011, we ran a trial event 'store' with the Library Services Department's Jan Paris Bookfest Conference. While they had some special arrangements we needed to work around, they were thrilled to have their process automated to a larger degree than ever before," explained Stephanie Brim, IT@Sam Project Coordinator II. "They were so much fun to work with, helping us discover capabilities of the Marketplace product that would meet their needs. Building that event also helped us start planning for store development, transition scheduling, and current and future training needs."

Administrative set up and maintenance for MarketPlace, as well as all training and post-launch support, will be provided by IT@Sam. Of course, administrative set up and maintenance and all training will be provided by IT@Sam staff, along with support once stores are in operation. Different from the current system, regular maintenance of the Marketplace stores will be handled by the particular store owners, allowing for more control at the users' level, rather than their reliance on IT to update product information, pricing, or other information. "We are looking forward to an automated, online process for Bearkat Family Weekend," stated Chelsea Smith, Parent Relations & Programming Coordinator in the Division of Student Services department. "Currently we handle all registration manually, and it is a huge chore. The online process should make the registration and tracking process more seamless and smooth for all – the students, the parents, and the staff!"

Demos are currently scheduled for the end of February and March 2012. Please contact Stephanie Brim for details.

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IT@Sam Newsletter

Home > Adobe Web Store

Adobe

SHSU has partnered with an Adobe distributor to provide more flexible access to Adobe products to students, faculty and staff.

The new agreement has several benefits including discounted prices on select Adobe software to faculty, staff and students and a home-use option for faculty and staff.

Discount Prices

Faculty, staff and students may purchase Adobe products for home use at discounted prices. To take advantage of this offer, visit the SHSU Adobe Online Store and register your SHSU e-mail address.

Home Use Program

IT@Sam is pleased to announce the Adobe Home Use Program (HUP). The HUP allows current SHSU personnel (Faculty and Staff) to obtain a licensed copy of select Adobe products to install and use on a home computer. This installation is intended for work purposes only.

We currently have licenses for the following Adobe products:

- Photoshop
- Illustrator
- InDesign
- Acrobat
- Flash Catalyst
- Flash Professional
- Flash Builder Premium Edition
- Dreamweaver
- Fireworks
- Contribute
- Premiere Pro
- After Effects
- Audition
- OnLocation
- Encore
- Bridge
- Device Central
- Media Encoder

If you would like a copy of this media, please e-mail the Service Desk. We will be in contact with you ASAP. Once we contact you that your software is ready, please bring an external hard drive or USB with 12 GB of free space to the Service Desk.

If you have questions, please contact the Service Desk.

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IT@Sam Newsletter

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IT@Sam Staff Updates

Joshua Gray has joined IT@Sam full time to assist the Managed Applications team packaging and testing software. Joshua brings four years of experience packaging/deploying software with Nationwide Insurance and State Farm.

Welcome to IT@Sam Joshua!

Melissa Asbury has thirteen years of IT experience in the corporate, consulting, and education fields managing systems, infrastructure, and service desk services. She is certified in ITIL v.2 along with NT Administration and is knowledgeable in many areas of process and systems implementation. She joined the maintenance staff as a student worker in 2008 and then was hired on full time as a Service Desk Supervisor 2009. She is currently working on her Bachelor's degree in MIS along with filling the role of Client Services Manager.

IT@Sam welcomes Melissa!

Kelly Gatewood graduated with a BS in Biology in May. He has worked for IT@Sam since he started college here at SHSU over four years ago. He is a Houston native and served in the Marines before his time at SHSU. Kelly will be joining the IT@Sam staff as a Network Analyst where he will assist in supporting the SHSU campus network.

Welcome to the team Kelly!

Jessee Leach has joined IT@Sam to support the campus network as a Network Analyst. Jessee is a third generation telephone man. His grandfather was putting up open wire in the 40's and his father was bringing 1200 pair of cables off of the frame in the 80's.

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Jessee got in to the business in 2001 and graduated from SHSU with his Bachelor's degree in 2008. After graduation he started his own telecommunications company. While at SHSU, he worked for IT@Sam as a part-time Network Technician.

IT@Sam is proud to welcome Jessee!

Chris Hale graduated from Sam Houston State University with a Bachelor's degree in Computer Science in 2010. He is currently completing his Master's in Information Assurance and anticipates graduating in 2012. Chris has worked with IT@Sam for five years and is currently an Audio/Visual Computer Technician II for Labs and Classrooms here at SHSU.

Welcome to IT@Sam Chris!

Curtis Taylor has fifteen years of experience supporting desktops and printers for major retail customers. He is A+ certified in computer hardware and is a Microsoft certified technician. He now provides technology support for Labs and Classrooms as a Technician I for IT@Sam.

Lets hear it for Curtis!

Seth LeCompte has worked in the IT field for 8 years including educational institutions such as Texas A&M University and Amarillo College. He holds a Bachelor of Science in Business Administration from Wayland Baptist University and an Associate of Science in Software Systems and Networking from Amarillo College. Seth will support the technology for IT@Sam as a Technician I at the Woodlands Campus.

Welcome to IT@Sam Seth!

DJ Viser has been a student worker for IT@Sam since 2007. He has experience as a Lead Worker as well as a Service Team Lead for IT@Sam. His knowledge and experience is an asset to our University. He is currently finishing his B.A. in Sociology at SHSU. He will support the technology at the new Woodlands Campus as a

Technician I for IT@Sam.

IT@Sam is happy to have DJ!

Dane Classen has been working with IT@Sam as a student worker since the summer of 2009. As a recent art graduate, Dane has applied his talents to this department not only with great customer support and service, but also with his artistic talent. Most recently he has created the new logo and graphics for IT@Sam, and supported the new Service Teams. His time and effort are invaluable to this department. He will support the Labs and Classrooms technology as a Technician I for IT@Sam.

IT@Sam welcomes Dane!

Christopher Ainsworth started as a student worker for the Tech Shop in January 2009 and worked his way to a lead worker in May 2010. Christopher has a BBA in Accounting from SHSU and is now working on a Computer Science bachelor's degree and enthuses in Information Assurances. Christopher will continue to work in the Tech Shop as a Technician I and a Service Team Lead.

Welcome to IT@Sam Chris!

Daniel Woelfel-Monsivais has been employed with IT@Sam as a student assistant since 2008. He has worked in the Service Desk as well as the Tech Shop and specializes in Macintosh systems. Daniel received his BS in Management Information Systems from SHSU in May 2011 and is working on his Master's in Business Administration. Daniel will continue his employment as a Technician I in the Tech Shop and as a Service Team Lead.

Welcome to IT@Sam Daniel

Originally hailing from Fort Worth, **Rachel Mayo** is a recent graduate of SHSU. She earned her Bachelor of Fine Arts degree in Graphic Design just last semester. Prior to her new position with SHSU, she was a student worker in Web Development for two years. In her free time, she enjoys cooking, volunteering at the Humane Society, and watching cat videos online.

IT@Sam is proud to have Rachel on the team!

Chelsie Contreras is currently a senior at SHSU, working on her bachelor's degree in management information systems. She began working with SHSU in 2011 as a student worker in Inventory. She has just been hired on as a full time staff member, handling software licensing for the university.

IT@Sam welcomes Chelsie!

Kenny Ray has been with SHSU since January 1, 2011 in a collaborative position working for both Residence Life and Information Technology. Kenny will now be working with the Managed Applications team for IT@Sam.

Kenny has over 13 years of Information Technology experience in both higher education and the corporate sector. Kenny 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.

Welcome to IT@Sam Kenny!

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IT@Sam Shout Outs

"Shout-out to all the **Math department faculty** and staff that assisted with testing Mathematica, Maple, and Minitab. This was a tremendous help to IT@Sam and helped to expedite the deployment to campus."

"Shout-out to the **Library faculty and staff** that assisted with testing EndNote Web and Research Insight."

"Special thanks to **Dr. Stephen Scariano** for helping us to make the White Hall lab complete and assisting with testing the software installed prior to the semester start up!"
- Melissa Asbury

"Thanks to **Dr. Todd Primm** for showing me some really cool technology that the Department of Biological Sciences is currently utilizing."
- Chas Stephens

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IT@Sam Newsletter

Home > Technology Notices and Computing Updates

Technology Notices

Jabber is Going Away!

With Microsoft Lync fully operational across campus, Jabber is scheduled to be decommissioned near the end of March. If you or your department currently uses Jabber as an instant messaging client, please switch over to Microsoft Lync as this is now the primary messaging client here at SHSU. Lync can be found by:

1. Going to the Start Menu
2. All Programs
3. SHSU Programs
4. Messaging
5. Microsoft Lync

If you are new to Lync, please visit our online Tech Tutorial or call the IT@Sam Service Desk at x1950 for more information.

WebCMS

Very soon, all SHSU affiliated web pages will be migrated over to WebCMS (Web Content Management System). What makes WebCMS so great is that it will allow those with little knowledge of website editing to create and even manage website content for their department. Since this is a new way in how we will be managing campus webpages, IT@Sam will be offering open lab trainings over the next few months.

Thursday March 22nd, 2012

- When: 10:00 am - 11:00 am
- Where: Allen House

Thursday April 19th, 2012

- When: 2:00 pm - 3:00 pm
- Where: Allen House

If you have any questions about WebCMS, please contact Jurden Bruce.

If you have any questions about these upcoming changes feel free to e-mail the Service Desk or call 4-HELP.

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IT@Sam Newsletter

Home > Tech Tips

Tech Tips - Securing Your Cell Phone or Tablet

It is easy for phones and tablets to fall into the wrong hands. While making sure your phone or tablet is on or near your person at all times is helpful, accidents do happen. If you have a cell phone or tablet you should think about protecting it in case it is lost or stolen. Fortunately, this is relatively easy and we will walk you through the process.

Tip 1: Enable A Password

The easiest way to secure your smartphone or tablet is with a password. Most of these devices come with password protection. Here is how to use it on some of the more popular mobile operating systems. We will, instead, focus on the more popular mobile operating systems and how they're password (or password-like) security works.

iOS

It's very easy to set a passcode on iOS, but it only consists of four digits. Fortunately, if you're running iOS4 or higher, you can set a password instead.

To set your iOS password or passcode:

1. Open the **Settings** application.
2. From there, choose **General** and then choose **Passcode Lock**.
3. Turn it on and enter your new password or passcode.

If you wish to only use the four digit code option, do not use one of the most common PINs.

Android

Android's additional security comes in the form of a swipe pattern.

1. Go into your Android's **settings**;
2. choose **Security**, and then **Change Unlock Pattern**.
3. Check **Require Pattern** and you'll be able to enter a swipe pattern.

Making a swipe pattern is basically like connecting the dots. Don't create an obvious shape. Coming up with something easy won't do much to help, so figure out a complex swipe pattern you can remember. Once you've got it, you'll be able to enter that pattern on your home screen to unlock your Android smartphone. Alternatively, if you're running Android 2.2, you can opt for a standard PIN or password if you doubt the security of your swipe pattern.
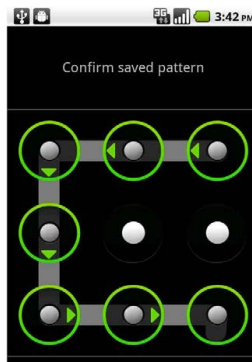
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Windows 7 Phone

In Windows Phone 7 you're able to set a lock screen password.

To do this:

1. Flick left to go to your application list and press **Settings**.
2. From there, press **Lock & Wallpaper**.
3. Assuming this is your first time entering a password, turn on the **Password** option.
4. Enter a new password twice.
5. Do this and press **Done** to save your changes.

Tip 2: Wiping Data

Another precaution that you can take is to enable a data wipe utility on your phone or tablet. Should your device become lost or stolen, certain providers have a remote wipe capability. This means that you can go to your computer and wipe all the data from your stolen device. Essentially, you lose the device but your data is safe.

iOS

For iOS you will need a few things to successfully remote wipe your device. This requires that you enable "Find My iPhone." Where do you find this setting?

1. First, open the **Settings** app
2. Then choose "**iCloud**" from your options.
3. You will then see an option called "**Find My iPhone**." Switch that to the "on" position
4. Go to iCloud.com and log in with your AppleID that you use on your iPhone/iPad
5. Click "Find My iPhone"
6. A map will load that gives the general location of your phone
7. Click the little blue "i" for more options
8. One of the options is to remote wipe your phone!

Android

For Android OS, the approach to remote wipe is a little more indirect. You're better off adding remote wipe via the Mobile Defense app. It's free in the Android Marketplace and you can wipe your Android phone from the Mobile Defense web site, much like with iCloud and Find My iPhone.

Windows 7 Phone

In Windows Phone 7 you can easily remote wipe your device with Outlook Web Access. If you have synced your phone with Microsoft Exchange, this is easy to do. Once in Outlook Web Access:

1. Go to Options
2. Mobile Devices
3. Wipe All Data From Device

A dialog box will pop up to prevent you from accidently deleting your phone's data. Select OK and that is it! *This will also work with any phone synced up to an exchange account.*

If you have questions, please contact the Service Desk.

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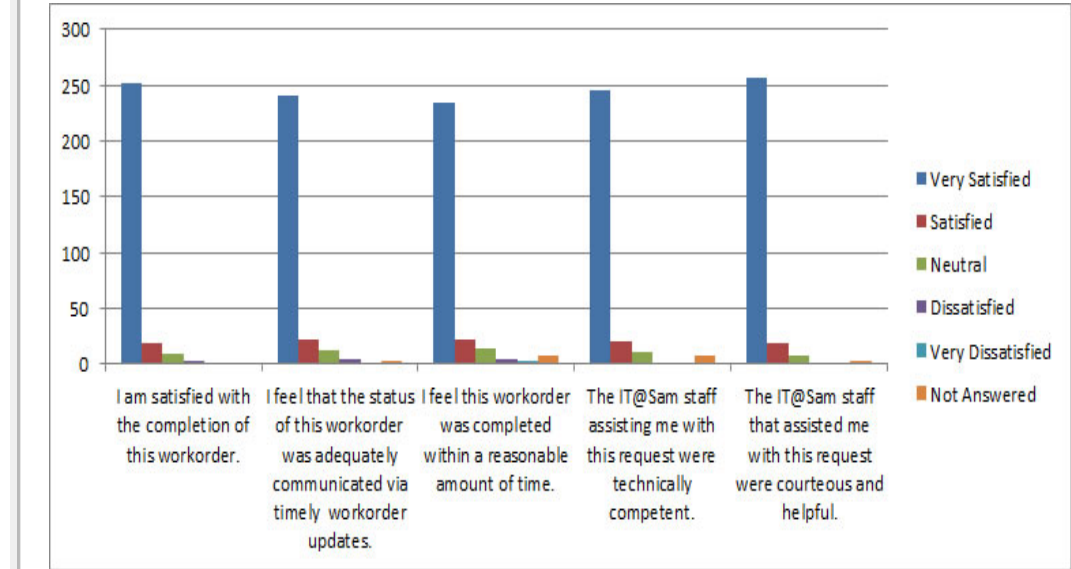**MAJORS & PROGRAMS   ADMISSIONS   CAMPUS LIFE & CULTURE   SERVICES & RESOURCES   RESEARCH & RECOGNITIONS   ATHLETICS   ABOUT SHSU**

IT@Sam Newsletter

IT@Sam Stats

In the month of January:

- 1341 IT@Sam work orders were closed
- 4862 Calls were taken at the Service Desk
- 324 Walk-in clients were supported in the Service Desk

Service Team Stats

This past semester IT@Sam implemented Service Teams to establish a closer working relationship with the campus. Each building across campus has a particular team assigned to it. Therefore you can expect more consistency from us here at IT@Sam. Here are the results of our Service Teams for the month of December.

Service Team 1

- 58 work orders handled
- 58 work orders resolved
- 5.92 business days to resolve a work order

Service Team 2

- 58 work orders handled
- 58 work orders resolved
- 5.22 business days to resolve a work order

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Service Team 3

- 77 work orders handled
- 77 work orders resolved
- 5.72 business days to resolve a work order

10-Minute Promise Stats

Also this past semester, IT@Sam implemented the *10-Minute Promise*. IT@Sam started this service to give higher level classroom support. All technical support calls that occur while a class is in progress are 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. Here are the statistics of or 10-Minute Promise for the month of December.

- 100% of 10-minute promises were met on time
- 66.67% of 10-minute promises were resolved on initial contact

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.

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Welcome to the March, 2012
issue of IT@Sam Newsletter

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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. We really do value your opinion!

>> Read More

Spring Break Hours

IT@Sam will have modified hours for Spring Break 2012. While students are getting a break from class, we will be here to help maintain our campus technology and assist with any issues that may arise during this time.

>> Read More

SHSU The Woodlands Center Update

On May 31, SHSU will open the doors to the brand new campus in The Woodlands. This new facility will function, from an IT perspective, as any other building located on our main campus. With innovative technology and IT@Sam technicians on hand, it will be as if you were right here in Huntsville.

>> Read More

Breakfast At The Service Desk

We have started up our monthly *Breakfast at the Desk* sessions for the Spring semester. 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 and friends.

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IT Security Training

As part of the Texas Administrative Code, all employees of the state of Texas will need to complete a security training course. This spring, each faculty and staff member at Sam Houston State University will need to complete the online security training course at the SANS website.

>> Read More

Windows 7 Upgrade Coming Soon!

Windows 7 will be coming to the SHSU campus this summer. IT@Sam is working to make this upcoming transition as smooth as possible.

If you have personal peripherals (printers, scanners, or external hard drives) in your office, they may not be compatible with Windows 7. If you have items like those listed, please contact IT@Sam to determine if they are compatible.

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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 Mass Communication's NewTek TriCasters.

>> Read More

SHSU to Offer Affordable Adobe Products

SHSU has partnered with an Adobe distributor to provide more flexible access Adobe products to students, faculty and staff.

>> Read More

IT@Sam Staff Updates

IT@Sam is happy to have Andrew Filson, Don Perry, and Matthew Taylor join the team!

>> 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 Kelly Muns, Mel Strait and Kelly Osborn!

>> Read More

Technology Notices & Computing Updates

In this month's Technology Notices & Computing Updates section, we would like to remind everyone of the deadlines for requesting campus software updates for the Fall 2012 semester.

>> Read More

Tech Tips

For this month's Tech Tip we look at how to delete your Autofill content from your web browser

>> Read More

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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.

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IT@Sam Newsletter

Home > Survey Results

IT@Sam Stats

In the month of February:

- 1596 IT@Sam work orders were closed
- 3942 Calls were taken at the Service Desk
- 274 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.

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IT@Sam Newsletter

Home > Spring Break Hours

IT@Sam Spring Break Hours

Spring Break is soon approaching. While students will get a break from classes, IT@Sam will be here throughout the break. Our hours will be slightly different during this time.

Computer Labs Hours

Saturday, March 10 - Sunday, March 11

- All labs will be closed

Monday, March 12 - Thursday, March 15

- CHSS & NGL will be open 8am-5pm

Friday, March 16 - Saturday, March 17

- All labs will be closed

Sunday, March 18

- CHSS 130 and NGL 200 Normal Hours Resume

AB4 will be closed the March 12-16 and will resume normal hours on Monday, March 19.

Service Desk Hours

Monday, March 12 - Thursday, March 15

- 8am-5pm

Friday, March 18

- Closed

Monday, March 19

- Normal Hours Resume

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IT@Sam Newsletter

Home > Woodlands Campus

SHSU The Woodlands Center Update

Sam Houston State University will no longer only be a Huntsville campus!

Over the past few months, IT@Sam has been diligently planning and implementing the IT development in the new building in the Woodlands as another option for SHSU network access for faculty, staff, and students. IT@Sam has made every effort to ensure that this building will function, from an IT perspective, as another building on campus.

This means that anyone with an active SHSU computer account can log in to the computers at our new Woodlands building and access their network (S: and T:) drives.

The new Woodlands building will be available for faculty, staff, and student access on May 31st, 2012 and will have the following technology amenities:

- One General Use Computer Lab (Seats up to 78)
- Four Instructional Computer Labs (Seats between 30 and 40)
- Four ITV Classrooms
- A/V Control Room
- 24-inch Sympodium Teaching Stations
- One TechnologyEquipment Test Facility
- ADA Stations

In addition, IT@Sam will have its own full-time employees stationed at our new facility. DJ Viser and Seth LeCompte will be the IT@Sam campus technicians stationed at the Woodlands facility.

If you have any questions about technology at The Woodlands Center feel free to e-mail Kayla Stephenson or call 4-HELP.

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IT@Sam Newsletter

Home > Breakfast at the Service Desk

Breakfast at The Desk

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

Are you tired of having to reschedule appointments because you don't know everyone's schedule? Would you like to view your calendar on your phone?

If you answered "yes" to either of these questions, then this next topic is for you!

Next Topic:

Microsoft Outlook: Tips and Tricks
Academic Building I: Room 144
March 19, 2012
7:30 -8:00 a.m.

Breakfast at The Desk Spring Schedule	
March 19, 2012	Microsoft Outlook: Tips and Tricks
April 17, 2012	Windows 7: Tidbits

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 on the 19th!

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IT@Sam Newsletter

Home > Security Awareness

Security Awareness Training

This is just a friendly reminder that Sam Houston State University has begun sending out invitations to all faculty and staff to complete their security awareness training. This security awareness training is required by the state (Texas Administrative Code 202) and must be completed by each employee every year.

The month of February marked the first wave of training invitations sent out across campus. The Division of Information Technology Services has already received their invitation and begun their trainings. We will continue to roll out the trainings in waves as the months progress. The next group to receive their training invites will be the Division of Finance and Operations and the Office of the Auditors.

A full schedule for the trainings can be found in the IT@Sam February newsletter.

If you have questions, please contact the Service Desk.

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IT@Sam Newsletter

Home > Windows 7

Windows 7

As stated last month we plan to complete the upgrade to Windows 7 between the Spring and Summer I semesters.

We would like to take this opportunity to ask that you back up any locally stored data on your C: drive or Mac hard drive. Please be conscious of copying confidential data to external devices as they may become lost or compromised. If you need assistance, feel free to contact the IT@Sam Service Desk (4-HELP).

If you have a printer, scanner, or external hard drive that is not connected to the SHSU network (such as a personal printer) in your office, please send us an e-mail with the make and model and we will help determine if your printer is Windows 7 compatible.

Here is a new feature that you can look forward to with Windows 7

The Search Box

Do you have trouble finding things on your computer? If so, Windows 7 has a new search box feature you will love. Try typing word in this box and watch what happens. Without fail, the search box will find programs and files on your computer that you forgot you had!
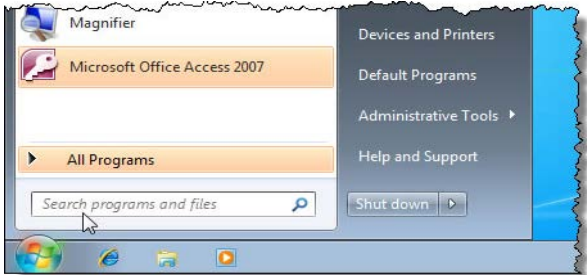
Better yet, the search box works with just about anything, anywhere on your computer. Want to listen to your Bon Jovi tunes? Type it in the box and watch the results appear. The search box can even tap into your emails in programs like Outlook and find that note from your supervisor you misplaced in some hidden folder.

Trainings

If you are new to Windows 7 and would like some hands-on training, we will be offering Windows 7 trainings throughout the months of April and May. These one-hour trainings will focus on Windows 7 navigation as well as features new to Windows 7 users. To sign up for one of these trainings, please visit the Human Resources website.

Day	Date	Time
Monday	April 2, 2012	11:00-12:00
Wednesday	April 4, 2012	11:00-12:00
Tuesday	April 10, 2012	3:00-4:00
Thursday	April 12, 2012	3:00-4:00
Monday	April 16, 2012	3:00-4:00
Wednesday	April 18, 2012	2:00-3:00

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Thursday	May 3, 2012	2:00-3:00
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Monday	May 7, 2012	2:00-3:00
Tuesday	May 8, 2012	11:00-12:00
Wednesday	May 16, 2012	9:00-10:00
Thursday	May 17, 2012	2:00-3:00
Tuesday	May 22, 2012	9:00-10:00
Wednesday	May 23, 2012	9:00-10:00
Wednesday	May 30, 2012	2:00-3:00
Thursday	May 31, 2012	11:00-12:00

If you have any questions about Windows 7 or concerns about the installation schedule feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

Home > Technology on Campus

Department of Mass Communication's Tricaster

This month for our technology showcase, we turn our attention to the Department of Mass Communication and their recent purchase of two NewTek TriCasters.

The Department of Mass Communication excels at putting on quality television productions for SHSU. If you walk around campus long enough, you will catch a glimpse of one of these programs. However, the process of creating live, network-style productions can be expensive. The equipment involved can be equally overwhelming.

That is why these new TriCasters are so beneficial. This little machine consolidates all of the fancy gear the professionals use into a single device. The Department of Mass Communication can easily produce high quality productions without the use of fancy gear or a large crew. In fact, one person can easily run a TV show produced on campus!

TriCaster is a very cost-effective way to produce and live stream campus shows or football games. If you happen to catch a SHSU program, odds are the TriCaster had an integral role in the production!

If you would like to read more about TriCasters, please visit the NewTek website.

For more information about NewTek TriCasters, please contact Kelly Muns.

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!

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IT@Sam Newsletter

Home > Adobe Web Store

Adobe

SHSU has partnered with an Adobe distributor to provide more flexible access to Adobe products to students, faculty and staff.

The new agreement has several benefits including discounted prices on select Adobe software to faculty, staff and students and a home-use option for faculty and staff.

Discount Prices

Faculty, staff and students may purchase Adobe products for home use at discounted prices. To take advantage of this offer, visit the SHSU Adobe Online Store and register your SHSU e-mail address.

Home Use Program

IT@Sam is pleased to announce the Adobe Home Use Program (HUP). The HUP allows current SHSU personnel (Faculty and Staff) to obtain a licensed copy of select Adobe products to install and use on a home computer. This installation is intended for work purposes only.

We currently have licenses for the following Adobe products:

- Photoshop
- Illustrator
- InDesign
- Acrobat
- Flash Catalyst
- Flash Professional
- Flash Builder Premium Edition
- Dreamweaver
- Fireworks
- Contribute
- Premiere Pro
- After Effects
- Audition
- OnLocation
- Encore
- Bridge
- Device Central
- Media Encoder

If you would like a copy of this media, please e-mail the Service Desk. We will be in contact with you ASAP. Once we contact you that your software is ready, please bring an external hard drive or USB with 12 GB of free space to the Service Desk.

If you have questions, please contact the Service Desk.

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IT@Sam Staff Updates

Andrew Filson has joined our Service Desk team. He has previously worked for Apple as an Apple Care Representative and has also worked for Weatherite, a construction company in California. While at Weatherite he set up and installed the company's computers and network along with working in sales and developing training for the company.

We are excited to have Andrew Filson on board!

IT@Sam Client Services would like to welcome its newest member to the team, **Don Perry**. Don will be part of the Service Desk training team. Mr. Perry has been employed as a technology trainer for University of Houston, Computer Learning Center and New Horizons Learning Center and has 14 years of experience. His experience combined with his personality will create a great learning environment for our clients.

Welcome to the team Don!

Infrastructure and Support would like to congratulate **Matt Taylor** on his new position of Network Architect. Matt has worked for the University for the past 3 years in our networking area as a Network Analyst and also as a Student Network Technician. Matt is a graduate of SHSU where he received his bachelor degree in Computer Science and Criminal Justice.

Good Luck Matt!

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IT@Sam Shout Outs

"Thanks to **Kelly Muns** and **Mel Strait** for showing me the TriCasters that the Communications Department is currently using." - *Chas Stephens*

"Shout-out to **Kelly Osborn**, Director, Services for Students with Disabilities for his help understanding new accessibility legislation that relates to Listening Assistive Systems." - *Elisa Crossland*

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IT@Sam Newsletter

Home > Technology Notices and Computing Updates

Technology Notices

Jabber is Going Away!

With Microsoft Lync fully operational across campus, Jabber is scheduled to be decommissioned near the end of March. If you or your department currently uses Jabber as an instant messaging client, please switch over to Microsoft Lync as this is now the primary messaging client here at SHSU. Lync can be found by:

1. Going to the Start Menu
2. All Programs
3. SHSU Programs
4. Messaging
5. Microsoft Lync

If you are new to Lync, please visit our online Tech Tutorial or call the IT@Sam Service Desk at x1950 for more information.

WebCMS

Very soon, all SHSU affiliated web pages will be migrated over to WebCMS (Web Content Management System). What makes WebCMS so great is that it will allow those with little knowledge of website editing to create and even manage website content for their department. Since this is a new way in how we will be managing campus webpages, IT@Sam will be offering open lab trainings over the next few months.

Thursday March 22nd, 2012

- When: 10:00 am - 11:00 am
- Where: Allen House

Thursday April 19th, 2012

- When: 2:00 pm - 3:00 pm
- Where: Allen House

If you have any questions about WebCMS, please contact Jurden Bruce.

If you have any questions about these upcoming changes feel free to e-mail the Service Desk or call 4-HELP.

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IT@Sam Newsletter

Home > Tech Tips

Tech Tips - Deleting Your Autofill Content

As soon as you begin to type something online -- a Web site address in your web browser or a name into an online form -- your computer often races in to help. It sends down a little box, listing items you have previously typed.

A quick point and click lets you retrieve a word or phrase from a handy AutoComplete list, sparing you the effort of typing it in yet again.

However, some people don't like this. It's especially annoying when your computer keeps a record of all your misspellings. Also, for staff that input social security numbers, this poses a security threat.

To delete a word or phrase from most AutoComplete drop-down lists, press the down-arrow key to highlight the entry and then press the **Delete** key. Unfortunately, this trick doesn't delete individual Web addresses you type into your web browser. You must delete your browser history to remove these.

Windows Users:

Microsoft Internet Explorer

1. Open Internet Explorer
2. Click the **Tools** menu and then **Internet Options**.
3. Within the Internet Options window, click the **Content** tab.
4. Click the **Settings** button under the AutoComplete section.
5. Within this window you can click to **Delete AutoComplete History**.

If you wish to turn this feature off completely:

1. Open Internet Explorer
2. Click the **Tools** menu and then **Internet Options**.
3. Within the Internet Options window, click the **Content** tab.
4. Click the **Settings** button under the AutoComplete section.
5. Deselect **Address Bar**.

Mozilla Firefox

1. Open Firefox
2. Click **Tools** and then **Options**
3. Within the Options window click the **Privacy** button and click the **Clear Your Recent History** link.

If you wish to turn this feature off completely:

1. Open Firefox
2. Click **Tools** and then **Options**
3. Within the Options window click the **Privacy** button and find the drop down menu says

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Firefox will:

4. Change to **Never Remember History**

Mac Users:

Safari

1. With Safari open go to **Preferences** under the Safari menu
2. Go to the **Autofill** Tab
3. For each option, you will see an **Edit** button.
4. You can delete your Autofill content here

Mozilla Firefox

1. Open Firefox
2. Click **Preferences**
3. Click the **Privacy** tab and click the **Clear Your Recent History** link.

If you wish to turn this feature off completely:

1. Open Firefox
2. Click **Preferences**
3. Click the **Privacy** tab and find the drop down menu says **Firefox will:**
4. Change to **Never Remember History**

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IT@Sam
Communicate + Collaborate

Welcome to the April, 2012 issue of IT@Sam Newsletter

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Windows 7 Upgrade Coming Soon - Register to Win Some Great Prizes!

IT@Sam will be upgrading campus PCs to Windows 7 starting on May 14, 2012 beginning with faculty, lab and classroom computers. *Read how this will affect you!*

Learn how you can win one of the following:

- Flip Video Camera
- iPod Shuffle
- 8.1 MP Digital Camera
- Read How To Sign Up!

April Technology Training Schedule

IT@Sam will be offering a number of trainings in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. You can sign up for the trainings on the Human Resources website.

>> Read More

Breakfast At The Service Desk

If you have not had the chance to attend one of our monthly *Breakfast at the Desk* sessions, we encourage you to do so! Join us on April 17 for a bite to eat and listen to a short presentation about **Promoting Your Professional Image Online**.

>> Read More

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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 General Business and Finance's 3D printer.

>> Read More

IT@Sam Staff Updates

IT@Sam is happy to have Forrest Parks join our team. Mateo Zuniga has also been promoted from within our department.

>> 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 Pamela Zelbst, the custodial and maintenance crew, Scott Dolezal, Sammy Isaacks, Kiersten Ortiz, and Dr. Kelly Osborn.

>> Read More

Technology Notices & Computing Updates

In this month's Technology Notices & Computing Updates article, learn how to disable Microsoft Lync's automatic launch feature as well as links to some of our technology tutorials.

>> Read More

Tech Tips

For this month's Tech Tip we look at the anatomy of a Web Address.

>> Read More

Read How to Win Great Prizes!

IT@Sam is looking for folks to volunteer to upgrade to Windows 7 early. Upgrade early and be registered to win:

- Flip Video Camera
- iPod Shuffle
- 8.1 MP Digital Camera
- Sign Up Now!

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. We really do value your opinion!

>> Read More

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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.

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IT@Sam Newsletter

Windows 7

IT@Sam will be upgrading campus PCs to Windows 7 beginning on May 14, 2012.

Labs, Classrooms & Faculty Computers

Faculty PCs and most Lab and classroom PCs will be upgraded beginning May 14 and continuing through May 29. Classrooms and labs being utilized during the May Mini-semester will not be upgraded until May 29 to avoid interruption to instruction. Some specialty labs and classrooms will be upgraded throughout the summer months to have the least impact on classes that are scheduled. We will post a detailed schedule for each lab upgrade date in the next newsletter.

Department Computers

Targeted upgrades for staff in individual departments will begin the first week of June. We will work with each department individually over the coming weeks to finalize upgrade timelines for departments.

IMPORTANT IMPLICATIONS

Upgrading to Windows 7 may unavoidably impact your data, applications and peripheral devices. You can avoid data loss or business interruption by completing the following:

1. **Back Up Your Data:** You will need to back up any data that you have stored on your computer (C:\). It is critical that this be done to avoid data loss. If you need additional space in your S drive, please call the IT@Sam Service Desk (4-HELP).

2. **Check Your Devices:** If you have a local printer, scanner, or other peripheral device attached to your computer that was purchased over four years ago, you will need to verify that it is compatible with Windows 7. To verify compatibility, either check the manufacturer's website or e-mail the make and model of the device to servicedesk@shsu.eduwith the subject line of "Windows 7 compatibility."

3. **Check Your Applications**: If you installed any applications on your computer manually either by getting temporary administrative access or contacting the service desk for assistance, you will need to verify that the software is compatible with Windows 7. To verify if a software is compatible, either check the software providers website or e-mail the name of the software and version installed to servicedesk@shsu.eduwith the subject line of "Windows 7 compatibility." If it is compatible, the software will need to be reinstalled after the operating system upgrade.

Read How to Win Great Prizes!

IT@Sam is looking for folks to volunteer to upgrade to Windows 7 early. Upgrade early and be registered to win:

- Flip Video Camera
- iPod Shuffle
- 8.1 MP Digital Camera
- Sign Up Now!

Aero Peek

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If you have many windows open, Peek brings the window you want to focus on to the front, while turning all other open windows into transparent "glass sheets." Peek also works on the desktop. If you mouse over the "Show Desktop" control (seen here) at the far right of the taskbar all windows on the desktop turn to glass, allowing the entire desktop to be seen.

Training Sessions

If you are new to Windows 7 and would like some hands-on training, we will be offering Windows 7 trainings throughout the months of April and May. These one-hour training sessions will focus on Windows 7 navigation as well as features new to Windows 7 users. To sign up for one of these trainings, please visit the Human Resources website.

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Wednesday	May 23, 2012	9:00-10:00
Wednesday	May 30, 2012	2:00-3:00
Thursday	May 31, 2012	11:00-12:00

If you have any questions about Windows 7 or concerns about the installation schedule feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

Home > April Trainings

April Technology Training Sessions

Did you know that IT@Sam offers technology training each month for faculty and staff? Well, if you didn't, here is what we will be offering in the month of April.

CLASS	DATE	TIME	LOCATION
Windows 7	04/02/12	11:00 - 12:00	AB1 213
Introduction to Microsoft PowerPoint	04/03/12	3:00 - 4:00	Allen House 108
Windows 7	04/04/12	11:00 - 12:00	AB1 213
Windows 7	04/10/12	3:00 - 4:00	AB1 213
Windows 7	04/12/12	3:00 - 4:00	AB1 213
Windows 7	04/16/12	3:00 - 4:00	AB1 213
Breakfast at the Desk	04/17/12	7:30 - 8:00	AB1 144
Windows 7	04/18/12	2:00-3:00	AB1 213
Introduction to Microsoft WORD	04/19/12	10:00 - 11:00	Allen House 107
Windows 7	04/24/12	11:00 - 12:00	AB1 213
Windows	04/26/12	10:00 - 11:00	AB1 213

To sign up for one of these training sessions or other future trainings, please visit the Human Resources Training Registration page. If you have any questions about future training sessions or sessions you would like to see offered please contact Don Perry or Chas Stephens.

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IT@Sam Newsletter

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

Breakfast at The Desk

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

Have you googled yourself? Your professional image is one of the most valuable assets you have online. Learn ways to enhance and control the presentation you show the world. Find ways to leverage Facebook, Twitter & LinkedIn to create a custom layout.

Next Topic:

Topic: Promoting Your Professional Image Online
Academic Building I: Room 144
April 17, 2012
7:30 -8:00 a.m.

Breakfast at The Desk Spring Schedule	
April 17, 2012	Promoting Your Professional Image Online
May 15, 2012	Integrating Your Cell Phone with Campus Technology

For copies of previous *Breakfast at the Desk* presentations, please visit the [Service Desk Blog](#).

If you have ideas that you'd like to share for future *Breakfast at The Desk* topics, please contact [Don Perry](#) or [Chas Stephens](#).

We hope to see you on the 17th!

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IT@Sam Newsletter

Home > Technology on Campus

Department of Management and Marketing's 3D Printer

This month for our technology showcase, we focus on the Department of Management and Marketing and their 3D printer.

Everyone is familiar with conventional, or 2-dimensnional, printing. We rely on this type of printing when we wish to print out a Word document or a picture from the Internet. In fact, conventional printers have become commonplace in society. Housed in the Smith-Hudson Building, however, is a 3-dimensional (3D) printer.

So, why would anyone need a 3D printer? 3D printers allows you to print high quality 3D models right at your desk. In fact, you can use a 3D modeling program such as AutoCad to develop a model and then have a 3D printer generate a physical model for you. The printer takes the model on the computer and begins to compile the physical object by layering plastic at 1/10,000 of an inch at a time until the model is complete. Small objects such as wrenches, or the chess board seen here, can be generated in about 15 hours.

The 3D printer on campus prints in plastic, however, models can be generated in a number of different materials. In fact, ventriloquist Jeff Dunham recently used a 3D printer to generate his latest puppet, Achmed Jr.

For more information about 3D printers, please contact Pamela Zelbst.

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!

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IT@Sam Staff Updates

Forrest Parks is a SHSU Alumni (2010) and has worked at SHSU for about 5 years. Forrest is transitioning from the Financial Aid Office where he participated in the Banner implementation, functional support, and reporting. Forrest will help support the Financial Aid module and work with the Financial Aid/Accounts Receivable team. While at the Financial Aid Office, Forrest was an Analyst. Now, with IT@Sam, Forrest is our newest ERP analyst.

Welcome to the team Forrest!

Mateo Zuniga has worked for IT@SAM for the past five years. He graduated in May 2011 with his Bachelor's Degree in Finance and is currently expected to Graduate in May 2013 with his second Bachelor's in Mgmt. Information Systems. Mateo was previously the Inventory Technology Specialist for IT@Sam. He is now the Asset Management Coordinator.

Congratulations Mateo!

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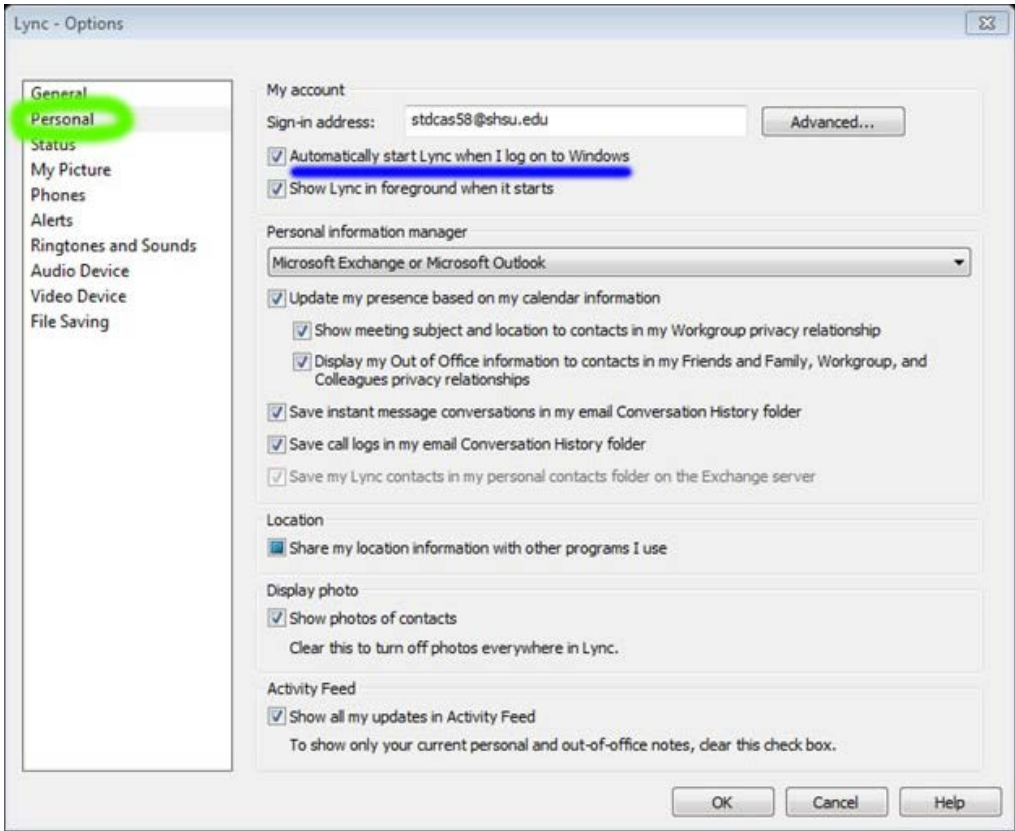FOLLOW SERVICE DESK ON FACEBOOK

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IT@Sam Newsletter

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IT@Sam Shout Outs

"**PPL Maintenance** and **Custodial Grounds** provided much appreciated support in locating and repairing a damaged conduit flooding water in to the WASH complex."

'We would also like to thank **Scott Dolezal** and **Sammy Isaacks** for repairing our water pump in such short notice.' - *Marcus Keeling*

"Thanks to **Pamela Zelbst** for showing me the 3D printer in the Smith-Hudson Building and talking with me about other technology." - *Chas Stephens*

"To **Kiersten Ortiz**, School of Music Secretary, for all her work on the School of Music's new Marketplace store. Kiersten creatively developed a store for online registration and payment for multiple summer music camps around a number of logistical and procedural challenges. And she always wore a smile!" – *Stephanie Fors & Elizabeth Pratt*

"Thanks to **Dr**. **Kelly Osborn**, Director of Services for Students with Disabilities, for coming to speak the IT@Sam staff on March 28 regarding Disability Etiquette. The session was very informative, and it will help our staff improve their communications with persons with disabilities as well as provide better technical support to the clients. " - *Rachel Macy*

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IT@Sam Newsletter

Home > Technology Notices and Computing Updates

Technology Notices

Tech Tutorials

IT@Sam Online Tutorials can assist you with common technology problems that you may encounter in your daily activites at SHSU. You can find these technology tutorials on the SHSU website. Here are some of the technology tutorials that we offer

- Check your voicemail on and off campus
- Resetting your voice mail PIN
- Opening a Shared Mailbox in Outlook
- Opening a Shared Mailbox in OWA

Computing Updates

Disabling Microsoft Lync Automatic Launch

Microsoft Lync has been pushed to all networked computers across campus and is available for use by any faculty/staff member or student worker. Lync launces automatically when you log in to your profile, which is a nice feature for some people. For those who prefer not to have the software launch at login, follow the instructions below.

1. Click on the "Options" logo shown here

2. On the following pop-up, select the **Personal** tab (Green)

3. Uncheck **Automatically start Lync when I log on to Windows** (Blue)

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Lync - Options

General
Personal
Status
My Picture
Phones
Alerts
Ringtones and Sounds
Audio Device
Video Device
File Saving

My account

Sign-in address: stdcas58@shsu.edu   Advanced...

☑ Automatically start Lync when I log on to Windows
☑ Show Lync in foreground when it starts

Personal information manager

Microsoft Exchange or Microsoft Outlook ▼

☑ Update my presence based on my calendar information

☑ Show meeting subject and location to contacts in my Workgroup privacy relationship

☑ Display my Out of Office information to contacts in my Friends and Family, Workgroup, and Colleagues privacy relationships

☑ Save instant message conversations in my email Conversation History folder

☑ Save call logs in my email Conversation History folder

☑ Save my Lync contacts in my personal contacts folder on the Exchange server

Location

☐ Share my location information with other programs I use

Display photo

☑ Show photos of contacts

Clear this to turn off photos everywhere in Lync.

Activity Feed

☑ Show all my updates in Activity Feed

To show only your current personal and out-of-office notes, clear this check box.

OK   Cancel   Help

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IT@Sam Newsletter

Home > Tech Tips

Tech Tips - The Anatomy of a Web Address

You type them or see them all the time. But what does it all mean? What do these .coms and https' mean? In this month's tech tips we disect URLs and look at their anatomy.

Here's a sample URL from our very own website:

http://www.shsu.edu/~ucs_www/support/

http:// stands for Hyper Text Transfer Protocol and that tells the computer that we are looking to "Transfer" "Hyper Text" (a webpage) from the internet to your computer. When typing a web address into any web browser you usually don't even have to type the "http://" because the computer assumes it.

www stands for World Wide Web which is the center of software rules and protocols that make up what we all know of as the internet.

shsu in this example stands for Sam Houston State University and it is technically the "second level domain name"

.edu is a an example of a "top level domain name." ".org" is primarily used by Non-profits, ".edu" is commonly used by schools and universities, ".gov" is used by the government, and ".com" is primarily for commercial websites. Together **shsu**.**edu** could be described as the university's "domain name."

/~ucs_www/support/ The last part of the addreess, "/~ucs_www/support/", tells the computer to go to a folder labeled "support" that is inside a folder labeled "ucs_www" on the SHSU server.

Now you know what the different parts of a web address are and what they mean. This will help you identify valid websites. Big businesses will often have a domain name that relates to their

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business name. Here are some examples:

- Chase (www.chase.com)
- eBay (www.ebay.com)
- Netflix (www.netflix.com)

Request Info | Visit | Apply

SHSUOnline | Blackboard

E-mail

My Sam

SamWeb

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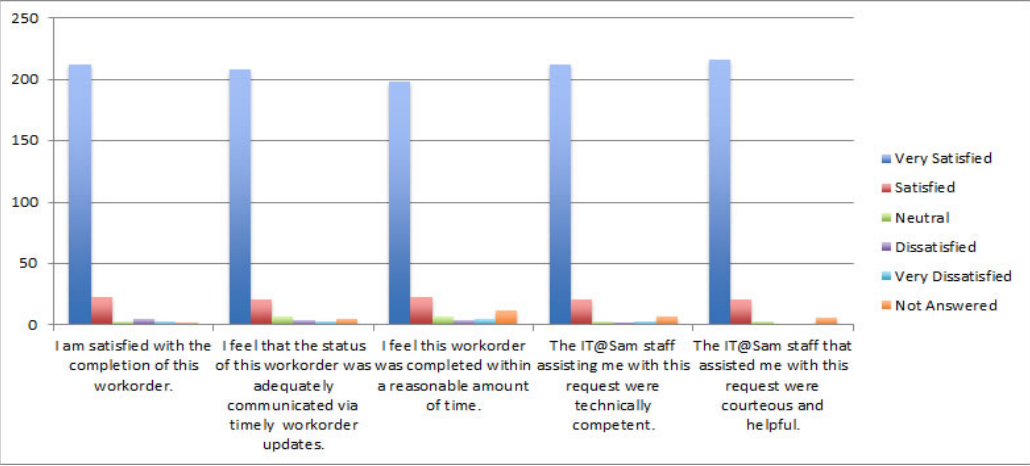
IT@Sam Newsletter

Home > Survey Results

IT@Sam Stats

In the month of March:

- 1311 IT@Sam work orders were closed
- 3486 Calls were taken at the Service Desk
- 170 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.

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Windows 7 Beta Testing Sign-up

Home > Register to Win!

Register to Win Great Prizes!

IT@Sam is looking for faculty and staff to volunteer to upgrade their PC to Windows 7 in advance of the campus upgrade project. Three people who upgrade in April, 2012 will be selected via a drawing to win one of the following:

- Flip Video Camera
- iPod Shuffle
- 8.1 MP Digital Camera

Contest Description:

1. Only SHSU full-time faculty and staff are eligible to participate.
2. Must be currently running a Windows XP desktop computer on campus.
3. Upgrading in April means that you are beta testing Windows 7 for campus. You must be willing to work in an environment that is still in development.
4. Must be willing to participate in beta-testing activities such as periodically testing software, providing feedback etc.

First Name*:

Last Name*:

Email*:

UserID*:

Please Note: Not all volunteers will be candidates to upgrade early. Your specific software needs may exclude you from being able to participate.

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IT@Sam
Communicate + Collaborate

Welcome to the May, 2012 issue of IT@Sam Newsletter!

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Windows 7 Upgrade Coming Soon - Register to Win Some Great Prizes!

IT@Sam will be upgrading campus PCs to Windows 7 starting on May 14, 2012 beginning with faculty, lab and classroom computers. *Read how this will affect you!*

SHSU Wireless Network Upgrade

IT@Sam has upgraded the wireless network on campus. We will now offer more IP addresses as well as a longer DHCP lease time. That may seem very technincal, but it will affect everyone on campus who used wireless technology. If you wish to know about these service improvements, please read the full article.

>> Read More

May Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. You can sign up for the trainings on the Human Resources website.

>> Read More

Breakfast At The Service Desk

Join us on May 15 for a bite to eat and listen to a short presentation about *Integrating Your iPhone, iPad or smart device With Campus Technology*.

Learn how to:

- Use Lync on your iPhone or iPad

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- Use your iPhone or iPad to take notes in meetings
- Edit MS Word or Excel files
- View other people's calendars
- Use the SHSU iPhone App

If you have not had the chance to attend one of our monthly *Breakfast at the Desk* sessions, we encourage you to do so!

>> 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 Chemistry and their IR microscope.

>> Read More

IT@Sam Staff Updates

IT@Sam is happy to have Michael Huff, Debbie Allen, Tod McLin, and Hayden Baston as part of our team.

>> 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, read shout-outs to Dr. Darren Williams, Sharon Parker, Leif Kusch, Aaron LeMay, and Carrie Barton.

>> Read More

Technology Notices & Computing Updates

The login screen to the online SHSU e-mail client will be changing on May 14. Also, check out the new look to Online Technology Tutorials!

>> Read More

Tech Tips

For this month's Tech Tip we look at the cyber scam known as vishing as well as how to protect yourself from falling victim to an attack.

>> 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. We really do value your opinion!

>> Read More

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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.

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IT@Sam Newsletter

Home > Windows 7

Windows 7

IT@Sam will be upgrading campus PCs to Windows 7 beginning on May 14, 2012. In our April edition of the IT@Sam newsletter we shared some important steps to avoid data loss during the Windows 7 upgrade. This month we have more information about our rollout schedule.

Labs, Classrooms & Faculty Computers

Faculty PCs and most Lab and classroom PCs will be upgraded beginning May 14 and continuing through May 29. Classrooms and labs being utilized during the May Mini-semester will not be upgraded until May 29 to avoid interruption to instruction. Some specialty labs and classrooms will be upgraded throughout the summer months to have the least impact on classes that are scheduled.

Department Computers

Targeted upgrades for staff in individual departments will begin the first week of June. We will work with each department individually over the coming weeks to finalize upgrade timelines for departments.

Tentative Rollout Schedule by Building

Building	Start Date	End Date
Academic Building 1	May 28, 2012	May 29, 2012
Academic Building 3	May 14, 2012	May 18, 2012
Academic Building 4	May 15, 2012	May 18, 2012
Allen House	April 2, 2012	July 13, 2012
Bernard G. Johnson Coliseum	May 21, 2012	May 25, 2012
Bobby K. Marks Administration	June 12, 2012	June 16, 2012
Chemistry and Forensic Sciences Building	May 21, 2012	May 25, 2012
College of Humanities and Social Sciences	May 15, 2012	May 18, 2012
Dan Rather Communications Building	May 28, 2012	May 29, 2012
Estill Building	June 25, 2012	July 16, 2012
Evans Complex	May 15, 2012	May 18, 2012
Farrington Building	May 21, 2012	May 25, 2012
Gaertnet Performing Arts Center	May 28, 2012	May 29, 2012
George J. Beto Criminal Justice Center	May 21, 2012	May 25, 2012
Health and Kinesiology Center	May 21, 2012	May 25, 2012
Industrial Technology Building	July 16, 2012	July 20, 2012
John W. Thomason Building	May 21, 2012	May 25, 2012
Lee Drain Building	May 15, 2012	May 18, 2012
Lee Drain Annex.	June 4, 2012	July 16, 2012
Lowman Student Center	June 4, 2012	July 16, 2012
Margaret Lee Houston Building	May 14, 2012	May 18, 2012
Newton Gresham Library	May 14, 2012	May 29, 2012

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Ron Mafridge Field House	May 28, 2012	May 29, 2012
Roy Adams House	July 16, 2012	July 16, 2012
Smith-Hutson Business Building	May 21, 2012	May 25, 2012
South Paw	June 4, 2012	July 16, 2012
SS-1 Vehicle Maintenance Building	June 4, 2012	July 16, 2012
SS-2 Plant Shops	June 4, 2012	July 16, 2012
SS-3 TRIES	June 4, 2012	July 16, 2012
Student Health Center	June 4, 2012	July 16, 2012
Teacher Education Center	May 15, 2012	May 18, 2012
University Hotel	July 16, 2012	July 16, 2012
University Police	July 16, 2012	July 16, 2012
University Theatre Center	May 28, 2012	May 29, 2012
Visitors Center & Alumni Relations	June 4, 2012	July 16, 2012
West Central Plant	June 4, 2012	July 16, 2012
White Hall	May 14, 2012	May 18, 2012

Windows 7 Tips & Tricks - Aero Snap

Have you ever had an issue comparing two windows side by side? Well, Windows 7 has solved this problem. If you click and drag a window to the right or left side of the desktop, the window will fill the respective half of the screen. Also, snapping a window to the top of the desktop maximizes it. Resizing a window to touch the top or bottom edge of the screen maximizes the window to full height, whilst retaining its width; these windows will then slide horizontally if moved by the title bar, or can be pulled off, which returns the window to its original height.
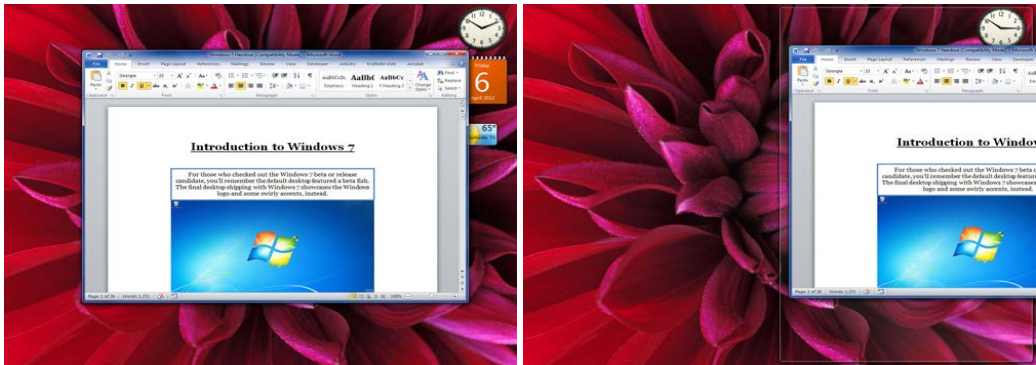
Training Sessions

If you are new to Windows 7 and would like some hands-on training, we will be offering Windows 7 training sessions throughout the months of April and May. These one-hour training sessions will focus on Windows 7 navigation as well as features new to Windows 7 users. To sign up for one of these training sessions, please visit the Human Resources website.

Day	DATE	TIME	LOCATION
Thursday	May 3	2:00-3:00	AB1 213
Friday	May 4	11:00-12:00	AB1 213
Monday	May 7	2:00-3:00	AB1 213
Tuesday	May 8	11:00-12:00	AB1 213
Wednesday	May 16	9:00-10:00	AB1 213
Thursday	May 17	2:00-3:00	AB1 213
Tuesday	May 22	9:00-10:00	AB1 213
Wednesday	May 23	9:00-10:00	AB1 213
Wednesday	May 30	2:00-3:00	AB1 213
Thursday	May 31	11:00-12:00	AB1 213

Attend a Town Hall Information Session – Register to Win an iPod!

Please join us at one of our Windows 7 Town Hall meetings for an overview of the upgrade plan.

One lucky winner from each Town Hall will win an iPod!

Town halls for faculty and staff have been scheduled on the following dates:

- May 8th - 4 p.m. – 5 p.m. in the Olson Auditorium
- May 11th – 2 p.m. – 3 p.m. in the Olson Auditorium

Windows 7 Contest Winners

This past month we asked for volunteers to test Windows 7. Those who did were registered to win prizes courtest of IT@Sam. Here are last month's winners:

- **Peggy Ellenberger**

- **Penny Pitrucha**

Photo Coming Soon!

If you have any questions about Windows 7 or concerns about the installation schedule feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

Home > Wirless Upgrade

Campus Wireless Network Upgrade

As the result of faculty, student and staff feedback, IT@Sam is happy to announce that we have upgraded the SHSU wireless network.

The upgrades provide the following benefits:

- Increased opportunity to use campus wireless
- Improved overall wireless experience
- Log in less frequently on mobile devices
- More people can use wireless at once

To facilitate the improved service, we have increased the number of IP addresses for the wireless network. Before this upgrade, we could only offer 8184 unique IP addresses. This was problematic since we have roughly 17,000 students and 2000 faculty and staff on campus. We have thus increased the number of available IP addresses to 65528 to allow for more wireless devices to be on the wireless network at any given time.

In addition, we have extended DHCP lease times from one to twelve hours and implemented code upgrades that will greatly improve your experience. For example, people using iPhones, iPads, and various other mobile devices will not have to log in as frequently as they once did.

These changes should go a long way towards improving your wireless access experience at SHSU.

Please feel free to test your devices and share feedback. If you have feedback or questions, please call the IT@Sam Service Desk at 4-HELP.
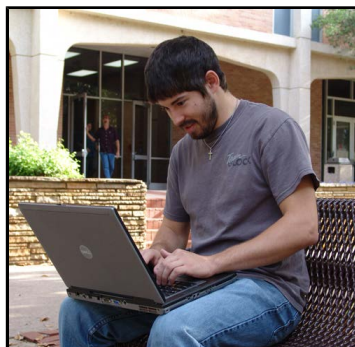
SHSU Wireless Network Authentication Page Going Away May 18

Those who frequently use the SHSU wireless network, SamNet, have brought it to our attention that the process of constantly logging in quickly becomes tiresome, especially on mobile devices. Therefore, on May 18, we are introducing a new version of SamNet which will be able to store your credentials and reuse them upon subsequent logins. This means that, after you first connect to SamNet you can bypass the login screen in the future.

Guests will still need to use the current version of SamNet, which will be renamed SamNet-guest, to use the wireless network.

As another benefit to faculty, staff, and students, the new SamNet will encrypt any data sent over it. This feature is not available with the current version of SamNet.

Currently, anyone who wishes to use the SHSU wireless network must first authenticate on the network with their SHSU credentials. While this takes just a few seconds, your credentials are not stored and you will be required to supply your SHSU credentials the next time you try and connect to the wireless network. This will all change May 18.

On May 18, you can expect the following:

- The ability to store your SHSU credentials for connection to SamNet
- An encrypted connection

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If you have feedback or questions, please call the IT@Sam Service Desk at 4-HELP.

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IT@Sam Newsletter

Home > May Trainings

May Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. Here are the classes we will be offering in May.

CLASS	DATE	TIME	LOCATION
Microsoft Outlook	May 1	10:00-11:00	ALL 108
Windows 7	May 3	2:00-3:00	AB1 213
Windows 7	May 4	11:00-12:00	AB1 213
Windows 7	May 7	2:00-3:00	AB1 213
Windows 7	May 8	11:00-12:00	AB1 213
Intro to MS Lync	May 9	2:00-3:00	ALL 107
Intro to Access	May 10	1:00-4:00	ALL 107
Intro to PowerPoint 2010	May 11	2:00-4:00	ALL 108
Intro to Excel 2010	May 14	2:00-4:00	ALL 108
Breakfast at the Desk	May 15	7:30-8:00	AB1 144
Intro to Project 2010	May 15	1:00-4:00	ALL 107
Windows 7	May 16	9:00-10:00	AB1 213
Windows 7	May 17	2:00-3:00	AB1 213
Interm. PowerPoint 2010	May 18	2:00-4:00	ALL 108
Advanced Excel 2010	May 21	10:00-12:00	ALL 108
Windows 7	May 22	9:00-10:00	AB1 213
Excel Tips and Shortcuts	May 22	10:00-11:00	ALL 108
Windows 7	May 23	9:00-10:00	AB1 213
Intro to Web CMS	May 23	2:00-3:00	ALL 107
Intro to Word 2010	May 24	2:00-4:00	ALL 108
Intro to Publisher 2010	May 25	1:00-3:00	ALL 108
Data Manipulation Tools	May 28	10:00-12:00	ALL 108
Computing Maintenance	May 29	2:00-3:00	ALL 107
Windows 7	May 30	2:00-3:00	AB1 213
Windows 7	May 31	11:00-12:00	AB1 213
Advanced Word 2010	May 31	2:00-4:00	ALL 108

To sign up for one of these training sessions or other future trainings, please visit the Human Resources Training Registration page. If you have any questions about future training sessions or sessions you would like to see offered please contact Don Perry or Chas Stephens.

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IT@Sam Newsletter

Home > Breakfast at the Service Desk

Breakfast at The Desk

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

Do you have an iPhone, iPad or other smart device? If so, you can make it work for you. There are a number of ways in which you can use your cell phone with campus technology, thus making you more efficient in your daily tasks.

Learn how to:

- Use Lync on your iPhone or iPad
- Use your iPhone or iPad to take notes in meetings
- Edit MS Word or Excel files
- View other people's calendars
- Use the SHSU iPhone App

If you would like to know more, stop by for our May session of *Breakfast at the Desk*. We'd love to have you!

This Month's Topic:

Topic: Integrating Your Cell Phone with Campus Technology
Academic Building I: Room 144
May 15, 2012
7:30 -8:00 a.m.

If you have ideas that you'd like to share for future *Breakfast at The Desk* topics, please contact Don Perry or Chas Stephens.

We hope to see you on the 15th!

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IT@Sam Newsletter

Home > Technology on Campus

Department of Chemistry's IR Microscope and ATR Objective

This infrared microscope (micro-FTIR) is capable of obtaining an IR spectrum of organic particles as small is 200 microns, or 7.87 thousandths of an inch. It is able to analyze forensic samples non-destructively, and it can perform dual roles as a digital polarized light microscope. This device and the attached FTIR were purchased in 2005.

Devices such as this are very important in the forensic sciences. The ability to take a microscopic sample of a substance and determine what it is can mean the difference between guilt and innocence to an individual on trial.

However, this device is also important in research and development. When used in conjunction with the ATR objective lens, a whole new world opens up to scientists.
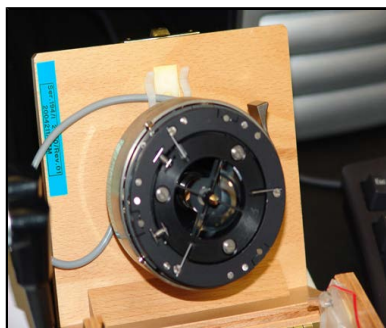
The attenuated total reflection (ATR) microscope objective uses telescopic optics to focus the visible and IR light to 20x magnification. But the real innovation is the IR-transparent germanium crystal in the center of the objective. When this is pressed against the sample, the IR light is able to measure a spectrum of the sample with very little light loss.

There is simply no other way to get an IR spectrum of the surface of an organic substance. This does not require any sample preparation, is non-destructive, and can measure particles down to 80 microns (0.08 mm).

This spectrometer and microscope combination has been used to study the environmental degradation of polyurethane plastics, plastic bonded explosive binders, adhesive residues on metal surfaces, ethylene production in ripening fruit, and organic precipitate crystal morphologies. In other words, this device can tell us how well a particular material can hold up over time.

For more information contact Dr. Darren Williams in the Chemistry Department (4-1529).

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!

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IT@Sam Newsletter

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IT@Sam Staff Updates

Michael Huff graduated from Sam Houston many, many moons ago and has since spent 16+ years in public education, where he developed an interest in technology. He has worked as a Webmaster, a Campus Technologist, an Instructional Technologist and a freelance Web Designer and IT Instructor. When he's not behind a computer screen, he's pastoring a church here in Huntsville and hanging out at Avenue L Coffeehouse. Michael is the newest Web and Media Developer for IT@Sam.

Welcome to the team Michael!

Debbie Allen has on campus since 2002. She has worked the past five years in the Department of Educational Leadership and Counseling as the doctoral secretary for the Educational Leadership Program. Previous to that she worked in the Office of Financial Aid as department secretary and financial aid assistant. She is joining Informational Technology as the administrative assistant to Jacob Chandler, Director of Enterprise Services.

Lets all welcome Debbie!

Todd McLin joins the Networking team as a Network Analyst. He has over ten years full time experience within a telecommunication company and over 2 years of experience working for SHSU as a contractor with McCaffety Electric installing, terminating and testing data lines.

We are excited to have Todd on board!
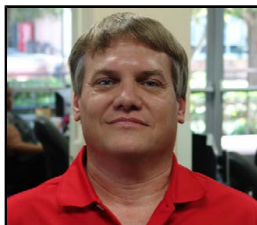
Hayden Baston has been a student worker for IT@Sam since 2006. He has worked in the computer labs as well as the Service Desk as a Lead Worker. He is currently finishing his B.S. in Biology at SHSU. He will be joining the IT@Sam staff as a Technician I for the Service Desk.

Welcome to IT@Sam Hayden!

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IT@Sam Shout Outs

"Thanks to **Dr. Darren Williams** for showing me some really cool technology that the Department of Chemistry is currently utilizing."
- *Chas Stephens*

"I would like to send a shout-out to **Sharon Parker** from Custodial/Grounds for working with me to coordinate the instructor-led SANS Security Training session for custodial and grounds staff!"
- *Norma Vazquez*

"Thanks to **Leif Kusch** for his help and cooperation in planning the Windows 7 implementation in the Library. Leif is always willing to go the extra mile in the best interest of SHSU!"
- *Elisa Crossland*

"Shout-out to **Aaron LeMay** in the Controller's office in CHSS for his patience and great attitude during his recent upgrade we did."
- *C.J. Wagner*

"Shout Out to **Carrie Barton** at GPAC for being such a pleasure to work with and a lifesaver on a regular basis!"
- *Elisa Crossland*

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IT@Sam Newsletter

Home > Technology Notices and Computing Updates

Technology Notices

E-mail URL Changing in Preparation for Exchange 2010

This summer we will be upgrading the campus mail server to Microsoft Exchange 2010. While this upgrade won't take place until July there will be a noticeable change for those of you who check e-mail by clicking on the link on the SHSU home page (Outlook Web Access).

On May 14, you will no longer see the familiar blue login screen. Instead you will see the login screen to the right. This is because we are changing the URL from cas.shsu.edu to mail.shsu.edu to help facilitate the Exchange upgrade in July.

While the login screen looks different, rest assured that it is purely cosmetic. Simply login the way you normally would. You will be automatically taken to your customary mail client.

If you have Outlook Web Access URL saved as a bookmark, please be sure to change the URL to mail.shsu.edu on May 14.

Tech Tutorials

The IT@Sam Online Tutorials are getting a makeover.

You might be used to our tech tutorials being on a boring white background. However, we are in the process of applying a template to each tech tutorial to give them a more professional look. This is an ongoing process and we still have plenty more tutorials to update, but you can check out the new format that has been applied to these tutorials:

- Remote Desktop Connection
- Change Your Password
- Updating Your Offsite E-mail
- Setup Your E-mail
- Microsoft Lync
- Work Order System

For a complete list of technology tutorials, visit our technology tutorial guides page.

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IT@Sam Newsletter

Home > Tech Tips

Why Should You Log Out of Your Machine?

Your computer plays an essential role in completing your daily tasks. You rely on it to work efficiently and without fail and it is our goal to ensure that your machine has the latest updates. However, these updates can only take place if there is no one logged in to the machine. It is for this reason that we suggest you log out of your machine occasionally to allow for potential updates.

A majority of updates to campus machines are pushed out over the weekend. Therefore, we recommend, at the very least, to log out of your machine after you leave work on Friday. This will help to ensure that your computer will receive any updates pushed to campus.

What is Vishing?

This month's technology tip is a follow up to phishing.

Recap: You probably remember that phishing involves using email to direct you to a fake website where you type in your personal information. In one version of phishing you receive an email that seems to be from your bank or another financial institution. In the email, they inform you that you have to go to a specific website and re-confirm your account information. Of course the link they provide is for a fake website and if you type into it you're just going to give them (the phishers) the information they need to wreak havoc on your account.

Most banks and financial institutions adapted to this scam and have implemented policies to never contact you via email to ask you to "re-confirm" your account information. Scammers and con artists have also adapted, so they started doing what's called "vishing."

Here's how a vishing scam works: You receive an email that appears to be from your bank and it informs you that you need to call a specific phone number to "re-confirm" your account information. The number provided is of course phony and when you call them and give them your account information they simply use it to access your accounts illegally and take your money. So instead of using a fake website to "fish for information" they are using a fake phone number to fish for your voice. Thus: vishing.

How can you protect yourself? Never assume that any information in an e-mail is legitimate. Specifically, do not assume that the phone number sent to you in an e-mail is a legitimate number. Verify the validity of any request for your personal information, such as credit card numbers, account numbers, Social Security numbers, etc., by calling your financial institution or credit card company directly via the phone numbers you have for these companies.

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IT@Sam Stats

In the month of April:

- 1346 IT@Sam work orders were closed
- 4095 Calls were taken at the Service Desk
- 619 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.

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IT@SAM NEWSLETTER

Welcome to the June, 2012 issue of IT@Sam Newsletter!

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Windows 7 Update

The Windows 7 conversion has officially started. In May, we began updating faculty, lab and classroom computers. This will continue throughout the summer months with a completion date set for August.

Read how this will affect you!

Exchange 2010 Deploying in July

In the May newsletter, we mentioned that we will be upgrading our Exchange server from 2007 to 2010. With this upgrade comes an increased e-mail quota for faculty, staff, and students. You can also expect a different look to the Outlook Web Access client.

>> Read More

SHSU Wireless Network Upgrade

The authentication process for our wireless network has changed as of May 18. We now have a new version of SamNet that is able to store your credentials to your device thus eliminating the need for multiple logins.

>> Read More

June Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. You can sign up for the trainings on the Human Resources website.

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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 Bearkat One Office and how they make our Bearkat OneCards.

>> Read More

IT@Sam Staff Updates

IT@Sam is happy to have Kevin Osborne as part of our team. Also, Elisa Crossland has moved to DELTA as the Director of Online Programs & Communications.

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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 Emmett Rumfield, Kim Mathie, the DELTA Team, Leif Kusch, Fawzi Noman, Andy Bennett, Andy Johnson and David Epps.

>> Read More

Technology Notices & Computing Updates

SHSU will be participating in World IPv6 Day on June 6. This means that SHSU will be ahead of the curve by offering IPv6 across campus. Also, check out some more of our Online Technology Tutorials!

>> Read More

Tech Tips

For this month's Tech Tip we look at QR codes. You've more than likely seen them on ads and posters. Read on if you would like to know more.

>> 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. We really do value your opinion!

>> Read More

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If you'd like to make a suggestion for future content, we'd love to hear from you!

The IT@Sam Newsletter was approved by the Vice President for Information Technology for e-mail distribution to SHSU faculty and staff.

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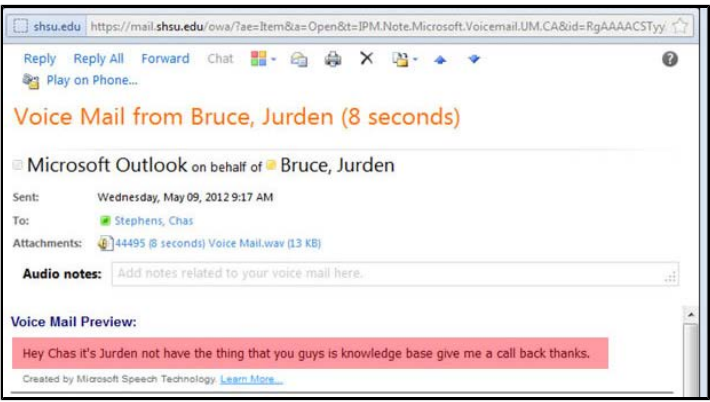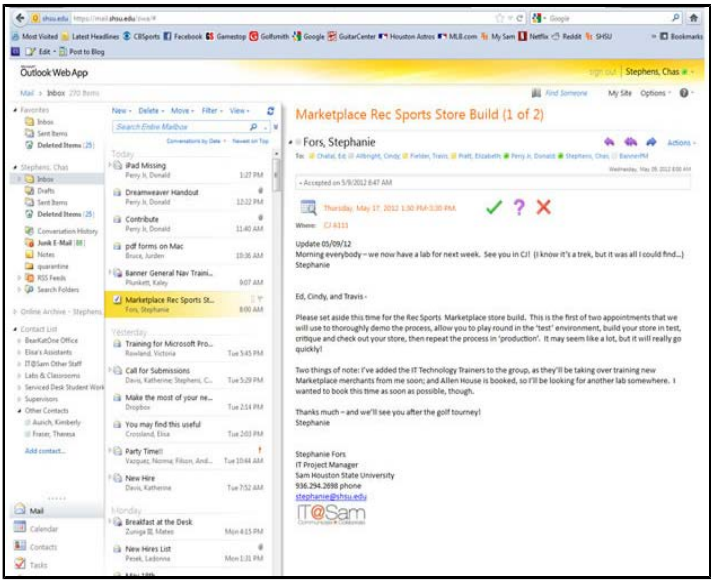
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IT@Sam Newsletter

Home > Windows 7

Windows 7

During the interim between Spring and Summer 1 we have successfully upgraded over 2500 campus computers to Windows 7. The majority of these computers were classrooms, labs, faculty and faculty support computers. We will continue to upgrade the classrooms, labs, and faculty that had classes scheduled during the mini-mester session throughout the summer. All computers on campus capable of upgrading will be completed prior to the Fall semester starting.

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2501

- Windows 7 Enterprise
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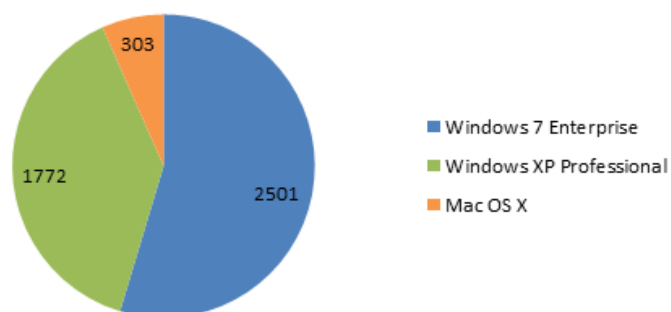
Windows 7 Town Hall Drawing Winner

We would like to say thank you to all those who attended the Windows 7 town hall sessions this past month. Everyone who attended was entered in to a raffle to win an iPod Nano. We are happy to say that Sherrill McDowell was the winner of the drawing.

Congrats to Sherrill!

For those who were unable to attend the town hall sessions, here is the Windows 7 Powerpoint that was presented.

Staff Department Computers

We have contacted department Directors of all staff departments and have either scheduled the deployment date of their areas or we are waiting to hear back from them on a time they would like to schedule. We have already migrated several staff departments and will continue to

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migrate them based on the business needs of the department throughout the summer to be completed prior to the Fall semester starting.

Windows 7 Tips & Tricks - Keyboard Shortcuts

For you keyboard junkies, here is a list of shortcuts in Windows 7

- **Windows key + Up:** Maximizes the current window
- **Windows key + Down:** If current window is maximized, restores it; otherwise minimizes current window
- **Windows key + Shift + Up:** Maximizes the current window, in the vertical direction only
- **Windows key + Left:** snaps the current window to the left half of the screen
- **Windows key + Right:** snaps the current window to the right half of the screen
- **Windows key + Shift + Left (or Right):** moves the current window to the left or right display
- **Windows key + (plus sign):** functions as a zoom in command wherever applicable
- **Windows key + (minus sign):** functions as a zoom out command wherever applicable
- **Windows key + ESC:** turns off zoom once enabled
- **Windows key + P:** shows an "external display options" selector

If you have any questions about Windows 7 or concerns about the installation schedule feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

Home > Exchange 2010

Exchange 2010 Deploying in July

Starting July 1, we will begin moving faculty, staff, and students from Exchange 2007 to Exchange 2010. There will be a few things different, but the 2010 version will operate very similar to the 2007 version. The biggest change is the online archive tool for faculty and staff. This new archive feature will allow you to store e-mail and not have it count against your primary inbox.

There will be a noticeable change for those who check their e-mail on the SHSU website (Outlook Web Access).

When the upgrade takes effect, you will now see a page that looks similar to this one on the right. It will operate in the same manner as Exchange 2007.

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Lastly, Exchange 2010 offers an interesting upgrade to Exchange 2007. Now when you receive a voicemail to your inbox, Exchange 2010 cannot only play your voicemail, but can now also display the voicemail in a text format for you to read.

If you would like to see some more detailed instructions on Microsoft Exchange 2010, please visit our technology tutorials.

If you have any questions about Microsoft Exchange 2010 or concerns feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

[Home](#) > Wireless Upgrade

SHSU Wireless Network Upgrade

If you have tried to use the SHSU wireless network lately, you may have noticed there are two SamNet networks from which to choose.

On May 18, we launched a new version of SamNet which will be able to store your credentials and reuse them upon subsequent logins. This means that, after you first connect to SamNet you can bypass the login screen in the future. No longer will you have to worry about entering your password every time you connect to the wireless network on campus.

Guests will still need to use the current version of SamNet, which will be renamed SamNet-guest, to use the wireless network.

As another benefit to faculty, staff, and students, the new SamNet will encrypt any data sent over it. This feature is not available with the current version of SamNet.

You can now expect the following:

- The ability to store your SHSU credentials for connection to SamNet
- An encrypted connection
- Two wireless networks
  - SamNet
  - SamNet-guest

To help with this transition, we have a [technology tutorial](#) on the new SamNet

If you have feedback or questions, please call the IT@Sam Service Desk at 4-HELP.

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IT@Sam Newsletter

June Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. Here are the classes we will be offering in June.

CLASS	DATE	TIME	LOCATION
Intro to Excel 2010	June 5	10:00 - 12:00	ALL 108
Intro to PowerPoint 2010	June 7	10:00 - 12:00	ALL 108
Intro to Word 2010	June 8	1:00 - 3:00	ALL 108
Intro to Outlook 2010	June 11	10:00 - 11:00	ALL 108
Intro to Dreamweaver	June 13	2:00 - 3:00	ALL 107
Interm. PowerPoint 2010	June 14	10:00 - 12:00	ALL 108
Advanced Word 2010	June 15	1:00 - 3:00	ALL 108
Advanced Excel 2010	June 19	10:00 - 12:00	ALL 108
Intro to Contribute	June 20	2:00 - 3:00	ALL 108
Excel Tips and Shortcuts	June 21	10:00 - 11:00	ALL 107
Operating System	June 22	10:00 - 11:00	ALL 107
Intro to Publisher 2010	June 25	2:00 - 4:00	ALL 108
Intro to Project 2010	June 26	1:00 - 4:00	ALL 107
Intro to Access - Queries	June 29	2:00 - 4:00	ALL 108

If you would like to be added to the distribution list to receive e-mails about upcoming trainings, please send your name to the IT@Sam Trainers.

To sign up for one of these training sessions or other future trainings, please visit the Human Resources Training Registration page. If you have any questions about future training sessions or sessions you would like to see offered please contact Don Perry or Chas Stephens.

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IT@Sam Newsletter

Home > Technology on Campus

BearKat One Office's Card Making Process

Everyone on campus has one. In fact, it can be difficult to get around campus without one. They allow students in their dorms, access Bearkat Bucks, and are debit cards for your optional checking account too. It is your Bearkat OneCard. Everybody on campus has one issued to them, but not many know how they are made. For this month's technology on campus, we showcase the Bearkat One Office and how they make our Bearkat OneCards.

What Happens First?

Whenever someone needs a Bearkat OneCard issued, they can either come down to the Bearkat One Office or visit the SHSU website's Online ID Request. The first thing they will do is ask for a form of identification so they can verify your identity. This is accomplished by using an Intellicheck Mobilisa IM1200 ID Reader. This machine pulls information from your identification card and saves it to a computer. This little device can read any government issued identification card!

Your picture is taken with a ValCam Pro-desktop V8500-630. This camera is specifically designed to capture the highest quality images for transfer to ID cards as quickly and efficiently as possible. The software that comes with these cameras allows the photographer to pan, tilt, or zoom the camera as necessary to get the best photo for your card.

This information is sent to HigherOne in Connecticut so they can make your Bearkat OneCard. In 7-10 business days, you should have your new Bearkat OneCard in the mail.

What Happens if I Lose My Card

Should you lose your Bearkat OneCard, the Bearkat One Office can help with that as well. With their card printer, they can generate a temporary identification card for you in about sixty seconds complete with magnetic bar encoding. You will be able to use this replacement card as you would your Bearkat OneCard, without the debit card capabilities. What makes these card printers cool is that they are networked which means a campus machine does not need to be physically connected to the printer to print up cards.

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For more information on the Bearkat One Office and their technology, contact Emmett Rumfield

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!

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IT@Sam Staff Updates

The Networking team is pleased to announce **Kevin Osborne** as the newest member to the team as a Network Architect. Kevin comes to us from Ohio where he worked in all areas of the technology spectrum for Ohio Department of Taxation. He has over eight years of experience ranging from systems programming to infrastructure support, Kevin has received certifications in the networking area. Please join us in welcoming Kevin.

Elisa Crossland has moved to a new position in DELTA as the Director of Online Programs & Communications. IT@Sam is grateful to Elisa for the ideas and leadership she brought to our division. We wish the best for Elisa in her new role. While the search for a new Director is underway, the Client Services functions will be reporting directly to IT VP Mark Adams.   A search committee has been established and includes Jacob Chandler (Chair, IT ERP), Bill Angrove(Academic Affairs), Melissa Asbury(IT Client Services), KayKay Davis (IT Infrastructure), Kris Kaskel-Ruiz(Marketing) and Diane McCormick(Enrollment Management). Please contact any of the search committee members if you have a topic you would like the group to consider during the interview process.

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IT@Sam Shout Outs

"Thanks to **Emmett Rumfield** for showing me how the Bearkat One Office makes our Bearkat One Cards."
- *Chas Stephens*

"Kudos to **Kim Mathie**, Marketing Coordinator for the College of Fine Arts and Mass Communication. Great job on using our WebCMS system and leading the way for her college's web updates."
- *Jurden Bruce*

"We would like to thank all of those that attended our Windows 7 town halls and training sessions."

"A big thank you to **DELTA** for assisting us with software testing."

- *Norma Vazquez*

"A special thanks is extended to **Leif Kusch, Fawzi Noman, Andy Bennett, Andy Johnson** and **David Epps** on their assistance with the Windows 7 rollouts for their respective buildings."

- *Lucrecia Chandler*

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Technology Notices

SHSU to Participate in World IPv6 Day

On June 6, 2012 SHSU will be participating in the World IPv6 Launch. Major Internet service providers, home networking equipment manufacturers, and web companies around the world are coming together to permanently enable IPv6 for their products and services this day.

As more and more people are gaining access to the internet through computers, phones, and tablets the number of available IP addresses is dwindling. To address this problem, the current IPv4 will be replaced with IPV6 as the primary communications protocol for the Internet. IPv6 will provide over 18 trillion IP addresses. To put that in perspective, everyone on this planet could have 3000 unique IP addresses!

This will not affect the typical person who browses the web. In fact, you probably would not have noticed had we not mentioned it. What is interesting, though, is that SHSU will be ahead of most other universities by having IPv6 available.

The following website has more detailed information regarding IPv4 and IPv6.

Wanna know more about World IPv6 Day?

Technology Tutorials

Each month, we like to remind you about our online technology tutorials. These handy little instruction manuals may be just what you need to solve an issue that you might be having. Here are some of our more popular technology tutorials:

- Windows 7
- Work Order System
- Microsoft Lync
- Subscribing to RSS Feeds

For a complete list of all our technology tutorials, please visit our main Technology Tutorials Page. We are always updating them to provide you with the most up to date information and instruction on campus technology.

If you have an idea for an online technology tutorial, please contact our IT Trainers.

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What are QR Codes?

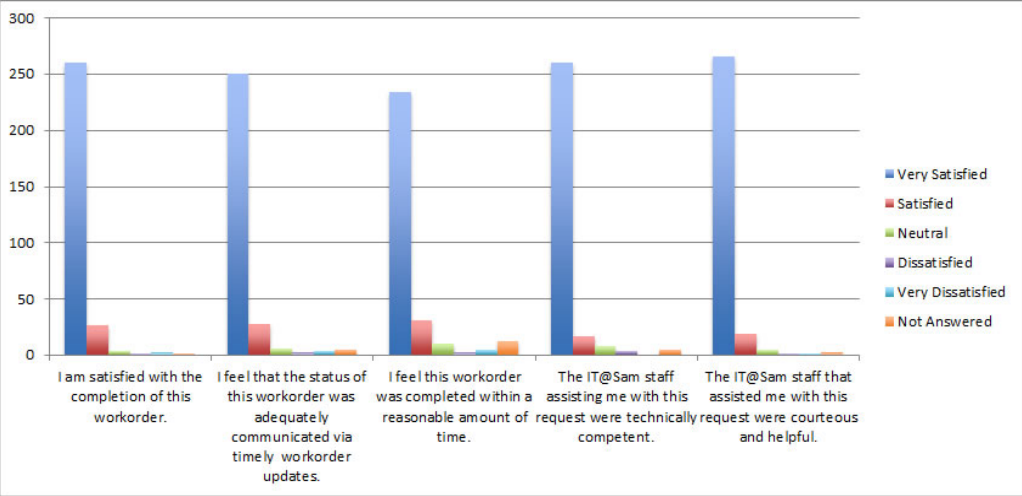You may have seen one of these little guys on a flyer or other advertisement. These odd looking squares are popping up just about anywhere you can think of.

They are called Quick Response, or QR, Codes and are a type of two dimensional barcode designed to be read by smartphones. The QR code consists of black components arranged in a square configuration on a white background. Unlike a typical barcode, QR codes have lines that are horizontal and vertical. The QR code can direct you to a webpage, email address, or blog.

The example code on the right will take you to the SHSU homepage.

So, what's the benefit of these QR codes? Why do we use them and why were they even created in the first place? Simply put, they are an easy and simple way to deliver information to someone via a smartphone. You can send them to your webpage, offer them a message etc. Just by scanning this little square with a QR code reader.

All a potential visitor has to do is scan the QR code with their smartphone's barcode reader (downloadable from the Android Marketplace or iPhone App Store) and their phone's browser will be directed by the information in the QR code.

Give it a try. Get your smartphone out and find a QR code to scan!

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IT@Sam Stats

In the month of May:

- 1547 IT@Sam work orders were closed
- 5545 Calls were taken at the Service Desk
- 196 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.

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Welcome to the July, 2012 issue of IT@Sam Newsletter!

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SHSU Policy Changes

We have revised and added several policies to comply with Texas State regulations. Please take the time to look over these changes that will impact your work at SHSU.

>> Read More

Windows 7 Update

IT@Sam has upgraded most labs, classroom, faculty, and faculty support staff computers. We are now continuing with staff offices. This conversion will be completed by the start of the Fall 2012 semester.

>> *Read how this will affect you!*

Exchange 2010 Deploying This Summer

IT@Sam will be upgrading our Exchange server from 2007 to 2010 this month. With this upgrade comes an increased e-mail quota for faculty, staff, and students. Exchange 2010 also comes with some customizable options as well.

>> Read More

Utilizing Self-Service for Password Resets

Our security protocol requires you to change your password every 180 days. Find out how you can easily accomplish this without Service Desk assistance.

>> Read More

July Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. You can sign up for the trainings on the Human Resources website.

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Technology on Campus

There are so many groups on campus outside of IT@Sam who are doing innovative things with

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technology. This month we'd like to highlight the Newton Gresham Library's mobile website and eBook checkout program.

>> Read More

Technology Predictions: Hits and Misses

We've all heard them. In fact you have probably made a few predictions yourself over the years. This month, we will take a look at some of the most accurate (and not-so-accurate) technology predictions of all time.

>> 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 Erin Cassidy, Janet Mullings, Rebecca Gay, Tina Moynihan, Bill Burgess, Sam Goodbread, Matt Patteson, Julian Flores, Natalie Payne, Sam Craig, and Julie Campbell.

>> Read More

Technology Notices & Computing Updates

In this month's notices and updates, check out the new Attendance Initiative technology tutorial! Also, we would like to remind you about the IT Help Icon located on your desktop.

>> Read More

Tech Tips

For this month's Tech Tip we look at URL Shorteners. If you have ever had to type an exceptionally long URL, this tech tip is for you!

>> 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. We really do value your opinion!

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If you'd like to make a suggestion for future content, we'd love to hear from you!

The IT@Sam Newsletter was approved by the Vice President for Information Technology for e-mail distribution to SHSU faculty and staff.

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IT@Sam Newsletter

Policy Changes at SHSU

We have revised and added several IT@Sam policies to comply with Texas Administrative Code (TAC §202) as well as The Texas State University System Rules and Regulations Policy Guidelines for Information Security that require us to establish these policies.

These policies align with the required Security Awareness Training. Please take the time to familiarize yourself with the policies that pertain to individuals utilizing SHSU information technology resources, such as (but not limited to):

Revised

- IT-01 User Accounts Management
- IT-03 Acceptable Use Policy - (responsible behavior, restrictions, etc.)
- IT-04 Virtual Private Network Access
- IT-08 System Development

New

- IT-15 Media Sanitization
- IT-16 Non-Disclosure Agreement Policy (annual employee compliance agreement)
- IT-17 Risk Assessment
- IT-18 Admin Special Access
- IT-19 Authorized Software
- IT-20 Electronic Communication Policy (email, IM, texting, protection of confidential information, etc.)
- IT-21 Firewall
- IT-22 Identification/Authentication
- IT-23 Intrusion Detection Security Monitoring
- IT-24 Malicious Code
- IT-25 Physical Access
- IT-26 Portable Computing Policy (thumb drives, external hard drives, encryption of confidential information, etc.)
- IT-27 Privacy Policy (your privacy expectations)
- IT-28 Third Party Access
- IT-29 Application Security Policy

All IT policies can be found
http://shsu.edu/intranet/policies/information_technology_policies/index.html

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IT@Sam Newsletter

Home > Windows 7

Windows 7

We have successfully upgraded over 3000 campus computers to Windows 7 and are now starting to focus on staff departments. This project is scheduled to be completed prior to the Fall 2012 semester starting.

SHSU Windows Operating Systems

1,305

3,023

Windows 7
Windows XP
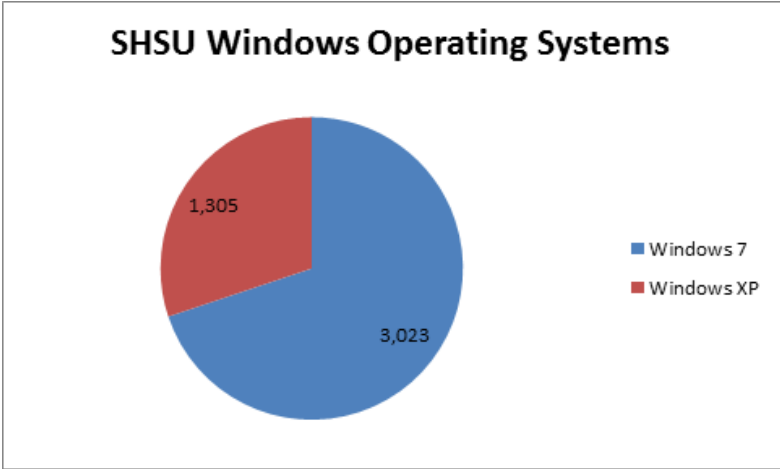
Laptops and Windows 7:

To upgrade your laptop to Windows 7, you will need to back up all data that is currently on the laptop. All data and software currently on the computer will be erased as part of the upgrade process. Once the backup is complete, please bring it by the Service Desk and a work order will be generated for the upgrade. The upgrade typically takes five business days to complete at which time you will be contacted to pick up your laptop.

Staff Department Computers

We have already migrated several staff departments and scheduled a few others. We will continue to migrate them based on the business needs of the department throughout the summer. If you are in a staff deparment (such as Financial Aid, Registrar's Office, etc) please let us know when the best time for you would be to schedule this conversion.

Windows 7 Tips & Tricks - Aero Flip

With Aero Flip 3D, you can quickly preview all of your open windows (for example, open files, folders, and documents) without clicking the taskbar. Flip 3D displays your open windows in a stack. At the top of the stack, you'll see one open window. To see other windows, you can flip through the stack.

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To switch windows using Flip 3D

1. Press Ctrl + Windows logo key + Tab
2. Press Tab to move through the windows. (You can also press Right Arrow or Down Arrow to move forward one window, or press Left Arrow or Up Arrow to move backward one window.)
3. Click a window to display that window, or click outside the stack to close Flip 3D without switching windows. You can also rotate the wheel on your mouse to quickly move through the open windows.

If you have any questions about Windows 7 or concerns about the installation schedule feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

Home > Exchange 2010

Exchange 2010 Deploying in July

This summer, we will begin moving faculty, staff, and students from Exchange 2007 to Exchange 2010. There will be a few things different, but the 2010 version will operate very similar to the 2007 version. The biggest change is the online archive tool for faculty and staff. This new archive feature will allow you to store e-mail and not have it count against your primary inbox. Please be conscious of your department's record retention guidelines to ensure you are not retaining information longer than necessary.

There will be a noticeable change for those who check their e-mail on the SHSU website (Outlook Web Access).

When the upgrade takes effect, you will now see a page that looks similar to this one on the right. It will operate in the same manner as Exchange 2007.
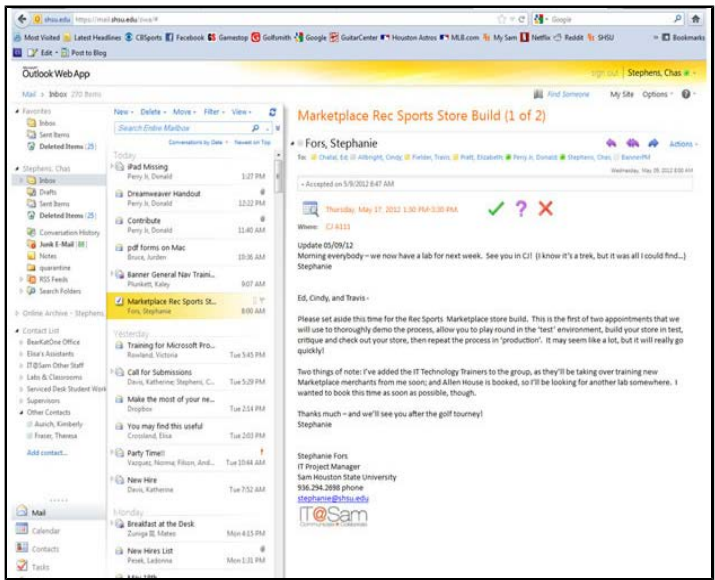
As an added benefit, Exchange 2010 offers some customization options as well. You can now select a theme to decorate your exchange inbox. To do this, click on the Options menu and select the theme that you like the most. The top of your exchange profile will reflect the theme.

You will have a number of themes available to you such as:

- Mixxer Theme
- Botanical Theme
- One World Theme
- Super Sparkle Happy Theme
- It Came From Space Theme
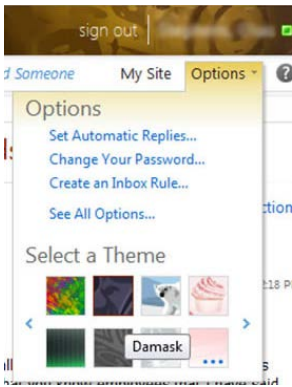
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If you would like to see some more detailed instructions on Microsoft Exchange 2010, please visit our technology tutorials.

If you have any questions about Microsoft Exchange 2010 or concerns feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

Home > Password Reset

Utilizing Self-Service for Password Resets

Your password expires every 6 months. It is important that you reset it in order to keep access to your account. There are a few ways that you can reset your SHSU password:

Updating Your Off-site E-mail Address

To be able to use the self-service system, you must have an off-site e-mail address on file. To update your off-site e-mail address:

- Log into My Sam (http://mysam.shsu.edu)
- From the "Manage My Profile" section on the Home tab, click on "Manage Off-site Contact Information"
- In the "Add Off-site Contact" section, enter your non-SHSU e-mail address (e.g. a Yahoo, Gmail, Hotmail, etc account). Click on Add.
- Optionally, you can enter your cell phone number in order to receive Text (SMS) Messages. Just click the "Text Message" radio button, enter your cell phone number, select your Carrier, and click on Add.

Resetting an Expired Password

Should your password expire, follow the steps below:

- Go to the SHSU homepage
- Select SamWeb at the top
- Select 'Forgot Password'

Enter your SHSU Username and Password

Username:

Password:

Forgot Password?
No Username?
FAQs

LOGIN | clear

- Enter your Username and full 9-digit SamID

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Forgot Password

Please enter your username and SamID

Already have a one-time token (OTT)?

Username [_____]

SamID [_____]

[Submit]

- You will be asked to select you're off-site contact
- Follow the instructions sent to your off-site contact

Pre-emptive Password Reset

There are several ways that you can reset your password prior to expiration.

SamWeb

- Sign into SamWeb
- Select 'IT@Sam' on the left hand side
- Select 'Account Password Change'
- Change your password following the directions on the page

SHSU Webmail

- Sign into SHSU Webmail
- Select 'Options' in the top right
- Select 'Change Password' on the left hand side
- Enter your old then new password

Desktop (Windows)

- Sign into your computer account on campus
- Hit Ctrl+Alt+Del
- Select 'Change Password'
- Enter your old then new password

Desktop (Mac)

- Go to the Apple Logo at the top right corner
- Click System Preferences
- Under the System heading, go to Accounts
- Click on change password

If you don't have access to your current off-site contact, you will need to contact the Helpdesk at 936-294-HELP.

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http://www.shsu.edu/~ucs_www/newsletter/July_2012/password.html[9/3/2014 2:55:58 PM]

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IT@Sam Newsletter

Home > July Trainings

July Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. Here are the classes we will be offering in July.

CLASS	DATE	TIME	LOCATION
Intro to Excel 2010	July 6	2pm - 4pm	ALL 108
Intro to Outlook 2010	July 9	2pm - 3pm	ALL 108
Windows 7 Operating System	July 10	10am - 11am	ALL 107
Advanced Excel	July 13	2pm - 4pm	ALL 108
Intro to Word 2010	July 16	10am - 12pm	ALL 108
Intro to HTML	July 18	2pm - 4pm	ALL 108
Data Manipulation in Excel	July 20	2pm - 4pm	ALL 108
Advance Word 2010	July 23	10am - 12pm	ALL 108
Intro to MS Lync	July 25	11am - 12pm	ALL 108
Intro to Project 2010	July 26	9am - 12pm	ALL 107
Excel Tips and Shortcuts	July 27	2pm - 4pm	ALL 108
Intro to Publisher 2010	July 30	10am - 12pm	ALL 108
Intro to Access - Forms and Reports	July 31	10am - 12pm	ALL 107

If you would like to be added to the distribution list to receive e-mails about upcoming trainings, please send your name to the IT@Sam Trainers.

To sign up for one of these training sessions or other future trainings, please visit the Human Resources Training Registration page. If you have any questions about future training sessions or sessions you would like to see offered please contact Don Perry or Chas Stephens.

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IT@Sam Newsletter

Home > Technology on Campus

The Newton Gresham Library and The Mobile Website

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 Newton Gresham Library's mobile website as well as eBook checkout service.

For years, libraries have served people by giving them access to a number of hard copies of books, magazines, encyclopedias, etc. On college campuses, this is very important as it allows students and faculty to study and do research. When online activity and computers became more readily available, the average library morphed in to a place you did not necessarily have to visit any more, at least not physically. Now with mobile phones and tablets able to access the Internet, you don't even need to be on a computer to visit a library and the Newton Gresham Library is making that possible too.

Mobile Library

With the SHSU Mobile Library, you can visit the library without a computer. This can be done by either downloading the SHSU Mobile Application, available through the iTunes application store. If, however, you do not have an Apple device you can visit the mobile website (http://library.shsu.edu/m/) from the browser on your phone, tablet, or computer.

At the mobile site, you can check the hours of operations as well as contact information. You can also search for research articles and books. Do you have a book and need to renew your checkout? With the mobile website, you can do that conveniently.

By clicking the "Find Books, Articles, & More" link you will gain access to a number of Mobile Databases as well as free database applications for mobile devices. With this you can now access a number of peer-reviewed publications from the comfort of your phone or tablet as well as your personal computer.

LIBRARY mobile

1. Current Hours
2. Contact Us
3. Address & Map
4. Renew or Hold Books
5. Find Books, Articles, & More
6. Library News
7. Share Your Feedback
8. Library's Main Website
9. SHSU Mobile App

eBook Checkout

Did you know that if you own a tablet, you can digitally check out books from the library? The Newton Gresham Library now has available approximately 65,000 downloadable books for checkout. This means that you can check out a book just like you normally would without having to actually go to the library. You can have access to the digital copy of that book for one week at which point you will need to check the book out again. The library has instructions for checking out books digitally for a number of tablets.

If you would like to checkout a book digitally, please visit the SHSU Library's How To Page.

If you have any questions about the library's mobile website or their digital checkout program, please contact Erin Cassidy.

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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!

"No one will need more than 637 kilobytes of memory for a personal computer."
-- Bill Gates, 1981

"This 'telephone' has too many shortcomings to be seriously considered as a means of communication. The device is inherently of no value to us."
-- Western Union internal memo, 1876.

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Home > IT@ Sam Shout Outs

IT@Sam Shout Outs

"Shout out to **Erin Cassidy** for showing me the database system the library is currently using"
-Chas Stephens

"Shout out to The Woodlands Center staff. The one stop center ladies **Janet Mullings**, **Rebecca Gay**, and **Tina Moynihan**. Thanks for what you have been doing!"
- Matt Major, Seth LeCompte, and DJ Viser

"Another shout out to the UPD guys **Bill Burgess**, **Sam Goodbread**, and **Matt Patteson**"
- Matt Major

"Shout out for **Julian Flores**. He works with Facilities and has been working hard on the Austin Hall Renovation.

Julian is dedicated to Sam Houston and took the challenge of managing the project to renovate our beautiful Austin Hall. The project in itself is difficult because you need to make a very old building, new again with usable space for today's environment while maintaining the integrity and history of the building. Julian has done a wonderful job working with the contractors to stick to a quick timetable, to have little visible impact to SHSU during construction, and to uphold the quality craftsmanship needed for this type project. Congrats to Julian on a job well done. It has been a pleasure working with someone so courteous and knowledgeable."
- Kayla Stephenson

"Should out to **Natalie Payne** and **Sam Craig** for all of their help with the Windows 7 deployments for CMIT and LEMIT. Thank you so much for all of your help!"
-Melissa Asbury

"Shout out to **Julie Campbell** in HR for all her assistance with our IT Training schedule every month. Her help has been invaluable with our registration and scheduling our room availability, and I would like to see her recognized for her efforts.
-Don Perry

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IT@Sam Newsletter

Home > Technology Notices and Computing Updates

Technology Notices

IT@Sam Help Icon

It has been a year since we first introduced the IT@Sam Help icon found on your campus desktop. We would like to take this time to remind you of what this little tool can do.

Should you find yourself needing technological assistance on your campus machine, double-click on this icon. You will be directed to a support portal where you can submit your issue. In no time at all, you will be in an online support session with one of our campus technicians. They will be able to view your screen and control your computer if you so desire.
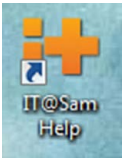
Support Portal

The Issue Submission menu can be used to initiate a remote assistance session with an IT@Sam technician. Remote assistance will allow a technician to connect to your computer and see what you see. The technician will then be able to correct the problem quicker and more efficiently.

If you prefer, you may call the IT@Sam Service Desk at x4-1950.

Issue Submission

Your Issue   - Please choose an issue -

Your Name

Company Name

Describe Your Issue

[Submit]

Technology Tutorials

Each month, we like to remind you about our online technology tutorials. These handy little instruction manuals may be just what you need to solve an issue that you might be having. This month we have a new technology tutorial up!

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For a complete list of all our technology tutorials, please visit our main Technology Tutorials Page. We are always updating them to provide you with the most up to date information and instruction on campus technology.

If you have an idea for an online technology tutorial, please contact our IT Trainers.

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Home > Tech Tips

Shortening a URL

If you browse the web, then you most certainly have come across a URL (uniform resource locator). URLs, such as shsu.edu, direct us to webpages. For the most part, these URLs are simple to remember. Sites such as SHSU, Google, and Facebook have very simple URLs. However, as you delve further into the Internet you will soon see that not all URLs are created equal.

The Good

| Firefox ▾ | 🅂🄷 Sam Houston State University - Texas - ... | + |

← 🅂🄷 www.shsu.edu

The Bad

| Firefox ▾ | 🄰 Kindle Keyboard 3G with Wi-Fi, 6" E Ink ... | + |

← 🄰 www.amazon.com/Kindle-Wireless-Reading-Display-Globa lly/dp/B003FSUDM4/
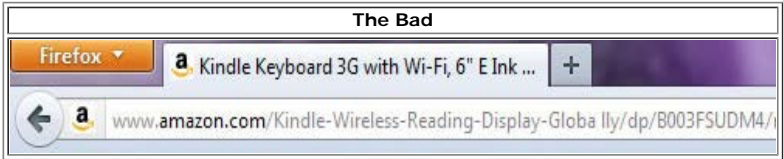
Have you ever tried pasting a very long URL to a syllabus or other document? In some cases, a URL can take upwards of three lines in a Word document making your page seem very cluttered. Not to mention, it is very tedious to type that exceptionally long URL in a browser. It would be more convenient to have the URL shortened so that it looks more professional and is simpler to type. With a URL shortening service, you can do just that. By using a site like notlong.com, you can shorten a lengthy URL and have it maintain the web destination. Here is an example of what URL shortening can do:

Long URL

http://maps.yahoo.com/#q=Huntsville%2C+TX&conf=1&start=1&
lat=30.715365475311657&lon=-95.5504922568798&zoom=15&mvt=m&trf=0&tt=Sam+Houston+State

Short URL

http://shsumap.notlong.com

Both links will take you to a Yahoo! Map of SHSU. However, the second link is much more convenient in terms of length. Also, with the shorter URL you will be less likely to make a mistake when typing in a browser.

With Twitter and other social networking sites limiting the number of characters in a post, shorter URLs are very important.

Here is a list of URL shortening websites:

- Google URL Shortener
- Tiny URL

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- notlong.com
- Bitly

The same basic rules apply for each of these sites. Simply copy the URL you wish to shorten to the site and let it generate a shortened URL for you!

If you have any questions about our technology tips please e-mail Chas Stephens or call (4-HELP).

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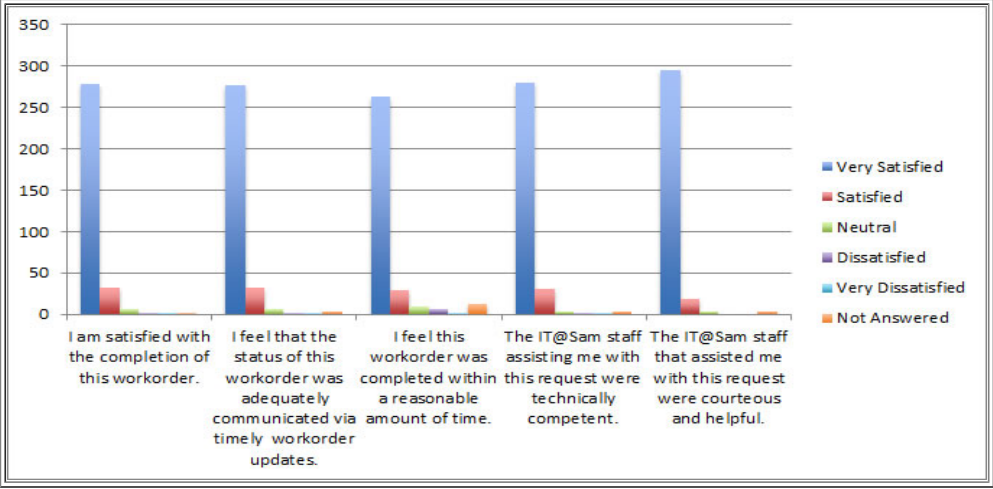
IT@Sam Newsletter

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IT@Sam Stats

In the month of June:

- 1636 IT@Sam work orders were closed
- 4957 Calls were taken at the Service Desk
- 180 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.

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IT@SAM NEWSLETTER

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Welcome to the August, 2012 issue of IT@Sam Newsletter!

National Cyber Security Awareness Month

This October, SHSU will be participating in the National Cyber Security Awareness Month. A number of organizations across the country will be doing their part to promote cyber security. We plan to use a number of educational tools to promote cyber security throughout the month.

>> Read More

SHSU Network Upgrades

IT@Sam will be upgrading the network over the next month. During this time, certain buildings will be without network connectivity on certain days. We have provided the schedule so that you can plan accordingly.

>> Read More

Fall Semester Startup

The start of the semester is coming up! With that in mind, we are aware that some computers may not have been touched since the end of the spring semester. If you know of a computer that fits this criterion, please read on.

>> Read More

Windows 7 Update

We are in the final stages of upgrading the campus to Windows 7. While most computers have been updated, there are a small percentage of computers still on Windows XP. We plan to have the upgrade completed by the beginning of the fall semester.

>> Read More

August Technology Training Schedule

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IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. You can sign up for the trainings on the Human Resources website.

>> 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 Management and Marketing's RFID setup!

>> Read More

Generation Gap

This year, just like every other year at SHSU, we will be welcoming in a new class of high school graduates. This month, we take a look at what they have experienced in their lifetime in order to better understand how they view the world.

>> 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 **Pamela Zelbst**, **Jennifer Gauntt**, **John Newbold**, **Shirley Baker**, and **Steven Keating**.

>> Read More

Technology Notices & Computing Updates

In this month's notices and updates, we highlight a fantastic online tool. Also, we have a new technology tutorial available to you!

>> Read More

Tech Tip

For this month's Tech Tip we look at file extension types. Have you ever seen a file saved on your computer and wondered what the letters and numbers after the period meant? Take a closer look at some common file extension types.

>> 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. We really do value your opinion!

>> Read More

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

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shsuservicedesk.wordpress.com

If you'd like to make a suggestion for future content, we'd love to hear from you!

The IT@Sam Newsletter was approved by the Vice President for Information Technology for e-mail distribution to SHSU faculty and staff.

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IT@Sam Newsletter

Home > Cyber Security Month

October is Cyber Security Awareness Month

Technology is a part of our everyday lives. With the advent of smart phones, we have access to the Internet 24 hours a day even when we are nowhere near a computer. Banking, healthcare, and investing can all be conveniently done from the comfort of your home computer or cell phone.

This convenience is a double-edged sword as it makes individuals more prone to security risks. Because of these risks, security awareness is as crucial as ever. The more knowledge an individual has on the matter, the less likely they will fall victim to an online attack.

This October, SHSU will be participating in the National Cyber Security Awareness Month. SHSU will be joining individuals and organizations across the country to promote cyber security. The goal of this is to educate and inform others on how much technology affects our daily routine as well as the ways to protect their digital identity. SHSU will be doing its part to promote cyber security with various methods throughout the month.

We will have small prizes and games available to everyone across campus. We will even have security panels open to the campus where anyone can bring their questions regarding online security.

For a more in depth description of National Cyber Security Awareness Month, please visit their [homepage.](homepage)

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IT@Sam Newsletter

Home > SHSU Network Upgrades

SHSU Network Upgrades

The Infrastructure and Support Services (ISS) Department is in the midst of a two year project to enhance the campus data network with additional flexibility for researchers and other specialized functions. Multiprotocol Label Switching (MPLS), is a type of high-performance network that directs data and provides the flexibility to divert, route and manage individual types of data traffic based on priority and service plan. IT@Sam ISS will be installing new hardware during the following dates and times to specific building on campus which will cause an interruption in network connectivity.

Friday August 10th, 6:00 PM through Saturday August 11th 6:00 AM

Affected Services: Academic Building 1, Health and Kinesiology Center, Music, Lowman Student Center, Gaertner Performing Arts Center, University Theatre Center, Newton Grisham Library, Don Sanders Baseball/Softball Complex, Bernard G Johnson Coliseum, Grounds &Custodial Building, Garrett Teacher Education Center, Counselor Education Center, Ron Mafrige Field House, Bower Stadium Press Box, Bearkat Village Apartments

Saturday August 11th, 9:00 AM through Saturday August 11th 9:00 PM

Affected Services: All Analog Phone Lines, Bobby K Marks Administration Building, Evans Complex, Smith-Hudson Building, Bank of America, Crimes, South Texas Applied Forensic Science, John W. Thomason Building, University Police Department, West Plant, Museum Exhibit Hall, Physical Plant, University Storage, Vehicle Maintenance, Property, Store, Plant Shop, Counseling Center, College of Humanities and Social Science (CHSS), Estill Building, Dan Rather Communications Building, Margaret Lea Houston, Farrington, Visitors Center, DELTA, Museum, Walker Education Center

Friday August 17th, 6:00 PM through Saturday August 18th 6:00 AM

Affected Services: Lee Drain Building, College of Humanities and Social Science (CHSS), Academic Building 3, Allen House, Roy Adams Building, Academic Building 4, Sam Houston Village, Raven Village, White Hall, Baldwin House, Barrett House, Creager House, Randall House, Mallon House, Jackson-Shaver Hall, Spivey House, Parkhill House

If you have any questions about the network upgrades or concerns about the schedule feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

Home>Fall Semester Startup

Fall Semester Startup

Since problems can arise with computers due to months of inactivity, IT@Sam would like to make sure that everyone returning from their summer vacation has a properly working computer.

With that in mind, if you know of computers in your department that have been inactive this summer, please check to see if you can log into that computer. If you cannot login or notice errors, please contact the Service Desk with the node name and location of the computer.

A few more things you can check if time permits:

- Printers/Scanners: Are they working?
- Programs (Microsoft Office, Lync, Adobe, etc.): Are they available?
- Banner: Are you able to get into Self-Service and INB?

Again, any help would be greatly appreciated. We would love to have everyone fully operational when they return to campus.

If you have any questions about what we are asking free to e-mail the Service Desk or call (4-HELP).

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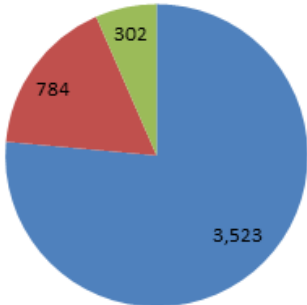- Ask Sammy
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IT@Sam Newsletter

Home > Windows 7

Windows 7

We have upgraded over 82% of campus PC's to Windows 7 including all labs, classrooms, and faculty computers. We are continuing to schedule upgrades for staff departments, working with them to ensure they are able to continue critical business functions. We plan to have all upgrades completed prior to the Fall 2012 semester starting.

SHSU Operating Systems

- 302 — Mac OS X
- 784 — Windows XP Professional
- 3,523 — Windows 7 Enterprise

Laptops and Windows 7:

We would like to remind you that in order to upgrade your laptop to Windows 7, you will need to back up all data that is currently on the laptop. All data and software currently on the computer will be erased as part of the upgrade process. Once the backup is complete, please bring it by the Service Desk and a work order will be generated for the upgrade. The upgrade typically takes five business days to complete at which time you will be contacted to pick up your laptop.

If you have any questions about Windows 7 or concerns about the installation schedule feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

Home > August Trainings

August Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. Here are the classes we will be offering in August.

CLASS	DATE	TIME	LOCATION
Intro to PowerPoint 2010	August 9	10:00am - 12:00pm	ALL 108
Intro to Outlook 2010	August 9	2:00pm - 4:00pm	ALL 107
Intro to Excel 2010	August 10	2:00pm - 4:00pm	ALL 107
Intro to HTML I	August 13	10:00am - 12:00pm	ALL 108
Intermediate PowerPoint 2010	August 16	10:00am - 12:00pm	ALL 108
Intro to HTML II	August 17	10:00am - 12:00pm	ALL 108
Advanced Excel 2010	August 17	2:00pm - 4:00pm	ALL 108
Windows 7 OS	August 21	10:00am - 11:30pm	AB1 213
Intro to MS Lync	August 23	10:00am - 12:00pm	ALL 108
Data Manipulation in Excel	August 24	2:00pm - 4:00pm	ALL 108
Intro to Access - Tables	August 29	1:00pm - 4:00pm	ALL 108
Intro to Project	August 27	9:00am - 12:00pm	ALL 108
Intro to Adobe Acrobat X	August 30	9:00am - 12:00pm	ALL 108
Excel Tips and Shortcuts	August 31	2:00pm - 4:00pm	ALL 108

If you would like to be added to the distribution list to receive e-mails about upcoming trainings, please send your name to the IT@Sam Trainers.

To sign up for one of these training sessions or other future trainings, please visit the Human Resources Training Registration page. If you have any questions about future training sessions or sessions you would like to see offered please contact Don Perry or Chas Stephens.

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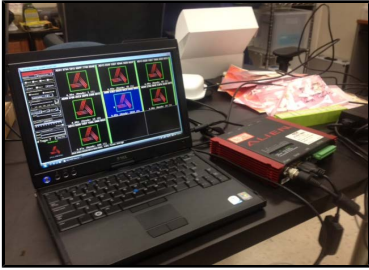## IT@Sam Newsletter

Home > Technology on Campus

Department of Management and Marketing's RFID Setup

Technology is found in many forms and used in different ways. Each month we like to find a department on campus that is using technology in an interesting way. This month we will take a look at the Department of Management and Marketing and their Radio-frequency Identification (RFID) setup.

RFID is a form of wireless data transmission that transfers data from a tag on an object. The tag, which is usually relatively small, contains electronically stored information that can be read from a distance of up to several meters. Unlike a barcode, the tags for RFID do not have to be visible and therefore can be embedded in the object itself.

The Department of Management and Marketing has an RFID setup that allows them to keep track of numerous objects around their work area. Within this department, RFID is used to teach students how marketing information has evolved and will continue to evolve over time. Students working with this technology learn how to setup RFID and gather information thus giving them deeper insight in their respective majors. The setup itself is very simple. First, a tag is encoded with information about the object to which it is being attached. For instance, a tag could be placed on a can of soup. The tag could be encrypted with information about where the soup was produced and from where it was shipped. When the tag comes into close proximity, two antennae receive the signal from the tag and send the information to the RFID reader. The information received is then displayed on a laptop. What is displayed depends on the information on the tag. Therefore, more information equals more data to be displayed. What's more, the antennae on this setup can read thousands of tags simultaneously as opposed to a conventional barcode scanner which can only read one item at a time.
For marketing purposes, the ability to track real time information on the individual item is ground-breaking.

For more information on Radio-frequency Identification, please E-mail Pamela Zelbst.

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IT@Sam Newsletter

Home > Technology Generation Gap

Technology Generation Gap

This Fall SHSU will usher in a new freshman class. To put this in perspective, the average high school graduate was born in 1994. This year's entering college class of 2016 has no recollection of George Herbert Walker Bush as president and was born just as Lion King was first coming into theatres. With that in mind, here is a little bit about the average incoming freshman that might help you relate with them a little more.

- There has always been an Internet for them to surf
- They probably never had to use dial up Internet
- They were probably told stories about Britney Spears, Justin Timberlake, and Chrsitina Aguilera as Mouseketeers
- Their parents probably battled for a Tickle-Me-Elmo for Christmas.
- "PC" means Personal Computer, not Political Correctness
- The cast of Breakfast Club could be their parents
- They have always been able to shop on Amazon
- The sitcom *Cheers* was off primetime before they were born
- Major League Baseball has always had a wild card entry in the playoffs
- Music has always been available via free download
- Video games have always had ratings
- They do not remember Jim Carrey as a Pet Detective
- If you refer to LBJ, they will most likely assume LeBron James
- Email is just too slow for them, and some have never even used conventional mail
- Fergie has always been a pop singer to them
- The human genome has always been available to them
- Computers have never lacked a CD-ROM drive
- Czechoslovakia has never existed
- Nirvana is considered oldies
- "Caramel macchiato" and "venti half-caf vanilla latte" have always been street corner lingo.
- They probably never used a telephone with a wire attached to it
- They have always had hundreds of cable channels
- They have always had the SYFY Channel
- Cassette tapes are as obsolete as vinyl records

With all the technology and changes in the world, sometimes its easy to forget how these events have shaped our younger generations. Remember these little tidbits of information when working with the incoming class.

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IT@Sam Shout Outs

"Thanks to **Pamela Zelbst** for showing me the RFID equipment in the Smith-Hudson Building and talking with me about other technology."
- *Chas Stephens*

"Shout Out to **Jennifer Gauntt**. She has been very helpful in making sure our IT Training schedule is posted on Today@Sam calendar, thereby giving our classes much appreciated exposure. We really wish to thank her for assisting us."
- *Don Perry*

"Thanks to **Steven Keating** for training us in Ad Astra"
-*Chas Stephens and Don Perry*

"Thanks to **John Newbold** for his hard work in helping to get the COBA website moved into the SHSU template. Even better changes to come!"
-*Michael Huff*

Big thanks to **Shirley Baker** in University Advancement for her role in organizing and communicating the Raiser's Edge upgrade to all departments affected. We couldn't have done it without her help!
-*Melissa Asbury*

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Technology Notices

Academic Websites - The Khan Academy

Have you ever wanted to learn more about mathematics, chemistry, or finance? Do you know someone who needs to brush up on their SAT or GMAT? Well, the Khan Academy has a website that provides lessons in all the major subjects. As a non-profit organization, the Khan Academy is devoted to changing world education for the better by providing this online resource. The entire site is available to anyone free of charge.

What makes this site unique is that teachers can create a class profile to get a summary of the class performance on particular areas. This will allow teachers to decide how to best spend their time teaching.

Technology Tutorials

Each month, we like to remind you about our online technology tutorials. These handy little instruction manuals may be just what you need to solve an issue that you might be having. You may be familiar with this technology tutorial, but we have recently updated it. Please check it out.

- Adding a Shared E-mail Account in Outlook 2010

For a complete list of all our technology tutorials, please visit our main Technology Tutorials Page. We are always updating them to provide you with the most up to date information and instruction on campus technology.

If you have an idea for an online technology tutorial, please contact our IT@Sam Trainers.

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IT@Sam Newsletter

Tech Tip: Know Your Extensions

If you have ever saved a file to a computer you may have noticed that an extension is added to the file name. These extensions start with a period and are usually followed by at least one letter or number. These extensions are important because they tell your computer which program to use to open the file. For this month's tech tips, we will list some of the most common file extension types and the programs that are associated with it. These extensions are applicalbe to both Macs and PCs.

Extension	Description	Program
.doc	Microsoft Word Document	Microsoft Word 1997-2003
.docx	Microsoft Word Open XML Document	Microsoft Word 2007-2010
.rtf	Rich Text Format File	Microsoft Word
.txt	Plain Text File	Wordpad/Notepad
.wpd	WordPerfect Document	WordPerfect
.wps	Microsoft Works Word Processor Document	Microsoft Works
.csv	Comma Separated Values File	Microsoft Excel or WordPad
.ppt	PowerPoint Presentation	Microsoft PowerPoint 1997-2003
.pptx	PowerPoint Open XML Presentation	Microsoft PowerPoint 2007-2010
.m4a	MPEG-4 Audio File	QuickTime
.mp3	MP3 Audio File	iTunes
.wma	Windows Media Audio File	Windows Media Player
.mov	Apple QuickTime Movie	QuickTime
.mp4	MPEG-4 Video File	QuickTime
.mpg	MPEG Video File	Windows
.wmv	Windows Media Video File	Windows Media Player
.pdf	Portable Document Format File	Adobe PDF
.xls	Excel Spreadsheet	Microsoft Excel 1997-2003
.xlsx	Microsoft Excel Open XML Spreadsheet	Microsoft Excel 2007-2010
.accdb	Access 2007 Database File	Microsoft Access 2007
.mdb	Microsoft Access Database	Microsoft Access 1997-2010
.exe	Windows Executable File	Windows
.html	Hypertext Markup Language File	Default Internet Browser
.ics	iCalendar File	iCalender

These are just a few of the many file extensions that are out there. If you would like to know

Related Links

more, there is a website that claims to list every single file extension.

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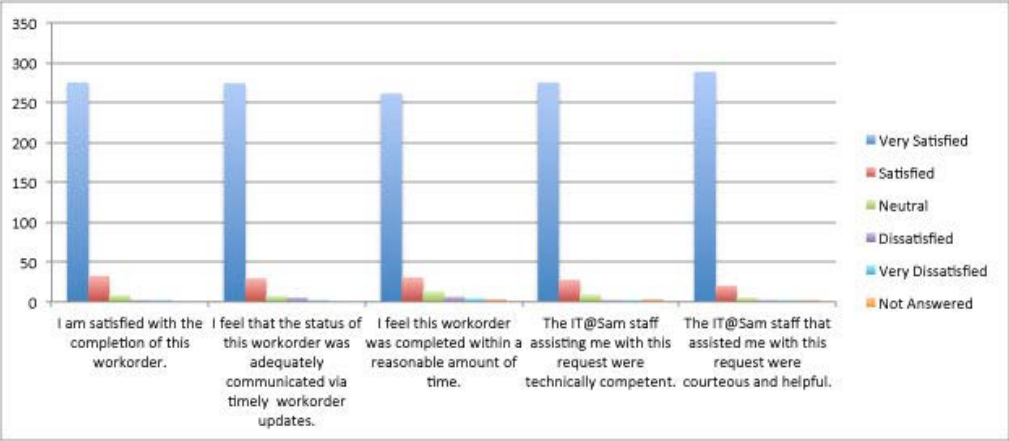
IT@Sam Newsletter

Home > Survey Results

IT@Sam Stats

In the month of July:

- 1541 IT@Sam work orders were closed
- 5172 Calls were taken at the Service Desk
- 164 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.

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IT@SAM NEWSLETTER

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Welcome to the September, 2012 issue of IT@Sam Newsletter!

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National Cyber Security Awareness Month

IT@Sam has participated in Cyber Security Awareness Month along with many other organizations over the last two years. See what is in store for this year.

>> Read More

Lab & Classroom Services

The fall semester has officially started! With that in mind, we would like to remind you of the classroom amenities that are available to faculty and staff through IT@Sam. We treat classroom issues as top priority. Check out all the services we offer.

>> Read More

Spring Semester Software Requests

We are just a few weeks into the new semester. However, it is never too early to start planning for spring. If you know you will need software for a class, please let us know as soon as possible so that we can guarantee that your programs are available by the first class day.

>> Read More

IT@Sam Staff Updates

IT@Sam is happy to welcome **Mike Steigerwald**, **Dava Morris**, **Evan Leky**, **Paul Jimenez**, and **Gavin Bunney** to the IT@Sam team!

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Windows 7 Update

We are 90% complete with the Windows 7 upgrade. For the time being, we have halted the Windows 7 upgrade for the change freeze. After the semester calms down, we will resume upgrading the final computers on campus.

>> Read More

September Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. You can sign up for the trainings on the Human Resources website.

>> Read More

Technology Notices & Computing Updates

In this month's notices and updates, we talk about the Exchange upgrade. Also, we have a new technology tutorial available to you!

>> Read More

Tech Tip

For this month's Tech Tip we look at finding words or phrases on a webpage. Have you ever scanned a page endlessly for a certain word? If so, this tip will help you greatly.

>> Read More

IT@Sam Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. These surveys 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. We really do value your opinion!

>> Read More

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facebook.com/SHSUMacusers

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If you'd like to make a suggestion for future content, we'd love to hear from you!

The IT@Sam Newsletter was approved by the Vice President for Information Technology for e-mail distribution to SHSU faculty and staff.

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IT@Sam Newsletter

Home > Cyber Security Month

October is Cyber Security Awareness Month

This October, SHSU will be participating in the National Cyber Security Awareness Month. SHSU will be joining individuals and organizations across the country to promote cyber security. The goal of this is to educate and inform others on how much technology affects our daily routine as well as the ways to protect their digital identity. SHSU will be doing its part to promote cyber security with various methods throughout the month. Here are some of the ways we will be promoting cyber security:

Cyber Security Panel

We will have two panel discussion groups during the month. We will have several SHSU employees there to answer any questions you may have regarding cyber security.

- October 9th
  - CHSS C070
  - 2:00 - 4:00 PM

- October 17th
  - Mafridge Auditorium
  - 3:00 - 5:00 PM

Cyber Security Presentation

Think your online activities are private? Think again. Everything you do on the web has the potential of being tracked. With this in mind, Don Perry will be offering a short presentation on how to browse the web anonymously on October 25th.

- October 25th
  - CHSS C070
  - 3:30 - 5:00 PM

Games in the Mall Area

During the first week of October, we will have a number of games available to play in the LSC Mall area. We will have games that range from cyber security trivia to virus minesweeper. We encourage everyone to come by and try their luck.

Social Media Contests

Throughout the month we will also have a number of social media contests. If you are not currently following us on Twitter or Facebook, we encourage you to do so. By following us, you ensure that you will receive up to the minute updates from IT@Sam.

Here are the contests we will have available:

- **No! Face** - Take a picture of your best "I've been hacked" face and post it to our Facebook account!

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- **Caption Contest** - We will post a cyber-related photo on Facebook and you post a caption for it. The best caption will win!

- **Pinterest** - Create a Pinterest board on our Service Desk page. Create the best board and win a prize!

Giveaways

Throughout the month we will be giving away prizes. We have everything from pens to iPhone cases. What is great about this is it is all **FREE**! Take part in the activities and you could win some cool stuff!

For a more in depth description of National Cyber Security Awareness Month, please visit the National Cyber Security Alliance site.

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IT@Sam Newsletter

Home > Labs and Classrooms Services

Lab & Classroom Services

10-Minute Promise

IT@Sam is happy to provide you our *10-Minute Promise*. All technical support calls that occur during a class will be treated as top priority. For these calls, you can rest assured that we will do our best to have a technician in your classroom within 10 minutes of your call.

If you have an issue arise in your classroom, please dial 4-HELP from any campus phone. When prompted, press 1 for classroom issues. This will make your phone call a top priority.

Click Image to Enlarge

Lab & Classroom Services

IT@Sam has twelve computer labs across the SHSU main campus. Three of these are general use labs for students to use at scheduled open times: AB4 203, CHSS 130, and the left side of NGL 200. The other nine labs are used for classroom instruction and are open to students whenever a class is not scheduled. Schedules for the instructional labs are posted daily at each lab.

IT@Sam also has five labs at The Woodlands Center (TWC) located in The Woodlands, TX. One lab is a general use lab for students to use at the scheduled open times, TWC 315. The other four are instructional labs, and can be found on the second floor.

All Information Technology labs are equipped with Windows 7 workstations*, DVD-RW drives, scanners, printers, USB ports for access with compatible flash/USB drives, and other peripheral items. The labs are available to enrolled students, faculty, and staff. Lab schedules, reservations scheduled, and reservations requests are available online.

Macs are available in TWC-210, NGL 200, and CHSS 130.

Lab Management

IT@Sam is in charge of the hours of operation, maintenance of the labs and equipment, lab reservations, and lab assistant scheduling. If you should have any questions regarding the computer labs or any special requirements for the labs, please contact our Lab Managers.

Melissa Asbury is the point of contact and Lab Manager for the SHSU main campus. Rachel Macy is the point of contact and Lab Manager for The Woodlands Center.

Lab Maintenance

Faculty may submit problems with the lab's conditions such as lighting, temperature, speed of connection, etc. to the lab managers. For equipment maintenance, submit these problems through Cherwell.

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IT@Sam Lost and Found Procedure

The items left by students in the IT@Sam labs are brought to the Service Desk in AB1, Room 145. We attempt to identify the owner, and contact them immediately, usually by e-mail.

Lab Assistant Knowledge Base

Lab Assistants are familiar with the following:

- Basic PC and Printer Maintenance
- CD/DVD-R use
- Drive mapping
- Email setup
- Multimedia CD use
- Options available on the SHSU web site
- Printing class schedules
- Printing degree plans
- Scanner use
- Sound recording
- Student account creation
- Student web page creation (non class-related)
- Wireless Setup

If you have any questions e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

Home > Software Requests

Spring Semester Software Requests

It is never too early to start thinking about the spring semester. We realize that it is still a few months out, but if you know you will need special software for your classes next semester please let us know as soon as possible.

To ensure adequate time for installation and testing of new network software, the requests must be received, licensing in place, and the software delivered to IT@Sam by November 1st. However, the sooner, the better! A significant level of testing is needed to assure the application will not impact other programs and that your students can access it as you intended. After it is installed you will be notified and asked to test the software. Therefore, please leave sufficient time for installation and your testing phase.

All network software requests must be submitted to IT@Sam by either calling the Service Desk at 4-1950 or by using the Workorder System on SamWeb and click on Purchase or Quote Request as the type of workorder.

You will need to submit a work order if either of the following:

- **New Installations** - To request that we install software not already available on the network.
- **Maintain or Keep Current Software** - To request that we leave specific software applications on the SHSU campus network.

Applications are provided for your use, so if we do not have current notice from you that you still need them, they may be removed to facilitate new requests. Therefore, if you're using something currently on the network, for classroom purposes or not, please be sure to complete a work order to ensure that we keep the software on the network.

What you will need:

- The vendor (ex. Adobe), title (ex. Creative Suite), and version number (ex. 5.5) of the software being requested.
- The number of computers on which the software will be installed.
- If this is a new software request, information on how the software will be delivered to IT@Sam. (A web download or physical media)
- The semester that the software will be needed.
- Who will need to run this software? If Specific Users or Specific Computer Lab(s) is selected, use the work order Description field to indicate that information.
- Approval from your Department Chair/Head.

If you have any questions feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Staff Updates

Mike Steigerwald joined the IT@Sam senior management team as the *Director of Client Services* on August 16. Mike is an accomplished service professional with nearly 30 years of experience developing and managing highly effective technical support and customer service organizations. Mike comes to IT@Sam after 5 ½ years with the Texas Department of Criminal Justice, where his last position was that of *Assistant Director, Network Support Services* responsible for the agency's desktop computing devices, peripherals, and network infrastructure throughout the state. Prior to TDCJ, he had managed customer support operations for various product manufacturers in diverse market sectors to include: videoconferencing, Local Area Networking equipment, and carrier-class (service provider) network switching systems. He attributes his very successful career to his focus on the "customer" in customer service and is committed to help reinforce that same philosophy within the *Client Services* department here at Sam.

Welcome, Mike!

Dava Morris is a Computer Science major here at Sam and will graduate in December. She will also be pursuing a graduate degree in Computer Science from SHSU. In her free time she volunteers with the campus Lion's Club. Dava will be working with our Infrastructure and Support team here at IT@Sam.

We are happy to have Dava as a part of our team!

Evan Lecky is a Computer Science major and is scheduled to graduate late next year. He has been with his wife for 11 years & they are expecting their first child in mid-November. Evan will be working with our Infrastructure and Support team here at IT@Sam.

Welcome to the team, Evan!

Paul Jimenez graduated from Mercedes High School 1985 and from Texas State Technical College, Harlingen, Texas in 1989. His first computer position was with Compaq Computer Corporation in 1989. Since then he has worked for various companies in and around the Houston area including NASA, Hewlett Packard and Chevron. Paul will be working with our Infrastructure and Support team here at IT@Sam.

Welcome to IT@Sam Paul!

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Gavin Bunney is from Denver, Colorado and worked at Level 3 Communications for 9 years as a Solutions Architect Engineer. His duties included Circuit and Network Design. Prior to that he spent 11 years with Nortel Networks as a Technical support Engineer supporting Qwest Communications for their Long haul Backbone Network for Sonet and SDH platforms. Gavin is looking forward to working in the IT department here at SHSU and will be working with our Infrastructure and Support team.

Welcome to IT@Sam Gavin!

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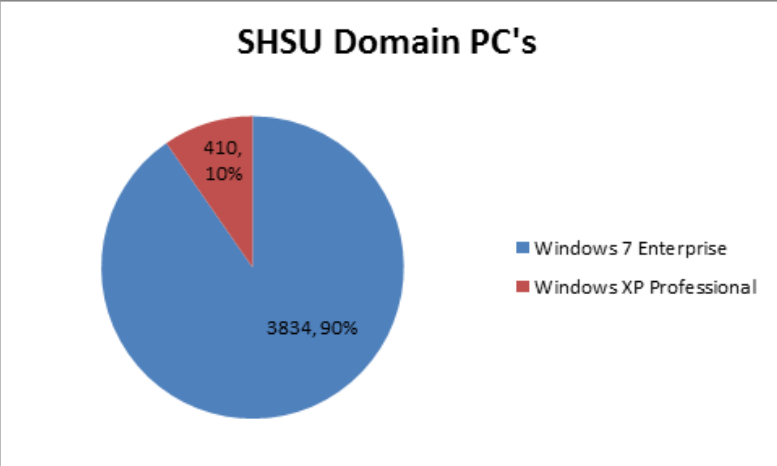
IT@Sam Newsletter

Home > Windows 7

Windows 7

We have halted all Windows 7 deployments to get everyone through the Fall semester start-up and will resume them after September 15. That being said we have reached the 90% complete mark which is a huge milestone. There have been countless man hours put in to get us to this point.

SHSU Domain PC's

410, 10%

3834, 90%

■ Windows 7 Enterprise
■ Windows XP Professional

Laptops and Windows 7:

We would like to remind you that in order to upgrade your laptop to Windows 7, you will need to back up all data that is currently on the laptop. All data and software currently on the computer will be erased as part of the upgrade process. Once the backup is complete, please bring it by the Service Desk and a work order will be generated for the upgrade. The upgrade typically takes five business days to complete at which time you will be contacted to pick up your laptop.

If you have any questions about Windows 7 or concerns about the installation schedule feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

Home > September Trainings

September Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. Here are the classes we will be offering in September.

CLASS	DATE	TIME	LOCATION
Intro to PowerPoint 2010	Sept 07	2:00 - 4:00 PM	ALL 108
Intro to Excel 2010	Sept 10	2:00 - 4:00 PM	ALL 108
Intro to HTML I	Sept 12	10:00 AM - Noon	ALL 108
Windows 7 OS	Sept 13	10:00 - 11:30 AM	ALL 108
Intermed. PowerPoint 2010	Sept 14	2:00 - 4:00 PM	ALL 108
Advanced Excel 2010	Sept 17	2:00 - 4:00 PM	ALL 108
Intro to Access - Queries	Sept 18	10:00 AM - Noon	ALL 108
Intro to MS Lync	Sept 20	10:00 AM - Noon	ALL 108
Intro to Adobe Acrobat X	Sept 21	1:00 - 4:00 PM	ALL 108
Data Manipulation in Excel	Sept 24	2:00 - 4:00 PM	ALL 108
Intro to Outlook 2010	Sept 25	10:00 AM - Noon	ALL 108
Intro to HTML II	Sept 26	10:00 AM - Noon	ALL 107
Intro to Project 2010	Sept 28	1:00 - 4:00 PM	ALL 108

If you would like to be added to the distribution list to receive e-mails about upcoming trainings, please send your name to the IT@Sam Trainers.

To sign up for one of these training sessions or other future trainings, please visit the Human Resources Training Registration page. If you have any questions about future training sessions or sessions you would like to see offered please contact Don Perry or Chas Stephens.

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IT@Sam Newsletter

Home > Technology Notices and Computing Updates

Technology Notices

Exchange 2010

Earlier this year we began upgrading our online mail server. This month, we will resume moving faculty, staff, and students from Exchange 2007 to Exchange 2010. This means that there will be a new look to the mail client that is accessed on the SHSU homepage.

You will also see a few minor changes if you access your e-mail through Outlook. More specifically, you will see the Assign Policy button under the Home ribbon. This will allow you to assign a length of time to hold a particular message in your inbox.

Also in Outlook, if you try and send an e-mail to someone who has set up an automatic reply you will see their automated message as soon as you type their name in the **To**... section of the e-mail.
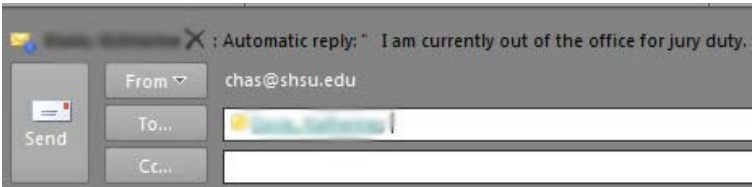
The upgrade, however, will not impact your access to your e-mail.

If you have any questions about the Exchange upgrade, please contact the Service Desk.

Technology Tutorials

Each month, we like to remind you about our online technology tutorials. These handy little instruction manuals may be just what you need to solve an issue that you might be having. This month we have a new technology tutorial up!

- Ad Astra

For a complete list of all our technology tutorials, please visit our main Technology Tutorials Page. We are always updating them to provide you with the most up to date information and instruction on campus technology.

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If you have an idea for an online technology tutorial, please contact our IT@Sam Trainers.

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IT@Sam Newsletter

Home > Tech Tips

Tech Tip: Searching for a Word on a Webpage

Have you been on a website that was cluttered with text? How do you find one specific word on that site? Well there is a way to search a webpage for a specific word or phrase.

PC Users

Firefox:

1. Click **Edit** at the top of the page
2. Click **Find**
3. A search bar will open up at the bottom of the screen
4. Type the word you wish to find and hit **Enter**
5. The page will be searched for that word or phrase
6. Any matches will be highlighted

Internet Explorer:

1. Click **Edit** at the top of the page
2. Click **Find on this Page**
3. A search bar will open up at the top of the screen
4. Type the word you wish to find and hit **Enter**
5. The page will be searched for that word or phrase
6. Any matches will be highlighted

The keyboard shortcut for this action is Ctrl + F

Mac Users

Safari:

1. Click **Edit** at the top of the page
2. Click **Find**
3. Click **Find**...
4. A search bar will open up at the top of the screen
5. Type the word you wish to find and hit **Enter**
6. The page will be searched for that word or phrase
7. Any matches will be highlighted

The keyboard shortcut for this action is Command + F

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IT@Sam Stats

In the month of August:

- 1737 IT@Sam work orders were closed.
- 6542 calls were taken at the Service Desk.
- 387 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.

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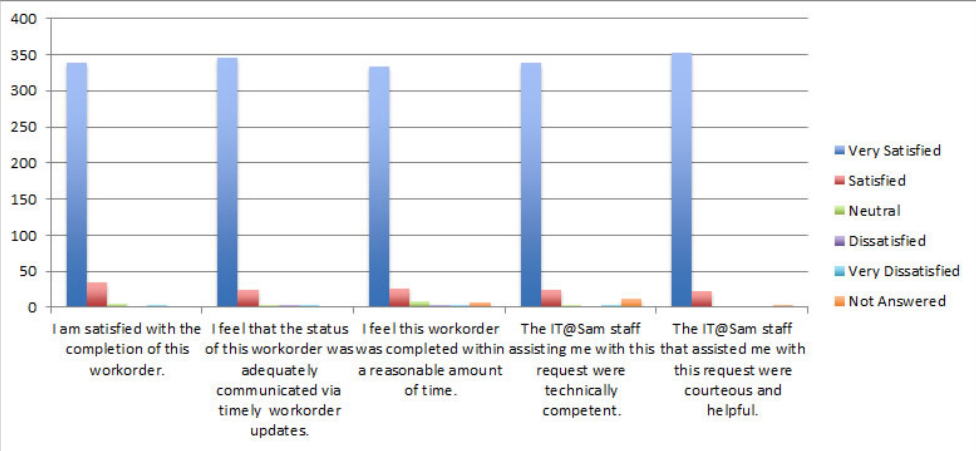- Ask Sammy
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IT@SAM NEWSLETTER

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Welcome to the October, 2012 issue of IT@Sam Newsletter!

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National Cyber Security Awareness Month

October is National Cyber Security Month. We have a number of events planned throughout the month and we invite everyone to attend an event. We will have two security panel discussions as well as a cyber security presentation. Come see how YOU can make a difference!

>> Read More

Cyber Security Quiz

We have put together a little quiz for you to enjoy for Cyber Security Awareness Month. The answers to these questions can be found on the IT@Sam policies website. We will also post the answers in next month's newsletter.

>> Read More

IT@Sam Staff Updates

IT@Sam is happy to welcome **Justin Williams**, **Sam Blanchard**, and **Varun Vattikonda**. Click the link below to read about our three newest employees!

>> Read More

October Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. You can sign up for the trainings on the Human Resources website.

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Technology Notices & Computing Updates

In honor of National Cyber Security Awareness Month, we would like to use this time to tell you about computer viruses. What are they? How do they affect you?

>> 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 **Holly Tickner**, **The Payroll Office**, The **Library** and **the entire campus**.

>> Read More

Tech Tip

Lets take a look at spim! You may have heard of spam before but what is spim? Why does it pertain to me?

>> Read More

IT@Sam Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. These surveys let us know what everyone thinks about IT@Sam. Please take a moment to see how the service IT@Sam provides was rated by your colleagues. We really do value your opinion!

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 facebook.com/SHSUMacusers

 shsuservicedesk.wordpress.com

 pinterest.com/shsuservicedesk

If you'd like to make a suggestion for future content, we'd love to hear from you!

The IT@Sam Newsletter was approved by the Vice President for Information Technology for e-mail distribution to SHSU faculty and staff.

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IT@Sam Newsletter

Home > Cyber Security Month

October is Cyber Security Awareness Month

This month is National Cyber Security Month. Therefore, we will be doing our part to promote cyber security awareness across campus. Throughout the month, we will have panel discussions that you can attend as well as games, both online and in person. Our goal throughout this month is to better educate the Sam Houston population about the dangers of online activity and how we can protect ourselves. If at all possible, please take advantage of these activities that we have planned. You never know what you might learn!

Cyber Security Panel

We will have two panel-discussion groups during the month. We will have several SHSU employees there to answer any questions you may have regarding cyber security.

- October 9th
  - CHSS C070
  - 3:00 - 5:00 PM

- October 17th
  - Mafridge Auditorium
  - 3:00 - 5:00 PM

Cyber Security Presentation

Think your online activities are private? Think again. Everything you do on the web has the potential of being tracked. With this in mind, Don Perry will be offering a short presentation on how to browse the web anonymously on October 25th.

- October 25th
  - CHSS C070
  - 3:30 - 5:00 PM

Games in the Mall Area

During the second week of October, we will have a number of games available to play in the LSC Mall area. We will have games that range from cyber security trivia to virus minesweeper. We encourage everyone to come by our table and try their luck.

Social Media Contests

Throughout the month, we will have a number of social media contests. If you are not currently following us on Twitter or Facebook, we encourage you to do so. By following us, you ensure that you will receive up to the minute updates from IT@Sam.

Here are the contests we will have available:

- **Nooo! Face** - Take a picture of your best "I've been hacked" face and post it to our Facebook page! The contest opens October 8th and closes October

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12th. The winner will get a $25 gift card.

- **Caption Contest** - Submit a caption for cyber-related photos that we'll post on our Facebook page. The best caption will win! The contest opens October 15th and closes October 19th. The winner will get a $25 gift card.

Giveaways

Throughout the month, we will be giving away prizes. We have everything from pens to iPhone cases. What is great about this is it is all **FREE**! Take part in the activities and you could win some cool stuff!

For a more in depth description of National Cyber Security Awareness Month, please visit the National Cyber Security Alliance site.

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IT@Sam Newsletter

Home > Cyber Quiz

Cyber Quiz

October 2012 marks the ninth annual National Cyber Security Awareness Month sponsored by the Department of Homeland Security. To celebrate, we were hoping you would consider having a little fun with Security Awareness by playing a game of "20 Questions." Let's test your "security" knowledge.

Below you will find 20 questions pertaining to the new SHSU Information Security User Guide. You can find the answers on the IT@Sam policies website.

SHORT ANSWER:

1. What are Information Resources?
2. Why do we have an Information Security Program? (3 reasons).

TRUE/FALSE:

3. If your supervisor asks you for your password, you should give it to them immediately.
4. If an action is technically possible, this means it is okay for you to perform that action.
5. It's ok to share your password with another SHSU employee as long as they are a relative.
6. With the proper documentation and approvals, exemptions to policy can be granted.
7. It's against policy to use information technology resources for political gain.
8. Security Awareness Training is optional.
9. Any data stored on your local drive (desktop or laptop) is not backed up by IT.
10. There is no need to encrypt or password protect a thumb drive if you have it safely tucked away in your purse.
11. You are held accountable for all network and Internet activity that is associated with your login ID, whether you personally did it or not.

MULTIPLE CHOICE:

12. As a convenience to the SHSU User Community, personal use of Information Resources is allowed if certain guidelines are followed. Which of the following are guidelines from the policy? Choose 3:

    a. Personal use must not result in direct costs to the SHSU
    b. Personal use must be restricted to breaks and lunch hour.
    c. Personal use must not interfere with the normal performance of an employee's work duties.
    d. Downloads must be restricted to one per 24 hour period to conserve bandwidth.
    e. No files or documents may be sent or received that may cause legal action against SHSU.

13. What should I do if I find and download software that would help me in my job and it is free:

    a. Go ahead and load it on your PC/laptop since it doesn't cost SHSU anything.
    b. Research on the Internet whether it will work on your PC/laptop, and if all is ok, load it.
    c. Call the vendor to determine whether it is compatible with your software/operating system.
    d. Call the Service Desk since all software must be approved and installed by IT@Sam.

14. Which of the following is NOT a portable computing device.

    a. Laptop

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  b. Thumb Drive
  c. Blackberry
  d. Monitor
  e. External Hard Drive

FILL IN THE BLANK:

15. If, on your desktop, a virus is not automatically cleared by the virus protection, you must call the Service Desk immediately because this is a "_____ incident".
16. All messages, files and documents located on Agency information resources are owned by SHSU, and may be subject to _____ _____ Requests.
17. If you need to save a file that has sensitive or confidential information onto a thumb drive, the drive must be _____ to ensure the data is protected.
18. Every employee has to sign the _____ _____ acknowledging they have read and understand SHSU requirements regarding computer security policies.

MORE SHORT ANSWERS:

19. What can happen if you violate the Information Resource program?
20. If you have a question or think you know of a security incident, and you're not sure who to talk to about it, who do you call?

For a more in depth description of National Cyber Security Awareness Month, please visit the National Cyber Security Alliance site.

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IT@Sam Staff Updates

Justin Williams got his first taste of Sam Houston State University when he was just 13 years old. He and his mother went with the Home Economics Department to Europe and toured 9 countries when she was a student. Justin lived in Huntsville from 1982 thru 1986. From there he moved to Crockett to be closer to family. In 1996 he attended Angelina College Police Academy and was a reserve police office in Grapeland and Rosebud, Texas. He started working as a Computer Technician at Crockett ISD in 1997 and was there for 3 years. He was then asked to be the Technology Director at Rosebud-Lott ISD and was there from 2000 until 2007. In 2007, he was asked to return to Crockett as Technology Director for Crockett ISD and was there until 2011 when he moved to San Augustine ISD as their Technology Director. Now, Justin has come to SHSU to work with our Infrastructure and Support team.

-Welcome to IT@Sam, Justin

Sam Blanchard is the new System Analyst for Residence Life and will be assisting with technology needs from that department. Sam graduated from Westfield High School in 2005, and has been in the IT world since. Sam has a 5 year old son, and is an avid Texans fan.

-Welcome to SHSU, Sam

Varun Vattikonda joined IT Enterprise Services on 10/1 as an ERP Analyst. Varun is completing his MS in Computer Science at SHSU, and has been working in the Institutional Effectiveness office as a Graduate Assistant writing Cognos reports.

-We are happy to have Varun

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IT@Sam Newsletter

Home > October Trainings

October Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. Here are the classes we will be offering in October.

We are happy to announce that we now have a new training classroom located in the Newton Gresham Library (NGL), room 157.

CLASS	DATE	TIME	LOCATION
Intro to Word	Oct 4	9:00 - 11:00 AM	ALL 107
Advanced Word	Oct 11	9:00 - 11:00 AM	ALL 108
Intro to Project	Oct 5	1:00 - 4:00 PM	NGL 157
Intro to Excel 2010	Oct 10	2:00 - 4:00 PM	NGL 157
Windows 7 OS	Oct 12	2:00 - 3:30 PM	NGL 157
Advanced Excel 2010	Oct 17	2:00 - 4:00 PM	NGL 157
Intro to PowerPoint 2010	Oct 18	10:00 - Noon	ALL 108
Intro to Access - Forms & Reports	Oct 19	2:00 - 4:00 PM	NGL 157
Data Manipulation in Excel	Oct 24	2:00 - 4:00 PM	NGL 157
Interm. PowerPoint 2010	Oct 25	10:00 - Noon	All 108
Intro to Publisher	Oct 26	2:00 - 4:00 PM	NGL 157
Intro to Outlook 2010	Oct 29	10:00 - Noon	NGL 157
Excel Tips & Shortcuts	Oct 31	2:00 - 4:00 PM	NGL 157

If you would like to be added to the distribution list to receive e-mails about upcoming trainings, please send your name to the IT@Sam Trainers.

To sign up for one of these training sessions or other future trainings, please visit the Human Resources Training Registration page. If you have any questions about future training sessions or sessions you would like to see offered please contact Don Perry or Chas Stephens.

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IT@Sam Newsletter

Home > Technology Notices and Computing Updates

Technology Notices

Want to Know Some More About Computer Viruses

When you get sick you don't function properly. You might operate at a slower pace than normal. Just as a virus works that way on people, a computer virus does similar things to a computer. A computer virus can make your computer run significantly slower and even shut it down. Just as you might safeguard yourself against sickness, so too must you protect your computer from viruses. Because viruses can be picked up through normal web activities, the best way to protect yourself is to have real time protection with antivirus software.

For more information about viruses, see our Computer Virus Information page.

Technology Tutorials

For a complete list of all our technology tutorials, please visit our main Technology Tutorials Page. We are always updating them to provide you with the most up to date information and instruction on campus technology.

If you have an idea for an online technology tutorial, please contact our IT@Sam Trainers.

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IT@Sam Shout-Outs

"Shout out to the entire **Payroll Office** for getting our first payroll of the new fiscal year complete. Thanks for working all the extra hours so that we could get paid!"
- *Casey Campbell*

"Shout out to the **Newton Gresham Library** for allowing us to use room 157 for conducting future IT trainings"
- *Don Perry*

"A big thanks to **Holly Tickner** at the bookstore for providing gift cards for our Cyber Security contests!"
-*Lucrecia Chandler*

"**To everyone in the campus community**... for your patience and understanding as we worked these past few months on upgrading the PCs throughout this institution to Windows 7. We could not have done this without you. THANKS Y'ALL!"
-*Michael Steigerwald*

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IT@Sam Newsletter

Home > Tech Tips

Tech Tip: What is Spim?

Most of us are familiar with spam. Since more and more protocols have been implemented to prevent unwanted e-mails from reaching your inbox, cyber criminals are looking to other methods.

Spim, or "*Spam over Instant Messaging,*" refers to unsolicited instant messages. Messages such as these can be received in any application that allows instant messaging (AOL Instant Messenger, Windows Messenger, Facebook, etc.). With the growing use of instant messengers and social media, it is imperative that everyone be aware of these methods that online criminals are using.

Every year, more and more messages are sent via Instant Messaging. This form of communication is seen at the corporate level, too. As it becomes more prevalent, spim could impact the business community similarly to the way that spam does now, by consuming corporate resources and creating security problems.

Instant messaging can be especially useful for spammers. First of all, people are more likely to click on a link of sent through an instant message as opposed to one sent through e-mail. Also, instant messaging bypasses anti-virus software and firewalls that prevent most spam attempts.

How to Avoid Spim

In AOL Instant Messenger click the "More Options" button then select "IM Settings". Click on the "Privacy and Security" tab. Choose the button for "Allow only people on my Buddy list".

For Yahoo Messenger go to *Messenger/Privacy Options* then select "Ignore List". Check the button for "Ignore anyone who is not on my Messenger List".

With MSN Messenger go to Tools/Options then select "Privacy". Check off "Only people on my Allow List can see my status and send me messages". This will bring up your contacts list.

With Facebook, only friends can send you instant messages. Therefore, make sure that you are only adding people who you know in real life.

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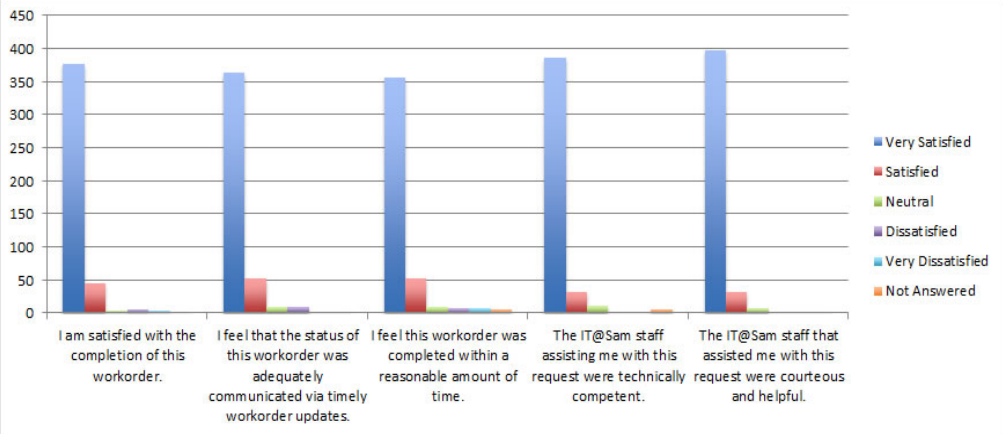
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IT@Sam Stats

In the month of September:

- 1674 IT@Sam work orders were closed.
- 4386 calls were taken at the Service Desk.
- 414 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.

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Welcome to the November, 2012 issue of IT@Sam Newsletter!

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National Cyber Security Awareness Month Contest Winners

Congratulations to students **Montana Fuoco** and **Bryan Escalon** for winning the "Noo!" Face and the Caption Contest. Take a look at their submissions.

>> Read More

GIVE THANKS

Cyber Security Quiz Answers

Did you take our Cyber Security Awareness Month quiz last month? We have the answers posted for you this month. How well did you do?

>> *Click to find out how you did!*

Exchange 2010 is Here!

IT@Sam has now completed the mail server upgrade to Exchange 2010. What does this mean for you? Most importantly, your e-mail capabilities remain the same. However, there are a few minor changes that we would like to detail.

>> Find out more

Tech Tip

Are you going to be buying a computer soon? Do you feel intimidated by all the computer terminology out there? This month, we take look at computer hardware terms and what they mean.

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IT@Sam Staff Updates

We are happy to have **Garrett Jeter**, **Gonzalo Correa**, **Charles Mabrey**, and **Dr. Robert Jones** join the IT@Sam family!

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November Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. You can sign up for the trainings on the Human Resources website.

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Technology Notices & Computing Updates

Banner is scheduled to undergo an upgrade on November 30 and we introduce our new Work Order System.

>> Find out 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, we say thanks to **Dr**. **Dana Gibson**, **Ann Holder**, **Dr. Kristy Vienne**, **Dr**. **Matt Nobles**, **Tim McGuffin**, and **Andy Bennett**.

>> Read More

IT@Sam Stats and Survey Results

Each work order performed by IT@Sam has a request for a survey attached to it. These surveys let us know what everyone thinks about IT@Sam. Please take a moment to see how the service IT@Sam provides was rated by your colleagues. We really do value your opinion!

>> Read More

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If you'd like to make a suggestion for future content, we'd love to hear from you!

The IT@Sam Newsletter was approved by the Vice President for Information Technology for e-mail distribution to SHSU faculty and staff.

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IT@Sam Newsletter

Home > Contest Winners

National Cyber Security Awareness Month Contest Winners

"Noo!" Face Winner: Montana Fuoco

We asked students, faculty, and staff to post a picture on Facebook of the reaction they would have if they lost an important file or experienced some other ill-timed computer misfortune. The reaction is called the "Noo!" Face. Montana Fuoco was chosen as the best entry!

Way to go Montana!
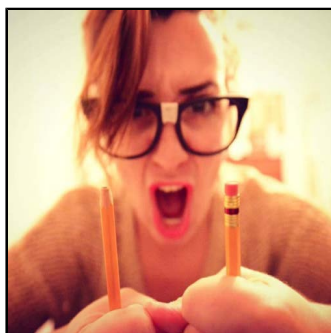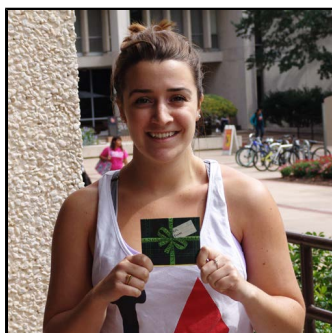
Caption Contest Winner: Bryan Escalon

We posted a photo on Facebook and asked for students, faculty, and staff to come up with their best cyber security-related caption. We had a number of entries, but Bryan Escalon came out on top with his caption!

Congrats Bryan!

So you're telling me....if I give you my credit card number, I get a free bird and catnip? Seems purrfectly legit

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National Cyber Security Awareness Contest Winners

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IT@Sam Newsletter

Home > Cyber Security Quiz Answers

Cyber Security Quiz Answers

In the October Newsletter, we posted a short quiz for National Cyber Security Awareness Month. The questions for the quiz were based on IT Security Policies. Here are the answers to see how you did!

Answers:

1. Procedures, software, data, equipment and facilities used by SHSU. (Sec. 1, 2.0 and Glossary)
2. Comply with Law, Protect SHSU Information Resources, Protect yourself (Sec. 1, 1.0)
3. False, never share your password and userid with *anyone*. (Sec. 2, 1.0)
4. False, just because it's possible does not mean it is appropriate or ethical. (Sec. 1, 4.0)
5. False, never share your password and userid with *anyone*. (Sec. 2, 1.0)
6. True, (Sec. 1, 6.0)
7. True, (Sec. 2, 3.0.1)
8. False, (Sec. 2, 3.0.6)
9. True, (Sec. 2, 3.0.8)
10. False, (Sec. 2, 3.0.5)
11. True, (Sec. 1, 4.0)
12. a, c, e (Sec. 2, 3.0.1)
13. d (Sec. 2, 3.0.9)
14. d (Sec. 2, 3.0.5)
15. security (Sec. 2, 3.0.7)
16. open records (Sec. 2, 4.0)
17. encrypted (Sec. 2, 3.0.5)
18. non-disclosure agreement (Sec. 1, 4.0)
19. Disciplinary action which could include termination. (Sec. 1, 5.0)
20. SHSU Service Desk, 204-1950

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IT@Sam Newsletter

Home > Exchange 2010

Exchange 2010 is Here!

Over the past month we have been upgrading our mail server. Overall, the functionality of checking and sending e-mail is the same. In fact, it is entirely possible that the upgrade went unnoticed by some. There are, however, some really interesting changes that we would like to point out.

Online Archive Tool

The biggest change is the online archive tool. This new archive feature will allow you to store 4 GB of e-mail and not have it count against your primary inbox. Please be conscious of your department's record retention guidelines to ensure you are not retaining information longer than necessary. If you had e-mail or notes older than 2 years, these were automatically archived with the upgrade.

Retention Policy

With the archive tool comes the retention policy feature. With this, the Exchange server will keep emails in your inbox for a certain period of time. By default, emails will remain in your inbox for two years before being moved to the archive. This default retention policy can be changed in Outlook 2010. However, this cannot be changed with Outlook 2011 or the online mail client.

Remote Wipe Policy

If you use your phone to check your SHSU e-mail, Exchange 2010 allows you to wipe the data from your phone in the event that is lost or stolen. The option to remotely wipe your phone's data becomes available the first time you sync your phone with your SHSU e-mail account.

IT@Sam will not, without the device owner's permission/knowledge, wipe a personal device.

If you would like to see some more detailed instructions on Microsoft Exchange 2010, please visit our technology tutorials.

If you have any questions about Microsoft Exchange 2010 or concerns feel free to e-mail the Service Desk or call (4-HELP).

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IT@Sam Newsletter

Home > Tech Tips

Tech Tip: What Does All That Computer Terminology Mean?

Thanksgiving is approaching, and with that comes Black Friday. After the turkey and stuffing, people across the country camp outside of major electronics stores to get the best deals the second the doors open. Many people use Black Friday to look for a new computer, and with good reason. It doesn't take much effort to find a great deal on a new desktop or laptop. However, talking with a computer salesman may seem like a foreign language to you. Let us breakdown the most common computer terms so you will be more prepared when you go out looking for that great deal on a new computer.

Processor

- (Also known as the CPU). The part of the computer that interprets and executes instructions. Think of it as the brain of the computer. There are currently two main brands of processors: AMD and Intel. Any new computer you purchase will more than likely have one of these two processor brands.
- The next thing you need to determine is how many cores the processor has (dual core vs. quad core). The more cores a processor has, the more data and transactions it can handle at once. The everyday user will probably only need a dual core processor while video editors and gamers may require a quad core processor.

Processor Speed

- Processor Speed refers to how fast a computer processor carries out instructions. In general, faster is better (and also more expensive). However, if you are just a recreational computer user (i.e. no games or video editing) then you can save the extra cash and go with a slower processor.

Hard Drive Size

- Capacity for storing programs, photos, video, music and other electronic information. Hard drive capacities range from a few gigabytes to several hundred. The greater the capacity of the hard drive, the more information you can store. It is not uncommon to see a 1 terabyte (1000 gigabyte) hard drive. For a reference, you can store about 180 songs or roughly 220 pictures per gigabyte.

System Memory (RAM)

- The memory a computer uses to run its operating system, applications and active data files. Greater amounts of RAM improve speed and enable more applications to run at once.

Graphics Card

- Type of graphics (video) adapter (usually built into the motherboard), identified by manufacturer and model. Typical models include Nvidia, Gigabyte, and EVGA. Graphics cards are especially important if you plan to watch/edit movies or play games on your computer.

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Cache Memory

- A small segment of memory that stores frequently used information for fast access by the processor, improving response time. *Example: If you visit the SHSU homepage every day, the URL will be stored in cache memory for quick access.*

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IT@Sam Newsletter

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IT@Sam Staff Updates

Garrett Jeter joined the Project Management Office as a Project Manager on October 24. Garrett is a 2008 graduate of SHSU, and has been working as an Officer for the Huntsville Police Department. During his time at SHSU, Garrett worked within IT as a Network and Telephone Technician where he was instrumental in the successful completion of several campus projects.

Welcome back, Garrett!

Gonzalo Correa has just joined IT@Sam as a Project Manager. He holds a BBA in General Business from Sam Houston State University and is currently working on his MBA. Gonzalo is an Iraq war veteran and has the rank of captain. Gonzalo recently left active duty and is currently serving in the Texas National Guard

We are glad to have you here, Gonzalo!

Charles "Tony" Mabrey has accepted the last Data Center Operations Specialist position in IT@Sam ISS. He comes from Baker & Taylor in Georgia where he provided IT administration and PC specialist support. Tony's first day was 10/16/2012 and he is training alongside Dustin Thornton on the day shift for the first few weeks before moving permanently to the night shift.

Dr. Robert "Trez" Jones has accepted the Systems Administrator IV position on the Linux server administration team in IT@Sam ISS. Trez is coming from Texas A&M University where he held the position of Identity Management Officer and Lead System Administrator as well as Blinn College where he is currently part-time faculty teaching in the Computer Information Technology program.

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IT@Sam Newsletter

Home > November Trainings

November Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. Here are the classes we will be offering in November.

CLASS	DATE	TIME	LOCATION
Intro to Excel 2010	Nov 6	10:00 AM - Noon	NGL 157
Intro to HTML I	Nov 7	2:00 PM - 4:00 PM	NGL 157
Intro to Access - Tables	Nov 9	1:00 PM - 4:00 PM	NGL 157
Intro to HTML II	Nov 12	2:00 PM - 4:00 PM	NGL 157
Advanced Excel 2010	Nov 13	10:00 AM - Noon	NGL 157
Intro to PowerPoint 2010	Nov 15	2:00 PM - 4:00 PM	NGL 157
Windows 7 OS	Nov 19	10:00 AM - 11:30 AM	NGL 157
Data Manipulation in Excel	Nov 20	10:00 AM - Noon	NGL 157
Intro to Outlook 2010	Nov 26	2:00 PM - 4:00 PM	NGL 157
Excel Tips & Shortcuts	Nov 27	10:00 AM - Noon	NGL 157
Intro to Publisher	Nov 28	10:00 AM - Noon	NGL 157
Interm. PowerPoint 2010	Nov 29	2:00 PM - 4:00 PM	NGL 157
Intro to Project 2010	Nov 30	1:00 PM - 4:00 PM	NGL 157

If you would like to be added to the distribution list to receive e-mails about upcoming trainings, please send your name to the IT@Sam Trainers.

To sign up for one of these training sessions or other future trainings, please visit the Human Resources Training Registration page. If you have any questions about future training sessions or sessions you would like to see offered please contact Don Perry or Chas Stephens.

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IT@Sam Newsletter

Home > Technology Notices and Computing Updates

Technology Notices & Computing Updates

Banner Upgrades

On Friday November 30, 2012, IT Enterprise Services will begin upgrading several Banner systems.

- Banner Accounts Receivable
- Banner Financial Aid
- Banner Finance
- Banner Flexible Registration
- Banner Human Resources and Position Control

These upgrades provide many updates to: provide new functionality, retain regulatory compliance, enhance performance of certain processes, and other updates. Because of the volume of changes, the Banner system (including mySam, INB, and SSB) will be unavailable until approximately noon on Saturday December 1, 2012. If you have questions or concerns about this upgrade, please contact Jacob Chandler at chandler@shsu.edu.

Cherwell Coming Soon!

After much thought and research IT@Sam has purchased Cherwell, an IT Service Management (ITSM) system. This new product will replace our current Work Order System. We hope to be able to put this system into production by April 2013.

Cherwell will provide a way for us to advertise the services that we provide as a division as well as a way for you to request or report an issue with one of those services. This system also provides ways for us to ensure that we are using best practices in our recording, handling, and communication of incidents to provide the best service .

Keeping watching future IT@Sam Newsletters for more information on this new product and it's functionality.

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IT@Sam Newsletter

IT@Sam Shout-Outs

"We would all like to thank **Dr. Dana Gibson** for coming out to support and promote Cyber Security Month and hand out iPhone cases. Thank you for you help!"
-IT@Sam

"A big thanks goes to those who served on our cyber security panel. This includes **Ann Holder, Kristy Vienne, Matt Nobles, Tim McGuffin**, and **Andy Bennett**."
-Chas Stephens

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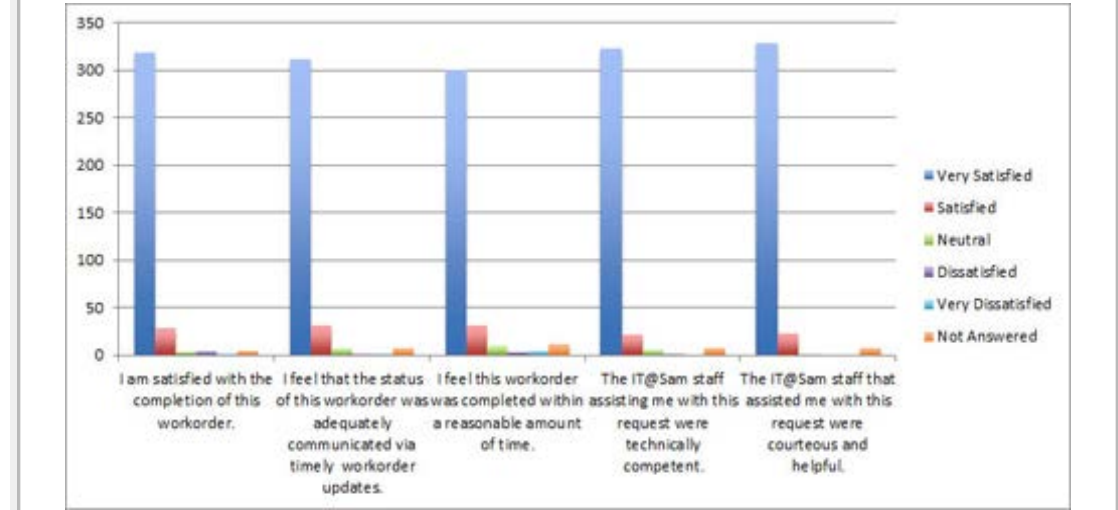
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IT@Sam Stats

In the month of October:

- 1592 IT@Sam work orders were closed.
- 4471 calls were taken at the Service Desk.
- 353 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.

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IT@SAM NEWSLETTER

Welcome to the December, 2012 issue of IT@Sam Newsletter!

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Introducing Alertus Desktop

IT@Sam has deployed a new software package to campus Macintoshes and PCs that will help aid in university communications in case of an emergency.

>> *Learn More*

SHSU Directory

Have you ever needed to find contact information for a SHSU employee? The SHSU directory allows you to accomplish this. With this Directory you are able to search the entire campus for faculty or staff by either their name or by department.

>> Read More

Still Have Windows XP?

The upgrade from Windows XP to Windows 7 took place over the summer. However, some Windows XP machines are still out there.

>> Read More

Move Requests

IT@Sam requests that you place your requests for moving technology equipment as soon as possible.

>> Read More

Tech Tip

Are you on Facebook? If so, you should know how to limit who can see the information you post.

>> Read More

IT@Sam Staff Updates

We are happy to have Cody Phillips, Lauren Grills, & Jennifer Skains join the IT@Sam team!

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December Technology Training Schedule

IT@Sam will be offering a number of training sessions in various programs throughout the year. With each newsletter, we will list the trainings offered for the month. You can sign up for the trainings on the Human Resources website.

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IT@Sam Shout-Outs

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IT@Sam Newsletter

Home > Alertus

Introducing Alertus Desktop

In the event of a local emergency, effective mass communication regarding that emergency must enlist a number of methods to ensure that the message is received in a timely manner. IT@Sam is proud to announce the deployment of Alertus Desktop to enhance our KatSafe Emergency Notification System.

This new addition will allow emergency messages to be displayed to networked campus PCs and Macintoshes. A screen similar to the image below will be displayed on the computer screen in the event of an emergency and will contain information on proper precautions to take.

On a related note, we'd like to take this opportunity to ask you to review and update your KatSafe contact information. To do so, log into SamWeb, click on Miscellaneous, and then click on KatSafe Emergency Contact Information.

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SHSU Faculty/Staff Directory

We'd like to put the spotlight on our SHSU Faculty/Staff Directory and its features. The SHSU Directory is available online by selecting "Directory" from the Fast Links on the main SHSU website. With this Directory you are able to search by Department or by name of the person.

Department Search

For a search by department, select the department from the drop-down box. The directory information includes the name, department, office address and phone number, and e-mail address. The entries will be listed in alphabetic order.

Select Department [Acad Instruct Tech and Dist Learn ▾]

[Search]

Faculty / Staff Search

For names with the prefix of Mc or Mac, the name may or may not contain a space. For example, "McDonald" could be "McDonald" or "Mc Donald".

Last Name [is exactly ▾] [_____]

First Name [is exactly ▾] [_____]

[Search]

When you search, either by name or department, you will be presented with a list of all employees that meet your criteria. You will have access to their SHSU address, office information, phone number, and e-mail address.

Alternate Location - More Options Available

You can also log into SamWeb to gain access to the SHSU Directory. With this directory, you will be able to search in the same ways that were mentioned above, but you also have the ability to search for students, see photos, and download a copy of the directory. To access this Directory, log into SamWeb, click on Human Resources, and then click on SHSU Directory.

To download a copy of the SHSU Directory, click on Directory Downloads and then choose the option you wish to download. This will give you a CSV (comma separated value) Excel file that you can search as it is or mail merge it into your own version of a directory. Please only print this if necessary as the information will be outdated almost as soon as it is downloaded.

Updates To Information

If you need to have any information for your personal record changed, see the following:

- **Name change** - Go to http://www.shsu.edu/~pay_www/forms and click the "Name / SSN / Address Change Form" link.
- **Department and Title** - You will need to contact your current department.
- **Office and Phone** - Contact Kelly Byrd.
- **Campus Mailing Address** is based on your department.
- **Email** - Go to https://samweb.shsu.edu/domain/Email-Maintenance to update your Alias and displayed email.

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Home > XP Machines

Still Have Windows XP?

Windows 7 is officially the campus operating system for PCs. For the past few years, campus PCs ran on Windows XP. With the release of Windows 7, XP is not as readily as supported as it once was.

While most of the campus is currently running Windows 7, our reports still show a few computers that are still running XP. If you know of any computers still running on XP, please let the Service Desk know so that we can schedule those to be upgraded.

Microsoft will only offer support of Windows XP until April 2014. This means that after this date XP will no longer receive updates and will become static. Not only that, software will no longer be developed for that operating system. To ensure that the every machine on campus receives its proper updates and is ready for future software deployment, we would like to show Windows 7 at 100% here on campus!

If you know of any campus PCs that still use the Windows XP Operating System, please contact the Service Desk (4-HELP) or send us an e-mail.

Thank you for your assistance!

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IT@Sam Newsletter

Home > Move Request

Move Request

Our goal is to ensure that the technology you are using is properly set up so you can complete your daily work tasks. The technology we refer to includes software (Microsoft and Adobe), peripherals (telephones, printers, speakers, and scanners), and your computer.

If you will be moving offices, IT@Sam is happy to help you move your technology equipment. Please submit a work order at least **five days** in advance so that we can properly allocate resources to assist you as well as continuing to carry on with other work requests we have in queue.

If you have any questions about submitting a work order, feel free to call us a 4-HELP. You can also e-mail us at servicedesk@shsu.edu

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Home > Tech Tips

### Tech Tip: Protecting Your Facebook Information

If you are like a lot of people nowadays, you most likely have a Facebook account. However, you may not be aware of the privacy settings that Facebook has. By default, anything you post can be seen by anyone on Facebook whether they know you or not. To change this follow these steps:

On the home page of your Facebook account select the arrow next to the home link

On the drop down menu, select **Privacy Settings**
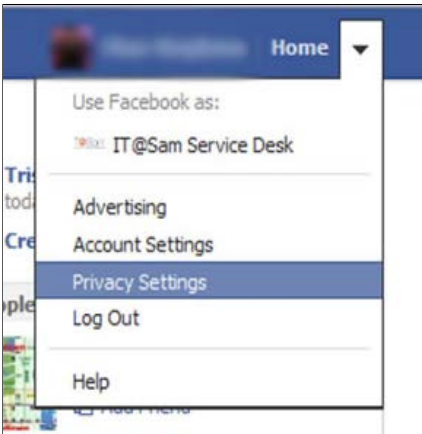
To make sure that only friends can view your posts, select **Friends**
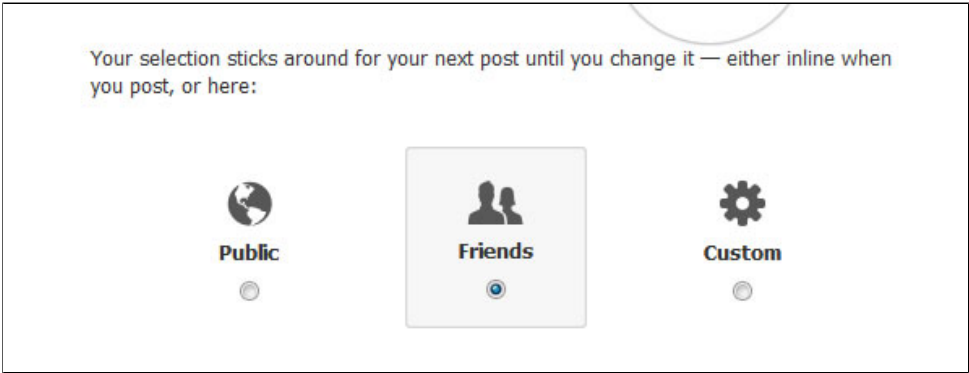
There are a number of other options available to you as well. Go through all of these options to ensure that information you post is not viewable by anyone you don't know.

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How You Connect
Control how you connect with people you know.

Edit Settings

Timeline and Tagging
Control what happens when friends tag you or your content, or post on your timeline.

Edit Settings

Ads, Apps and Websites
Manage your settings for ads, apps, games and websites.

Edit Settings

Limit the Audience for Past Posts
Limit the audience for posts you shared with friends of friends or Public

Manage Past Post Visibility

Blocked People and Apps
Manage the people and apps you've blocked.

Manage Blocking

Scammers frequently use Facebook and other social media to find their next targets.
We want you to be safe out there, so take a few minutes to update your settings!

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IT@Sam Staff Updates

Cody Phillips joined the Project Management Office as Assistant Director on November 26, 2012.

He started his education at SHSU and later transferred to Texas A&M University at Galveston, where he earned a BS in Maritime Administration. Cody also holds an MBA from the University of Houston – Victoria.

Cody has spent the last 12 years working primarily in offshore project-driven organizations, in a combination of Project Management, Cost Control, Financial Planning & Analysis, and Financial Reporting related roles.

-Welcome to the team, Cody!

Lauren Grills joined Infrastructure and Support Services in September as a Data Center Operations Specialist – night shift. Lauren is a Management Information Systems major here at SHSU and has held a student position in our Operations area since January 2011.

- We are glad to have you in a full time position, Lauren!

Jennifer Skains graduated from SHSU in 2009 with her Bachelor of Business Administration in General Business and has worked on campus the last 9 years in the Newton Gresham Library as an administrative secretary. She is joining IT@Sam as the administrative assistant to Mike Steigerwald, Director of Client Services.

-Welcome to IT@Sam, Jennifer!

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Home > December Trainings

December Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. Here are the classes we will be offering in December.

CLASS	DATE	TIME	LOCATION
Intro to Access 2010 - Tables	Dec 11	2:00 PM - 4:00 PM	NGL 157
Intro to Adobe Contribute	Dec 12	10:00 AM - Noon	NGL 157
Intro to Excel	Dec 13	2:00 PM - 4:00 PM	NGL 157
Intro to Outlook 2010	Dec 17	10:00 AM - Noon	NGL 157
Intro to PowerPoint 2010	Dec 18	10:00 AM - Noon	NGL 157
Intro to Project 2010	Dec 19	9:00 AM - Noon	NGL 157
Advanced Excel 2010	Dec 20	2:00 PM - 4:00 PM	NGL 157

If you would like to be added to the distribution list to receive e-mails about upcoming trainings, please send your name to the IT@Sam Trainers.

To sign up for one of these training sessions or other future trainings, please visit the Human Resources Training Registration page. If you have any questions about future training sessions or sessions you would like to see offered please contact Don Perry or Chas Stephens.

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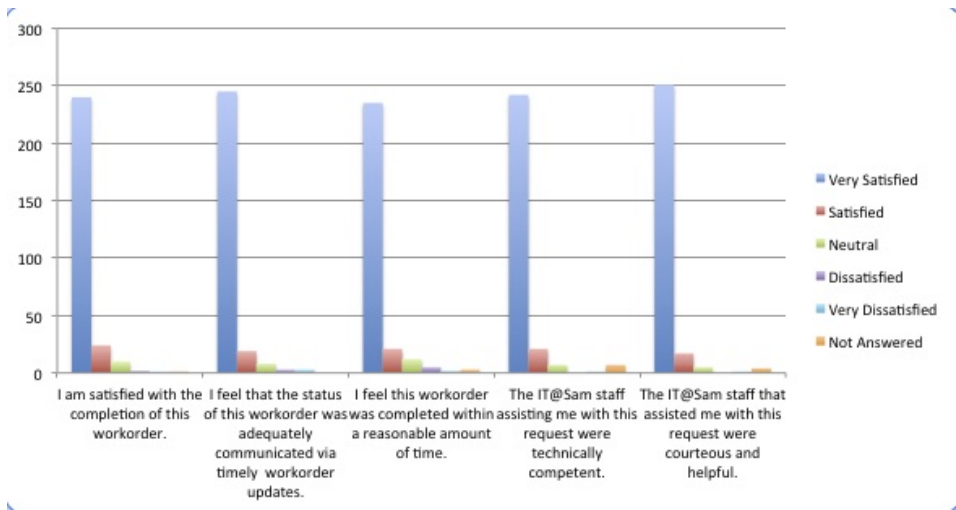
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IT@Sam Shout-Outs

A big thanks to **Leif Kusch** for fixing the printers in the NGL training lab that allowed my training session to continue!

-Don Perry

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IT@Sam Stats

In the month of November:

- 1495 IT@Sam work orders were closed.
- 3541 calls were taken at the Service Desk.
- 300 walk-in clients were supported at 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.

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