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IT@SAM NEWSLETTER

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Welcome to the January, 2013 issue of IT@Sam Newsletter!

Sending E-Mail Through Exchange

We will be modifying our Exchange server IMAP/SMTP settings on January 11. This will have minimal impact for the campus. However, if you connect and check your campus mail with a device that does not support Exchange protocols you might be affected by this change.

>> Read More

Windows XP: Countdown to Retirement

Windows XP has been a great operating system for the past decade. Computer users across the globe have become familiar and comfortable with XP. However, after an impressive run, the days of Windows XP are coming to an end.

>> Read More

Service Teams Update

IT@Sam will be moving away from the Service Team Model for completing work orders. This will not change the process for submitting work orders, however it will change who handles a particular work order.

>> Read More

Tech Tip

A lot of websites now allow you to log in using your Facebook, Twitter, or Google account. This is very convenient because it eliminates the need for creating multiple accounts. How safe is this?

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January 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

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 **Ann Holder**, **Cynthia Bennett**, **TJ Bittick**, and **Cindy Bradfield**.

>> 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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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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Home > SMTP

Sending E-mail Through Exchange

During the Fall semester, we upgraded our mail server to Exchange 2010. As a final minor change, we will also be moving the Authenticated SMTP to the Exchange server as well. While this is pretty technical, the campus effects are very minimal.

For those who use Outlook, Outlook Web Access (http://mail.shsu.edu), or ActiveSync there will be no noticeable change. In fact, this upgrade will not affect you at all. Those who use devices or mail clients to check their SHSU e-mail that do not support Exchange protocol will be affected. If this is you, please be sure to have your mail client configured to the following:

Outgoing Mail Server

- Server Name: smtp.shsu.edu
- Use port 587. (Ports 25 and 465 will no longer work after this update.)

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Windows XP: Countdown to Retirement

After 11 years of faithful service the time has come for one of the most reliable operating systems to retire. We are still a year away from this happening, but come April 2014, Microsoft will no longer offer any fixes for XP errors. That means no more updates which in turn can lead to data vulnerability.

Since XP will eventually lose support from Microsoft, we have been very proactive in making sure that everyone on campus is upgraded to Windows 7. If you are still on XP after April 2014, your computer will need to be removed from the network to prevent network vulnerabilities. If you, or anyone you know, is still on Windows XP please contact the Service Desk (4-HELP) to place a work order for your computer to be upgraded.

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IT@Sam Newsletter

Home > Service Teams

Service Teams Update

In August of 2011, IT@Sam organized its service delivery resources into service teams with the goal of reducing the time in which work orders were completed to improve services for our clients and campus community. The "service teams" were assigned specific physical locations that they were responsible to support. This structure enabled us to assign work orders based on the location of the problem, which would allow our clients to see the same group of technicians each time assistance was needed. It was anticipated that the technicians would become more familiar with the particular software or system utilized in each of their assigned areas, which in theory would expedite problem resolution. Over the past two years we have made several adjustments to this structure to try and improve the results; however, it has not proven to be the best model for the University at this time. Since much of the activity which drives the technical support needs of the University are periodically recurrent based on the college or academic discipline, it was not uncommon for one service team to have an excessive workload, while other teams would remain under-utilized. This at times, would cause work orders to be open longer as they waited for the intended service team to become available. It has become clear that we do not have an adequate level of staffing to successfully employ this type of service delivery model; therefore, Client Services management has made the decision to move away from the "service team" structure effective December 2012.

For most clients this change will not affect your initial point of contact to IT@Sam. In order to more effectively address the growing demand in IT, we will be escalating work orders to "subject matter experts" based on the technology rather than on the physical location. This should enable us to resolve issues more effectively by having the best equipped personnel working on the most appropriate problems. It will also allow organizational flexibility by distributing work more evenly throughout the year, regardless of college or department. By spreading the workload evenly across all our available technical resources, the work order "backlog" should be more manageable and waiting times reduced as a result. We are always striving for ways to improve your IT-related service experience and we feel strongly that this will be a positive change for our clients and the campus community as a whole. Thank you for your continued support through these changes.

If your work order needs special attention, your contacts are:

- Rachel Macy - The Woodlands Center (All Needs)
- Melissa Asbury - Labs & Classrooms (Computers in Classrooms, Projectors, Lab Scheduling, Classroom Electronic Equipment)
- Melissa Asbury - Special Events (Huntsville)
- Lucrecia Chandler - Service Desk
- Lucrecia Chandler - Tech Shop (Moves, Desktop Support, New Equipment Installation, General Technical Assistance)
- Mike Steigerwald - Any Client Services function (if further escalation is needed)

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IT@Sam Newsletter

Home > Tech Tip

Tech Tip: Is it Safe to Log Into Websites using Facebook or other social media accounts?

If you have any social media accounts, you no doubt have seen requests from other sites to log in with your Facebook, Twitter, or Google account. This makes logging into those websites very convenient because you don't have to create, let alone remember, another set of usernames and passwors. For example, you can log into the Sears website using just your Facebook account. This can be applied to numerous other sites as well.

By far, the most popular and well-known option is Facebook. In 2008, Facebook introduced Facebook Connect that changed how people log into third-party websites. Now, if you have a Facebook account you are essentially logged into every major site on the web.

As with any form of technology, there are advantages and disadvantages associated with it.

Advantages

1. No need to remember multiple sets of usernames and passwords for each site.
2. It is easier to to share your activity on those sites with your friends and family.

Disadvantages

1. Facebook, Google, Twitter become the "basket where your eggs are". If you lose access to any of those accounts, you lose access to all of the sites that rely on that account.
2. Similarly, if your account is hacked, the hacker could see what apps you use on Facebook and then log into those websites as you.

Conclusion

The decision is ultimately up to you if you want to use Facebook or other social media sites to log in to third party sites. If you have multiple social media accounts, you can use each of the different accounts to log in to separate sites. This will limit the damage should your account become compromised.

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IT@Sam Newsletter

Home > January Trainings

January 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
Introduction to Excel 2010	1/8/2013	2 pm - 4 pm	NGL 157
Intermediate PowerPoint 2010	1/9/2013	10 am - Noon	NGL 157
Advanced Excel 2010	1/15/2013	2 pm - 4 pm	NGL 157
Introduction to Access - Tables	1/16/2013	1 pm - 4 pm	NGL 157
Introduction to Project 2010	1/18/2013	1 pm - 4 pm	NGL 157
Data Manipulation in Excel	1/22/2013	2 pm - 4 pm	NGL 157
Introduction to Access - Queries	1/23/2013	2 pm - 4 pm	NGL 157
Introduction to Word 2010	1/24/2013	10 am - Noon	NGL 157
Introduction to Dreamweaver	1/25/2013	2 pm - 4 pm	NGL 157
Introduction to Photoshop	1/28/2013	10 am - Noon	NGL 157
Excel Tips & Shortcuts	1/29/2013	2 pm - 4 pm	NGL 157
Introduction to Publisher 2010	1/30/2013	2 pm - 4 pm	NGL 157
Advanced Word 2010	1/31/2013	10 am - Noon	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 Shout-Outs

A big thanks goes to **Ann Holder** for letting us use the NGL training room to conduct a last minute Captivate training.

-Chas Stephens

A shout-out to the HR team of **Cindy Bradfield, TJ Bittick**, and **Cynthia Bennett** for working with us on the Talent Management project. We appreciate your patience as we come up to speed on the system.

-Lucrecia Chandler

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IT@Sam Newsletter

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IT@Sam Stats

In the month of December:

- 979 IT@Sam work orders were closed.
- 2726 calls were taken at the Service Desk.
- 130 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 February, 2013 issue of IT@Sam Newsletter!

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Free Scanner Giveaway!

Be sure to read this month's newsletter. We are giving away a free scanner and the instructions are hidden in one of the articles. Best of luck to all the participants.

How Technology Can Save Your Valentine's Day

Are you struggling with Valentine's Day this year? Do you really want to impress that special someone? Well, here are a few websites and apps that can help you out.

>> Read More

Fall Semester Software Requests

We are just a few weeks into the new semester. However, it is never too early to start planning for fall. 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

Office 2013 Upgrade

Microsoft has released Office 2013. This means that that a campus-wide upgrade is in the works. We would like to know of any inconveniences that may arise from a Summer 2013 upgrade.

>> Read More

New Trainings Available this Month

We are happy to announce that we have three new trainings available to you. Along with other trainings, we now have trainings in Adobe Photoshop, Excel Pivot Tables, and Mail Merge in Word.

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Tech Tip

For this month's Tech Tip we look at how you can disable the voicemail text preview in Outlook and the Online Web Access.

>> Read More

Technology Tutorial Update

If you are the type of person that loves to have instructions in front of them while they work, then our technology tutorials are for you. We are always updating these and it is a service we are proud to offer you. We have two new tutorials this month.

>> Check Them Out

February Technology Training Schedule

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IT@Sam Newsletter

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How Technology Can Save Your Valentine's Day

Running Low on Date Ideas?

For those looking for a great Valentine's for their significant other, why not let technology lend you a helping hand. One of the best brainstorming platforms is Pinterest. Here, people from all over the world post ideas for topics such as Valentine's Day date ideas as well as gifts. For those people who "just aren't that creative," you no longer have an excuse. You can now gather ideas from all over the world, filter, and choose which you like best. With something like Pinterest, you can have the best Valentine's Day possible.

For those who love taking photos, Instagram is a well-known application that allows you to post and share photos to your profile for others to see. However, as of last year, Instagram has a sister application called Lovestagram. Lovestagram creates a slideshow of all Instagram photos shared between you and your special someone. All you do is sign in through your Instagram account and enter the username of your significant other. Two of the frames place your photos in a still frame you can click through and one places all photos in one frame. For now, all of the frames are love themed.

Are You a Last Minute Person?

For those who let the holiday sneak up on them, don't worry. There is a way to help prepare for the eleventh hour. With these tools at your disposal, you'll look like a Valentine's Day genius.

If you forget to check the movies beforehand, download the Movies by Flixter (or something similar) app to your smart phone. Apps such as Flixter will check local theatres for movie times thus making you seem that much smoother.

Do you need to make a last minute reservation? While this is not recommended since it is so difficult to find an open table on Valentine's Day, there is an app that can help. With OpenTable, you can make reservations right from your phone. You can even sort through cuisines as well as price ranges.

For desert, check out Find Chocolate. This little app helps you find the nearest chocolate shop for that special someone.

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IT@Sam Newsletter

Home > Software Requests

Fall Semester Software Requests

Believe it or not, we are over a month into 2013. It's amazing how fast time flies. With that in mind, the fall semester is fast approaching. If you know you will need special software for the upcoming fall 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 **June 1, 2013**. 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.

Software Requirements:
If you will be requesting the addition of an application to the campus network the following factors must be satisfied when choosing or purchasing an application.

- Software must be compatible with Windows 7
- Software must be a network application
- An adequate number of user licenses must be purchased by your department

What you will need :

- What is the Vendor Name, Title, and Version Number of the software?
- For how many computers will this software be licensed?
  All license information must be supplied to IT@Sam with a copy of the software
- How will the software be delivered to IT@Sam? If Web Download is selected, supply the URL link to the software in the Workorder Description field.
- For which semester will the software be requested? Please review the policy page for software Request Deadlines.
- Who will need to run this software? If Specified Users or Specified Computer Labs(s) is selected, use the Workorder Description field to specify.
- Has this request been approved by your department chair? Please include copy of e-mail approval if so.

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

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Office 2013 Upgrade

Microsoft Office has recently released Office 2013, the most recent version of its Office products. This means that, IT@Sam will need to plan SHSU's upgrade to Office 2013.

Before we begin the process of planning for this upgrade, we would like to check with those who teach Microsoft Office courses. Previously we have pushed upgrades to Microsoft Office during the time between Summer II and Fall. However, we would like your input. Is this still a good time? Does this allow you time for new textbook adoptions?

Please tell us your thoughts via e-mail or call (x4-HELP).

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IT@Sam Newsletter

Home > New Trainings

New Trainings Offered

Each month we are happy to offer our monthly IT@Sam trainings. We are always updating and adding to our curriculum. This month, we are happy to announce three new trainings for the month of February. Please check our monthly IT@Sam calendar for registration dates.

Intro to Photoshop will cover basic principles for editing and enhancing photos. We will cover basic photo terminology as well as how to navigate Photoshop. Once you know how to navigate the program, we will cover editing topics such as resizing and rotating as well as red eye removal. We will talk about the history brush and how to select different areas of a photo. Layers and text will also be explained and displayed as well as brushes. You will also be shown how each of these tools can be put together in one giant project.

Excel Pivot Tables, Pivot Charts, and Macros Learn more advanced features of Microsoft Excel 2010, including Pivot Tables, Pivot Charts and Macros. Attendees will receive hands-on experience using Excel to create a Pivot Table, filtering a Pivot Table, updating and modifying a Pivot Table, and creating a Pivot Chart. Tips and shortcuts not covered in previous classes will also be explored.

Intro to Word 2010 Mail Merge Learn how to create a mail merge letter, sort, edit, add and delete recipients, insert merge fields, and then preview the results. Attendees will also get hands-on experience editing the source document, completing the mail merge and then saving the source document for future use.

If you have any suggestions for trainings you would like to see added to our training curriculum, please let us know.

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IT@Sam Newsletter

Home > Tech Tip

Tech Tip: Getting Rid of the Voicemail Text Preveiw

"Say What?!?!?!"

That's the common response for most of us when we "read" a voicemail message after Outlook attempts to convert the voice message to text. Sometimes it's pretty close, but many times you may wonder what language it's in and you don't have a clue what they were trying to say! Many users find this "feature" of Outlook frustrating, annoying, or even downright embarrassing! Many have asked if this can be disabled and the answer is YES! You can disable all your outbound voicemail messages from being converted to text by the receiver and you can also disable all voicemail you receive from being converted as well. It just takes a few mouse clicks to turn this off and save you from additional frustration. It may also save you the embarrassment of having to explain to someone that what they read wasn't what you actually said! To increase the chances of your message getting properly converted you should speak up, speak slowly, and be sure to annunciate your words. But if you just want to turn it off, follow these simple instructions.

There are two ways to go about this. You can either go through Outlook or the Online Web Access (OWA):

Through Outlook:

- Go to the File Tab
- Click the Voice Mail Option
- You will be taken to the Online Web Access
- Log in with your username and password

Voice Mail
Play or record a greeting, reset your PIN, setup notifications and call answering rules, and learn how to access your e-mail, voice messages, calendar, and contacts over the phone.

Manage Voice Mail

Through OWA

- Log in to your SHSU mail account through the SHSU homepage
- Go to **Options** > **See All Options**
- In the right hand panel, select **Phone**

nd Someone   My Site   Options

Options
Set Automatic Replies...
Change Your Password...
Create an Inbox Rule...
See All Options...

Select a Theme

ney to purchase a plant if you would like

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Everything should be the same from here on out:

Scroll down to the Voice Mail Preview section

By default, both options are checked

Voice Mail Preview

You can preview the text of voice messages you receive. You can also have text previews included with voice messages you send. To turn on Voice Mail Preview, choose from the options below.

☑ Include preview text with voice messages I receive
☑ Include preview text with voice messages I send through Outlook Voice Access

---

To disable the text preview for incoming voicemails, uncheck the first box

To disable the text preview for outgoing voicemails, uncheck the second box

Voice Mail Preview

You can preview the text of voice messages you receive. You can also have text previews included with voice messages you send. To turn on Voice Mail Preview, choose from the options below.

☐ Include preview text with voice messages I receive
☐ Include preview text with voice messages I send through Outlook Voice Access

Click **Save** at the bottom of the screen

✔ Save

Congratulations, you have found the scanner giveaway information. The scanner is an HP ScanJet N6310. If you are interested, please send us an email to the Service Desk. The first person to request the scanner will win!

Good luck!

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IT@Sam Newsletter

Home > New Online Tutorials

New Online Tech Tutorials Available

We have two new online technology tutorials available. With the release of Windows 8, we are in the process of adding tutorials for the new operating system. As time goes on, we will continue to add more tutorials for those who have a Windows 8 machine.

Here are our new tutorials:

- Registering Your Windows 8 Machine on NetReg
- Wireless Printing with Windows 8

Keep looking in this section for more updates to our technology tutorials. We are happy to provide these online instruction manuals for you. In the coming months, we hope to have Adobe Captivate tutorials as well as Office 2013.

Also, if you have any ideas for a technology tutorial please send us an email.

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IT@Sam Newsletter

Home > February Trainings

February 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 February.

CLASS	DATE	TIME	LOCATION
Intro. to Excel 2010	2/1/2013	10 a.m. - Noon	NGL 157
Intro. to Access 2010 - Forms	2/5/2013	1 p.m. - 4 p.m.	NGL 157
Intro. to HTML I	2/6/2013	10 a.m. - Noon	NGL 157
Intro. to PowerPoint 2010	2/7/2013	2 p.m. - 4 p.m.	NGL 157
Advanced Excel 2010	2/8/2013	10 a.m. - Noon	NGL 157
Intro. to Photoshop	2/12/2013	2 p.m. - 4 p.m.	NGL 157
Excel 2010 Tis & Shortcuts	2/15/2013	10 a.m. - Noon	NGL 157
Intro. to Project 2010	2/19/2013	9 a.m. - Noon	NGL 157
Intro. to Dreamweaver	2/21/2013	10 a.m. - Noon	NGL 157
Excel Pivot Tables, Pivot Charts, and Macros	2/22/2013	10 a.m. - Noon	NGL 157
Intro. to Word 2010 Mail Merge	2/27/2013	10 a.m. - Noon	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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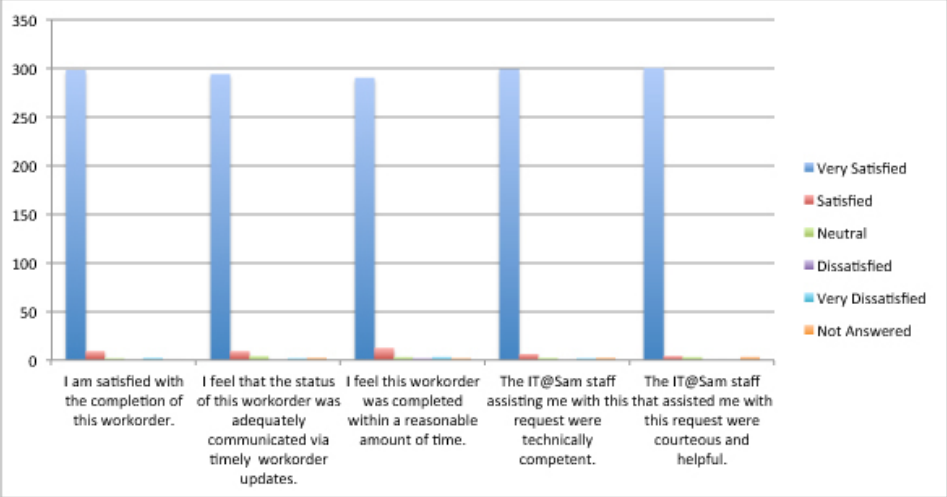- Follow Us On Twitter
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IT@Sam Shout-Outs

Shout-out to **Tammy Milum** for working with me in getting the Cisco Agent installed on their staff computers in order to use the IPCCX Call Center application. This will allow them to handle calls more efficiently and be able to gather metrics on the number of calls being handled.

-Norma Vazquez

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IT@Sam Newsletter

[Home](#) > Survey Results

IT@Sam Stats

In the month of January:

- 1575 IT@Sam work orders were closed.
- 5727 calls were taken at the Service Desk.
- 410 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 March, 2013 issue of IT@Sam Newsletter!

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March Madness and Technology

March Madness and Technology collide this month. The annual NCAA tournament is upon us. Do you have all the tools necessary to stay on top of the tournament? Do you want an app that will help you build that unbeatable bracket?

>> Read More

New Employees and Granted Access

Any requests for special access are usually granted in a timely manner. For new employees, we ask that you wait to request this access until their EPAF has been processed.

>> Click to Find Out Why

Security Tip: Cell Phone Security

If you have a smartphone, you have access to limitless resources. You can check your Facebook account as well as your mortgage payments. However, there is a danger to having all that access. You should be fully aware of these risks.

>> Read More

Spring Break Hours

IT@Sam will have modified hours for Spring Break 2013. While students are getting a break from class, we will be here to help maintain our campus technology.

>> Read More

Cherwell

Cherwell, our new Service Management system, will soon be deployed across campus. We'd like to take this time to go over some of the terminology that we will be using once this product goes live.

>> Read More

Tech Tip

For this month's Tech Tip show you how to set up an e-mail alias for your SHSU e-mail and how to make it your primary e-mail.

>> Read More

Technology Tutorial Update

If you are the type of person that loves to have instructions in front of them while they work, then our technology tutorials are for you. We are always updating these and it is a service we are proud to offer you. We have an update to one of our tutorials this month.

>> Check Them Out

March 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

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 **Fawzi Noman**, **Ed Blackburne**, **Leif Kusch**, **Karyl Horn**, and **Maria Busby**.

>> 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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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 > March Madness and Technology

March Madness and Technology

It is March and if you follow sports to any degree, you will most likely be familiar with March Madness. As always, sixty-four NCAA basketball teams will battle to call themselves the nation's best college team. Since this is one of the biggest sporting events of the year, it is no wonder why sports enthusiasts as well as those just checking up on their Alma Mater want to keep a close eye on the tournament.

If you are at work during the tournament's opening rounds, staying in the know can be tough. You could be missing out if you are not using the latest technology.

Current technology has made following your team or conference much easier. Websites are still a great way to get up to the minute information. Sites such as CBS, ESPN, and NBC are dedicated to delivering the most up-to-the-minute stats and information.

Social media can help too. If you have a Facebook account, you can fill out brackets and check scores with an app by CBS Sports. Twitter can deliver tweets if you follow a particular team or even the whole tournament.

Mobile devices have revolutionized how information is brought to us. The NCAA March Madness Live app allows you to check game schedules, fill out brackets, and receive up to the minute game alerts. This app is free on both iTunes as well as Google Play. If you wish, you can pay to stream the games live to your mobile device.

If you wish to stay up to date with the tournament these are just a few options available to you. Start with these and see where they take you.

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IT@Sam Newsletter

Home > New Employees and Granted Access

New Employees and Granted Access

When a new employee first starts here at SHSU, one of the first things that their supervisor does is request the proper access and permissions be granted to them. This can include T Drive access, webpage editing, access to a shared mailbox, and even access to security cameras.

However, if the new employee's ePAF has not been fully processed, we ask that you wait until everything is finalized for the new employee before requesting access.

The reason is that any ePAF changes in the system will automatically remove all permissions that we have set up. This will happen if someone is hired, moves departments, or goes from part-time to full-time. Waiting for the ePAF finalization will save you some frustration and from unnecessary work.

We will be happy to set up any permissions once they are properly in our system.

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IT@Sam Newsletter

Home > Cell Phone Security

Security Tip: Cell Phone Security

Many people depend heavily on their smartphones, and it may be hard to remember what we did before we had them. If you have a smartphone, you now carry a fully functional computer in your pocket or purse. That's a tremendous amount of information at your fingertips! Therefore, it is paramount that you safeguard the smartphone.

Common Risks for Smartphones

Take a moment to consider each of these areas:

- **Loss of device and information theft**. Smartphones are small and can easily be lost or stolen. Unauthorized users may access your accounts, address lists, photos, and more to scam, harm or embarrass you or your friends; they may leverage stored passwords to access your bank and credit card accounts, steal your money or make credit card charges; gain access to sensitive material, and more.

- **Social Engineering**. A common mobile threat is social engineering. Whether via text message, image, or application to download, an incoming communication may be an attempt to gain access to your information. A current example consists of a text message that comes from an unknown number, telling you that if you click on the link provided, you'll have access to thousands of free ringtones. If this sounds too good to be true, that's because it is. The link is in fact a malicious link. Clicking on it will compromise the security of your smartphone.

- **TMI (Too Much Information)**. Guidelines for protecting privacy, safety, and reputation when sharing via computers also apply when sharing via smartphones. Mobile devices enable instantaneous capturing, posting, and distribution of images, videos, and information. They may also broadcast location information.

- **Public Wi-Fi**. Smartphones are susceptible to malware and hacking when leveraging unsecured public networks.

- **Bluetooth and Near Field Communications (NFC)**. Bluetooth is a wireless network technology that uses short-wave radio transmissions to transmit voice and data. NFC allows for smartphones to communicate with each other by simply touching another smartphone, or being in proximity to another smartphone with NFC capabilities or a NFC device. Risks with using NFC and Bluetooth include eavesdropping, through which the cyber criminal can intercept data transmission, such as credit card numbers. NFC also has the risk of transferring viruses or other malware from one NFC-enabled device to another.

Simple Steps to Protect Your Smartphone:

1. **Update the operating system**. Smartphones are computing devices that need to be updated. Updates often provide you with enhanced functionality and enriched features, as well as fixes to critical security vulnerabilities. Your smartphone manufacturer should notify you whenever an update is available.

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2. **Use of security software is a must**. As the smartphone market is increasing, so too is the amount of malware designed to attack smartphones. The software security solutions that are available for desktops and laptops are not as widely available for smartphones. A key protection is to use mobile security software and keep it up-to-date. Many of these programs can also locate a missing or stolen phone, will back up your data, and even remotely wipe all data from the phone if it is reported stolen.

3. **Password-protect your device**. Enable strong password protection on your device and include a timeout requiring authentication after a period of inactivity. Secure the smartphone with a *unique* password – not the default one it came with. Do not share your password with others.

4. **Think before you click, download, forward, or open**. Before responding, registering, downloading or providing information, get the facts. No matter how tempting the text, image, or application is, if the download isn't from a legitimate app store or the site of a trusted company, don't engage with the message.

5. **Understand the terms of use**. Some applications claim extensive rights to accessing and leveraging your personal information. If the app requires more access to your account and/or device than is needed to run the service, do not continue. In addition, be aware that terms can change over time. Review your terms of use often.

6. **Be cautious with public Wi-Fi**. Many smartphone users use free Wi-Fi hotspots to access data (and keep their phone plan costs down). There are numerous threats associated with Wi-Fi hotspots. To be safe, avoid logging into accounts, especially financial accounts, when using public wireless networks.

7. **Disable Bluetooth and Near Field Communication (NFC) capabilities when not in use**. Capabilities such as Bluetooth and NFC can provide ease and convenience in using your smartphone. They can also provide an easy way for a nearby, unauthorized user to gain access to your data. Turn these features off when they are not required.

8. **Enable encryption**. Enabling encryption on your smartphone is one of the best ways to safeguard information stored on the device, thwarting unauthorized access.

9. **Securely dispose of your device**. With the constant changes and upgrades in the smartphone market, many are upgrading their devices on a regular basis. It is important that you wipe the information from your smartphone before disposal. Additionally, make sure any SD cards are removed and erased. If you are not redeploying the SIM card to another device, then make sure your personal information stored on the SIM card is erased or destroyed.

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IT@Sam Newsletter

Home > Spring Break Hours

IT@Sam Spring Break Hours

Spring Break is once again upon us. While students will get a break from classes, IT@Sam will be here throughout the break. However, our hours will be slightly different during this time.

Service Desk Hours	Labs & Classrooms Hours
Monday, March 11 - Thursday, March 14	**Friday March 8**
• 8:00am-5:00pm	• All labs close at 6:00pm
Friday, March 15	**Saturday March 9 - Sunday, March 10**
• Closed	• Closed
Monday, March 18	**Monday, March 11 - Thursday, March 14**
• Normal Hours Resume	• All labs open from 8:00am - 5:00pm
	Friday, March 15 - Saturday, March 16
	• Closed
	Sunday, March 17
	• Normal lab hours resume • CHSS opens at noon • NGL opens at 2:00pm

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IT@Sam Newsletter

Home > Cherwell

Cherwell

In the November 2012 newsletter, we informed you about the purchase of Cherwell. This new product will replace the current Work Order System.

Cherwell will allow us to advertise the services we provide while also allowing you to report issues with 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 services.

This new system will be up and running before you know it, so we'd like to take this time to discuss some of the new terminology that we will be using.

Incident: An unplanned interruption to an IT Service or a reduction in the Quality of an IT Service. An "incident" is what you currently call a "work order."

Service Request: A request from a user for information, advice, for a standard change or for access to an IT Service.

Problem: A cause of one or more incidents. Reducing or eliminating the impact of an incident or problem for which a full resolution is not yet available.

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IT@Sam Newsletter

Home > Tech Tip

Tech Tip: Setting Up Your Email Alias

Did you know you can set up an alias to your SHSU e-mail account?

Here is how you do it:

Requesting an Alias

Log into **SamWeb**

Go to the **IT@Sam** tab

Click **Account Alias Request**
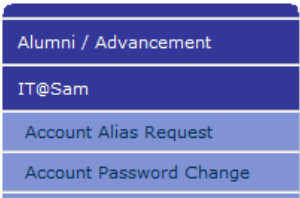
Once here, you can request an e-mail alias. Once approved, you will be able to receive e-mail at this address just as you would any other address.

Note: Changing your alias does not change your username. You will always log in with your username

Making it Primary

After your alias has been approved, the last step is to make it primary. The primary e-mail address is the address that will show up whenever someone reads an e-mail from you.

This is found on the same page as the alias request page.

Your E-mail Addresses

You may set an e-mail address as your primary contact at SHSU that will be displayed in the online directory and on outgoing e-mail.

nightcrawler@shsu.edu		make primary	deactivate
chas@shsu.edu	primary	
stdcas58@shsu.edu	default	make primary

[+] Inactive E-mail Addresses (1)

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IT@Sam Newsletter

Home > New Online Tutorials

New Online Tech Tutorials Available

We have a new online technology tutorial available for Adobe Captivate.

Check it out:

- Adobe Captivate

Keep looking in this section for more updates to our technology tutorials. We are happy to provide these online instruction manuals for you. In the coming months, we hope to have Office 2013 soon.

Also, if you have any ideas for a technology tutorial please send us an email.

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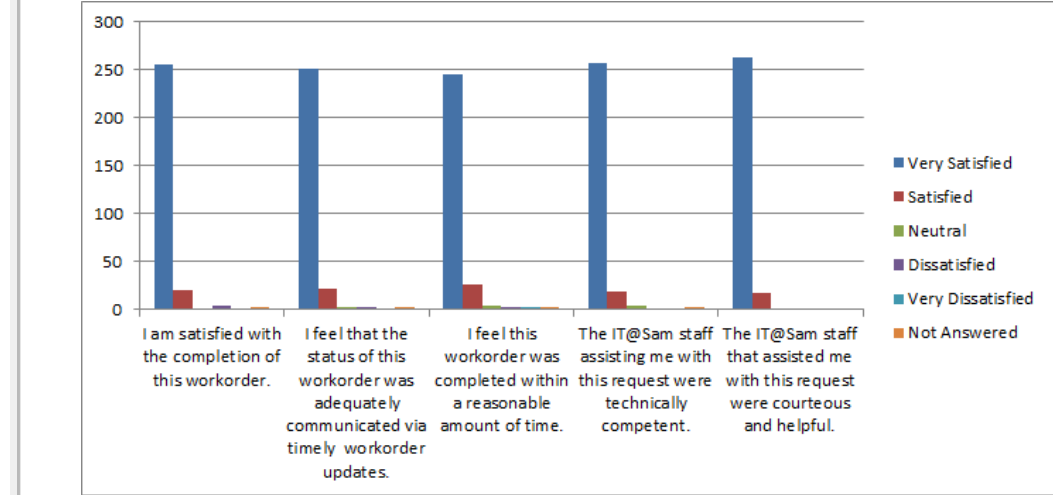
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IT@Sam Newsletter

Home > March Trainings

March 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 March.

CLASS	DATE	TIME	LOCATION
Intro to Publisher	March 1	10:00 - 12:00 PM	NGL 157
Intro to PowerPoint	March 7	10:00 - 12:00 PM	NGL 157
Intro to Project 2010	March 8	1:00 - 4:00 PM	NGL 157
Intro to Access - Tables	March 12	1:00 - 4:00 PM	NGL 157
Interm. PowerPoint	March 13	10:00 - 12:00 PM	NGL 157
Intro to Excel 2010	March 19	5:00 - 7:00 PM	NGL 157
Advanced Word 2010	March 22	10:00 - 12:00 PM	NGL 157
Intro to Dreamweaver	March 25	10:00 - 12:00 PM	NGL 157
Advanced Excel 2010	March 26	5:00 - 7:00 PM	NGL 157
Intro to Photoshop	March 27	10:00 - 12:00 PM	NGL 157
Data Manipulation in Excel	March 28	2:00 - 4:00 PM	NGL 157
Excel Tips & Shortcuts	March 29	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 Shout-Outs

I'd like to thank **Fawzi Noman, Ed Blackburne, Leif Kusch, Karyl Horn**, and **Maria Busby** for their time in participating in a focus group for the new IT@Sam Service Catalog. We appreciate all of your suggestions and are working to put those in place.

-Lucrecia Chandler

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IT@Sam Stats

In the month of February:

- 1570 IT@Sam work orders were closed.
- 3914 calls were taken at the Service Desk.
- 217 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 April, 2013 issue of IT@Sam Newsletter!

Google Easter Eggs

Easter has come and gone and with that many Easter eggs were hidden and found by a number of families. Now it's your turn to find some Google "Easter Eggs." Check out some of the cool things Google does when you type in specific searches.

>> Read More

Talent Management

This month marks the launch of Talent Management, SHSU's new Learning Management System for Faculty and Staff. This system will be used to aid in your professional development and will allow for you to search and request trainings as well as find trainings automatically assigned. Want a transcript for a class that you have taken in the past? That will be here too.

>> Read More

Any Windows XP Laptops Out There?

IT@Sam is looking for any campus laptops that are still running Windows XP. If you or anyone you know has a SHSU Windows XP laptop, please bring it by the Service Desk so that we may upgrade it.

>> Read More

Security Tip: Protect Yourself from Email Tax Scams

April is synonymous with tax season. While people are gathering their W-2 forms, scammers are prepping to do harm. In this month's security tip, we show you how to avoid falling victim to a tax season scam.

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Alertus

Alertus had its first test run this past month. You might have noticed it when you logged into your campus machine. Now integrated with KatSafe, this new software package will assist in emergency campus notifications that will promote campus safety.

>> 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

April 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

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

Google Easter Eggs

Google is one of the top search engines in the world. It has even worked its way into our daily vocabulary. We hear things like, "Just Google it" or "I'll Google it tonight." Google has become a very important tool for those looking for information.

The designers of Google didn't just design a boring search engine. They have had a little fun with by coding "Easter Eggs" into the search engine. By typing in a specific word or phrase into the Google search bar, you can get Google to do some interesting things. Check them out below and have fun playing with them.

Zerg rush

This first little trick came out in 2012 and brings a pleasant surprise to your Google search results. If you simply type "zerg rush" in the Google search bar, your search results will be taken over by a bunch of colorful "O's." Give it a try.

I'm Feeling Lucky

The "I'm Feeling Lucky" button on the Google homepage has lost some of its functionality since Google implemented its incremental search that searches as you type. However, there is still a cool trick to be found here. If you hover your mouse over the "I'm Feeling Lucky" button, the search box will change the word "Lucky" to something else. Common results are:

- I'm Feeling Hungry
- I'm Feeling Trendy
- I'm Feeling Playful
- I'm Feeling Doodley

Clicking on one of these buttons will take you to a related corner of the Google Realm.

Six Degrees of Kevin Bacon

You have no doubt heard the rumor that every actor can be tied to Kevin Bacon through some movie connection. The amount of movies that separate an actor from Mr. Bacon is known as their Bacon Number. Google can calculate the Bacon Number for an actor by typing in their name followed by "bacon number."

For instance, if you were to type in "Christian Bale bacon number" into Google, you would see the following:

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Christian Bale's Bacon number is 2

Christian Bale and Ryan Gosling appeared in Lawless.

Ryan Gosling and Kevin Bacon appeared in Crazy, Stupid, Love..

Do A Barrel Roll

Fans of the Nintendo 64's *Star Fox 64* will really appreciate this little trick. If you type "Do a Barrel Roll" into the Google search bar, the entire page will rotate 360 degrees.

Note: This Easter Egg does not work in Internet Explorer

There are numerous Easter Eggs to be found. Some of them are seasonal and some are a permanent fixture of Google. There are so many out there that no one site has compiled a list of every Easter Egg. The best way to find one of these hidden gems is to "Google" the phrase "Google Easter Egg" and see what you can find.

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IT@Sam Newsletter

Home > Talent Management

Talent Management: A Learning Management System

Sam Houston State has unveiled the first phase of a new professional development initiative for staff employees, referred to as *Talent Management*.

Implementation of *Talent Management* will provide staff members the ability to chart paths for career growth as established by college or department leadership. The system maintains training transcripts for each employee, which you and your supervisor may access online.

Compliance training, like the Equal Employment Opportunity course and the P-Card training, will be administered through Talent Management as well. You will also sign up for Instructor-Led trainings, such as Photoshop or Excel, here as well.

In coming months, the Human Resources Department will conduct training needs assessments for all staff employees, including management and other administrators. The next phase of this professional development initiative is to establish a staff Learning Academy.

Talent Management will organize and centrally locate access to curriculum. In short, expect positive changes for career-enhancing training opportunities to come your way.

Look for *Talent Management* via *My Sam* this month with training classes beginning April 2nd. For more information about SHSU's professional development initiative, or to inquire about *Talent Management*, please contact:

TJ Bittick
Human Resources Specialist
(Learning and Development)
936.294.2328
TJB005@shsu.edu

Cindy Bradfield
Human Resources Senior Manager
936.294.2329
CSB017@shsu.edu

Throughout the month of April, IT@Sam will offer a number of trainings for faculty and staff to get familiar with *Talent Management*. Here are the available trainings:

Date	Time	Location
April 2	2:00 PM - 3:00 PM	White Hall 120
April 3	3:00 PM - 4:00 PM	Thomason 239
April 4	9:00 AM - 10:00 PM	Allen House 108
April 15	10:00 AM - 11:00 AM	NGL 157
April 18	2:00 PM - 3:00 PM	NGL 157
April 23	11:00 AM - 12:00 PM	NGL 157
April 24	10:00 AM - 11:00 AM	NGL 157
April 29	11:00 AM - 12:00 PM	NGL 157

If you have any questions about trainings, please contact Chas Stephens (4-4104).

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IT@Sam Newsletter

Home > Windows XP Laptops

Any Windows XP Laptops Out There?

The date is fast approaching when Windows XP will no longer receive support or updates from Microsoft. After support for XP has ended, XP users will find themselves more vulnerable to cyber threats. This could lead to a compromise of your confidential SHSU work material.

To circumvent this, we are asking that any and all SHSU laptops still running Windows XP be brought in to the Service Desk so that we may upgrade your laptop to Windows 7. The upgrade process will take a minimum of one day, so be sure to bring in your laptop when you can afford to be without it. Upgrading your laptop will allow Microsoft, as well as IT@Sam, to provide support for your machine for years to come.

If you have any questions, please call the Service Desk (4-HELP) or e-mail us at servicedesk@shsu.edu.

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IT@Sam Newsletter

Home > Tax Scams

Security Tip: Protect Yourself from Email Tax Scams

It's tax season and criminals are seizing the opportunity for scams. Don't become the next victim.

Scammers leverage every means at their disposal to separate you from your money, your identity, or anything else of value they can get. They may offer seemingly legitimate "tax services" designed to steal your identity and your tax refund, sometimes with the lure of bigger write-offs or refunds. Scams may include mocked up websites and tax forms that look like they belong to the IRS to trick you into providing your personal information.

Scam artists can prey on users by promising refunds that are fraudulent, a scam the IRS says has been rampant in previous years. In these scams, notices are posted on bulletin boards, in libraries, and at other community sites where people visit either in person or online. Scammers make money from this trick in two ways: first, they collect a fee for helping to "file" for a refund on behalf of their victims, and then they steal the victim's identity for further exploitation. The victims are left paying a fee for a fraudulent service, not getting a refund they thought they would, and are potentially in a position to face charges for failing to file a return or for committing fraudulent reporting.

How to Recognize an Email Tax Scam

According to the IRS, below are the key ways to recognize an email tax scam. The email:

- requests personal and/or financial information, such as name, SSN, bank or credit card account numbers or security-related information, such as mother's maiden name, either in the email itself or on another site to which a link in the email directs you;
- includes exciting offers to get you to respond, such as mentioning a tax refund or offering to pay you to participate in an IRS survey;
- threatens a consequence for not responding to the email, such as additional taxes or blocking access to your funds;
- has incorrect spelling for the Internal Revenue Service or other federal agencies;
- uses incorrect grammar or odd phrasing;
- discusses "changes to tax laws" that include a downloadable document (usually in PDF format) that purports to explain the new tax laws (these downloads are populated with malware that, once downloaded, may infect your computer).

How To Avoid Becoming A Victim

To stay safer this tax season, follow these five steps:

1. **Secure your computer**. If your computer does not have proper security controls, it is vulnerable to access by criminals, who may be able to steal information stored on it. Make sure your computer has the latest security updates installed. Check that your anti-virus and anti-spyware software are running properly and are receiving automatic updates from the vendor. If you haven't already done so, install and enable a firewall.

Related Links

2. **Carefully select the sites you visit**. Safely searching for tax forms, advice on deductibles, tax preparers, and other similar topics requires caution. Know the site. Know the company. Do not visit a site by clicking on a link sent in an email, found on someone's blog, or on an advertisement. The website you land on may look just like the real site, but it may be a well-crafted fake.

3. **Don't fall prey to email**, **web, or social networking scams**. Common scams tout tax rebates, offer great deals on tax preparation or offer a free tax calculator tool. If you did not solicit the information, it's likely a scam. _**If the email claims to be from the IRS, it's a scam – the IRS will not contact you via email, text messaging or your social network, nor does it advertise on websites.**_ If the email appears to be from your employer, bank, broker, etc. claiming there is an issue with what they reported for you and you need to verify some information, it might be a scam. Do not respond to the email. Contact the entity directly before responding.

4. **Never send sensitive information in an email**. It may be intercepted and read by criminals.

5. **Use strong passwords**. Cyber criminals have developed programs that automate the ability to guess your passwords. To protect yourself, passwords must be difficult for others to guess, but at the same time, easy for you to remember. Passwords should have a minimum of nine characters and include upper case (capital letters), lowercase letters, numbers, and symbols. Make sure your work passwords are different from your personal passwords.

For More Information:

For additional information about tax related scams and identity theft, please visit:

- **Taxpayer Guide to Identity Theft**: www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft
- **Tax Scams/Consumer Alerts**: www.irs.gov/uac/Tax-Scams-Consumer-Alerts
- **IRS Releases the Dirty Dozen Tax Scams for 2012**: www.irs.gov/uac/IRS-Releases-the-Dirty-Dozen-Tax-Scams-for-2012
- **What's Hot –** IRS: www.irs.gov/uac/What's-Hot
- **Report Phishing**: www.irs.gov/uac/Report-Phishing

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Google Easter Eggs

Easter has come and gone and with that many Easter eggs were hidden and found by a number of families. Now it's your turn to find some Google "Easter Eggs." Check out some of the cool things Google does when you type in specific searches.

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Talent Management

This month marks the launch of Talent Management, SHSU's new Learning Management System for Faculty and Staff. This system will be used to aid in your professional development and will allow for you to search and request trainings as well as find trainings automatically assigned. Want a transcript for a class that you have taken in the past? That will be here too.

>> Read More

Any Windows XP Laptops Out There?

IT@Sam is looking for any campus laptops that are still running Windows XP. If you or anyone you know has a SHSU Windows XP laptop, please bring it by the Service Desk so that we may upgrade it.

>> Read More

Security Tip: Protect Yourself from Email Tax Scams

April is synonymous with tax season. While people are gathering their W-2 forms, scammers are prepping to do harm. In this month's security tip, we show you how to avoid falling victim to a tax season scam.

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Alertus

Alertus had its first test run this past month. You might have noticed it when you logged into your campus machine. Now integrated with KatSafe, this new software package will assist in emergency campus notifications that will promote campus safety.

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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.

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April 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 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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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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Alertus Software

Another way to deliver critical notifications to campus

On Monday, March 4 at 10:55 AM, the monthly test of the KatSafe Emergency notification system was conducted. There was a new element added to this monthly system test which some of you may have gotten to experience firsthand.

The Alertus function has been fully integrated into the overall KatSafe notification system, which after all of the phone, e-mail, and text notifications, sends an alert message to computer displays all across campus. This is intended to notify those in classes or labs (who may not have access to their phones or email accounts at the time of the alert), by sending the notification directly to the computer screen that you are logged into at that time. Although it may look like a virus of some sort, it is a legitimate system notification, triggered by KatSafe. To acknowledge the receipt of the message and clear your screen to return to what you were doing, simply click the "acknowledge" button on the screen.

This will be incorporated into all of the KatSafe monthly tests going forward. If there are any questions about Alertus or KatSafe, please contact the Service Desk and they will be sure to put you in contact with someone who can provide you with the answer.

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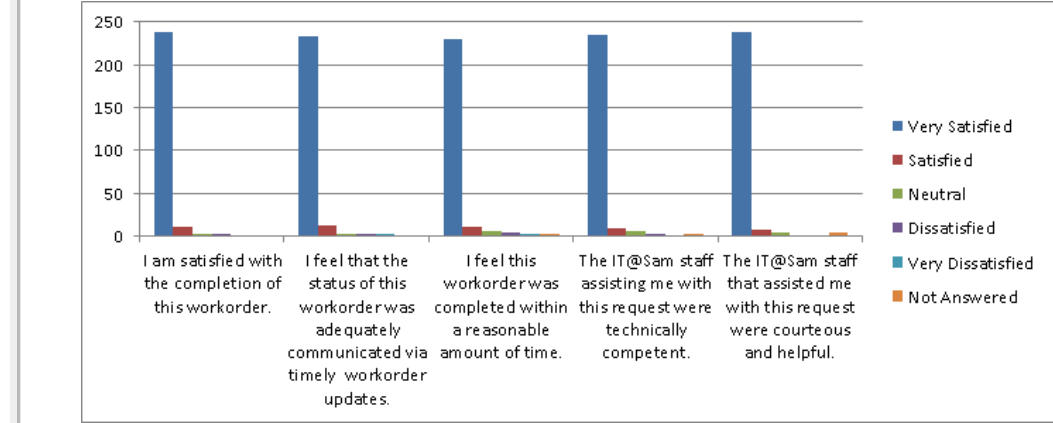- Ask Sammy
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IT@Sam Newsletter

Home > Tech Tip

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 Newsletter

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April 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 March.

Class	Date	Time	Location
Talent Management	April 2	2:00 PM - 3:00 PM	White Hall 120
Talent Management	April 3	3:00 PM - 4:00 PM	Thomason 239
Talent Management	April 4	9:00 AM - 10:00 PM	Allen House 108
Talent Management	April 15	10:00 AM - 11:00 AM	NGL 157
Talent Management	April 18	2:00 PM - 3:00 PM	NGL 157
Talent Management	April 23	11:00 AM - 12:00 PM	NGL 157
Talent Management	April 24	10:00 AM - 11:00 AM	NGL 157
Talent Management	April 29	11:00 AM - 12:00 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 Talent Managment 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 Stats

In the month of March:

- 1418 IT@Sam work orders were closed.
- 3565 calls were taken at the Service Desk.
- 192 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 May, 2013 issue of IT@Sam Newsletter!

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New Work Order System

The time is approaching for the rollout of Cherwell. This new system will help in streamlining your requests of IT. Several demos and training opportunities will be offered for you to become acquainted with the new system.

>> Read More

IT Approval Purchase Forms

We are happy to announce that within the next few weeks we will be implementing a new process that will expedite the manner in which orders through IT are placed.

>> Read More

Security Tip: Protect Yourself From Phishing

In the pre-Internet era, con men, also known as confidence men, would gain victims' confidence through the use of deception to defraud them. The same principles are being used today, only now to an even greater efficiency through the use of online scams. One of the most prolific means for online scamming is phishing.

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Talent Management

We are one month into the Talent Management era. To help usher in our new Learning Management System, we have held several trainings to familiarize faculty and staff with this system. We will continue to offer more training opportunities throughout the month of May.

>> Read More

Software Request Reminder

Educating students is the primary goal of this campus. Sometimes, to facilitate our students' education, a faculty member may require special software to teach a class. If you know you will need software for upcoming semesters, please take notice of the target dates for your requests.

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WebCMS Trainings Available

Is your department's website in WebCMS? Do you want to learn how to edit your department's website? If so, our Web Development team will be offering classroom sessions for learning WebCMS beginning this month. These sessions will familiarize you with our WebCMS system and how to make quick website changes.

>> Read More

Tech Tip

This month, we talk about the Microsoft Junk Reporting Add-in for Outlook. If you have ever received junk mail, this tutorial will explain how to report each instance to Microsoft so they can filter future messages.

>> Read More

May Technology Training Schedule

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IT@Sam Newsletter

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New Work Order System

Since January 2013 IT@Sam has been hard at work preparing for the implementation and launch of a new work order system, Cherwell. The goal is to have this new system ready for go-live on July 15th.

Why the change?

The current IT@Sam Work Order System has some shortcomings in navigation and general work routing. This leads to work orders that have the potential to end up in the wrong place and action is not taken on them in a timely manner. Cherwell will alleviate those problems as well as provide additional benefits for you.

Benefits

Service Catalog: There will be no more questions that you will need to navigate and hope that your work order is getting to the right place. Instead you will be presented with a comprehensive list of IT@Sam services to choose from when placing your request. With one click of your mouse you'll be at the appropriate screen to enter your request.

Knowledge Base: In addition to the Technology Tutorials that we currently provide, Cherwell will have an integrated Knowledge Base that contains information on how to fix common error messages and general "how-to" instructions for software and hardware. This will allow you to quickly research an issue and enable a quick resolution. We are starting out with over 50,000 knowledge articles and will be adding more. We hope to get to a scenario where we fix a problem once and then capture and share this information via the knowledge base, so others won't have to duplicate the effort and re-invent the wheel.

Problem Management: Once IT@Sam becomes aware of a university-wide problem, you will also be made aware of it with the Problem Management module of Cherwell. This will allow us to write up information regarding the issue, along with any workarounds, and publish that information for everyone's benefit by way of the Cherwell Portal.

Demos & Training Opportunities

We have created several Tech Tutorials for you to become familiar with this new system and we will offer several training sessions as well. If you'd like to attend a training session, please sign up in the Talent Management System.

Training Opportunities

Date	Location	Time
May 13, 2013	Allen House 108	2:00 - 3:00 p.m.
May 14, 2013	Allen House 107	11:00 a.m. - Noon
May 16, 2013	Allen House 108	11:00 a.m. - Noon
May 23, 2013	Allen House 107	3:00 - 4:00 p.m.
May 29, 2013	Lee Drain Building 407	3:00 - 4:00 p.m.
May 30, 2013	Allen House 108	11:00 a.m. - Noon

What will happen to my work orders in the current Work Order System?

On July 15th, no new work orders will be able to be placed in the current IT@Sam Work Order System. Any Work Orders that are already open and in progress, will remain in the current system and will be completed as normal. Work Orders that will take more than 6 months to

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complete, will be transferred to the new Cherwell system by IT@Sam staff.

If you have any questions or concerns, please feel free to contact us!

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Changes just around the corner for Payment Authorization Form (PAF)

IT Purchaser, Gina Morrison has been working with Procurement and IT to create a new process allowing the departments to create IT-related purchases requisitions. Departments would still submit a work order for the request; a quote will be generated and uploaded to the work order. However, the payment authorization form (PAF) is being replaced with an IT Approval to Purchase (ATP) form. This form will be created, digitally signed then uploaded to the work order allowing the department to create a requisition using the approved ATP and quote as backup to the requisition. Currently we are working with Roz Kieschnick in the Controller's Office to generate a set of new account codes (codes will be provided on the ATP form) that will alert the approval process that this is an IT purchase and the requisition will directly route to the IT purchaser.

With this new process the departments will see many benefits including seeing the money encumbered when requisition is processed instead of waiting until the purchase order is processed and faster turnaround on items requested. This process will eliminate the non-sufficient fund (NSF) budget pool holds, and will expedite orders. After the purchase order is placed the work order will be updated with reference numbers and estimated ship dates (please do not confuse this date with the expedited delivery to your area this is the date expected to arrive to IT warehouse for internal processing). IT will also continue to process the pay approvals. It is important to check your work order for current updates.

We are anticipating campus roll out within 4-6 weeks. Should you have any questions or would like to start participating with your next IT-related purchase please feel free to contact Gina Morrison at rrm015@shsu.edu or x4-2620.

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IT@Sam Newsletter

Home > Tax Scams

Security Tip: Protect Yourself From Phishing

When using the email, it is difficult to know, with certainty, with whom you are communicating. Scammers will utilize this uncertainty to pose as legitimate businesses, organizations, or individuals, and gain the trust of users. If a scammer is able to gain the trust of victims, they can leverage this trust to convince victims to willingly give up information or click on malicious links or attachments. To gain users trust, scammers will appear like legitimate businesses or organizations, by spoofing the email address, creating a fake website with legitimate logos and even providing phone numbers to an illegitimate customer service center operated by the scammers. Being mindful and observant can help you defend against scammers' deceptions by being prepared and proactive.

Two Common Types of Phishing Attacks

- *Phishing scams* are perhaps one of the best-known forms of email scams. This type of scam involves a scammer pretending to have a fortune that he or she is incapable of accessing without the help of someone trustworthy, which happens to be you! The scammers will try to obtain the user's financial information using an empty promise of sharing the wealth in exchange for their help.
- *Spear-phishing.* Spear-phishing is a targeted and personalized attack in which a specific organization or an individual is the target. These attacks will utilize information about the user email addresses, which are similar to those of their acquaintances to entice the users to either divulge sensitive information or download a malicious file. This often requires a lot of information gathering on the targets and has become one of the favored tricks used in cyber espionage.

Be Mindful

When it comes to phishing, the best line of defense is you. If you are mindful of potential phishing traps and observant of the telltale signs of a scam, you can better defend against a phishing attack. Here are some easy tips to protect yourself:

- Be cautious about all communications you receive including those purported to be from "trusted entities" and be careful when clicking links contained within those messages. If in doubt, do not click.
- Don't respond to any spam-type e-mails.
- Don't send your personal information via email. Legitimate businesses will not ask users to send their sensitive personal information through this means.
- Don't input your information in a pop-up; if you are interested in an offer that you see advertised in a pop-up ad, contact the retailer directly through its homepage, retail outlet or other legitimate contact methods.

Be Observant

Scammers rely on their deception to entice users to willingly do what the phisher wants. Their deception is based upon resembling legitimate sites or trusted sources. These phishing scams can be very realistic and difficult to identify. However, there are some telltale signs that may indicate a phishing scam. By being observant of these, you can help minimize your risk of becoming a victim. Keep an eye out for these simple telltale signs of a phishing email:

- The email has poor spelling or grammar.
- For secure transactions, look for a lock icon in the URL.

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The use of threats or incredible offers is a common tactic that tries to elicit an emotional response to cloud the user's judgment.

- The URL does not match that of the legitimate site. Scammers cannot use the same URL associated with the legitimate websites, so they will tweak the address of their spoofed website so that at a quick glance it looks legitimate.
    - The URL may use a different domain name (e.g., .com vs .net)
    - The URL may use variations of the spelling of the actual address

Be Aware of Attachments

Don't trust a file based on its extension. There are a variety of tricks to hide the nature of the file. While the simplest solution is not to download a file from an unknown user, below are some additional things you can look for:

- Be cautious about double file extensions. One way the extension can be hidden is by adding a second extension such as "Evil.pdf.exe" so that is looks like a regular PDF, with the .exe hidden.
- To help spot double extensions, turn off the "Hide extensions for known files" option on your computer's operating system. See: http://support.apple.com/kb/PH10845 for Mac, http://support.microsoft.com/kb/865219 for Windows.
- Be wary of container files, such as .zip files. Any number of files can be packaged inside, including malicious ones!
- Beware of attached files. Malicious code can also be embedded in commonly emailed files such as .doc and pdf, giving you another reason why you should only open attachments from trusted sources!
- Do not open executable files. These are files that have a .exe extension.

Lastly, make sure you have an up-to-date anti-virus software program installed. Enable the feature to scan attachments with the anti-virus program before downloading and saving them to your computer.

For More Information:

For additional information about email phishing scams, please visit:

- **FTC's Identity Theft Website**: www.ftc.gov/bcp/edu/microsites/idtheft
- **AntiPhishing Work Group**: www.antiphishing.org
- **Microsoft - Recognize Phishing --** www.microsoft.com/security/online-privacy/phishing-symptoms.aspx
- **Sophos — Dealing with Spear Phishing Campaigns -** www.sophos.com/en-us/support/knowledgebase/37179.aspx

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Talent Management: A Learning Management System

Talent Management is one month old! This past month Talent Management went live and we were there to offer trainings to help familiarize interested individuals with this new system.

These trainings were well attended and because this is such an integral system, we feel it is important to offer more trainings for the month of May.

Here are the available **Talent Management** training opportunities for May.

Date	Time	Location
May 7	10:00 - 11:00 AM	NGL 157
May 13	11:00 AM - 12:00 PM	NGL 157
May 30	2:00 - 3:00 PM	NGL 157

If you have any questions about trainings, please contact Chas Stephens (4-4104).

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IT@SAM NEWSLETTER

Welcome to the May, 2013 issue of IT@Sam Newsletter!

New Work Order System

The time is approaching for the rollout of Cherwell. This new system will help in streamlining your requests of IT. Several demos and training opportunities will be offered for you to become acquainted with the new system.

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IT Approval Purchase Forms

We are happy to announce that within the next few weeks we will be implementing a new process that will expedite the manner in which orders through IT are placed.

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Security Tip: Protect Yourself From Phishing

In the pre-Internet era, con men, also known as confidence men, would gain victims' confidence through the use of deception to defraud them. The same principles are being used today, only now to an even greater efficiency through the use of online scams. One of the most prolific means for online scamming is phishing.

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Talent Management

We are one month into the Talent Management era. To help usher in our new Learning Management System, we have held several trainings to familiarize faculty and staff with this system. We will continue to offer more training opportunities throughout the month of May.

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Software Request Reminder

Educating students is the primary goal of this campus. Sometimes, to facilitate our students' education, a faculty member may require special software to teach a class. If you know you will need software for upcoming semesters, please take notice of the target dates for your requests.

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WebCMS Trainings Available

Is your department's website in WebCMS? Do you want to learn how to edit your department's website? If so, our Web Development team will be offering classroom sessions for learning WebCMS beginning this month. These sessions will familiarize you with our WebCMS system and how to make quick website changes.

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Tech Tip

This month, we talk about the Microsoft Junk Reporting Add-in for Outlook. If you have ever received junk mail, this tutorial will explain how to report each instance to Microsoft so they can filter future messages.

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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 in Talent Management.

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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. These surveys let us know what everyone thinks about IT@Sam. Please take a moment to see how your colleagues rated the service IT@SAM provides. 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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http://www.shsu.edu/~ucs_www/newsletter/May_2013/index.html[9/3/2014 3:42:09 PM]

2504 compliance | Web Site Accessibility

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IT@Sam Newsletter

Home > Software Request Reminder

Software Request Reminder

Time flies doesn't it? Before you know it a semester is long gone and a new one is fast approaching. This means that we, as a campus, need to start preparing for upcoming semesters as soon as possible. For those who teach classes this is especially important since you have the most direct interaction with our students. If you need special software for a class, we will be more than happy to work with you to get that software installed.

IT@Sam Client Services has received requests from various faculty members to upgrade several software packages before Fall - 2013. These upgrades may have an impact on academic instruction since textbooks and curricula are planned far in advance. Please review the planned changes to campus software versions below. Please share this information with the faculty in your department and let us know if there are any concerns with the proposed upgrade software versions or dates of installation. The software titles listed below are not all encompassing of the software being upgraded before Fall 2013, as there may be additional software that only impacts your department and those will be handled individually with the faculty requesting the upgrade.

Adobe Creative Suite CS 6
Upgrade for all classrooms and labs scheduled between Spring - 2013 and Summer I - 2013 for both Windows and Macintosh.

SAS 9.3
Upgrade of existing SAS 9.2 to 9.3 for Windows computers on campus. An expanded license agreement has been completed which will allow for SAS to be installed in all labs and classrooms on campus with optional installs available for faculty computers via the SHSU Program Installation Menu. Upgrade is scheduled between Summer II – 2013 and Fall – 2013.

Microsoft Office 2013
Upgrade for all campus Windows computers scheduled between Summer II - 2013 and Fall – 2013.

Autodesk 2013 (AutoCAD, Revit, Inventor, Electrical, and Mechanical)
Upgrade for all campus Windows computers scheduled between Summer II - 2013 and Fall – 2013.

Requesting New Software?

Please note that any new software requests or upgrades to existing software should be submitted by the deadlines below to allow for enough time to verify licensing, obtain software, package for deployment, and test with the functional users of the software. You or your team may be needed for the functional testing of the software before it can be deployed to campus.

Spring	Fall	Summer
October 1	May 1	March 1

Software Requirements:

If you will be requesting the addition of an application to the campus network the following

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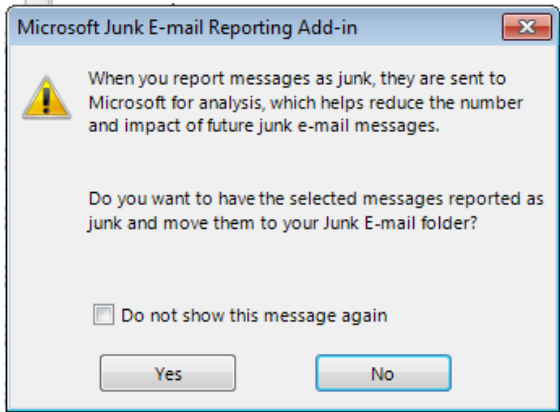
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factors must be satisfied when choosing or purchasing an application.

- Software must be compatible with Windows 7 or Mac OSX Lion and Mountain Lion
- Software must be a network application
- Your department must purchase an adequate number of user licenses

What you will need :

- What is the Vendor Name, Title, and Version Number of the software?
- For how many computers will this software be licensed? All license information must be supplied to IT@Sam with a copy of the software
- How will the software be delivered to IT@Sam? If Web Download is selected, supply the URL link to the software in the Workorder Description field.
- For which semester will the software be requested? Please review the policy page for software Request Deadlines.
- Who will need to run this software? If Specified Users or Specified Computer Labs(s) is selected, use the Workorder Description field to note the specific need.
- Has this request been approved by your department chair? Please include copy of e-mail approval if so.
- Once you have all this information, please place a work order.

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 > WebCMS Trainings

WebCMS Trainings

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

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

If you would like to take a training in WebCMS, our Web Development team will be offering trainings on the following dates:

You can register for classes on Talent Management.

Class	Date	Time	Location
WebCMS Basic/Intermediate	May 15	1:30 - 4:00 PM	Allen 107
WebCMS Basic/Intermediate	May 29	1:30 - 4:00 PM	Allen 107
WebCMS Basic/Intermediate	June 12	1:30 - 4:00 PM	Allen 107
WebCMS Basic/Intermediate	June 26	1:30 - 4:00 PM	Allen 107
WebCMS Basic/Intermediate	July 10	1:30 - 4:00 PM	Allen 107
WebCMS Basic/Intermediate	July 24	1:30 - 4:00 PM	Allen 107
WebCMS Basic/Intermediate	August 7	1:30 - 4:00 PM	Allen 107
WebCMS Basic/Intermediate	August 21	1:30 - 4:00 PM	Allen 107
WebCMS Basic/Intermediate	September 4	1:30 - 4:00 PM	Allen 107
WebCMS Basic/Intermediate	September 18	1:30 - 4:00 PM	Allen 107
WebCMS Basic/Intermediate	October 2	1:30 - 4:00 PM	Allen 107

If you have any questions about trainings, please contact Michael Huff (4-3211).

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IT@Sam Newsletter

Home > Tech Tip

Tech Tip: Microsoft Junk Reporting

We have all been subject to unwanted messages in our e-mail inbox. Nowadays, it is only a matter of time before you see some junk mail find its way to you. The first and, up until recently, last line of defense was to label a message as junk or even block the sender altogether.

The problem with this method is that the onus is completely on the user. It is their responsibility to fight off the hordes of junk e-mail that come in on a weekly basis.

Microsoft has helped to alleviate some of that burden. With their new junk reporting option, you can send the e-mail to Microsoft for analysis. The information that you provide will help them improve the effectiveness of their native junk e-mail filtering technologies.

Here is how you report junk e-mail to Microsoft:

Right-click on the e-mail that you wish to report.

Select **Junk** > **Report Junk**
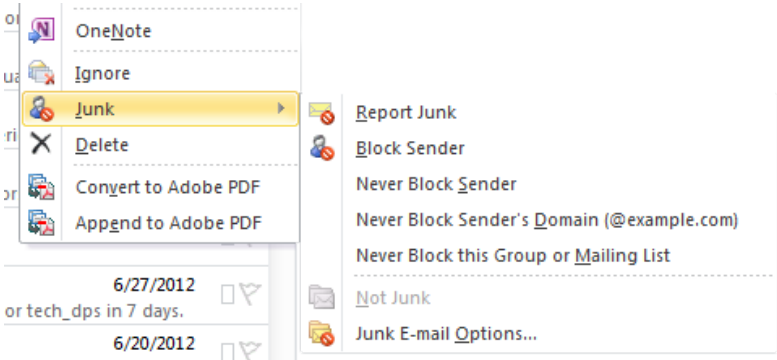
You will then see this pop-up. Select **Yes** to report the e-mail and move it to your junk folder.

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Microsoft Junk E-mail Reporting Add-in

When you report messages as junk, they are sent to Microsoft for analysis, which helps reduce the number and impact of future junk e-mail messages.

Do you want to have the selected messages reported as junk and move them to your Junk E-mail folder?

☐ Do not show this message again

Yes   No

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IT@Sam Newsletter

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
Intro to Excel 2010	May 3	2:00 - 4:00 PM	NGL 157
Intro to Access - Tables	May 7	1:00 - 4:00 PM	NGL 157
Intro to Publisher	May 8	10:00 AM - 12:00 PM	NGL 157
Advanced Excel 2010	May 10	2:00 - 4:00 PM	NGL 157
Advanced Word 2010	May 15	10:00 AM - 12:00 PM	NGL 157
Data Manipulation in Excel	May 17	2:00 - 4:00 PM	NGL 157
Intermediate PowerPoint	May 21	10:00 AM - 12:00 PM	NGL 157
Intro to Windows 7	May 22	10:00 AM - 12:00 PM	NGL 157
Pivot Tables, Pivot Charts, and Macros	May 24	2:00 - 4:00 PM	NGL 157
Intro to Project 2010	May 28	1:00 - 4:00 PM	NGL 157
Intro to Photoshop	May 31	10:00 AM - 12:00 PM	NGL 157
Excel Tips and Shortcuts	May 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 Talent Managment 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

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IT@Sam Stats

In the month of April:

- 1607 IT@Sam work orders were closed.
- 4045 calls were taken at the Service Desk.
- 218 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 June, 2013 issue of IT@Sam Newsletter!

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LOL! What's With All This Text Lingo?

Have you ever read a text message with an absurd amount of abbreviations? More and more of these are popping up every day and it only gets more difficult to keep up with each new acronym. This month, we look at some of the most currently used "Internet Slang."

>> Read More

More Cherwell Demonstrations Planned for June

In July, we will go-live with our new "work order" system, Cherwell. To help ease your transition to Cherwell and for a sneak peak of new features available for you, we welcome your attendance at one of the upcoming demonstration sessions.

>> Read More

Security Tip: Do You Know Where Your Personal Information Is?

How secure is your personal information? Well, if you partake in social media or even online shopping, your information may not be as private as you think. To know more, read this month's security article.

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Have You Seen Us?

IT@Sam is searching for a few particular models of Dell PCs that need to be replaced. Do you have one?

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Tech Tip: How Secure is Your Dropbox

This month, we will take a look at securing Dropbox. This handy little tool lets you access your files from multiple computers. However, this little

tool may not be as secure as you think.

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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 in Talent Management.

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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. These surveys let us know what everyone thinks about IT@Sam. Please take a moment to see how your colleagues rated the service IT@SAM provides. 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!

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IT@Sam Newsletter

Home > Internet Slang

LOL! What's With All This Text Lingo?

The faster you can do something, the better it is. Well, in our day and age of receiving and sending information on the fly, no one wants to take time to type out every single word in a text message. That is why you see such common abbreviations as OMG and LOL. They help to get a point across without taking excess time to type everything out.

However, if you don't know what the abbreviation means it is kind of pointless. That is why we are going through some of the most commonly used acronyms that most people may not know.

For a complete listing of acronyms such as these, please visit internetslang.com. These little abbreviations can also help you out when you post on Twitter. With a 140 character limit, space is always at a premium.

1. **YMMV**   Your Mileage May Vary
2. **PONR**   Point of No Return
3. **IMO**   In My Opinion
4. **OWTTE**   Or Words To That Effect
5. **ABP**   Already Been Posted
6. **OOTD**   Offer Of The Day
                     Outfit Of The Day
7. **DIY**   Do it Yourself
8. **ETA**   Estimated Time of Arrival
                     Edited to Add
9. **TY**   Thank You
10. **STNY**   Same Time Next Year
11. **HBU**   How About You?
12. **OTP**   One True Pairing
13. **DUNNO**   Don't Know
14. **FWIW**   For What It's Worth
15. **MIA**   Missing In Action
16. **WTA**   Winner Takes All
17. **KK**   OK, cool
18. **ISO**   In Search Of
19. **GOOH**   Get Out Of Here
20. **TBH**   To Be Honest

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IT@Sam Newsletter

Home > Cherwell

New Work Order System

Last month we started demonstrating Cherwell to the campus by conducting hour-long sessions. With the launch date to Cherwell fast approaching, we will continue to offer these trainings throughout the Summer. Here are the trainings for June:

Date	Time	Location
June 6	10:00 - 11:00 AM	MLHB 110
June 11	11:00 AM - 12:00 PM	MLHB 110
June 12	2:00 - 3:00 PM	MLHB 110
June 18	3:00 - 4:00 PM	MLHB 110
June 21	11:00 AM - 12:00 PM	MLHB 110
June 24	11:00 AM - 12:00 PM	MLHB 110
June 25	2:00 - 3:00 PM	MLHB 110

Placing a New Request

If you need to report a problem or request additional or enhanced services you will need to log into the Cherwell portal and click on the "Browse Service Catalog" option from the Menu bar.

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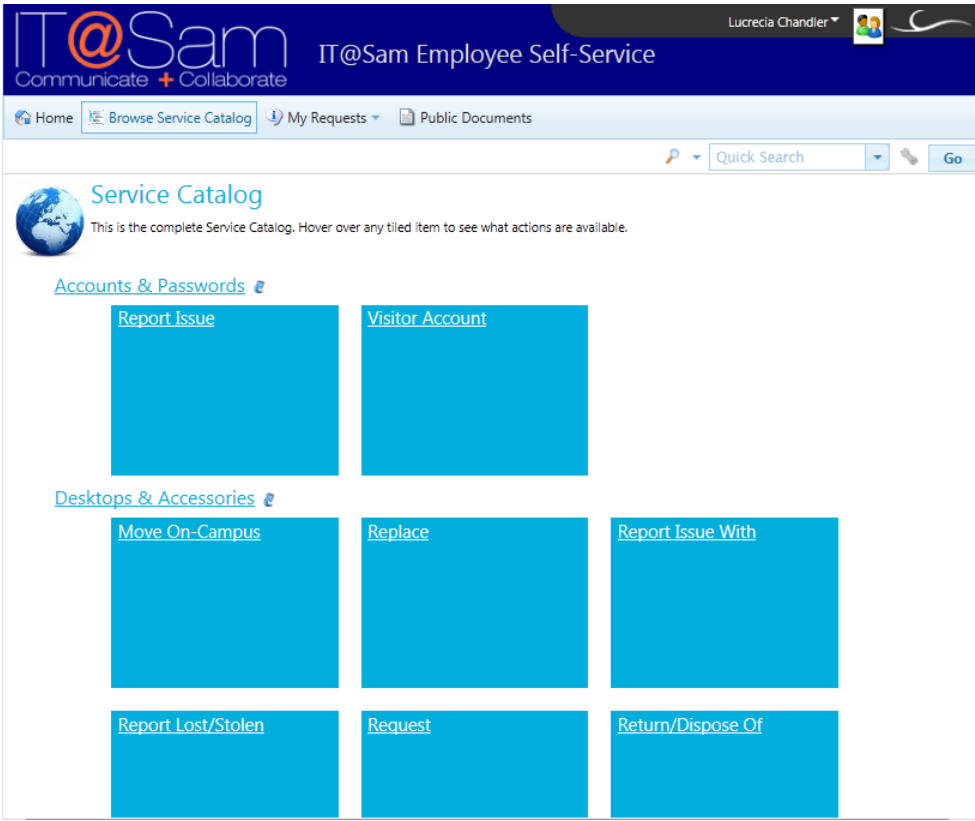
You will be taken to a page that will display all options available to you. You will have a list of Services (left-most text), that have Service Catagories listed below them (the blue boxes), and within each box is a list of Service SubCategories for you to choose.

Once you select the subcategory you will be taken to the page to enter in your request.
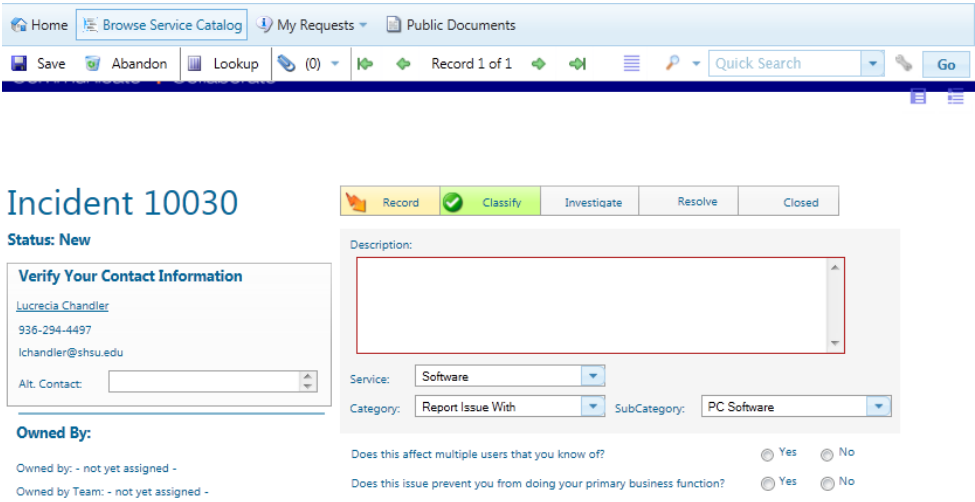
Be sure to click on the "Save" icon in the toolbar when you have completed your description of the issue or request.

We have created several Tech Tutorials for you to become familiar with this new system and we will offer several training sessions as well. If you'd like to attend a training session, please sign up in the Talent Management System.

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IT@Sam Newsletter

Home > Security Tip

Do You Know Where Your Personal Information Is?

The amount of data on the Internet is staggering.

As consumers of online services, we create information through our use of social media, online shopping, and many other activities. Public records are also a source of information about individuals, which can get posted online. It is important to be aware that once this data is online, that can be difficult to remove.

Your habits and tolerance for risk can change over time. The information that you felt comfortable sharing publicly a few years ago may seem like information that you'd now rather take back. You may have found information about you online that is incorrect, misleading, or you simply want to get it removed. Below are some considerations on how to take ownership and control the data about you.

See what information about you is available online

It can sometimes be shocking how much information is collected about you and publicly available. The search engines will help you to do a quick query of your public information. You can also take a proactive approach to set up alerts for search terms of your name.

Data service sites such as Spokeo and Pipl have massive amounts of data compiled from a variety of sources, including public records and social networking sites about individuals. This data can be used by credit issuers, criminal profilers, employers, and others for any number of purposes, not necessarily intended by the data service providers.

The first reaction to seeing your data might be "Oh my, that's scary", followed shortly by, "How do I remove this?" If you've experienced a similar reaction then take the following measures outlined below. Be aware that some information posted about you is within your control, some of it is not.

Clean up the data you can control

Information that is under your control includes information that you have posted, such as your social networking profiles and related information. In addition, there could be information about you on old blog postings, postings on a friend's web site, an old dating profile, picture sharing account, or any other services that were useful at a point in time for you, but no longer necessary.

Review the accounts that you have access to. You basically have three options—remove the data, modify the privacy settings, and/or request that the account be deleted. If you are going to request that the account be deleted, be sure to first remove all of the data. Be sure to request that the account be deleted rather than deactivated.

Request cleanup of data you don't control

Contact site owners. If the site does not have contact information for the site owners easily visible, you can look it up using the "WHOIS" service to give you an administrative and technical contact for the site. A "WHOIS" query can be done by visiting the website http://whois.net/.

Opt out of data service providers. The data service provider is a company or group that will provide lists of contact information to individuals or companies that request it. They often charge a fee for this information. In many cases, data service providers provide individuals with the ability to opt out of having their data published. It is important to bear in mind that these services are aggregators, so the original source provider of the information will also likely have

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to be contacted to remove your information. The Privacy Rights Clearinghouse publishes the opt-out URL for over 240 of these types of services.

Use a professional service. The maintenance of your online data requires discipline and regular review. What if there is misinformation being posted about you that you cannot get removed through the steps discussed above? Then it is time to consider using a professional service. These services will constantly search for, analyze, and remove data that you don't want public. Review the service terms carefully from these companies to ensure the service you desire is what is being provided.

The best course of action that you can take is to be aggressive about maintaining a cycle of checking your public data and removing items which don't match your current risk tolerance.

For More Information:

- **Privacy Rights Clearinghouse Opt-Out Urls:** www.privacyrights.org/online-information-brokers-list
- **Google support page for removal of data:** http://support.google.com/webmasters/bin/answer.py?hl=en&answer=164133&topic=1724262&ctx=topic
- **IT World Article, "Rescue your Online Reputation":** www.itworld.com/it-managementstrategy/212115/seven-ways-rescue-your-online-reputation?page=0,2
- **Times Article "How to Fix (or Kill) Web Data About You":** www.nytimes.com/2011/04/14/technology/personaltech/14basics.html?_r=0

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Have You Seen Us?

Optiplex 260/280

Optiplex 270/620

Have you seen any Dell OptiPlex 260, 270, 280, 620 Models around campus? (There may be a GX, SX or another model description following the word OptiPlex.) If so, please let us know by placing a work order with the SHSU property tag information for the machines and their current location and use.

We will work with you to replace those machines with upgrades to better models since these particular models are over 6 years old. If we do not have a computer readily available to make the replacement we will let you know and provide a replacement as soon as one becomes available.

If you have any questions or concerns please feel free to contact Mateo Zuniga at x4-4880 or via email.

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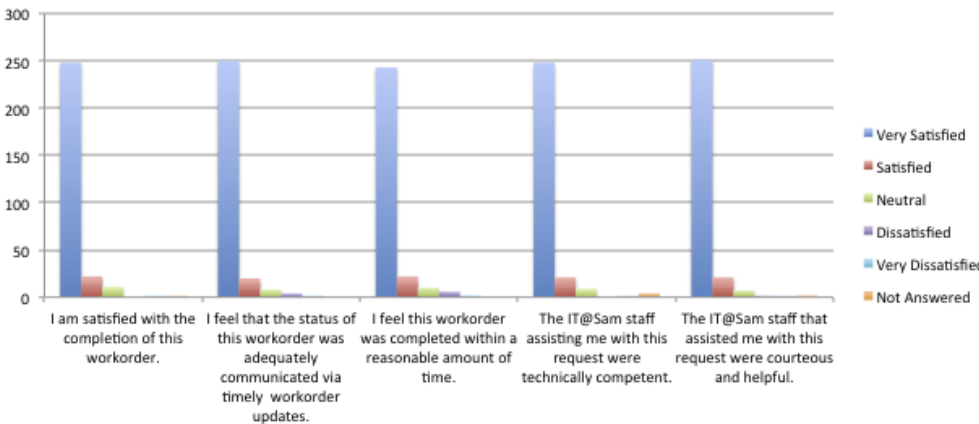- Ask Sammy
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IT@Sam Newsletter

Home > Tech Tip

Tech Tip: File Sharing Services

Free file sharing tools, like Dropbox, are very popular now since they allow you to access your data on multiple computers without the need of a USB or other portable drive. This is what draws most people in. The idea of being able to share files between a work computer and a home computer is quite convenient.

The methodology is quite simple. First you create an account with Dropbox and then you will be able to save files to the Dropbox cloud which, in turn, will allow you to access files anywhere with an Internet connection. There is even a Dropbox app for Apple and Android devices so you can see your files on your mobile device.

However, there are certain risks you take when using a file sharing tool like Dropbox. Should your account become compromised, then access to your data is not limited to just you. Anyone with your account information can see all your files on the Dropbox cloud. Should you have bank account information on the Dropbox server, you could potentially put yourself at further risk.

Here are some ways you can protect your Dropbox files:

Enable Two-Step Verification

Dropbox now has an optional two-step verification process. With this, any new computer you, or anyone, uses to access your account will also require a special time-sensitive code sent to your phone.

To enable two-step verification, log into your Dropbox account, open the Settings page, and click the Security tab. Click the change link to the right of *Two-step verification* on the page.
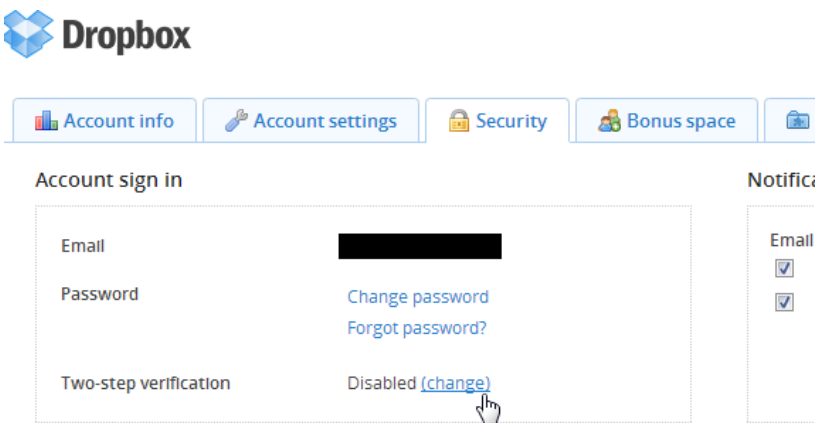
You can receive codes by either text messages or via a smartphone application such as Google Authenticator. While enabling two-step verification, you'll also receive an emergency backup code that you can use to log in if for some reason you cannot get into your account– for example, if you lose your phone. Keep the emergency backup code in a safe place.

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Enable two-step verification

How would you like to receive your security codes?

Use text messages
Security codes will be sent to your mobile phone.

Use a mobile app
Security codes will be generated by an authenticator app.

Learn more

Next

Unlink Devices You Don't Use

From the Security tab on your Dropbox settings page, you can also view any devices that have access to your Dropbox. If there are any devices listed here you no longer use here, use the Unlink button to remove them.

My devices

All computers, phones, and tablets that have access to your Dropbox appear here.

Name	Country	Most recent activity		
	United States	in the last hour	Rename	Unlink
AB1-1-88	United States	in the last hour	Rename	Unlink
	United States	about 18 hours ago	Rename	Unlink
AB1-1-88	United States	about 4 days ago	Rename	Unlink
ab1-1-136.shsu.edu	United States	about 5 days ago	Rename	Unlink
AB1-1-88	United States	about a month ago	Rename	Unlink
AB1-1-88	United States	about a month ago	Rename	Unlink
AB1-1-88	United States	about 2 months ago	Rename	Unlink

Get Email Notifications

For security purposes, ensure email notifications are active so you'll receive emails when new devices and apps connect to your account. With this enabled, you will receive an e-mail every time you access your account. However, if someone else were to access your account you would be immediately notified.

ce   My apps

Notifications

Email me:
☑ When a new device is linked to my account
☑ When a new app is connected to my account

With all these precautions, you will help safeguard yourself against having valuable information fall into the wrong hands. The most secure way, though, is to not put anything valuable on Dropbox. Ask yourself, "What would happen if this fell into the wrong hands?" For that reason, we recommend that you do not put any work related items on Dropbox. These file sharing solutions are convenient - but what is the cost of taking that risk?

If you must access your work-related items from home, please use the Remote Desktop Connection as it is the safest option.

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IT@Sam Newsletter

Home > June Trainings

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 May.

Class	Date	Time	Location
Intro to Cherwell	June 3	2:00 - 3:00 p.m.	MLHB 110
Intro to Talent Management	June 5	10:00 - 11:00 a.m.	NGL 157
Intro to Cherwell	June 6	10:00 - 11:00 a.m.	MLHB 110
Intro to Talent Management	June 10	2:00 - 3:00 p.m.	NGL 157
Intro to Cherwell	June 11	11:00 a.m. - 12:00 p.m.	MLHB 110
WebCMS Basic/Intermediate	June 12	1:30 - 4:00 p.m.	Allen 107
Intro to Cherwell	June 12	2:00 - 3:00 p.m.	MLHB 110
Intro to Cherwell	June 18	3:00 - 4:00 p.m.	MLHB 110
Intro to Talent Management	June 19	11:00 a.m.- 12:00 p.m.	NGL 157
Intro to Cherwell	June 21	11:00 a.m. - 12:00 p.m.	MLHB 110
Intro to Cherwell	June 24	11:00 a.m. - 12:00 p.m.	MLHB 110
Intro to Cherwell	June 25	2:00 - 3:00 p.m.	MLHB 110
WebCMS Basic/Intermediate	June 26	1:30 - 4:00 p.m.	Allen 107
Intro to Talent Management	June 28	3:00 - 4:00 p.m.	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 Talent Managment 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 Stats

In the month of May:

- 1468 IT@Sam work orders were closed.
- 4214 calls were taken at the Service Desk.
- 197 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, 2013 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. These surveys let us know what everyone thinks about IT@Sam. Please take a moment to see how your colleagues rated the service IT@SAM provides. 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

Home > Computer Viruses in the Movies

Computer Viruses/Hackers in the Movies

This month we celebrate American Independence. What better way to do this than to look at American movies. Movies are a major part of the American culture. Every weekend millions of people flock to theaters around the country to see the latest release. A widely used plot element in cinema is the "computer virus." This simple plot device has found itself in a number of movies over the years regardless of genre. This month, we look at a few movies that have employed either a computer virus or a computer hacker in their primary plot.

Independence Day - 1996

Roland Emmerich directed this 1996 blockbuster where Aliens invade Earth during the July 4th weekend. When all hope seems lost, Jeff Goldblum's character devises a plan to infect the mothership with a computer virus that renders the other ships vulnerable to attack.

The Terminator - 1984

James Cameron was the mastermind behind this 1984 hit. In this classic movie, the human race is in a battle with cyborgs in the year 2029. What initiates this battle is a self-aware computer virus called Skynet that infects computer systems and controls cyborgs to hunt down the last of the humans.

Swordfish - 2001

This 2001 American thriller stars Hugh Jackman (before his Wolverine days) as Stanly Jobson, an ex-con computer hacker, who is recruited by John Travolta to rob a bank. Using his skills, Hugh Jackman turns the tables on his employers.

Office Space - 1999

Office workers everywhere can relate to this cult classic. After years of monotonous labor and little appreciation, three office workers decide it's time to get even with their employers by infecting their company's accounting system with a computer virus designed to divert fractions of pennies into a bank account they control. Hilarity ensues as they try to cover their tracks.

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Home > Cherwell

New Work Order System

Cherwell launches on 7/8, are you ready?

We will continue to offer introductory demonstration sessions throughout the Summer. Here are the trainings for July:

Date	Time	Location
July 3	11:00 AM - 12:00 PM	MLHB 110
July 12	10:00 - 11:00 AM	MLHB 110
July 16	2:00 - 3:00 PM	MLHB 110
July 24	11:00 AM - 12:00 PM	MLHB 110
July 25	11:00 AM - 12:00 PM	MLHB 110
July 30	2:00 - 3:00 PM	MLHB 110
July 31	2:00 - 3:00 PM	MLHB 110

We have created several Tech Tutorials for you to become familiar with this new system and we will offer several training sessions as well. If you'd like to attend a training session, please sign up in the Talent Management System.

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IT@Sam Newsletter

Home > Remote Desktop Upgrade

Remote Desktop to be Upgraded

Windows 7 has been the PC operating system at SHSU for over a year now. However, the remote server (remote.shsu.edu) continues to run on Windows XP. Well, that will soon change. The remote server will be upgraded to Windows 7 prior to the start of the fall semester.

For those that use the remote desktop connection, you may have noticed the differences in your profile when you log on to the remote server and when you log on to a campus machine. Those differences are caused by the remote server still running Windows XP. With Windows XP losing support from Microsoft very soon, it is time to make this upgrade.

Once the upgrade is complete you will notice that the remote desktop profile will look similar to your profile on a campus machine. The biggest change you will notice is that your shortcuts, desktop background, and network printers will now both be the same on a campus machine as well as on the remote desktop. Not only will your settings "roam" with you after the upgrade, but you will also have access to additional software. We are also looking to expand some of our software offerings on the new servers.

If you have any questions about this upgrade, please contact the Service Desk (4-HELP).

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IT@Sam Newsletter

Home > Banner

How Do I Get Banner Access

Banner is the primary administrative program on campus. Everything from student advising to travel vouchers is accomplished using Banner. Most full-time employees on campus will need some form of Banner access. So, the big question is: How do I get access to Banner?

Banner General Navigation

Banner General Navigation is the first step for anyone that needs Banner access. This two hour course introduces you to the basics of Banner and is designed for the person who has never used Banner before. This course is a prerequisite for all other Banner trainings.

Training Contact: Chas Stephens

Finance 101: GL, Finance Ops, Budget & AR

Prerequisites:

- Banner General Navigation

Introduction to Banner Finance focuses on the Chart of Accounts, INB Budget Status Queries, and provides a short overview of Self-Service Budget Queries, Approvals & Security. By the end of this training you will be able to review budgets, expenditures and revenue as well as other purchasing precursors.

Training Contact: Amanda Withers

Purchasing and Accounts Payable

Prerequisites:

- Banner General Navigation
- Finance 101

Participants will learn how to create a requisition as well as view, copy, change, cancel or delete one. Attendees will also go over the process of how to have a vendor/person added that is not in the Banner database. There will also be a general review of State and University requirements on payments along with the importance of sending a pay approval to pay for the merchandise received in a timely manner.

Training Contact: Jeremy Barrett

Advanced Training for Banner Procurement

Prerequisites:

- Banner General Navigation
- Finance 101
- Purchasing and Accounts Payable

This training is meant to provide step-by-step instruction regarding Banner Procurement queries by FOAP, ORG, vendor and user including FPIOPOF, FGIOENC, FGIENCD, FOADOCU, FOIDOCH, and FPIOPOV to help you find the information you are looking for about your Requisitions and Purchase Orders within Banner. We will also discuss how to process your FY12 Banner Requisitions. Bring your own FUND/ORG info to the class so you can pull up the forms at your

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own workstation as we cover the materials.

Training Contact: Jeremy Barrett

Budgets & Approvals

Prerequisites:

- Banner General Navigation
- Finance 101
- Purchasing and Accounts Payable

Participants will learn the different types of budget sources, how FOAPs are budgeted, and how to create a budget transfer within the Banner Self-Service. As for approval training, director level and above or back-up personnel are required to attend. The course covers how to approve documents within Banner INB and Self-Service.

Training Contact: Rozlynn Kieschnick

You can sign up for any of these classes on our Talent Management system.

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

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IT@Sam Newsletter

Home > Security Tip

Creating a Secure Password

Your password is more than just a key to your computer or online account. It is a gateway to all of your important information. If your password falls into the wrong hands, a cyber criminal can impersonate you online, access your bank or credit card accounts, sign your name to online service agreements or contracts, engage in financial transactions, or change your account information.

Unfortunately, many users are still not taking the necessary steps to protect their accounts by using strong passwords. Far too often, passwords with simple combinations such as 123456, password, qwerty, or abc123 are being used. In other cases, people simply use their pet's name or their birth date -- information that can be easily found online, such as on a Facebook or genealogy page.

How to Create Secure Passwords:

Cyber criminals have developed programs that automate the ability to guess your passwords. To protect yourself, passwords must be difficult for others to guess but at the same time easy for you to remember. Here are some recommendations:

- Passwords should have at least eight characters and include upper case (capital letters) and lowercase letters, numbers and symbols.
- Avoid words and proper names, regardless of language. Hackers use programs that try every word in a dictionary.
- Don't use personal information -- name, children's name, birthdates, etc. that someone might already know or easily obtain.
- Change passwords regularly -- at least every 60 days. If you believe your system, or an online account you access, has been compromised change your passwords immediately.
- Use different passwords for each account you have.
- Make sure your work passwords are different from your personal passwords.

Protecting Your Passwords:

- DO NOT write down your passwords. If you need to remember your passwords, write down a hint to a password, but never the password itself. Store the hint in a safe place away from your computer.
- Do not share your password with anyone – attackers may try to trick you via phone calls or email messages into sharing your password.
- Do not reveal your password on surveys, questionnaires or security forms.
- Decline the "Remember Password" feature in browsers.
- Always remember to logout when using a public computer.
- If you need a utility to store your passwords, an "electronic vault" may be a viable option. When deciding which password manager/electronic vault to use, look for programs that use powerful encryption algorithms, keylogger and phishing protection, and lock-out features. *(Note: The MS-ISAC does not endorse any particular password vault or software for storing passwords.)*
- At work, follow your organization's password policy.

Resources for More Information:

- **MS-ISAC Newsletter – Challenge or Secret Questions:**
  http://msisac.cisecurity.org/newsletters/2009-01.cfm

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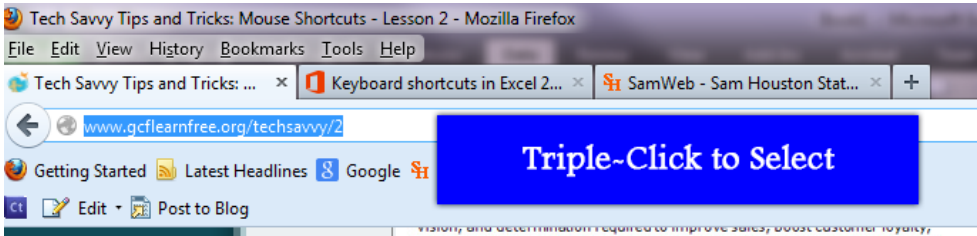- CHECK OUT THE SERVICE DESK ON PINTEREST
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- **US-CERT — Choosing and Protecting Passwords:**
  http://www.us-cert.gov/cas/tips/ST04-002.html
- **US-CERT — Supplementing Passwords:**
  http://www.us-cert.gov/cas/tips/ST05-012.html
- **Purdue University — Password Manager Software:**
  http://www.purdue.edu/securepurdue/docs/policies/PasswordManagerSoftware.pdf
- **Microsoft: Create strong passwords:**
  http://www.microsoft.com/security/online-privacy/passwords-create.aspx

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IT@Sam Newsletter

Home > Home Use Program

Home Use Program

Did you know that as a full-time employee at SHSU that you have access to our Home Use Program? With this you can get Microsoft Office 2013 and the Adobe CS6 Master Collection for minimal cost.

To download these programs, follow these steps:

Adobe Master Collection CS6

You will need to come by the Service Desk to get your copy of the Master Collection. The Service Desk is open Monday - Friday, 8:00 AM - 5:00 PM. In order to successfully acquire the program, please bring a flash drive that has at least 10 GB of free space. The transfer will take at least 20 minutes. The Adobe Master Collection is free of charge.

Microsoft Office 2013

Log into **SamWeb**

Click **IT@Sam**

Click **Home Use Program**
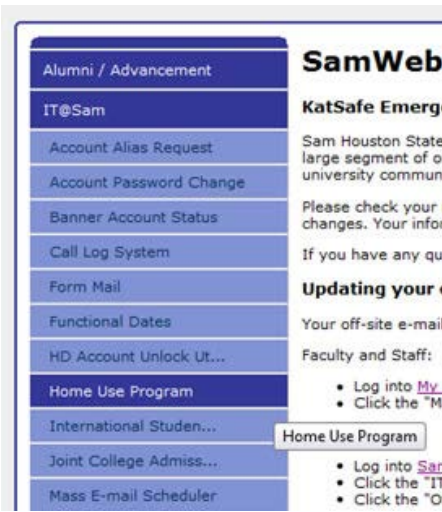
Select Microsoft Office. This download will cost $9.99

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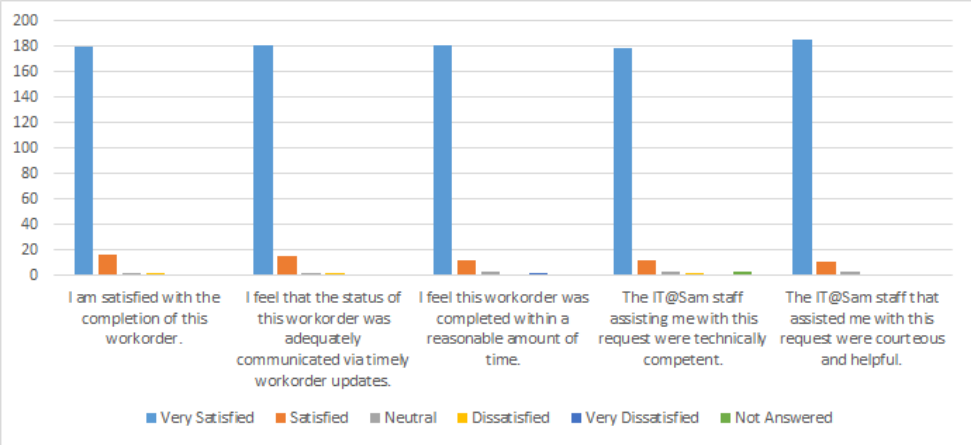- Ask Sammy
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Please select a vendor from the list below to s

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IT@Sam Newsletter

Home > Tech Tip

Tech Tip: Shortcuts With Your Mouse

Your mouse is something that you may take for granted every time you use it. Most people are familiar with the basic functions but there are a few subtle mouse functions that you may not be aware of. For this month's tech tip, we look at those functions.

Left Mouse Button   Scroll Wheel   Right Mouse Button

Double-Clicking

Most people know that double clicking with the left mouse button will open up applications and files. That isn't the only thing it does, though. When working with text in a Word document or e-mail message, double-clicking on a word automatically selects the word. You can then edit the selection as you desire.
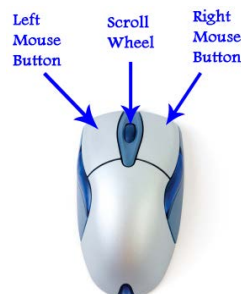
2010-01-04_General_Navigation_Exercises_Ver2-0Banner General

Purpose

This document contains a series of exercises introducing the reader to INB, Internet Native Banner. It is designed to be used in conjunction with the presentation for general navigation of the Banner system. The audience for this material is anyone with a need to perform tasks within the INB side of Banner.

Triple-Clicking

Take it a step further and triple-click with the left button. This is a useful shortcut for making selections in many situations.

In word processing applications, like Microsoft Word, you can triple-click to select an entire paragraph.

2010-01-04_General_Navigation_Exercises_Ver2-0Banner General

Purpose

This document contains a series of exercises introducing the reader to INB, Internet Native Banner. It is designed to be used in conjunction with the presentation for general navigation of the Banner system. The audience for this material is anyone with a need to perform tasks within the INB side of Banner.

You can also select a URL (for example, in your web browser's address bar) by triple-clicking it. If you want, you can then use the keyboard shortcut Ctrl+C (Windows) or Command+C (Mac) to copy the URL.

Scroll Wheel

Your scroll wheel does a tad more than just scroll (although that is pretty cool). You can press

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the scroll wheel, like a mouse button, to select a link and open it in new browser tab.

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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
Introduction to Cherwell	July 3	11:00 AM - 12:00 PM	MLHB 110
MS Word 2013 - What's Changed?	July 10	10:00 - 11:00 AM	NGL 157
Intro to WebCMS Basic	July 10	1:30 - 3:00 PM	ALL 107
Intro to WebCMS Intermediate	July 10	3:00 - 4:00 PM	ALL 107
MS Excel 2013 - What's Changed?	July 12	10:00 - 11:00 AM	NGL 157
Introduction to Cherwell	July 12	10:00 - 11:00 AM	MLHB 110
Introduction to Cherwell	July 16	2:00 - 3:00 PM	MLHB 110
MS PowerPoint 2013	July 19	10:00 - 11:00 AM	NGL 157
Intro to MS Project 2010	July 23	1:00 - 4:00 PM	NGL 157
Introduction to Cherwell	July 24	11:00 AM - 12:00 PM	MLHB 110
Intro to WebCMS Basic	July 24	1:30 - 3:00 PM	ALL 107
Intro to WebCMS Intermediate	July 24	3:00 - 4:00 PM	ALL 107
Introduction to Cherwell	July 25	11:00 AM - 12:00 PM	MLHB 110
Introduction to Cherwell	July 30	2:00 - 3:00 PM	MLHB 110
Introduction to Cherwell	July 31	2:00 - 3:00 PM	MLHB 110

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 Talent Management 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 Stats

In the month of June:

- 1750 IT@Sam work orders were closed.
- 3395 calls were taken at the Service Desk.
- 139 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
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Welcome to the August, 2013
issue of the IT@Sam Newsletter!

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Incoming Freshmen: Factoids That Will Put Things In Perspective

This month SHSU will welcome the incoming freshmen to campus. We realize that it may be hard to relate to the newest generation of college students. To help with this, we have compiled a list of facts about this year's college freshmen.

>> Read More

Office 2013 Coming to Campus

This month we will be upgrading the campus to Microsoft Office 2013. To help with this transition we will offer a number of trainings this month that demonstrate the differences between Office 2010 and Office 2013.

>> Read More

National Cyber Security Awareness Month Coming Soon

October is just around the corner and with that comes National Cyber Security Month. This year IT@Sam will be doing its part to make sure everyone on campus is aware of online security.

>> Read More

Cherwell Still Going Strong

We are officially 4 weeks into Cherwell. With the campus still adapting and learning the nuances of the new system, we will continue to offer more Cherwell trainings throughout the month of August. Feel free to drop by and attend.

>> Read More

Computer Safety and Security: Rogue Security Software

Not all security notifications are legitimate. Some are actually veiled attempts to steal your identity or wreak havoc on your computer. These veiled attempts are known as "scareware" and, while they seem trustworthy, they can cause you great harm.

>> Read More

Tech Tip: Keyboard Shortcuts

In today's generation of technology, the mouse is a central part of every computer user's day. However, there may be a faster way to get your work done. Check out this month's tech tip on keyboard shortcuts.

>> Read More

August 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 in Talent Management.

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IT@Sam Newsletter

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Incoming Freshmen: Factoids That Will Put Things In Perspective

With a new batch of incoming freshmen coming this month, it is important to remember that their lives have been somewhat different than that of previous generations. In order to help them feel welcome and to understand them better we must first look at what they have experienced (or not experienced) in their life.

What does the incoming freshman look like? Well, let's take a look.

The average freshman was born in 1995 or 1996 and has never known a time when Kurt Cobain or Richard Nixon has been alive.

It is hard to believe that it has been 18 years since this year's entering college students were born. Here are some other factoids to help put things in perspective.

- They have never seen an airplane "ticket."
- Football has always existed in Jacksonville but never in Los Angeles.
- Blue M&Ms have always been a part of the M&M family but not tan ones.
- Genomes of living things have always been sequenced.
- They watch television everywhere but on a television... and sometimes without commercial interruption.
- Selena means Selena Gomez to them.
- They grew up, somehow, without *Romper Room*.
- Before they purchase an assigned textbook, they will investigate whether it is available for rent or purchase as an e-book.
- They have had to incessantly remind their parents not to refer to their CDs and DVDs as "tapes."
- To them, the floppy disk icon for "save" as well as a telephone for "phone" are outdated and irrelevant to them.
- They have never gazed on a new set of bound encyclopedias on the bookshelf.
- Music is not primarily found on the radio. They often listen to it on their laptops or replace it with music downloaded onto their MP3s and iPods.
- They have always lived in cyberspace!

Hopefully this article will put things into perspective. The freshmen of today are vastly different from the freshmen 10 years ago. Change is inevitable as the years progress and as a campus we need to be aware of the generation gaps that we experience daily here at SHSU.

For a complete rundown of these freshman facts, visit The Mindset List from Beloit College.

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Home > Microsoft Office 2013

Microsoft Office 2013 Coming This Month

For the past three years SHSU has been using Office 2010 on all Windows machines but the time has come to move onward to the newest version. Microsoft Office 2013 is Microsoft's newest productivity suite for the Windows Operating System. The official upgrade date is August 9th.

Please note that this upgrade is only for machines running Windows. Our campus Macs will still run Office 2011.

There are always reservations when it comes to change, so to help with this process we are offering a few lecture and hands-on trainings that will demonstrate the differences between Office 2010 and Office 2013.

After the upgrade is complete, your first time logging into your computer may take a short time longer for your application settings to take effect.

Features

- Flatter look of the Ribbon interface and subtle animations when typing or selecting (Word and Excel)
- A new visualization for scheduled tasks in Microsoft Outlook
- Remodeled start screen
- New graphical options in Word
- Objects such as images can be freely moved; they snap to boundaries such as paragraph edges, document margin and or column boundaries
- Ability to return to the last viewed or edited location in Word and PowerPoint
- New slide designs, animations and transitions in PowerPoint 2013
- Support for Outlook.com and Hotmail.com in Outlook
- Excel 2013 supports new limit models.

Removed Features

- Microsoft SharePoint Workspace
- Microsoft Clip Organizer
- Microsoft Office Picture Manager
- Office 2007 and Office 2010 chart styles
- Ability to insert a 3D cone, pyramid, or cylinder chart

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IT@Sam Newsletter

Home > National Cyber Security Month

National Cyber Security Awareness Month

It is no secret that we live our lives in an online environment more than ever before. It isn't just a luxury anymore; it has become a necessity to interact with others online in some way. We, as a people, rely heavily on the Internet to submit taxes, sign timecards and pay bills. It is very hard to imagine our lives without the Internet.

The Internet has made us more connected than ever. This interconnectivity increases the risk to fall victim to identity theft and other cybercrimes. That is why cyber security is one of the country's top priorities. It is for this reason that October is National Cyber Security Awareness Month (NCSAM).

This October, like previous years, IT@Sam will join with other agencies and institutions to promote cyber security. Our goal this year is to engage the SHSU campus and raise their awareness about cyber security. This will, in turn, increase resiliency of the Nation and its cyber identity.

What You Can Expect This Year

This October in the mall area, you will see IT@Sam employees hosting games and providing giveaways to provide information and insight on cyber security awareness. Also, we remind all program owners to review computer application access and remove access from any individuals that no longer need that access.

We will also have a few cyber-related contests for our social media followers. If you don't already follow us on Facebook or Twitter, please follow us so you can be up to date on all the fun events we will be having.

For more information, please contact Chas Stephens or Marilyn Cummings.

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Home > Cherwell

Cherwell Still Going Strong

Cherwell is officially 4 weeks old!

We will continue to offer introductory demonstration sessions throughout the next couple of months. Here are the scheduled trainings for August:

Date	Time	Location
August 5	2:00 - 3:00 PM	MLHB 110
August 13	10:00 - 11:00 AM	MLHB 110
August 21	11:00 AM - 12:00 PM	MLHB 110

Cherwell Tip of the Month

When looking up the information on your ticket, you can see what team and technician is assigned your ticket. This information is available just below your contact information on the ticket.

If no one has taken ownership of your ticket, the **Owned by** section will read "Not Yet Assigned."

If no technician owns your ticket just yet, don't worry. It won't be long before one of our many technicians takes ownership and starts working to resolve your issue. If you have any questions about your ticket, please call the Service Desk (4-HELP).

Request 14298

Status: Resolved

Client Information

936-29

@shsu.edu

Alt. Contact:

AB1

144

Owned By:

Owned by: Chas Stephens

Owned by Team: Training

We are contacting a random sampling of clients to solicit feedback about Cherwell. Some responses have included constructive feedback that has helped improve the experience or

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provide better training, and many of the responses have been positive

We have created several Tech Tutorials for you to become familiar with this new system and we will offer several training sessions as well. If you'd like to attend a training session, please sign up in the Talent Management System.

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Office 2013 Coming to Campus

COMING SOON

This month we will be upgrading the campus to Microsoft Office 2013. To help with this transition we will offer a number of trainings this month that demonstrate the differences between Office 2010 and Office 2013.

>> Read More

National Cyber Security Awareness Month Coming Soon

October is just around the corner and with that comes National Cyber Security Month. This year IT@Sam will be doing its part to make sure everyone on campus is aware of online security.

>> Read More

Cherwell Still Going Strong

We are officially 4 weeks into Cherwell. With the campus still adapting and learning the nuances of the new system, we will continue to offer more Cherwell trainings throughout the month of August. Feel free to drop by and attend.

>> Read More

Computer Safety and Security: Rogue Security Software

Not all security notifications are legitimate. Some are actually veiled attempts to steal your identity or wreak havoc on your computer. These veiled attempts are known as "scareware" and, while they seem trustworthy, they can cause you great harm.

>> Read More

Tech Tip: Keyboard Shortcuts

In today's generation of technology, the mouse is a central part of every computer user's day. However, there may be a faster way to get your work done. Check out this month's tech tip on keyboard shortcuts.

>> Read More

August 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 in Talent Management.

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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 > Rogue Security Software

Computer Safety and Security: Rogue Security Software

No one wants a virus on their computer. If something pops up on your computer that says you have a virus, you are going to want to get rid of it. Virus programmers use these mental tricks to take advantage of the everyday computer user.

Rogue security software, also known as "scareware," is software that appears to be beneficial from a security perspective (i.e. antivirus software) but ultimately does more harm than good.

How does rogue security software get on my computer?

Rogue security software designers create legitimate looking pop-up windows that advertise security update software or even virus notifications. These windows might appear on your screen while you surf the web.

The "updates" or "alerts" in the pop-up windows call for you to take some sort of action, such as clicking to "Clean Computer", accept recommended updates, or delete unwanted viruses or spyware. However, as soon as you click those buttons the malware begins to download.

Here at SHSU

The example below has been seen occasionally on SHSU computers. If you see a pop up like this, please refrain from clicking on it. Instead, call the Service Desk (4-HELP) so that we can properly get rid of whatever malware may be on your machine.
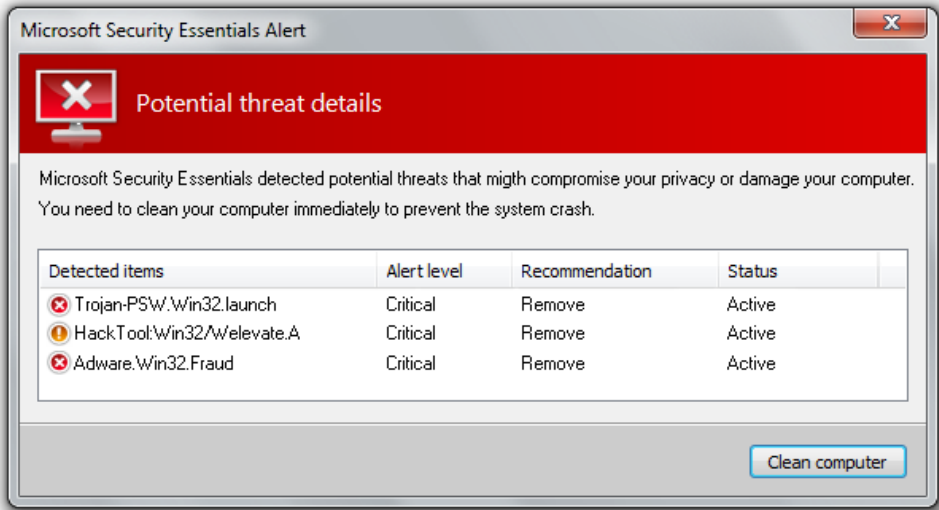
The example below is what our virus protection sofware looks like. The program that we use is Microsoft Forefront Endpoint (as it says at the top of the window). If it does not say this, do not trust the notification. If you have any questions please call the Service Desk (4-HELP).

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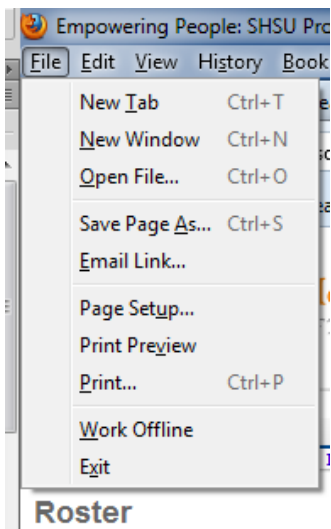
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Microsoft Forefront Endpoint Protection 2010

Computer status - Protected

🏠 Home   Update   History   ⚙ Settings   ❓ Help ▼

Forefront Endpoint Protection is monitoring your computer and helping to protect it.

Scan options:

◉ Quick

◯ Full

◯ Custom...

✅ Real-time protection: **On**
✅ Virus and spyware definitions: **Up to date**

Scan now

🔍 Scan details

Scheduled scan: **Sunday around 2:00 AM (Quick scan)** | Change my scan schedule

Last scan: 7/28/2013 at 1:41 AM (Quick scan)

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IT@Sam Newsletter

Home > Tech Tip

Tech Tip: Keyboard Shortcuts

Keyboard shortcuts are key combinations that replicate functions of the mouse. Using a shortcut to perform a task is often faster than using a mouse. Often times, once you learn a shortcut on the keyboard you can use many of the same shortcuts in other applications. For example, the copy and paste functions that you use in Microsoft Word or Excel work in Facebook too.

How to Find Keyboard Shortcuts

Sometimes, keyboard shortcuts are as easy to find as hovering over a command with your mouse. In the Office Suites, italicizing text can be done by pressing "Control + I" at the same time.
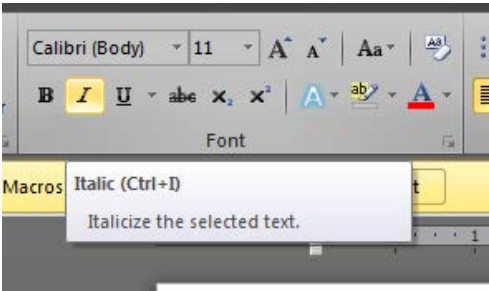
Also, in the Office Suites is the ability to press the "Alt" key to see what keys to press to direct you to the right command. If you ever want to try this, press "Alt" in any Office program and a number of keyboard keys will come up that will guide your path to the right command. Press "Alt" again to remove the keymap.
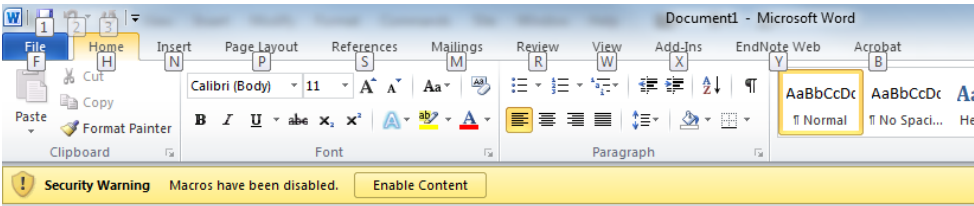
Other shortcuts, like in Firefox, can be found by simply looking next to the command in the menu bar. Here, in Firefox, we see that "Ctrl + T" opens up a new tab.

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Empowering People: SHSU Pro

File   Edit   View   History   Book

New **T**ab	Ctrl+T
New **W**indow	Ctrl+N
Open File...	Ctrl+O
Save Page **A**s...	Ctrl+S
Email Link...	
Page Set**u**p...	
Print Pre**v**iew	
Print...	Ctrl+P
Work Offline	
E**x**it	

Roster

Three Simple Cut and Paste Windows Keyboard Shortcuts:

Start by using your mouse to **highlight the selection or text** you want to copy or delete.

- **Copying**: Hold down the CTRL (control) key and press the letter "C" — this will Copy the highlighted selection to the clipboard.

- **Deleting**: Hold down the CTRL key and press the letter "X" — this will Delete the highlighted selection and move it to the clipboard. This is also known as "cutting."

- **Pasting**: Place your cursor in the appropriate place, hold down the CTRL key and press the letter "V" – this will paste the copied or deleted selection where your cursor is located.

<Ctrl> — C – **Copy** the highlighted Selection to the clipboard
<Ctrl> — X – **Delete** the highlighted Selection and move it to the clipboard
<Ctrl> — V – **Paste** the cut or copied Selection

Five Other Keyboard Shortcuts Worth Remembering:

<Ctrl> — A – select the entire current document or web page
<Ctrl> — Home – Move the cursor to the beginning of the document
<Ctrl> — End – Move the Cursor to the end of the document
<Alt> — Tab – Switch between open Windows
<Windows Logo Key> — D – Show the Windows Desktop

Five Mac Keyboard Shortcuts Worth Remembering:

<Open Apple> + ? – Mac Help
<Open Apple> + Shift + N – Creates a New Folder
<Open Apple> + M – Minimize Window
<Open Apple> + T – Add to Favorites
<Open Apple> + Shift + G - Takes a snapshot of screen and save it to a PICT file

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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	Room
Differences between Word '10 and Word '13	August 2	10:00 - 11:00 AM	MLHB 110
Differences between Excel '10 and Excel '13	August 2	11:00 AM - 12:00 PM	MLHB 110
Differences between PowerPoint '10 and PowerPoint '13	August 2	2:00 - 3:00 PM	MLHB 110
Differences between Outlook '10 and Outlook '13	August 2	3:00 - 4:00 PM	MLHB 110
Introduction to Cherwell	August 5	2:00 - 3:00 PM	MLHB 110
Differences between Word '10 and Word '13	August 6	10:00 - 11:00 AM	MLHB 110
Differences between Excel '10 and Excel '13	August 6	11:00 AM - 12:00 PM	MLHB 110
Differences between PowerPoint '10 and PowerPoint '13	August 6	2:00 - 3:00 PM	MLHB 110
Differences between Outlook '10 and Outlook '13	August 6	3:00 - 4:00 PM	MLHB 110
Differences between Outlook '10 and Outlook '13	August 7	10:00 - 11:00 AM	MLHB 110
Differences between PowerPoint '10 and PowerPoint '13	August 7	11:00 AM - 12:00 PM	MLHB 110
WebCMS: Basic	August 7	1:30 - 3:00 PM	ALL 107
Differences between Excel '10 and Excel '13	August 7	2:00 - 3:00 PM	MLHB 110
WebCMS: Intermediate	August 7	3:00 - 4:00 PM	ALL 107
Differences between Word '10 and Word '13	August 7	3:00 - 4:00 PM	MLHB 110
Differences between Word '10 and Word '13	August 8	10:00 - 11:00 AM	MLHB 110
Differences between Excel '10 and Excel '13	August 8	11:00 AM - 12:00 PM	MLHB 110
Differences between PowerPoint '10 and PowerPoint '13	August 8	2:00 - 3:00 PM	MLHB 110
Differences between Outlook '10 and Outlook '13	August 8	3:00 - 4:00 PM	MLHB 110
Differences between Outlook '10 and Outlook '13	August 9	10:00 - 11:00 AM	MLHB 110
Differences between PowerPoint '10 and PowerPoint '13	August 9	11:00 AM - 12:00 PM	MLHB 110
Differences between Excel '10 and Excel '13	August 9	2:00 - 3:00 PM	MLHB 110
Differences between Word '10 and Word '13	August 9	3:00 - 4:00 PM	MLHB 110
Introduction to Photoshop CS6	August 12	10:00 AM - 12:00 PM	NGL 157
Introduction to Cherwell	August 13	10:00 - 11:00 AM	MLHB 110
Differences between Word '10 and Word '13	August 13	4:00 - 5:00 PM	MLHB 110
Introduction to Talent Management	August 14	8:00 - 9:00 AM	NGL 157
Differences between Excel '10 and Excel '13	August 14	4:00 - 5:00 PM	MLHB 110
Differences between PowerPoint '10 and PowerPoint '13	August 15	4:00 - 5:00 PM	MLHB 110
Differences between Outlook '10 and Outlook '13	August 16	4:00 - 5:00 PM	MLHB 110
Introduction to Cherwell	August 21	11:00 AM - 12:00 PM	MLHB 110
Introduction to Talent Management	August 22	2:00 - 3:00 PM	MLHB 110

To sign up for one of these training sessions or other future trainings, please visit the Talent Management 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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September Means "Back to School"…

It also means a few other things as well. However, with the hustle and bustle of the new semester we can forget that the month of September has more to it. Here are just a few events and dates to look forward to in September:

Labor Day

The first Monday of every September is dedicated to the hard worker, the one who puts in their 40-plus hours each week. Since labor day has officially come and gone, we hope you were able to sleep in and do whatever you want. It was quite nice to have a three-day-weekend just after the semester starts.

Swap Ideas Day

On September 10th you are encouraged to collaborate and swap ideas with someone. Do you have a good idea for a shorter route to work or even a nice recipe that you've stumbled across? If so, share them with someone. You'll never know what you may get in return. Collaboration is the key.

Sharing is good. Ideas are a good thing, too. Putting the two together should produce a real winner of a day.

International Talk Like a Pirate Day

Since 1995, September 19th has been International Talk Like a Pirate Day. It is simply a time to have a little fun and let your inner pirate out, matey.

Practice up your pirate-talk and get ready for September 19th. You can have quite the fun in your office if you go all out with this fun day. You don't have to walk the walk, but you can at least talk the talk.

Autumnal Equinox

Throughout the year, the earth has a slight tilt to it. During the winter months, wherever you may live, your respective hemisphere (northern or southern) points away from the sun and towards the sun during the summer months. However, during the equinox period, the earth has no tilt to it. This phenomenon, while very interesting, marks the transition between seasons.

On September 22, we will experience the autumnal equinox and the earth will have no tilt to it. In other words, this is the date that summer officially ends and fall begins. Hopefully, cooler weather is not too far away.

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SANS Security Training Moving to Talent Management

At the beginning of 2012, SHSU sent invitations to complete a state mandated security awareness training. According to Texas State Policy, every employee of SHSU must complete the assigned training annually.

SANS, one of the leading organizations in computer training, has provided the security training curriculum for SHSU. They also provided accounts to log in to their site so that each employee could take the state mandated training, which also meant that you had another password to remember.

We are happy to announce that on **October 1** this security awareness training will be hosted on our Talent Management system. This means that when the time comes to start your training, the only credentials you will have to remember is are your SHSU username and password. Security awareness training will be reflected in your Talent Management transcript as well, which will make it easier for you to keep track of when you last took your training.

If you have any questions about this change, please contact the Service Desk (4-HELP).

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Home >Non-Disclosure Agreement in Talent Management

Non-Disclosure Agreement in Talent Management

We take information security very seriously here at SHSU. Employees on campus have potential access to confidential data and private information.

It is for that very reason that, over the past few months, every new employee at SHSU has been asked to read and sign a Non-Disclosure Agreement.

The Non-Disclosure Agreement, simply stated, is an affirmation that you will not use your access for purposes other than those authorized for your position.

Now that Talent Management is fully functional, we can assign the Non-Disclosure Agreement electronically. On October 1, every SHSU employee will be assigned the Non-Disclosure Agreement in their Talent Management profile. All employees at SHSU are required to sign the NDA prior to using campus computers. We are asking that you complete the NDA within 30 days of receiving notification.

The agreement itself consists of a handful of slides and a couple of questions that acknowledge your understanding of the agreement. Once you complete this, the Non-Disclosure Agreement will be added to your transcript.

If you have any questions, please contact the Service Desk (4-HELP).

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IT@Sam Newsletter

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SHSU Mobile App Updated!

SHSU has released a new version of the SHSU Mobile app. This new version provides the following updates:

- An Android version! We've heard your requests and added an Android version along with the update to the existing iOS app.
- Updated graphics. Many thanks to MarCom for their assistance with updating graphics to match recent branding initiatives.
- Updated news feeds.
- Updated image feeds. Check out new images from across campus.
- Several behind-the-scenes technology updates that will make future updates easier.

Other existing features include a campus map, directory, athletics info, video, and more.

We are also working on several new features that will be released later this fall that will provide new functionality that integrates with the campus map. Many of these features are still in development, so stay tuned for more information.

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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 in Talent Management.

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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 >Stay Safe in a Dangerous Online World

Stay Safe in a Dangerous Online World

Combatting Phishing Attempts, Malware and Virus Infections

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

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

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

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

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

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

Step 1: For computers that are not part of the SHSU network, use your firewall and make sure you have an updated and running antivirus program. More information can be found in this article by The Older Geek about firewalls, anti-virus programs, spyware and malware detectors. (This is for computers that are not part of the SHSU network as all SHSU networked machines have firewalls and antivirus already installed and maintained by IT@Sam.)
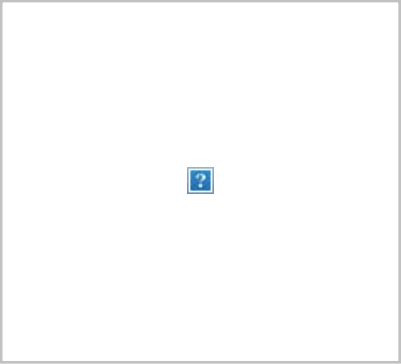
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Step 2: Never sign in to a website from an e-mail link. This is still one of the easiest ways for criminals to get your username and password. They dress up e-mails to look like they are from reputable companies such PayPal and eBay. They will also create login pages that look as close to the real sites as possible. Common versions of this will say they need you to login to verify your account, or login to change your password before it expires.

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

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

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

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

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IT@Sam Newsletter

Home > Microsoft Office 2013 Assistance

Microsoft Office 2013 Assistance

Microsoft Office 2013 was deployed to campus over the summer. There are quite a few changes from the 2010 version so if you are having any difficulties adjusting, please let us know.

We are here to help. We have had many face-to-face trainings throughout the month of August and will continue them as long as attendance permits. Additional intro and intermediate classes will be coming this month.   We also have our online technology tutorials for Office 2013 available to you for self-service. Should you have any questions, please e-mail us or give us a call (4-HELP).

We also have online technology tutorials for Office 2013 available. Please check these regularly as we are updating them with the most pertinent campus tutorials.

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IT@Sam Newsletter

Home > National Cyber Security Month

National Cyber Security Awareness Month Just Around the Corner!

More and more cybercrimes occur every day over the world. Unfortunately, many people are still unaware of the dangers that lurk just around the mouse click. It is for this reason that, over the past few years, Homeland Security has made it a priority to bring cyber awareness to the masses. With the help of various organizations they are able to reach a vast number of individuals. That is why SHSU will participate in National Cyber Security Awareness Month with other organizations across the country.

How to Spot a Phishing Attack

Here is an example of some of the threats out there. Below is an example of a phishing e-mail that targets users and attempts to trick people to revealing information (i.e. passwords and usernames). Don't fall victim to these scams. Study the photo below and look for the key indicators of phishing e-mails.

From: "Austin, Rhonda Shenee" <rsaustin@tva.gov>
Date: August 16, 2013, 8:35:23 AM PDT
To: Undisclosed recipients:;
Subject: Warning!!! Account owner ———— Subject contains multiple exclamation points

Information Technology Services (ITS) are currently upgrading e-mail accounts. This will provide you the ability to store a greatly increased amount of e-mail correspondence in your e-mail account.
Your account has been identified as one of the accounts which are to be upgraded. Please click the link below and follow the instruction ———— Poor grammar
http://suppie-authcheck.atwebpages.com/login.php
The new minimum quota level for e-mail accounts will be set to 1000MB.
Regards,
IT Help Desk Team ———— Vague signature

What You Can Expect This Year

This October in the mall area, you will see IT@Sam employees hosting games and providing giveaways to provide information and insight on cyber security awareness. Also, we remind all program owners to review computer application access and remove access from any individuals that no longer need that access.

We will also have a few cyber-related contests for our social media followers. If you don't already follow us on Facebook or Twitter, please follow us so you can be up to date on all the fun events we will be having.

For more information, please contact Chas Stephens or Marilyn Cummings.

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Tech Tip: Mac OS Tips and Tricks

While the debate between Mac and PC keeps going, it doesn't change the fact that Macs are here to stay. The vast majority of tips and tricks are devoted to the PC crowd. This month we give the Mac users a spot in the newsletter. Here are a few Mac OS tips that you can use on campus or on your home computer.

Login Items

Do you open the same applications whenever you turn your computer on? If so, you might want to set your login items. This little feature will allow any application you wish to run as soon as you turn your computer on. No longer do you have to click and open those same five programs again when your computer starts up. To set your login items, do the following:

- Go to System Preferences
- Accounts
- Login Items
- Click the "+" sign to add login items

Hide the Dock

Does that dock at the bottom of your screen get on your nerves? Do you just wish it would go away? If so, just use your keyboard and hit **Command-Option-D**.

Define Words

Is there a word on a webpage that you are not familiar with? If so, the Mac OS has a built in dictionary that can assist you. All you have to do is highlight the word and hold down **Command-Control-D** to get a definition from your computer. This little feature even works in some third party applications.

Stealthy Hide

Do you need to hide a window quickly? Tap **Command-H** to hide the application you are currently using. Furthermore, **Command-Option-H** will hide all open applications.

Switch Windows in the Same App

If you have multiple instances in one application, filtering between them may seem arduous. However, by tapping **Command ~** you can toggle between the windows without a mouse.

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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	Room
Intro to Excel 2013	September 3	4:00 - 6:00 PM	NGL 157
WebCMS: Basic	September 4	1:30 - 3:00 PM	ALL 107
WebCMS: Intermediate	September 4	3:00 - 4:00 PM	ALL 107
Intro to Word 2013	September 4	4:00 - 6:00 PM	NGL 157
Introduction to Cherwell	September 5	1:00 - 2:00 PM	DAN 205
Advanced Excel 2013	September 10	4:00 - 6:00 PM	NGL 157
Introduction to Cherwell	September 11	1:00 - 2:00 PM	EVC 360
Advanced Word 2013	September 11	4:00 - 6:00 PM	NGL 157
Intro to Outlook 2013	September 13	4:00 - 6:00 PM	NGL 157
Introduction to Cherwell	September 17	10:00 - 11:00 AM	DAN 205
Data Manipulation in Excel 2013	September 17	4:00 - 6:00 PM	NGL 157
WebCMS: Basic	September 18	1:30 - 3:00 PM	ALL 107
WebCMS: Intermediate	September 18	3:00 - 4:00	ALL 107
Intro to PowerPoint 2013	September 18	4:00 - 6:00 PM	NGL 157
Introduction to Talent Management	September 19	10:00 - 11:00 AM	DAN 205
Intro to Outlook 2013	September 20	4:00 - 6:00 PM	NGL 157
Intro to MS Lync 2013	September 23	2:00 - 3:00 PM	NGL 157
Pivot Tables & Pivot Charts in Excel 2013	September 24	4:00 - 6:00 PM	NGL 157
Intermediate PowerPoint 2013	September 25	4:00 - 6:00 PM	NGL 157
Introduction to Cherwell	September 27	10:00 - 11:00 AM	MLHB 110

To sign up for one of these training sessions or other future trainings, please visit the Talent Management page. If you have any questions about future training sessions or sessions you would like to see offered please contact the Service Desk (4-HELP).

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IT@SAM NEWSLETTER

Welcome to the October 2013 issue of the IT@Sam Newsletter!

National Cyber Security Awareness Month is Here!

National Cyber Security Awareness Month is officially here. Come find our IT@Sam representatives in the mall area. We have social media contests as well as other giveaways to help promote online security.

>> How Do I Participate?

Have You Separated Your Former Employees?

If you have any outstanding EPAFs within your department, please process them as soon as possible. We want to make sure the most current SHSU personnel are reflected in our system.

>>Read More

Campus Projects - Sage

Starting this month, IT@Sam will "showcase" a cool new technology on campus. In this month's article, our focus is on the Department of Mathematics and Statistics and a program known as Sage.

>> Read More

Security Awareness and the NDA Officially in Talent Management

The Non-Disclosure Agreement and the annual Security Awareness Training are officially in Talent Management. Please check your transcript in Talent Management for each training.

>> Read More

Software Request Reminder

Educating students is the primary goal of this campus. To accomplish this goal, special software may be needed for your class. If you know you will need software for upcoming semesters, please take notice of the target dates for your requests.

>> Read More

Tips Blocks	**Tech Tip: Online Archive**
	Are you running low on space in your SHSU inbox? Well, we have a solution that will free up some space and let you have quick access to those important e-mails. >> Read More

Security Tip: Using Wi-Fi

We see them all the time. Whether we are out getting coffee or at a hotel, Wi-Fi hotspots are everywhere. Connecting to them is simple, but are they secure?

>> Read More

October Technology Training Schedule

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IT@Sam Newsletter

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National Cyber Security Awareness Month is Here!

National Cyber Security Awareness Month is that time of year when IT@Sam brings online security in the limelight. Many individuals each year fall prey to online attacks which could have been prevented with a little security awareness education. We hope that we can help prevent our students and employees from falling victim to cybercrime.

This month, we plan to educate the campus on cyber security awareness. Any SHSU employee or student can participate. We will be in the mall area with giveaways and games from 9:00 am – 12:00 pm on the following days:

- October 8-10
- October 22-24
- October 30

If you need a break during these times, please feel free to stop by and enjoy the fun with us. Also, please encourage your students to come by.

Social Media Contests

If you can't come by the mall area you can still be a part of the fun by participating in our social media contests. Winners of these contests will receive a prize donated by the campus bookstore. Follow us on Facebook for more information about the contests. Here are our contests and dates:

Facebook Photo Contest: What Does a Hacker Look Like? (October 7 - 11)

Have you ever wondered what the average hacker looks like? What comes to mind when you think of a hacker? Well, we want to see what you think a hacker would look like. Be creative and original. Post the photo to the Service Desk Facebook page to enter the contest.

Twitter: Best Cyber Advice (October 14 - 18)

Do you have a piece of cyber security advice you would like to pass on to your fellow Bearkat? If so, use your Twitter account to send us that advice. Keep it as brief as possible as Twitter only allows 160 characters. Be sure you use the hashtag *#cybershsu* so we can see your advice.

Facebook: Caption Contest (October 21 - 25)

Are you good at one-liners? If so, the caption contest may be perfect for you. On October 22, we will post a photo on Facebook. Simply comment with your best idea for a cyber-security-related caption.

If you have any questions about the events for Cyber Security Awareness Month, please contact the Service Desk (4-HELP). Thanks again to the campus bookstore and Holly Tickner for providing this year's prizes.

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Have You Separated Your Former Employees?

Separation EPAFs

Separation Electronic Personnel Action Forms (Separation EPAFs) allow for paperless processing of personnel that are no longer employed at SHSU through Banner. In other words, when an employee no longer works here a separation EPAF is required to reflect the change in our system.

Why Does it Matter?

Every time an employee leaves SHSU, whether they are full time, part time or hourly, a separation EPAF must be completed to reflect the separation in Banner. If this EPAF is not filed, an individual can appear in Banner as an employee when, in fact, they are not.

Any and all compliance training (i.e. EEO and Security Awareness Training) must be completed by each SHSU employee. If a separation EPAF is not filed for these individuals, they (and therefore their manager according to Talent Management) could potentially get assignments and annoying late notifications for employees who are no longer attached to the department. If, however, a separation EPAF is submitted for all separations, we can prevent unnecessary notices via Talent Management.

If you have any unsubmitted separation EPAFs, please complete them as soon as possible. You can do so by going to:

- MySam
- Campus Resources Tab
- Banner Self Service Folder
- Electronic Personnel Action Form
- New EPAF

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IT@Sam Newsletter

Home > Campus Projects - Sage

Campus Projects - Sage

IT@Sam has recently completed a project that will greatly improve marketability for the Department of Mathematics and Statistics. Over the past several months, IT@Sam has worked to install two computational servers dedicated to run a mathematical program called Sage.

What is Sage?

Sage is an open source, browser-based, mathematics software that covers many aspects of mathematics. Those who have access to Sage can perform computations on everything from basic algebra to calculus and beyond. Students can use Sage to improve their skills in a particular course while faculty can use it to do groundbreaking research.

Computational servers running software such as Sage are commonplace among research intensive universities. However, these servers are not too common for teaching oriented universities. The fact that Sage is free has allowed Sam Houston State University to install these servers at minimal cost. As a result, students in the Department of Mathematics and Statistics now have a resource to assist them in several of their courses and research projects. We expect this to have an impact on recruitment for both graduate and undergraduate students in the different programs that the Mathematics and Statistics department offers. The servers have also had a positive impact in the research programs of several faculty in the department by providing computational resources previously unavailable in our institution.

The faculty in the Department of Mathematics and Statistics currently use Sage in several mathematics courses. When a student enrolls in a particular math course, the professor can provide them access to the Sage website. Students in some sections of Calculus 3 and Discrete Math are already seeing the benefits of this program.

As part of the implementation, IT@Sam has made possible for students to log in to the Sage website with their current SHSU username and password, which means students do not need separate credentials to log in to Sage.

While this project is marked as "complete," IT@Sam will keep the Department of Mathematics and Statistics updated on any scheduled server down times as well as upgrades. This will ensure that students and faculty in the Department of Mathematics and Statistics have access to this incredible resource.

IT@Sam would like to thank Dr. Martin Malandro and Dr. Luis Garcia of the Department of Mathematics and Statistics for providing information about this technology.

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IT@Sam Newsletter

Home >Security Awareness and the NDA Officially in Talent Management

Security Awareness and the NDA Officially in Talent Management

This month, all SHSU employees will see two new trainings in Talent Management. The Non-Disclosure Agreement and the Security Awareness Training will both appear on your transcript this month. When these trainings are assigned to you, you will receive an e-mail notification from the Talent Management System. From this point, you will have 30 days to complete each training. The trainings are set up in such a way that you can exit the training at any point and the system will save your progress. Once you complete each training, the system will once again send you a confirmation of completion. Here is a little more detail about each training:

Security Awareness Training

Security Awareness Training is a state mandated training (Texas Administrative Code 202) required by each SHSU employee every year. The training itself consists of several videos on a range of topics that cover information security. After each video, you will be required to answer one or two questions pertaining to the video. When you answer the questions correctly, you will be marked completed for that topic. Once you complete all the topics, you will have satisfied your Security Awareness Training for the year.

Non-Disclosure Agreement

The Non-Disclosure Agreement, simply stated, is an affirmation that you will not use your SHSU access for purposes other than those authorized for your position. The agreement itself consists of a handful of slides and a couple of questions that acknowledge your understanding of the agreement. Once you complete this, the Non-Disclosure Agreement will be added to your transcript. All employees at SHSU are required to sign the NDA prior to using campus computers. Employees must complete the NDA annually.

If you have any questions about this training, please contact the Service Desk (4-HELP).

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Welcome to the October 2013 issue of the IT@Sam Newsletter!

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National Cyber Security Awareness Month is Here!

National Cyber Security Awareness Month is officially here. Come find our IT@Sam representatives in the mall area. We have social media contests as well as other giveaways to help promote online security.

>> *How Do I Participate?*

Have You Separated Your Former Employees?

If you have any outstanding EPAFs within your department, please process them as soon as possible. We want to make sure the most current SHSU personnel are reflected in our system.

>>Read More

Campus Projects - Sage

Starting this month, IT@Sam will "showcase" a cool new technology on campus. In this month's article, our focus is on the Department of Mathematics and Statistics and a program known as Sage.

>> Read More

Security Awareness and the NDA Officially in Talent Management

The Non-Disclosure Agreement and the annual Security Awareness Training are officially in Talent Management. Please check your transcript in Talent Management for each training.

>> Read More

Software Request Reminder

Educating students is the primary goal of this campus. To accomplish this goal, special software may be needed for your class. If you know you will need software for upcoming semesters, please take notice of the target dates for your requests.

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Tech Tip: Online Archive

Are you running low on space in your SHSU inbox? Well, we have a solution that will free up some space and let you have quick access to those important e-mails.

>> Read More

Security Tip: Using Wi-Fi

We see them all the time. Whether we are out getting coffee or at a hotel, Wi-Fi hotspots are everywhere. Connecting to them is simple, but are they secure?

>> 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 in Talent Management.

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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 >Software Request Reminder

Software Request Reminder

Purpose

IT@Sam maintains many software applications on our campus network. Some software licenses may have restrictions to the number of requests. Please contact the Service Desk with any questions.

All network software requests must be submitted to IT@Sam by either calling the Service Desk at 4-HELP or by using the Cherwell Self Service Protal.

You will need to submit a request if either of the following apply:

1. New Installations:
   To request that we **install** the software that your department may purchase.
2. Maintain or Keep Current Software:
   To request that we leave specific software applications on the SHSU campus network.

NOTE: Any applications for which we have not received a request may be removed from the list of available network applications. Therefore, if you're using something currently on the network---for classroom purposes or not---please, be sure to complete a request in Cherwell.

Deadlines for Software Request:

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 the specified cutoff dates. 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 intended. After it is installed you will be notified and asked to test the software, so please allow for sufficient time for installation and testing when submitting your request.

Semester Deadlines to Submit

Spring	**October 1**
Fall	**May 1**
Summer I/II	**March 1**

Software Requirements:

If you will be requesting the addition of an application to the campus network the following factors must be satisfied when choosing or purchasing an application.

- Software must be compatible with Windows 7 or OS X 10.7 or newer.
- Software must be a network application and needed on at least 20 machines if being packaged. You can still request software for less than 20 machines but it will be manually installed.
- An adequate number of user licenses must be purchased by your department.

What you will need:

- What is the Vendor Name, Title, and Version Number of the software?
- For how many computers will this software be licensed?

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All license information must be supplied to IT@Sam with a copy of the software.

- How will the software be delivered to IT@Sam? If Web Download is selected, supply the URL link to the software in the description field.
- For which semester will the software be requested? Please review the Deadlines for Software Request section above for submission deadlines.
- Who will need to run this software? If Specified Users or Specified Computer Labs(s) is selected, use the Request Description field to specify.
- Has this request been approved by your department chair? Please include copy of e-mail approval if so.

Network Software:

The University will strive to provide the campus with software needed for campus-wide use through our network servers whenever financially feasible. Software licensing varies by concurrent, site, or workstation licensing. Purchases will be made to ensure the campus is compliant with the licensing at the lowest cost and best use possible.

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IT@Sam Newsletter

Home > Tech Tip: E-mail Archiving

Tech Tip: E-mail Archiving

All faculty and staff have an additional "Online Archive" mailbox that can be used for archiving e-mail online. This mailbox has a quota of 5GB. Any mailbox items (e-mail, tasks, calendar entries) located in your primary mailbox that is older than two (2) years will now be automatically moved to the "Online Archive" mailbox. Note: The "Online Archive" is not available through any mobile device, Outlook 2011 and Mac Mail for Mac OSX.

If you would like to save your old e-mails, we

recommend using the mailbox archive tool.

All you have to do is either:

- click and drag the mailbox items you wish to save, to the archive folder.
- or right click on the mailbox item and click "Move" and select the "Other Folder" from the drop down menu. Select the Online Archive from the list.

Items in this folder will not count against your inbox quota.

You can create folders and organize emails just as you would any other folder.

Move Items

Move the selected items to:

- RSS Feeds
- Suggested Contacts
- Tasks
- Online Archive - chas@shsu.edu
- HelpDesk@SHSU.EDU
- IRClientSupport@SHSU.EDU
- ittraining@SHSU.EDU
  - Inbox (2)
  - Drafts
  - Sent Items
  - Deleted Items (38)
  - Calendar
  - Contacts
  - Journal

OK   Cancel   New...
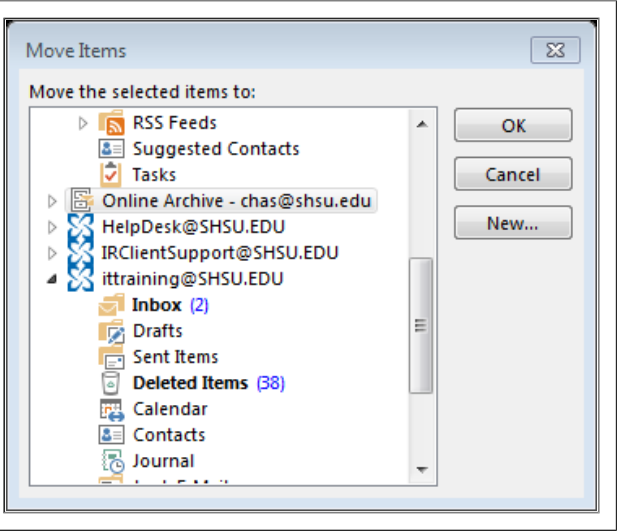
Outlook - PC

This feature is not available for Macs using Outlook or Mac Mail.

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archive
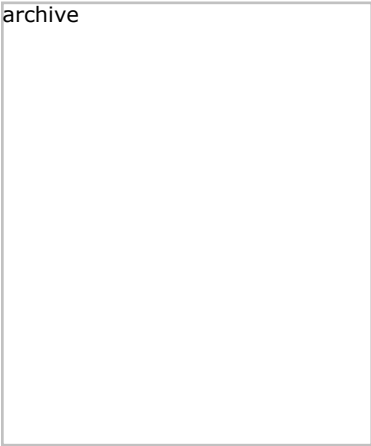
Search for Older Mailbox Items

With Outlook 2013, you can search for items that are older a certain amount of time. Follow these steps:
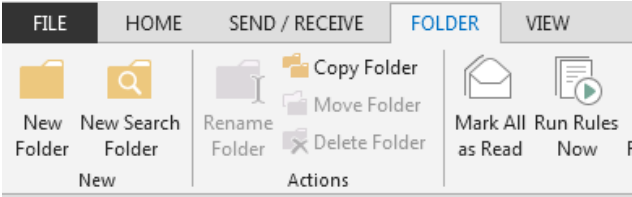
- Select the Folder Tab
- Select "New Search Folder"
- On the pop up menu, highlight "Old mail"
- Change the time frame you wish to search
- Select which folder you wish to search
- Click "OK"
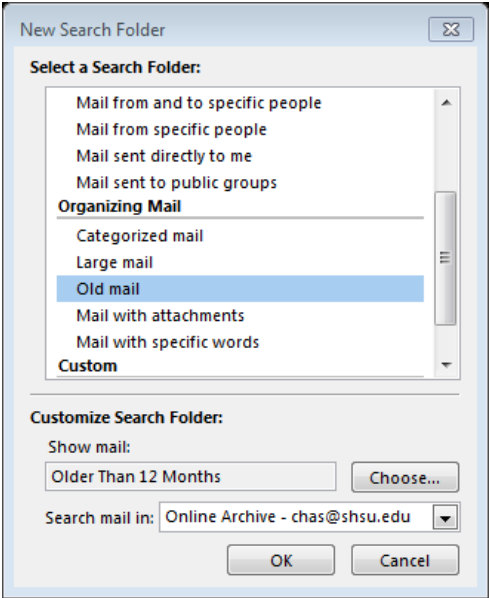
Outlook Web Access (OWA) Users - PC and Mac

If you are using Outlook Web Access (OWA), you will need to find the section labeled

Online Archive - Last Name, First Name

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IT@Sam Newsletter

Home > Security Tip

Using Wi-Fi: Connect With Care

If you ever get out and about, chances are you'll encounter a Wi-Fi hotspot (network) or two.

Wi-Fi in airports, hotels, train stations, coffee shops, and other public places can be convenient, but they're often not secure and can leave you at risk.

Whether you're by streaming a video on a laptop, downloading new travel apps on your smartphone, or even taking your tablet poolside, there are precautions you should take to make sure your personal information is safe.

First and foremost, connect with care. If you're online through an unsecured network, you should be aware that individuals with malicious intent may have established a Wi-Fi network with the intent to eavesdrop on your connection. This could allow them to steal your credentials, financial information, or other sensitive and personal information. It's also possible that they could infect your system with malware. Any free Wi-Fi should be considered to be "unsecure." Therefore, be cautious about the sites you visit and the information you release.

STOP. THINK. CONNECT.

Here are 6 tips to remember when using Wi-Fi:

- Keep an updated machine. Having the latest security software, operating system, web browser and apps can help protect you from the malware and other threats you may encounter when using Wi-Fi.
- Don't assume that the Wi-Fi connection is secure. Many hotspots don't encrypt the information you send on the Wi-Fi network.
- Do not log into accounts, especially financial accounts, when using public wireless networks.
- Do not log onto sites that don't seem legitimate, (clues could include the URL being misspelled, or not matching the name that you were given by the place of business). It's not uncommon for cybercriminals to set up a Wi-Fi network called "free Wi-Fi" in airports, hotels, and other public places.
- A cellular 3G/4G connection is generally safer than a Wi-Fi connection.
- Consider turning off features on your computer or mobile devices that allow you to automatically connect to Wi-Fi.

For More Information:

For additional information, please visit:

- OnGuardOnline.gov: Tips for Using Public Wi-Fi Networks
- US CERT: Cyber Threats to Mobile Phones
- US CERT: Holiday Traveling with Personal Internet-Enabled Devices
- Microsoft Security: Four Safety Tips for Using Public Wi-Fi
- Sophos: Hot Tips for Securing Your Wi-Fi Network

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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.

Class	Date	Time	Room
Advanced Excel 2013	October 8	2:00 pm - 4:00 pm	NGL 157
Introduction to Access 2013 - Queries	October 9	2:00 pm - 4:00 pm	NGL 157
Introduction to Word 2013	October 10	2:00 pm - 4:00 pm	NGL 157
Introduction to PowerPoint 2013	October 11	10:00 am - 12:00 pm	NGL 157
Introduction to MS Lync 2013	October 14	10:00 am - 11:00 am	NGL 157
Data Manipulation in Excel 2013	October 15	10:00 am - 12:00 pm	NGL 157
Intermediate PowerPoint 2013	October 18	10:00 am - 12:00 pm	Thom 329
Intro to Access 2013 - Forms and Reports	October 23	2:00 pm - 4:00 pm	NGL 157
Advanced Word 2013	October 24	2:00 pm - 4:00 pm	NGL 157
Pivot Tables, Pivot Charts and Macros	October 25	10:00 am - 12:00 pm	Thom 329
Tips & Shortcuts in Excel 2013	October 29	10:00 am - 12:00 pm	NGL 157
Introduction to Outlook 2013	October 30	10:00 am - 12:00 pm	Thom 329

To sign up for one of these training sessions or other future trainings, please visit the Talent Management page. If you have any questions about future training sessions or sessions you would like to see offered please contact the Service Desk (4-HELP)

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IT@SAM NEWSLETTER

Welcome to the November, 2013 issue of the IT@Sam Newsletter!

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The Director's Cut

In this new segment Stephanie Fors, Director of Client Services, talks about her ideas and insight in regards to her position within IT@Sam.

>> Read More

Service Desk Has Officially Moved

Don't worry; we have not gone very far. We are still in AB1 but have just moved to room 145. You can find our entrance in the main first floor hall.

>> Read More

The Technologies for Which I Am Thankful - Thanksgiving 2013

What are you thankful for this Thanksgiving? When you gather with family and friends this year, consider these technologies-- life sure would not be the same without them.

>> Read More

Cyber Security Awareness Month Recap

Cyber Security Month is now behind us. We would like to thank those who participated in our online games as well as those who stopped by the IT@Sam booth in the mall area. Thanks for making National Cyber Security Awareness Month a hit.

>> Read More

Did Ya Know?

Change is almost a constant in IT. Tune into this new, regular article for more information on some of our recent, pending or future changes, as well as some interesting, most likely, little-known facts about our programs and services.

>> Read More

Tips Blocks

Tech Tip: Google Tricks

Google is the number one site in the world. While most people think it is only a search engine, it can actually do so much more.

>> Read More

Security Tip: Security and Privacy in Social Media

It seems like everyone uses social media these days, sharing personal information now more than ever. The scary thing is, most people are not even aware of how much information they are sharing. In this month's security tip, we look at how to stay safe while using social media.

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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. Sign up for the trainings in Talent Management.

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IT@Sam Newsletter

Home > Director's Cut

"The Director's Cut"

In searching for a quote on customer service with which to kick off my inaugural newsletter article, I ran across one on my personal favorite quotes list (yes, I do have that list among many others). I knew I needed something grand, after coming up with a title like "The Director's Cut." I think this particular quote applies to not only customer service, but to nearly everything in our lives. "It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change." - Charles Darwin *(At least one other organization would agree that this applies to customer service - this quote is #3 on Customer 1's 99 Legendary Customer Service Quotes list.)*

Although change is not always popular, organizations must adapt to the changing needs of their clients. As the number and scope of products and services, especially in the technology field, change on a daily basis, those who create, deliver and provide service must change as well. As one example, higher education is experiencing a relatively recent change - the demand for online classes – and as this demand continues to rise, faculty and staff and their supporting technologies will need to adapt appropriately.

Customer service is no different. As noted by leading independent researchers in information technology ZenDesk and Forrester, one trend (read: "change") noted for customer service in 2013 includes the increase in demand for self-service options, a.k.a. knowledge management. A **knowledge base** that provides standardized answers to frequently asked questions is more in demand as we adapt to the multiple new mobile technologies at our fingertips – smart phones, tablets, and a host of other devices.

To change with the demand and improve our services, IT@Sam Client Services will introduce in the coming months our own Knowledge Base, as part of the Self-Service Portal (also referred to as Cherwell) in addition to our current Technology Tutorials. This will contain information on fixing common error messages and general "how-to" instructions for software and hardware. What types of information would you like to see? What would be helpful for you to know as you go through your daily routines? What types of information do you need to be more efficient or productive? Send your thoughts to us at the Service Desk.

Stephanie Fors
Director of Client Services
Sam Houston State University
stephanie@shsu.edu
936.294.1049 phone

IT@Sam
Communicate + Collaborate

(Sidebar)

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The Service Desk has Officially Moved

During these past few months a major renovation has been in the works and we are proud to say that it is finally complete. The Service Desk is no longer in room 144 of Academic Building 1. You can now find the Service Desk in room 145. Our entrance can now be found in the main first floor hallway in AB1.

While we are not under construction, we are in the process of updating our waiting area. We will plan an open house once fully furnished – so stay tuned for that date.

What is Different?

The Reception Area

Today, when you walk into the Service Desk a technician in our reception area will greet you. This new space offers more room than our previous location. Updates to our décor and technology will be added in the near future.
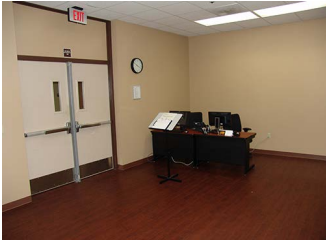
The Call Center

With our previous area, nothing separated the phone technicians and our walk-ins. This had the potential to create distractions for both parties. In our new Service Desk, a wall separates the two areas. The distinct delineation of the areas makes for a more peaceful environment when you come to the Service Desk.

What Will Happen to AB1-144?

The area that used to be the Service Desk is now under renovation to become the new Tech Shop. This area will house our technicians who handle the campus desktops and laptops. While this area is under construction our technicians will stay in their current location in Academic Building 1.

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

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IT@Sam Newsletter

Home > The Technologies I am Thankful for

The Technologies I am Thankful for - Thanksgiving 2013

Electricity

Take a second to check out your environment -- you might be surprised to see that electricity is everywhere. In fact, the standard of living to which you are accustomed would not be possible without electricity. Even in your office you will find the far-reaching grasp of electricity. Your computer, phone and air conditioning all require electricity. At home, electricity powers your kitchen appliances as well as your television and lights. Imagine what life would be like without these amenities.

Watches and Clocks

Whether you prefer analog or digital, clocks have revolutionized the way people operate. When your boss tells you that (s)he needs a report in 15 minutes you can easily look at your computer or phone to see exactly what time that is. The world is now run on a united timetable, available practically anywhere. A thousand years ago only the wealthy could afford a sundial to track time; now, anyone can have access to the time of day.

Video Cameras

Video cameras provide the world with news and entertainment. The benefits of the video camera can be especially felt on Thanksgiving when many Americans watch the Macy's Thanksgiving Parade or the annual Thanksgiving football games. Americans spend anywhere from 2-4 hours per evening watching television so it's not hard to believe that Americans, whether they realize it or not, are thankful for television.

Debit/Credit Cards

When was the last time you paid for something with cash? A large portion of the world's income is intangible. Most purchases today are made with credit cards or debit cards. Not only does this conserve paper, but it also makes paying for products and services far easier. How many times have you swiped your plastic without even thinking about the technology behind it -- and the convenience it adds to your life?

Internet

The Internet is one of those things that people tend to forget exists, probably because it's hard to think of a time when we didn't have the Internet. While still relatively new, it is hard to believe that there was a time when we didn't have instant messaging, PayPal or Facebook. But that is what the Internet gives us: communication and information have never been more readily accessible.

Telephones

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Can they even be called phones anymore? Today your phone isn't complete if it doesn't handle instant messaging, web surfing, Facebook or online banking. It is hard to believe how much we accomplish with only our phones. Let's put this in perspective: today's youth do not remember a time when phones were connected in the wall. Before phones, one could have waited days or weeks for certain forms of communication to arrive. Times sure have changed.

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IT@Sam Newsletter

Home > National Cyber Security Month Recap

National Cyber Security Awareness Month Recap

Social Media Contests

Facebook Photo Contest: What Does a Hacker Look Like

For this contest we asked the our Facebook followers, "What comes to mind when you think of a hacker?" After we filtered through all the submissions, we decided that Lacey Price had the best photo.

Winner: Lacey Price

Twitter: Best Cyber Advice

Winner: Bryan Escalon

"There are no Russian singles in your area looking to meet you"

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If you have any questions about the events for Cyber Security Awareness Month, please contact the Service Desk (4-HELP).

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IT@Sam Newsletter

Home > Did Ya Know?

Did Ya Know?

It is no secret that IT@Sam manages the computers on campus as well as printers and the wireless network amongst other things. However, there are a few things you might not know.

Did you know that the keyboards in our open labs could be run through a dishwasher?

"Could be" but we don't - we sanitize them with antibacterial wipes instead. But that's kind of a fun fact to know - especially with the flu season right around the corner. However, just because they can withstand high temperature liquids doesn't mean that you can have food or drink in the labs – those rules still apply…

Did you know that students can purchase software from the Barnes & Noble Bookstore?

Yes, this is for real. Students can get discounted software from the campus bookstore. To capitalize on this deal, students should go to http://thinkedu.com/bn/ and find the software that they need. Prices are marked down as low as 75% off the normal price.

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Welcome to the November, 2013 issue of the IT@Sam Newsletter!

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The Director's Cut

In this new segment Stephanie Fors, Director of Client Services, talks about her ideas and insight in regards to her position within IT@Sam.

>> Read More

Service Desk Has Officially Moved

Don't worry; we have not gone very far. We are still in AB1 but have just moved to room 145. You can find our entrance in the main first floor hall.

>> Read More

The Technologies for Which I Am Thankful - Thanksgiving 2013

What are you thankful for this Thanksgiving? When you gather with family and friends this year, consider these technologies--life sure would not be the same without them.

>> Read More

Cyber Security Awareness Month Recap

Cyber Security Month is now behind us. We would like to thank those who participated in our online games as well as those who stopped by the IT@Sam booth in the mall area. Thanks for making National Cyber Security Awareness Month a hit.

>> Read More

Did Ya Know?

Change is almost a constant in IT. Tune into this new, regular article for more information on some of our recent, pending or future changes, as well as some interesting, most likely, little-known facts about our programs and services.

>> Read More

Tips Blocks

Tech Tip: Google Tricks

Google is the number one site in the world. While most people think it is only a search engine, it can actually do so much more.

>> Read More

Security Tip: Security and Privacy in Social Media

It seems like everyone uses social media these days, sharing personal information now more than ever. The scary thing is, most people are not even aware of how much information they are sharing. In this month's security tip, we look at how to stay safe while using social media.

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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. Sign up for the trainings in Talent Management.

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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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Tech Tip: Google Tricks

According to Alexa and eBiz, Google is the number one website in the world, bringing in an average of 900 million visitors each month. Google enables users to search for limitless amounts of information across the World Wide Web. Simply type a key word and Google will bring you the most relevant sites. However, there is more to Google than the average user is aware.

For this month's tech tip, we will look at some of the cool features that Google has.

Definitions

Google works as a dictionary. You can pull up the definition of the word by typing "define" followed by the word you want the definition for. For example, typing: define synecdoche would display the definition of that word.

Local search

Google also has a local search for businesses around your area. Visit Google Local and enter the keyword of the place you want to find. For example, typing: restaurants at the above link would display local restaurants.

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Search instead for restaraunts

restaurants

A **Margarita's Mexican Restaurant** ▼
630 Interstate 45 Frontage Rd, Huntsville, TX
(936) 293-8966 · margaritasconroe.com
3.8 ★★★★☆ 23 reviews ·
combination plates · tex mex · monterey jack · beef
fajita · fajita meat
"The waiter told us he would refill our drinks and
never came back. ..." -

B **SUBWAY® Restaurants** ▼
1621 Sam Houston Ave, Huntsville, TX
(936) 291-1317 · subway.com
2 reviews · $
steak and cheese · genoa salami · onions
"This is by far the best Subway I have ever been to.
This sandwiches are ..." -

C **Farmhouse Cafe** ▼
1004 14th St, Huntsville, TX
(936) 435-1450 · farmhousecafe.net
Category: **Restaurant**
4.0 ★★★★☆ 30 reviews · $$
chicken fried steak · grilled chicken breast · tickled
pink · fried green tomatoes · grilled shrimp
"Please let me get played every 2 and 3 weeks in
each month" -

Find Local Weather

Type "weather" followed by a zip code or city and state to display current weather conditions in your area. For example, typing weather 77341 gives you the current weather conditions for Huntsville, TX for the next few days.

Google   weather 77341   🔍

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About 368,000 results (0.35 seconds)

Huntsville, TX 77341
Tuesday 8:00 AM
Partly Cloudy

74 °F | °C

Precipitation: 10%
Humidity: 93%
Wind: 0 mph

Temperature   Precipitation   Wind

	86	89	87	85			
74					78	74	73
8 AM	11 AM	2 PM	5 PM	8 PM	11 PM	2 AM	5 AM

Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue
93° 73°	91° 73°	97° 72°	95° 75°	95° 70°	91° 72°	90° 70°	88° 70°

The Weather Channel - Weather Underground - AccuWeather

Track airline flight and packages

Enter the airline and flight number to display the status of an airline flight and its arrival time. In this example, I searched for Delta 3416.

Google | delta 3416 |

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About 905,000 results (0.22 seconds)

Delta Air Lines Flight 3416
On-time - departs in 8 hours 14 mins

AUS ✈━━━━━━━━━━━━━━━● DTW

Departs Austin, today

Time	Terminal	Gate
4:50 PM	-	-

Arrives Detroit, today

Scheduled 8:53 PM	Terminal	Gate
8:28 PM	EM	-

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IT@Sam Newsletter

Home > Security Tip

Social Networking Sites: Security and Privacy Issues

Recent hacks involving several high-profile social networking accounts once again highlight the potential vulnerability of social media. The sheer volume of users and the information that gets posted on social media sites create plenty of opportunity for an attacker to use social engineering or other methods to gain access to the accounts of individuals and organizations. The more information you post, the more your security and privacy are at risk.

What Precautions Should I Take on Social Networking Sites?

Below are some helpful tips regarding security and privacy while using social networking sites:

- Ensure that any computer you use to connect to a social media site has proper security measures in place. Use and maintain anti-virus software, anti-spyware software, and a firewall and keep these applications and operating system patched and up-to-date.
- Be cautious when clicking on links. If a link seems suspicious, or too good to be true, do not click on it...even if the link is on your most trusted friend's page. Your friend's account may have been hijacked or infected and now be spreading malware.
- If you are going to request that your account be deleted, first remove all of the data. Request that the account be deleted, rather than deactivated.
- Type the address of your social networking site directly into your browser or use your personal bookmarks. If you click a link to your site through email or another website, you might be entering your account name and password into a fake site where your personal information could be stolen.
- Be cautious about installing applications. Some social networking sites provide the ability to add or install third party applications, such as games. Keep in mind there is sometimes little or no quality control or review of these applications and they may have full access to your account and the data you share. Malicious applications can use this access to interact with your friends on your behalf and to steal and misuse personal data. Only install applications that come from trusted, well-known sites. If you are no longer using the app, remove it. Also, please note that installing some applications may modify your security and privacy settings.
- Use strong and unique passwords. Using the same password on all accounts increases the vulnerability of these accounts if one becomes compromised. Use different passwords for different accounts, and do not use a password you use to access your organizations network on any personal sites you access.
- Be careful whom you add as a "friend," or what groups or pages you join. The more "friends" you have or groups/pages you join, the more people who have access to your information.
- Do not assume privacy on a social networking site. For both business and personal use, confidential information should not be shared. You should only post information you are comfortable disclosing to a complete stranger.
- Use discretion before posting information or comments. Once information is posted online, it can potentially be viewed by anyone and may not be able to be retracted afterwards. Keep in mind that content or communications on government-related social networking pages may be considered public records.
- When posting pictures, delete the meta data, which includes the date and time of the picture.
- Do not announce that you are on vacation or away for an extended period of time.
- Configure privacy settings to allow only those people you trust to have access to the

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information you post, and your profile. Also, restrict the ability for others to post information to your page. The default settings for some sites may allow anyone to see your information or post information to your page.

- Review a site's privacy policy. Some sites may share information, such as email addresses or user preferences, with other parties. If a site's privacy policy is vague or does not properly protect your information, do not use the site.

For More Information:

For additional information, please visit:

- STOP.THINK.CONNECT Social Networking and Cyberbullying Tips:
  http://stopthinkconnect.org/resources/viewimageembed/?id=341
- US-CERT Socializing Securely: Using Social Networking Services
  http://www.us-cert.gov/sites/default/files/publications/safe_social_networking.pdf
- Facebook: A Guide to Privacy:
  http://www.facebook.com/privacy/explanation.php
- Sophos: Facebook Security Best Practices:
  http://www.sophos.com/en-us/security-news-trends/best-practices/facebook.aspx
- Twitter: Protecting and Unprotecting Your Tweets:
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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 September.

Class	Date	Time	Room
Intro to PowerPoint 2013	November 7	10:00 AM - Noon	ALL 107
Intro to Excel 2013	November 7	3:30 - 5:30 PM	CJC A111
Intro to Word 2013	November 8	10:00 AM- Noon	MLHB 110
Intro to Access 2013 - Tables	November 8	1:00 - 4:00 PM	EV 360
Advanced Word 2013	November 12	3:00 - 5:00 PM	NGL 157
HTML I	November 12	10:00 AM - Noon	NGL 157
Advanced Excel 2013	November 13	2:00 - 4:00 PM	NGL 157
Intermediate PowerPoint 2013	November 14	10:00 AM- Noon	NGL 157
Intro to Access - Queries	November 15	10:00 AM - Noon	Thom 329
Intro to Dreamweaver CS6	November 20	10:00 AM - Noon	Thom 329
Data Manipulation in Excel 2013	November 20	3:00 - 5:00 PM	CJC A111
Introduction to MS Project 2013	November 22	1:00 - 4:00 PM	Thom 329
Intro to Access 2013 - Forms and Reports	November 22	10:00 AM - Noon	Thom 329
Intro to Photoshop CS6	November 26	10:00 AM - Noon	NGL 157
Intro to Outlook 2013	November 26	2:00 - 4:00 PM	NGL 157
Pivot Tables, Pivot Charts & Macros in Excel 2013	November 27	2:00 - 4:00 PM	ALL 107

To sign up for one of these training sessions or other future trainings, please visit the Talent Management page. If you have any questions about future training sessions or sessions you would like to see offered please contact the Service Desk (4-HELP)

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December 2013

Welcome to the December, 2013 issue of the IT@Sam Newsletter!

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The Director's Cut

In this month's segment Stephanie Fors, Director of Client Services, talks computer upgrades across campus and website services.

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Holiday Scams to Avoid!

The holidays are coming and so are the cybercriminals! While they never really take a break, you should really keep your eyes open this holiday season as they use any means necessary to get your personal information.

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Saying Goodbye to an Old Friend

Cherwell is the current work order system for IT related requests and incidents and has been so since early this year. To help transition the change from the old work order system we left it online so that we could close out any outstanding work orders. The time has now come to say goodbye to our old friend. December 20, 2013 will mark its final day.

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Did Ya Know?

Change is almost a constant in IT. Tune into this new, regular article for more information on some of our recent, pending or future changes, as well as some interesting, most likely, little-known facts about our programs and services.

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Tips Blocks

Tech Tip: What's in a #Hashtag

You've most likely seen those little number signs hanging around Facebook posts and Tweets. But what do they mean? For this month's tech tip, we look at hashtags what they mean for social media.

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Security Tip: Protect Yourself During the Online Shopping Season

Online shopping reaches its peak during the holiday season. This holiday season, more people than ever are expected to conduct their holiday shopping from the comfort of their computer. In this month's security tip,

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we look at how you can make your online shopping experience more secure.

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"The Director's Cut"

As we wrap up the final month of the semester, as well as the calendar year, IT@Sam is actually in the midst of preparing for a number of upgrades and projects to upgrade classrooms, software, and other functionality over the holiday break and in time for the spring semester. Here's a highlight of a handful of the projects that the Client Services Department will be working on:

- Lab, Classroom, Hardware & Software Upgrades
  - The Tech Shop will be upgrading over 120 computers in the NGL computer lab, the Kat Klub, and in 25 classrooms in SHB.
  - The A/V Team will be upgrading or installing eight (8) projectors in TEC and one (1) projector in Farrington, as well as installing one SmartBoard in TEC.
  - The A/V Team will be coordinating an ITV classroom in LDB, with full audio/video upgrade, to include new Polycom codec, microphones, SmartBoard and cameras.
  - Working with Managed Apps to roll out the upgraded Adobe XI Professional, which will allow for archiving email to PDF, improved comments with the annotator, form filling, signatures, and much more.

- Website Services
  - Web Services plans to launch our Google Search Appliance for campus, with final preparations underway. This replaces the free Google site search and will allow for better customization of search results.
  - Web Services will continue their work with academic and support departments to migrate sites on our legacy system to our CMS (content management system). We have gone live with eight (8) sites in the last month – and client feedback has been positive with using the CMS instead of Contribute. (Yay!)
  - And, the Web Team will be testing the latest version of DotCMS for a planned upgrade to the newest version, available for rollout with a target of Spring Break 2014.

Also, in preparation for the break – please log off, but do not turn off, your computer when you leave for your holiday. This will allow the system to push any software updates to your computer while you are out!

Once classes are out, the Service Desk's revised hours of operation will be:

- December 13 – 20, 2013: 8:00am-5:00pm.
- January 2 - 10, 2014: 8:00am - 5:00pm.
- The Service Desk will be closed from December 23, 2013 - January 1, 2014

Stephanie Fors
Director of Client Services
Sam Houston State University
stephanie@shsu.edu
936.294.1049 phone

P.S. Looking for a few ideas for technology gifts as you round out your holiday shopping? Or simply

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shopping online? Be sure to read this month's Security Tip regarding safety in online shopping. And, be on the lookout for Christmas Scams to Avoid.

Whatever your preference – online or in-person shopping, technology or traditional gift, diamonds or a lump of coal, I hope you have a safe, happy holiday!

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Saying Goodbye to an Old Friend

On December 20, 2013 we will officially say "Goodbye" to the old work order system in SamWeb. When we launched the current work order system, Cherwell, earlier this year we kept the old system operational to complete any preexisting work orders. Over the past few months we have closed out a number of these work orders but some still remain.

If you have an open work order in our old system, the technician who owns it will move it over to Cherwell. You will not have to create a new ticket.

If you need any information out of the old system, please retrieve it by December 20. After this date, this system will no longer be accessible. Should you require information from the old system after December 20, you will need to place a request in Cherwell.

For any questions about this, please contact the Service Desk (4-HELP).

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Did Ya Know?

It is no secret that IT@Sam manages the computers on campus as well as printers and the wireless network amongst other things. However, there are a few things you might not know.

Responsive Web Design

"Responsive web design (RWD) is a web design approach aimed at crafting sites to provide an optimal viewing experience—easy reading and navigation with a minimum of resizing, panning, and scrolling—across a wide range of devices (from mobile phones to desktop computer monitors)."

http://en.wikipedia.org/wiki/Responsive_web_design

What does this mean for the end user? As websites are created with a responsive design, the underlying structure is able to provide an appropriate display of information based on the technology you're using. So, the content you see when you access a website with a responsive design template may vary, depending on whether you're using a desktop computer, a tablet, a smart phone, or another mobile device.

Sam Houston's website has become an integral part of the University experience. Checking email, submitting timesheets or checking out the latest campus events are just some of the multitude of regularly-used links accessed through the University website. In conjunction with Marketing & Communications, the Web Optimization Project Team and the campus community, Web Services is working on developing a responsive template to be used across campus. As this project moves closer to completion, we will be sharing our design with campus.

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Tech Tip: What's in a #Hashtag?

What is a Hashtag?

A hashtag is a word or phrase that is prefaced with the "#" symbol. Social media sites such as Facebook, Twitter and Instagram employ the hashtag as a way to group posts together. Think of a hashtag as a category. By using hashtags, you place your update or tweet in a particular category for others to find.

If someone "hashtags" a word in a post it becomes an active link. By clicking on the link you can see other posts that used the same hashtag.

For instance, you may see a post like the one below:

Chas Stephens @ProfessorChas   2h
Just another day at the office #shsu
Expand   ↩ Reply   🗑 Delete   ★ Favorite   ••• More

This tweet has a hashtag applied to the "shsu" and will now be grouped with everyone around the world that applies the same hashtag to their tweet.

If you click on the hashtag, you will see every post (starting from the most recent) that applied the same hashtag.

SHAWN MCCULLY @shawnyeezy   18m
Five hours later. #SHSU pic.twitter.com/Jwe2FL2iqg
Followed by Sam Houston State and 1 other
📷 View photo

◁ ®∆$ℏ∆Ð ▷ @Shad_1914   40m
Can't go home for Thanksgiving #SHSU? Come have it with The
People's Frat @ the #SigmasThanksgivingDinner Nov 25th
pic.twitter.com/YxW1wZkrU7
Followed by HootSuite
📷 View photo

Megan Campbell @mcampbell1995   41m
i have forgotten what it is to walk on flat land. #freakinghills
#shsu
Followed by 7 acrewood
Expand

Why Use Hashtags?

Messages and posts can be searched for based on their hashtag. Here are a few ways you can use hashtags.

- **Group Activities:**

  These include college classes, church events, associations or organizations that wish to share information and converse via tweets. They can achieve this by agreeing on a unique hashtag to apply to their tweets. For example, the employees here at IT@Sam could have their own twitter conversation by

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applying a unique hashtag (i.e. #ITSHSU) to all their tweets.

- **Conventions:**

Certain conventions and conferences may tell you to share your thoughts by applying a certain hashtag to your tweets. For example, the American Society of Trainers and Developers held their annual meeting in May. At the beginning of the conference, they advertised their unique hashtag (#ASTD) and encouraged everyone to share their thoughts and experiences. Throughout the conference, attendees could log on to their twitter account and see what others were posting about the conference.

- **Contests:**

Hashtags are a great way to run a contest. In fact, a contest on Twitter would be impossible without them. If you want people to submit their entries on Twitter instruct them to use a unique hashtag. You can easily filter through the entries by searching for your hashtag.

Hashtag Rules

Now that you are familiar with hashtags, the next step is to start using them. Here are a few guidelines that will help you.

1. Do not overuse - Use a maximum of two hashtags in your tweets or facebook posts. If you use too many, your followers may think you are spamming them.
2. Keep them short - Tweets are restricted to 140 characters you do not want a hashtag taking up half of the letters in your tweet. However, there is no limit to a Facebook post length, but out of courtesy keep them short to avoid annoying your fans/friends.
3. Define your tag - Use a tag directory such as tagdef.com to give your tag a meaning. You can also search for the meaning of existing tags.
4. No spaces - Make sure there are no spaces in the words preceding the hashtag or punctuation as doing so will break the link.

Sam Houston State University

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Security Tip: Protect Yourself During the Online Shopping Season:

Online holiday shopping continues to grow in popularity. According to American Express, for the first time, more people are expected to shop online on Cyber Monday than visit brick and mortar stores on Black Friday. Shoppers are expected to spend nearly $62 billion online throughout the holiday season this year, up more than 15% from 2012. The use of mobile devices for online shopping (mcommerce) is projected to reach almost $10 billion for the 2013 holiday season, as more consumers are using these devices to compare prices, research products, locate stores, and make purchases to a larger degree than ever before.

Whether you'll be conducting transactions from your desktop, laptop or mobile device, keep these tips in mind to help protect yourself from identity theft and other malicious activity on Cyber Monday and throughout the year:

- **Secure your computer and mobile devices**. Be sure your computer and mobile devices are current with all operating system and application software updates. Anti-virus and anti-spyware software should be installed, running, and receiving automatic updates. Ensure you use a strong password and unique password, which is not used for any other accounts. Set a timeout that requires authentication after a period of inactivity.

- **Use mobile applications with caution.** As devices such as smartphones and tablets, continue to gain popularity for online shopping, so too will the volume of attacks against them. Malware could be downloaded onto the device from seemingly legitimate shopping apps that can steal credit card and other sensitive information for transmission to cyber criminals. Update all apps when notified and disable Bluetooth and Near Field Communications when not in use to reduce the risk of your data—such as credit card numbers—being intercepted by a nearby device.

- **Know your online merchants.** Limit online shopping to merchants you know and trust. Only go to sites by directly typing the URL in the address bar. If you are unsure about a merchant, check with the Better Business Bureau or the Federal Trade Commission. Confirm the online seller's contact information in case you have questions or problems.

- **Consider using an online payment system or credit card.** Where available, you may want to use online payment services, which keep your credit card information stored on a secure server, and then let you make purchases online without revealing your credit card details to retailers. If you do pay online directly to the retailer, use a credit, not debit card. Credit cards are protected by the Fair Credit Billing Act and may reduce your liability if your information is used improperly.

- **Look for "https" before you click "Purchase."** Before you submit your online transaction, make sure that the webpage address begins with "https." The "s" stands for secure, and indicates that communication with the webpage is encrypted. A padlock or key icon in the browser's status bar is another indicator. Also, make sure your browser is current and up-to-date.

- **Do not respond to pop-ups.** When a window pops up promising you cash, bargains, or gift cards in exchange for your response to a survey or other questions, close it by pressing Control + F4 on Windows devices, or Command + W for Macs.

- **Do not use public computers or public wireless access for your online shopping.** Public computers and Wi-Fi hotspots are potentially insecure. Criminals may be intercepting traffic on public wireless networks to steal credit card numbers and other sensitive information. Care should be taken that the settings on your computer or device prevent it from automatically connecting to Wi-Fi hotspots.

- **Secure your home Wi-Fi.** Make sure you control who has administrative access, and that any users on your network authenticate with a strong password. Encryption settings should be enabled and strong - using WPA2 is recommended.

- **Be alert for potential charity donation scams**. Cyber criminals try to take advantage of people's

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generosity during the holiday season and can use fake charity requests as a means to gain access to your information or computer/device. Think before clicking on emails requesting donations. Don't give your financial or personal information over email or text.   Contribute by navigating to the trusted address of the charity, never through a link in an email. To check if an organization is eligible to receive tax-deductible charitable contributions, visit the IRS website.

Contact the seller or the site operator directly to resolve any issues. You may also contact the following:

- **Your State Attorney General's Office**
  www.naag.org/current-attorneys-general.php

- **Your State Consumer Agency**
  www.usa.gov/directory/stateconsumer/index.shtml

- **The Better Business Bureau**
  www.bbb.org

- **The Federal Trade Commission**
  www.ftccomplaintassistant.gov

For More Information:

For additional information about safe online shopping, please visit the following sites:

- **US-CERT**
  www.us-cert.gov/cas/tips/ST07-001.html

- **OnGuard Online**
  www.onguardonline.gov/articles/0020-shopping-online

- **Microsoft**
  www.microsoft.com/security/online-privacy/online-shopping.aspx

- **Privacy Rights Clearinghouse**
  www.privacyrights.org/Privacy-When-You-Shop

- **Internet Crime Complaint Center**
  www.ic3.gov/media/2010/101118.aspx

- **Internal Revenue Service**
  www.irs.gov/Charities-&-Non-Profits/Exempt-Organizations-Select-Check

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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 September.

Class	Date	Time	Room
Intro to Access 2013 - Forms and Reports	12/17/2013	2:00 - 4:00 PM	CJC A111
Intro to Dreamweaver CS6	12/18/2013	10:00 AM - Noon	ALL 107
Tips and Shortcuts in Excel 2013	12/18/2013	2:00 - 4:00 PM	THOM 329
Intro to MS Publisher	12/19/2013	2:00 - 4:00 PM	CJC A111

To sign up for one of these training sessions or other future trainings, please visit the Talent Management page. If you have any questions about future training sessions or sessions you would like to see offered please contact the Service Desk (4-HELP).

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