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January 2015



The Director's Cut

Happy New Year! It's a time of resolutions and changes as a new semester starts. IT@Sam has a few changes to share with you as well. Read on to see what is going on this month.

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Cherwell Relaunch is Here

On the evening of January 9, the Cherwell portal will undergo maintenance that will include a few significant changes and improvements including a brand new Service Catalog. Read on to find out what else is in store.

[>>Read More](#)

Security Tip: Cyber Stalking Awareness

IT@Sam is collaborating with University Police Department to help educate our community on the dangers of stalking and how it starts. Read on to find out how stalkers use technology and the things you can do to protect yourself if this situation happens.

[>>Read More](#)

Tech Tip: New Year's Resolutions

It's a New Year! Resolve to keep you and your new technology and gadgets secure and ready to go for this new year.

[>>Read More](#)

January Training Schedule

We've found a new Technology Trainer! Our trainer will be settling in this month, but we'll still be offering trainings this month. Check out our offerings.

[>>Read More](#)

Have a tech-y story idea or topic you'd like to learn more about for the IT@Sam Newsletter? We'd love to hear from you! Contact IT Client Services Communication Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.

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The Director's Cut



Happy New Year!

Did you set any resolutions for 2015? The top ten list of resolutions for 2014, according to research by the University of Scranton in the Journal of Clinical Psychology provided on the [Statistic Brain](#) website, were aimed at personal improvements. I've tried to put the "career" twist on them here ... [And read on for more tech-y resolutions!](#)

- 1. Lose Weight** = Get those electronic and paper files cleaned out! Following the [University's Records Retention policy](#), of course...
- 2. Getting Organized** = See also #1. Clean off desks, shelves, and other nooks and crannies: "[a place for everything, and everything in its place.](#)"
- 3. Spend Less, Save More** = This is a good reminder that we should all be good stewards of the funds we're given to administer our programs, manage our areas, and provide our services. They're not our personal funds.
- 4. Enjoy Life to the Fullest** = Are you happy in your work? [Here's a great infographic on the benefits of happy employees in the workplace.](#)
- 5. Staying Fit and Healthy** = [Utilize the RSC – it's an employee "perk."](#) No time? Just find a few minutes throughout the day to get up and move!

Also from the same site, some encouragement in your goal-setting: "**people who explicitly make resolutions are 10 times more likely to attain their goals** than people who don't explicitly make resolutions" (emphasis added). If you do check out the site, just ignore those other stats on infrequent success and failures – and focus on the positive!

Also to kick off the new year, IT@Sam has a new face to introduce, as Natalie Payne joins our team as our new Technology Trainer ([see our January Training schedule](#)). We'll also be saying goodbye (sniff!) to at least one young face, as KayKay Davis retires at the end of this month. (I personally think that someone needs to check her ID. She's entirely too young to retire...)

Welcome back! I'm sure we're all looking forward to a great 2015 year and spring semester. Many happy returns to you!

Stephanie Fors,
 Director of Client Services
[Sam Houston State University](#)
stephanie@shsu.edu
 936.294.1049 phone



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Cherwell Relaunch

Cherwell Relaunch is Upon Us!

On the evening of January 9, the Cherwell portal will undergo maintenance that will include a few significant changes and improvements including a brand new Service Catalog.

Service Catalog

The original Service Catalog had over 300 options for placing a work request in the system. We've made the new Service Catalog broader to be able to reduce the unique categories to just over 100. You should be able to locate the correct "bucket" much faster!

Frequently Logged Ticket Shortcuts

If the reduced Service Catalog is still overwhelming, we've also provided quick access to the most frequently logged issues and requests directly from the main portal page. Just click on one of these links to be taken to the page and finish logging your request in the appropriate category (some of the information for these tickets will autofill).

Choose from one of our frequently logged tickets.

<p>Accounts</p> <ul style="list-style-type: none"> New Employee Setup Report Issue with Personal E-mail Request/Modify T Drive Access Request Visitor Account 	<p>Software</p> <ul style="list-style-type: none"> ERP Software Request Report Issue with ERP Software Report Issue with Desktop Software Request a Mass E-mail Request New Desktop Software Request New Report
<p>Computers</p> <ul style="list-style-type: none"> Report Issue with Desktop Request Laptop Checkout Request New Desktop Request New Laptop 	<p>Telephone</p> <ul style="list-style-type: none"> Move a Telephone Report Issue with Voicemail Request New Telephone

Portal Design

The new portal design gives you easier and quicker access to the knowledge base, announcements, frequently logged tickets and contact information.

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Knowledge Base Search

Search Knowledge Base

Just enter in your error or a short description (or ADD Printer) of what you need to locate self-service how-to articles.

Announcements

Testing Announcements from Problems

Service: Application
Category: General
Description: This is a test message

Just a test

Service: Application
Category: General
Description: This is a test message

How is the Title

Service: Application
Created: 6/24/2013 12:30:00 AM
Entered On Page: 6/24/2013 12:30:00 AM
Description: Here is the description. Here is the description. Here is the description. Here is the description. Here is the description. Here is the description.

Testing Approvals

Service: Application
Category: General
Description: Just a test

This is a Test in Cherwell 5.0

Service: Application
Category: General
Description: Just a test

Choose from one of our frequently logged tickets.

Accounts

[New Employee Setup](#)
[Report Issue with Personal E-mail](#)
[Request Mobile 7 Zone Access](#)
[Request Visitor Account](#)

Software

[ERP Software Request](#)
[Report Issue with ERP Software](#)
[Request Issue with Database Software](#)
[Request a Mass E-mail](#)
[Request New Desktop Software](#)
[Request New Server](#)

Computers

[Report Issue with Desktop](#)
[Request Laptop Check-out](#)
[Request New Desktop](#)
[Request New Laptop](#)

Telephone

[Work a Telephone](#)
[Report Issue with Telephone](#)
[Request New Telephone](#)

Service Desk

Hours of Operation


Main Campus Walk-ins
7:30 am - 6:00 pm M-F

The Woodlands Center Walk-ins
8:00 am - 10:00 pm Mo-Fr
8:00 am - 6:00 pm F
8:00 am - 10:00 Sa
1:00 pm - 5:00 pm Su

Phone, Chat and Remote Support
7:30 am - 10:00 pm Mo-Fr
7:30 am - 6:00 pm F
8:00 am - 10:00 Sa
1:00 pm - 5:00 pm Su

Locations


Main Campus - Academic Building 1 (AB1), Room 145
The Woodlands Center - 315C



[Place a ticket from our full Service Catalog](#)

Contact IT@Sam

Service Desk
361-291-1660
#ITC@shsu@shsu.edu

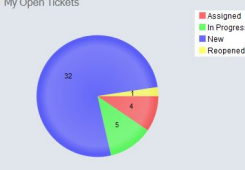


Dashboard View of Requested IT Work

In addition to the searches and reports that are already available to you to see your "in progress" work, a new dashboard will be available. This will also give you insight into our Projects along with normal requests.

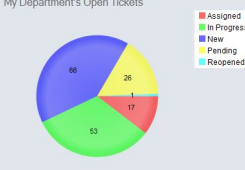
My Requested IT Work Overview

My Open Tickets



Incident ID	Description	Created Date Time	Closed Date Time
10209	It appears that the	6/24/2013 9:51:09 AM	6/27/2013 9:35:14 AM
10210	It appears that the	6/24/2013 5:12:32 PM	6/28/2013 8:28:30 AM
10211	It appears that the	6/24/2013 5:14:24 PM	6/27/2013 11:36:59 AM
10230	testing	6/25/2013 8:55:27 AM	6/27/2013 8:57:01 AM
10404	testing to see what	6/25/2013 4:28:25 PM	6/27/2013 4:28:42 PM

My Department's Open Tickets



Your Department is: IT Client Services
Note: Your Department is based on your Banner Org.

Workstation Lookup

Find Workstations Assigned To Someone

Please enter a person's full name to find their assigned workstations and laptops.

My Department's Closed Tickets

Incident ID	Name	Description	Created Date Time	Closed Date Time
10015	Kathryn King	This work order is	6/24/2013 8:16:13 AM	6/26/2013 2:52:24 PM
10031	Jurden Bruce	From: Bruce, David	6/24/2013 8:31:23 AM	6/27/2013 1:56:47 PM
10087	Chereba Onochie	Client called to get	6/24/2013 11:14:44 AM	6/26/2013 11:44:44 AM
10091	Mateo Zuriga	We need to purchase	6/24/2013 11:25:19 AM	6/12/2013 3:23:25 PM
10101	Chereba Onochie	Client is having issue	6/24/2013 11:43:36 AM	6/26/2013 11:58:44 AM

My Department's Projects

Project ID	Name	Gate	Project Manager
10023	Testing Approvals	Management Acknowledgment	Rico LaB
10027	UXC Testing Approval	Technical Review	Rico LaB
10031	Test 2 of Cherwell	Management Review	Rico LaB
10034	Jacki Skaggs Court	Project Questionnaire	Melissa Aubrey
10025	ICS 107 Upgrade	New	Melissa Aubrey

A few [training sessions](#) are scheduled for January. Register for a session to see a full demo of all the new features!



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Tech Tip

Tech Tip: New Year's Resolutions

It's the New Year! In typical fashion for this time of year we have a few resolutions for you to consider making part of your daily, or at least weekly, habits.

1. Watch Out for the Bad Guys

With a few simple processes, your chances of becoming a victim of cyber crime can be reduced.

- Keep your virus protection up to date. New viruses are released everyday.
- Activate a firewall on your computer.
- Only use secure WiFi networks.
- Install the latest operating system and software updates to patch any vulnerabilities that can be exploited to get your personal data.
- Stop Reusing Passwords - We know it's hard to keep multiple passwords straight. We have accounts on multiple websites, too! However, it is best to use a unique password for each site. If one account is compromised, the others should remain unaffected.

2. Clean Up The Clutter

Do you really need that e-mail message from three years ago? Do you really need four versions of the same document? Take this time to clean out all of the old and unneeded e-mails and documents from your account. Use your storage quotas for current and needed files.

3. Stay Current on Privacy Settings

If you have an account on any website, occasionally their privacy settings and policies are updated. Most times you'll receive an e-mail when something changes. Don't delete those e-mails. Take a few minutes to read them to understand how the changes will affect you and your data.

4. Learn Something New

SHSU offers a variety of ways to continue education. IT@Sam and Human Resources offer instructor-led training each month. There are also a multitude of online courses that you can take advantage of (for free!) within Talent Management.

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January Trainings

We have found a new Technology Trainer!

Natalie Payne joined the IT@Sam team on January 1. Natalie has been an employee of Sam Houston for the last 10 years coordinating and delivering training for CMIT. She will be taking the next month to become familiar with our training courses, but we look forward to being able to deliver a full and diverse training schedule soon. Welcome, Natalie!

Here are the training sessions for January.

Course Title	Date	Time	Location
Introduction to Cherwell	1/5/2015	11:00 AM - Noon	ALL 107
Introduction to Cherwell	1/5/2015	2:00 - 3:00 PM	ALL 107
Introduction to Cherwell	1/6/2015	8:00 - 10:00 AM	ALL 107
Introduction to Cherwell	1/8/2015	1:00 - 2:00 PM	ALL 107
Introduction to Cherwell	1/9/2015	3:00 - 4:00 PM	ALL 107
Introduction to Cherwell	1/9/2015	4:00 - 5:00 PM	ALL 107
Introduction to Cherwell	1/12/2015	9:00 - 10:00 AM	ALL 107
Introduction to Cherwell	1/12/2015	2:00 - 3:00 PM	ALL 107
Introduction to Cherwell	1/13/2014	10:00 - 11:00 AM	ALL 107
Introduction to Cherwell	1/16/2015	11:00 AM - Noon	ALL 107
Introduction to Cherwell	1/16/2015	2:00 - 3:00 PM	ALL 107
WebCMS: Basic	1/21/2015	10:00 AM - Noon	ALL 107
WebCMS: Intermediate	1/28/2015	10:00 AM - Noon	ALL 107

To sign up for one of these training sessions, 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).

Cancellation Policy: *Classes require a minimum of five (5) attendees. Classes that do not meet this requirement will be cancelled at least 24 hours before the start of the class. Should a class be cancelled, the enrolled students will be notified by e-mail and by phone.*

Register for our [Listserv](#) to be notified of upcoming trainings, including other Introduction to Cherwell dates.

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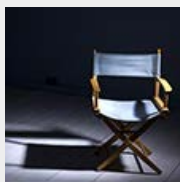
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The Director's Cut

Annual Technology Inventory & Offsite Property Renewal season is here! We'll be setting up shop at various locations on campus to help you through the property renewal process. Find out where we'll be available to help you.

[>>Read More](#)

February Training Schedule

We have new course offerings this month! Check out the schedule and come learn from our new Technology Trainer.

[>>Read More](#)



Tech Tip: Microsoft Office Apps Offer Basic Desktop Features For Free

These apps were built for the touchscreen, on-the-go experience. The newest versions of Microsoft Office allow you to open, edit, and save documents from Dropbox as well as OneDrive.

[>>Read More](#)

Security Tip: Using Mobile Apps Securely

Mobile apps can be as much at risk as downloaded software on a computer. Here are a few tips to help keep your smart technology safe.

[>>Read More](#)



Story Ideas Welcome!

Have a tech-y story idea or topic you'd like us to talk about? We'd love to hear from you! Contact IT Client Services Communication Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.

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Director's Cut



It's February! It's the shortest month of the year, the only month that gets to add a day to itself every four years, and a month with holidays for one and all, with such occasions as President's Day (with a nod to both George Washington's and Abraham Lincoln's birthdays), Valentine's Day, Groundhog Day, and Black History Month. Read on here to find out more about our upcoming technology inventory audit as well as "final" wrap-up on our Cherwell upgrades last month. And check out the rest of our news as well...

Coming to a Building Near You (Again!) ... Annual Technology Inventory & Offsite Property Renewals

Yes, who can believe that it is almost again time for SHSU's Annual Inventory? IT@Sam will perform campus **technology** inventory audits **February 16** through **March 20**. Our Technology Asset Management staff will be contacting your department soon to coordinate a convenient time for the technology inventory audit.

To complete the audit, IT must confirm the location and presence of each item on the list by a physical inspection.

Off-Campus Equipment Documentation

Inventory audit time also requires annual renewal of documentation ([RA-22 Form](#)) of equipment that is used off campus.

To renew your [RA-22 Form](#), we ask that you bring the qualifying device(s) and your Sam ID card **now through March 21** to either:

- The IT@Sam Service Desk (AB1-145). (See [here](#) for Service Desk hours of operation.)
- Various designated locations across campus. (See table below for dates.)

For departments with **checkout laptops**, no need to lug them all to the building outreach locations or the Service Desk – we will come to you! Email inventory@shsu.edu to get started.

RA-22 Form Renewal Locations

Look for signs at the building entrances for our exact location in the building on these days:

Building	Date	Time

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TEC	Tuesday, February 24	9:00am-4:00pm
CHSS	Wednesday, February 25	9:00am-4:00pm
LDB	Thursday, February 26	9:00am-4:00pm
EST	Friday, February 27	9:00am-4:00pm
DAN	Monday, March 2	9:00am-4:00pm
CFS	Tuesday, March 3	9:00am-4:00pm
CJC	Wednesday, March 4	9:00am-4:00pm
HKC	Thursday, March 5	9:00am-Noon
MLHB	Thursday, March 6	1:00pm-4:00pm

Additional information about the annual inventory policy or offsite property:

- [Policy FO-PUR-23](#)
- [RA-22 Form](#)

If you have questions regarding technology inventory or renewals, please contact [Mateo Zuniga](#) (ext. 4-4880) or the Property Office (ext. 4-4207).

Cherwell Updates Live!

We completed a major upgrade to Cherwell (the IT@Sam service request system) in early January. We simplified the making requests process (reducing options from ~300 to ~100), created shortcuts to frequent requests, and implemented a dashboard report view.

On top of that, we rolled out a more user-friendly portal interface.

Although there was little attendance at our preview & training sessions, we've checked back with our power users, and here's what they have to say:

- "Nicely condensed."
- "The site looks GREAT! The IT Work Overview is a really nice touch! It just looks modern and up to date! Nicely done!"
- "I really like it. Great job!"

Ideas for other improvements? [Let us know!](#)

Stephanie Fors,
 Director of Client Services
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 936.294.1049 phone



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February Trainings

Our new Technology Trainer, Natalie Payne, is looking forward to getting her training schedule started and meeting more SHSU staff and faculty. She will start with a few trainings in February and will add more over the next few months.

Here are the trainings for February:

Course Title	Date	Time	Location
WebCMS: Basic	2/11/2015	2:00 PM - 4:00 PM	NGL 157
Excel 2013: Introduction	2/16/2015	2:00 PM - 4:00 PM	ALL 107
Word 2013: Introduction	2/19/2015	9:00 AM - 11:00 AM	ALL 107
Outlook 2013	2/24/2015	2:00 PM - 4:00 PM	ALL 107
Word 2013: Advanced	2/25/2015	2:00 PM - 4:00 PM	ALL 107

Please keep an eye on Talent Management for updates to the schedule.

To sign up for one of these training sessions, 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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Tech Tip

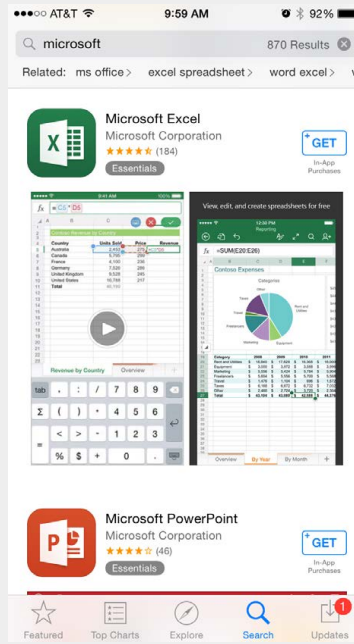
Microsoft Office Apps Offer Basic Desktop Features For Free

This month, we're focusing on Microsoft Office. In November, Microsoft changed its app prices to free. All you have to do is sign in with a Microsoft account. Don't have one? The app will allow you to create one if you haven't already.

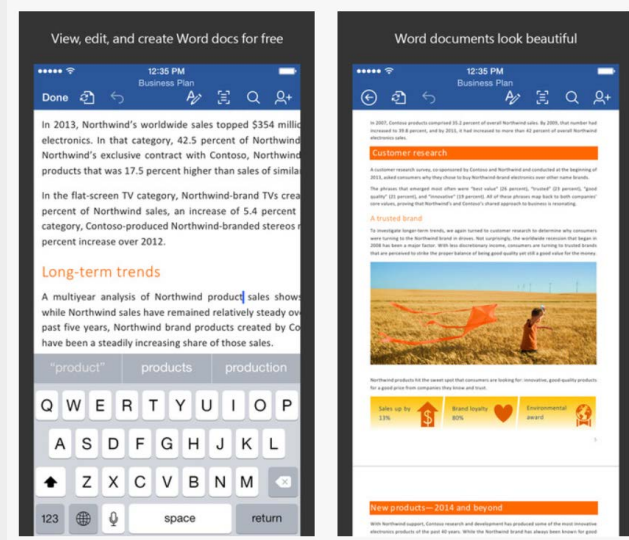
A Microsoft account will give you 15 gigabytes of storage on OneDrive, their cloud service. If you do want more OneDrive space, you can look into an Office 365 subscription.

These apps were built for the touchscreen, on-the-go experience. The newest versions of Microsoft Office allow you to open, edit, and save documents from Dropbox as well as OneDrive. Your content and formatting are also maintained across all your devices, PC and Mac included. Microsoft even added the handy automatic save-as-you-work feature.

Go check out the touchscreen versions of Microsoft Office. Whether you use Apple, Microsoft, or Android devices, they've thought of you. Check out their [website](#) or your app store for more information on the features each app has to offer.



Screenshots



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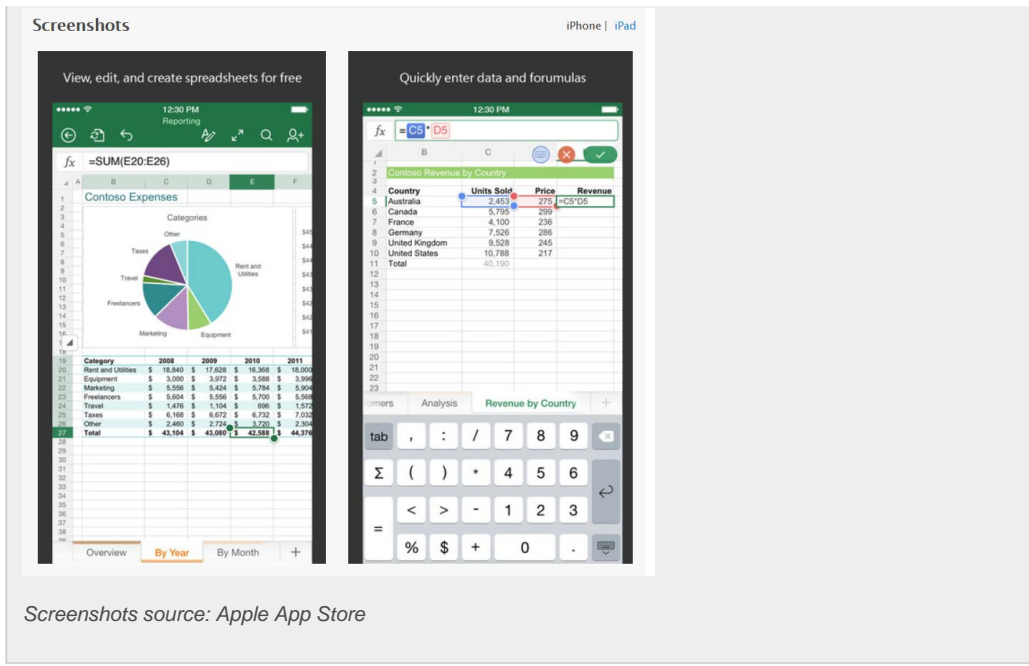
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Screenshots source: Apple App Store



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Security Tip

Securely Using Mobile Apps

Mobile devices have become one of the main forms of technology we use in our personal and professional lives. Mobile devices are versatile because of the millions of apps from which we can choose. But there are always risks. Here are some steps you can take to securely use and maintain your mobile apps:

1. Always download them from a safe, trusted source.

Cyber criminals are very skilled at creating and distributing infected mobile apps that appear to be real. If you install one of these infected apps, these criminals can take control of your mobile device. Only download apps from trusted sources to reduce the chance of installing an infected one.

2. Protect your privacy.

Installing mobile apps often requires that you grant certain permissions. Ask yourself, "Does your app really need those permissions to do its job?" Some apps use geo-location services. If you allow an app to always know your location, you may be allowing the creator of that app to track your movements.

3. Update your apps.

Criminals are constantly searching for and finding weaknesses in apps. Then they develop attacks to take advantage of those weaknesses. The developers that created your app create and release updates to fix these weaknesses and protect your devices.

For a more in-depth article on downloading and using apps, [read the SANS January article](#).



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March 2015



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The Director's Cut

March is here ... along with software request deadlines and a new university-wide event calendar.

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The Director's Cut



Much is going on this time of year... in addition to the standard teaching, research, and service activities and events across campus, many of us are in the middle of budget development, learning new systems as they come online, as well as juggling numerous other deadlines. We have a deadline reminder for you as well – software packages!

Need a New or Updated Software Package?

<http://www.shsu.edu/dept/it@sam/forms/softinfo.html>

The deadline for submitting new (or upgrade) requests for software packages for the **Summer 2015** semester just passed (**March 1**), but if you get a ticket in this week, we will likely have time to still work it in! Also note that the deadline for submitting software package requests for **Fall 2015** semester is fast approaching – **May 1**.

This advance notice allows IT@Sam to plan for and install software prior to the start of the semester as available, or to notify your departments if we are unable to meet a request due to timing or other issues. Requests for upgrades or new software should be placed via <http://cherwell.shsu.edu>. If you have any issues entering the request, please contact the service desk at 936-294-HELP (4357).

- Click on either Browse Service Catalog or List View of Service Catalog
- Software > Install New > Software for Mac or PC
- Software > Upgrade > Existing Mac or PC Software Package

SHSU has a New Calendar!

<https://events.shsu.edu/>

In late February, IT@Sam helped Marketing & Communications launch its new online calendar – events.shsu.edu – touted for its ease of use and new functionality for users and visitors alike. Some of the new functions include social features such as the ability to RSVP and subscribe to updates, share events on FB and Twitter, and easily add events to your personal calendar. Check it out!

Stay Tuned –

<http://shsuservicedesk.wordpress.com/>

Be (one of) the first to know - subscribe to our IT@Sam Service Desk blog! Join our Email Subscription

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service, and you'll be notified of any new posting notifications. We're expanding our posts to include major service updates or changes and downtime notifications as well as tech tips and general information. And, you can check the Cherwell portal as well – where we regularly post scheduled changes to our IT infrastructure, programs, and systems.

Have a great March!

Stephanie Fors

Director of Client Services

[Sam Houston State University](#)

stephanie@shsu.edu

936.294.1049



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March Training Schedule

Starting in March, if you attend one of our training sessions, you will have a chance to win some fun goodies! Hope to see you there!

Here are the trainings for March:

Course Title	Date	Time
Excel 2013 - Introduction	March 5	1:00 pm - 3:00 pm
WebCMS	March 9	2:00 pm - 4:00 pm
Outlook 2013	March 17	2:00 pm - 4:00 pm
Word 2013 - Introduction	March 19	9:00 am - 11:00 am
Social Media	March 20	9:00 am - 11:00 am
Word 2013 - Advanced	March 30	2:00 pm - 4:00 pm
WebCMS	March 31	9:00 am - 11:00 am

Keep an eye on Talent Management for any updates to the schedule.

To sign up for one of these training sessions, 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).

Trainings to look for in April: Excel 2013 - Advanced and Introduction to Photoshop.

If you are unable to attend a class you have registered for, please make sure and cancel in Talent Management. This will allow those on a waiting list the opportunity to register for the class.

Cancellation Policy: *Classes require a minimum of five (5) attendees. Classes that do not meet this requirement will be cancelled at least 24 hours before the start of the class. Should a class be cancelled, the enrolled students will be notified by e-mail and by phone.*

Register for our [Listserv](#) to be notified of upcoming trainings, including other Introduction to Cherwell dates.

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Tech Tip

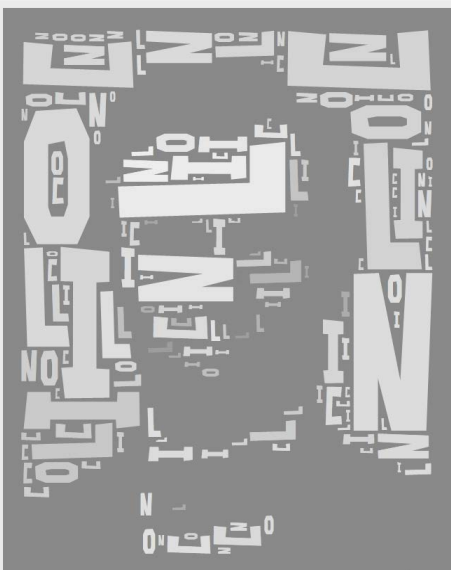
Tech Tip: Tagxedo—Words With Style

Sometimes a presentation, blog post, or social media post calls for a little extra “oomph!” But sometimes what you post or present doesn’t lend itself to an easy picture fix. Or, maybe you’re just looking for a way to change up the images you use.

Try [Tagxedo](#). Tagxedo turns words into a visual word cloud or shape. If you follow them on Facebook, you’ll get to see the many ways you can use Tagxedo, like these:



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Tagxedo makes it easy to create and manipulate the words and shapes of your choosing.

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Security Tip



Security Tip: Sharing Campus-Managed Workstations

Protecting campus workstations is a top priority. Your roaming profile allows account information to automatically log-on to SamWeb and MySam in Internet Explorer.

Anyone could have access to your personal information with the ability to alter it or steal it if you leave your computer unlocked while unattended.

It's important to remind employees or student workers to log-off or lock their computer when they step away. Two or more people sharing the same workstation and using a single login is strongly discouraged as they will be able to access each other's personal information.

Here are a few other tips to help protect any campus workstation you use:

1. Never share your password.
2. Never alter or disable anti-virus or other security software.
3. Make sure to log-off, but still leave the computer running to allow IT@Sam approved updates.

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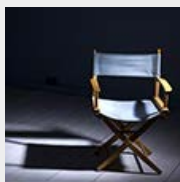
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April 2015



The Director's Cut

April means warmer weather, unique "holidays," some new, fun tech stuff, and the "finals" countdown.

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April Training Schedule

We have new course offerings this month! Check out the schedule and come learn from our Technology Trainer, and maybe win some freebies on the side.



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Fall Software Deadline

Don't forget to submit your Fall software requests! Take a moment to refresh your memory on the process.

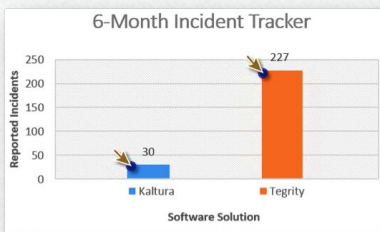
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SkillSoft: Training On Demand

New online trainings are coming! Here's a sneak peek of what's in store.

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SHSU Online: Tegrity

SHSU Online periodically conducts investigations on the use and effectiveness of licensed products for the university's online courses. One recent investigation focused on the use and overall effectiveness of Tegrity.

[>> Read More](#)



Tech Tip: Microsoft Outlook Tasks

Here's an Outlook tidbit that might help increase your productivity and time management skills throughout the workday.

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Security Tip: Avoiding Online Tax Scams

It's April, which means it's crunch time for tax season! Don't let the stress trick you into some of these popular tax scams.

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Story Ideas Welcome!

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The Directors Cut



April is here! The weather is warming up, students (and faculty and staff) are counting down. Across the country we're celebrating a number of unique celebrations and "holidays." In addition to April Fool's Day (April 1), April is "home" to International Guitar Month, National Pecan Month, and National Humor Month. To highlight that last one, here are a few of the more unusual holidays: Eight Track Tape Day on April 11, Rubber Eraser Day on April 15, National Jelly Bean Day on April 22 (National Prime Rib Day on April 27, and not that I would recommend this for next year, but Tell a Lie Day is on April 4 – no lie! [I guess that's made up for by having National Honesty Day on April 30...])

Also of note, some fun stuff in the "technology" world:

- [Map-reading](#) doesn't really appeal to you? Andrew Webster writes for *The Verge*: "Google has released a new feature for Maps that lets you turn any location into a game of Pac-Man — all you have to do is click the new Pac-Man button that resides in the lower left corner of the screen. When you do, whatever section of the world you're looking at will transform into the pixelated arcade classic, complete with four colorful ghosts and the iconic music. While developers have created similar hacks before, this version of Google Maps Pac-Man comes directly from Google, and even supports mobile devices."

- Thinking about picking up that new [Apple Watch](#)? Daniel Bean captures for *Yahoo Tech!* news that “News site 9to5Mac has put together a list that includes some of the first iPhone apps to add Apple Watch support, now four weeks away from the device’s April 24 retail launch,” such as Babel, Dark Sky (storm alerts, etc.), Expedia, the New York Times, and Target, to name a few.
- For the gamers on the go, scope Russ Frushtick’s list of The 10 Best New Mobile Games (of March 2015). I’ll probably never download any of these, in spite of several that sound fun and interesting – I’m still figuring out the options in Solitaire! Check out the *Yahoo Tech!* article [here](#).
- Need a “[personal assistant](#)”? This one could probably only help with following you around, “taking selfies” for you (although, is it technically a “selfie” if someone or something else takes it?). The world’s smallest drone was released on April 1 – again, no joke...

What are some fun technology trends you’re using these days? Share them with us on Facebook or Twitter (@shsuservicedesk). We’d love to hear about them! Here’s to a fun April.

Stephanie Fors
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Excel 2013 - Introduction	April 8	2:00 pm - 4:00 pm
Outlook	April 9	9:00 am - 11:00 am
WebCMS	April 9	2:00 pm - 4:00 pm
Word 2013 - Introduction	April 13	2:00 pm - 4:00 pm
Photoshop - Introduction	April 14	9:00 am - 11:00 am
Social Media	April 14	2:00 pm - 4:00 pm
Excel 2013 - Data Manipulation	April 15	2:00 pm - 4:00 pm
Excel 2013 - Introduction	April 16	2:00 pm - 4:00 pm
WebCMS	April 17	9:00 am - 11:00 am
Word 2013 - Introduction	April 27	2:00 pm - 4:00 pm
Excel 2013 - Advanced	April 28	2:00 pm - 4:00 pm
Word 2013 - Advanced	April 29	2:00 pm - 4:00 pm

All trainings will be in Allen House, rm. 107. Keep an eye on Talent Management for any updates to the schedule.

To sign up for one of these training sessions, 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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Register for our [Listserv](#) to be notified of upcoming trainings.

Also, did you know we offer Departmental trainings? That's right, you can have the IT@Sam Technology Trainer come to your department and train your staff. If you are interested in this option, just email Technology Trainer Natalie Payne at npayne@shsu.edu or call at 936-294-4104.

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This will help us plan for and install software prior to the start of the semester as available, or to notify your departments if we are unable to meet a request due to timing or other issues. Department Chairs or Secretaries – please reach out to any new faculty who will be coming on board this Fall to determine specific software and software modules they would like to use in their teaching.

Requests for upgrades or new software should be placed via <http://cherwell.shsu.edu>.

- Use the “Request New Desktop Software” option in the frequently logged tickets section of the portal. This should be used for New Software only.

or

- Click on Browse Service Catalog, Under Application, hover over Desktop Software and click on Request New, Upgrade or License Renewal.

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SkillSoft Training on Demand



Do you or a staff member need to know the basics of Excel right now? Are you unable to make the next Instructor-led Word training due to a scheduling conflict? We have great news for you!

IT@Sam has recently contracted with SkillSoft to provide SHSU employees access to on-demand training! The courses should become available the beginning of May, so be on the lookout for them. This will provide SHSU employees access to over 130 courses that include many Microsoft and Adobe products.

If you're looking for ways to master Microsoft programs, try these:

- Moving Beyond E-mail to Maximize Microsoft Outlook's Potential
- Advanced Formats and Layouts in Excel 2013
- Advanced Formatting in Word 2013

- Advanced Formulas and Functions in Excel 2013
- Advanced Table Customization in Word 2013
- Reference Tools and Mail Merge in Word 2013
- Animations and Media in PowerPoint 2013
- Advanced Slide Shows Tools in PowerPoint 2013
- Presenting Data in Tables and Charts in Excel 2013
- Microsoft Word for Mac 2011
- Microsoft Outlook for Mac 2011

If you're interested in learning more about a PC or Mac operating system, try these:

- New Features and Common Tasks in Windows 8.1
- Under the Hood with Mac OS X Lion
- Using Mac OSX Lion to Interact with the World
- Working with Apps in Windows 8.1

There's also many Adobe program trainings, from basic to more advanced topics:

- Adobe Illustrator CC Fundamentals
- Adobe Photoshop CC Essential Elements
- Adobe InDesign CC Essential Tools

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Tech Tip

Microsoft Outlook Tasks

Here's a tip for those that may not know all that Outlook has to offer. If you'd like to improve your Outlook knowledge even more, check out our [training schedule](#) for the next Outlook training course.

Tasks are an electronic To-Do list (which iPhone users can also sync to their Reminders app through setting up your SHSU Exchange account on your phone). Deadlines and due dates can be assigned to Tasks. Tasks can be assigned to others and progress on tasks can be tracked. To access Tasks, select Tasks in the Navigation Pane.

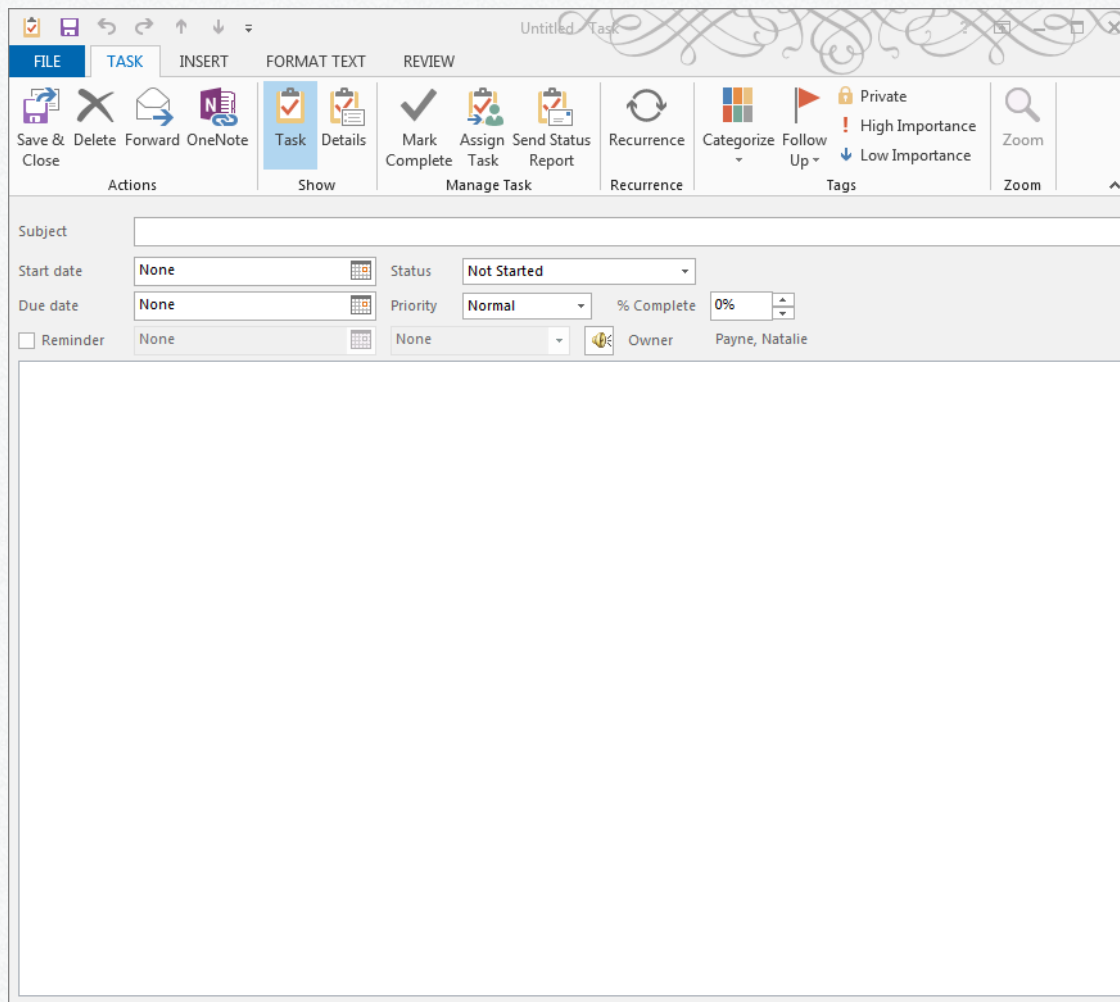
Also, emails that are marked for follow-up when either received or sent are included in Tasks.

The screenshot shows the Microsoft Outlook interface with the 'To-Do List' pane open. The ribbon includes 'Home', 'Send/Receive', 'Folder', 'View', and 'Adobe PDF'. The 'To-Do List' pane shows a search bar, a 'Type a new task' input, and a list of tasks categorized by due date:

- Next Week:** Reconcile checkbook
- Later:** Lynda Account Approval, Cancel Lynda Membership if not approved

The bottom of the screen shows the navigation pane with 'Mail', 'Calendar', 'People', and 'Tasks' selected. The status bar at the bottom indicates 'FILTER APPLIED' and 'ONLINE WITH MICROSOFT EXCHANGE'.

To create a new Task, select **New Task** from the **New** group on the **Home** tab.



Emails can also be made into Tasks by selecting the **Follow-Up** option in the **Tags** groups of the **Home** tab.

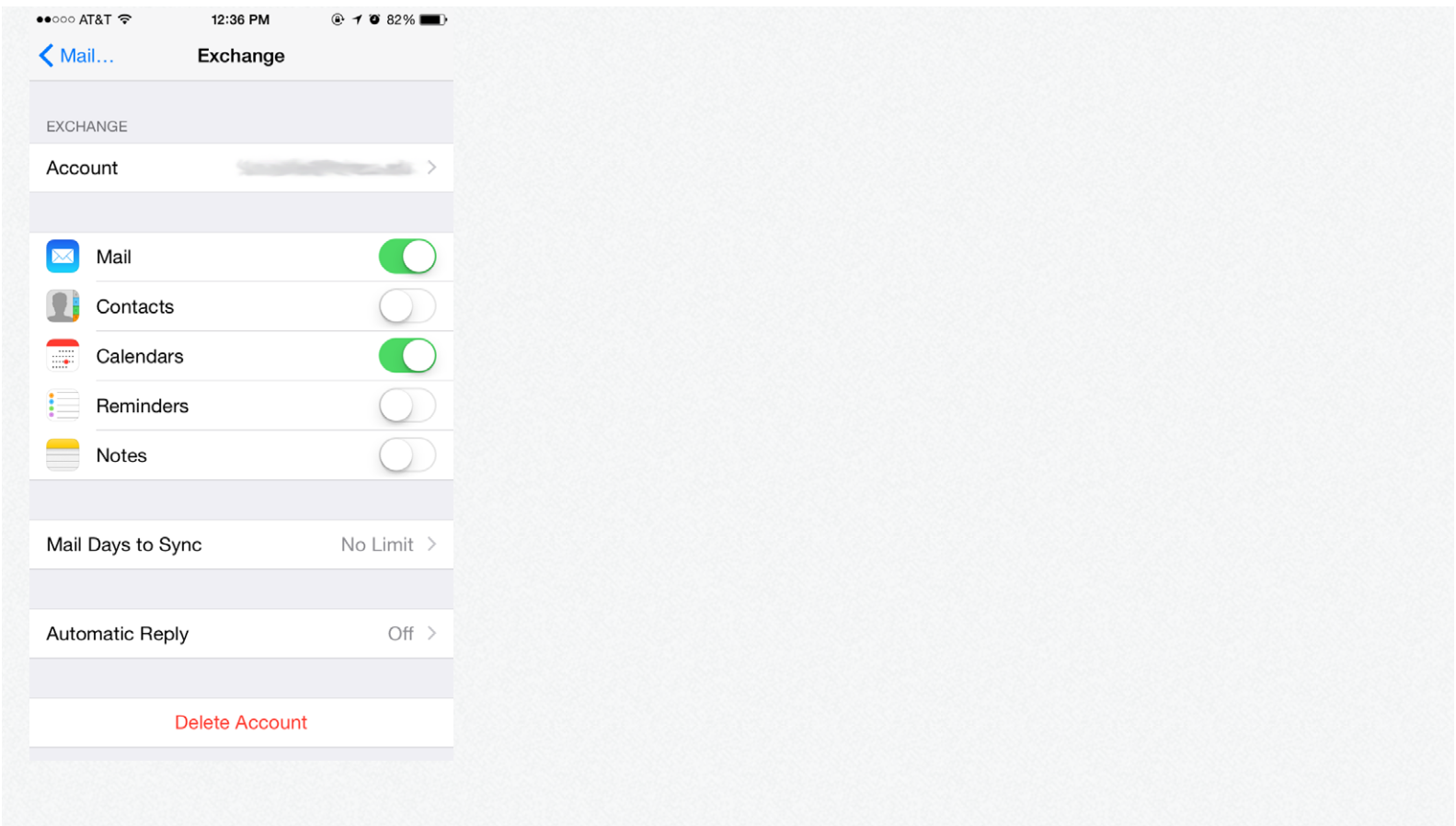


Once a Task is complete, the **Mark Complete** option may be selected from the **Manage Task** group and it will be removed from the **To Do** lists.

Once the due date for a Task has passed, the Task will turn red. The due date can be changed if needed.

Linking tasks to reminders in iPhone:

Go to your Exchange account settings and toggle on the reminders option.



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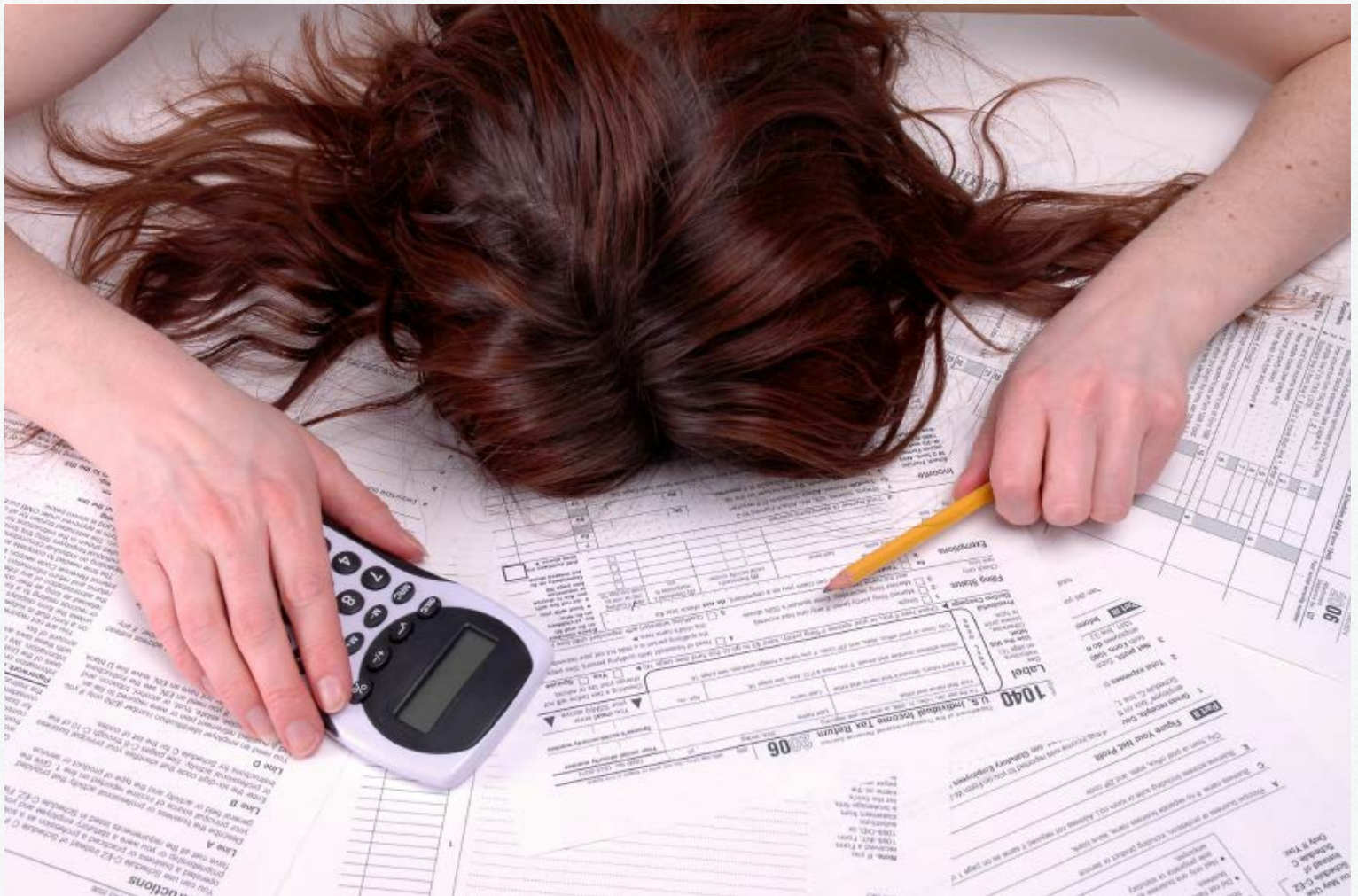
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Security Tip



Avoiding Online Tax Scams

Its tax season, which means it's also time for tax scams. Numerous online scams attempt to steal people's tax refunds, bank accounts, or identities.

Last year, the Internal Revenue Service (IRS) estimates it paid \$5.2 billion in fraudulent identity theft refunds in filing season 2013. Websense Security Labs reported in 2014 it saw approximately 100,000

IRS-related scams in circulation every two weeks.

Here are some of the most common e-mail scams to watch out for:

- The email says the user is owed a refund and should forward a bank account number where the refund may be deposited. Once the scammer has the bank account information, that account will see a big withdrawal, not a deposit.
- The email contains exciting offers or refunds for participating in an “IRS Survey.” This fake survey is actually used to acquire information to perform identity theft.
- The email threatens the user with fines or jail time for not making an immediate payment, or responding to the email.
- The email includes a “helpful” downloadable document (e.g. “new changes in the tax law,” a tax calculator, etc.). In reality, the download is a malicious file intended to infect your computer.

Avoid becoming a tax-scam victim.

- *Do not respond to emails appearing to be from the IRS.* If you receive an unsolicited email claiming to be from the IRS, send it to phishing@irs.gov.
- Do not respond to unsolicited emails and do not provide sensitive information via email.
- Carefully select the tax sites you visit.
- Secure your computer.

Check out these other resources for securing yourself against tax scams:

IRS 2015 Dirty Dozen Tax Scams : www.irs.gov/uac/Newsroom/IRS-Completes-the-Dirty-Dozen-Tax-Scams-for-2015

What to Do if Your Identity is Stolen- FTC Guidebook : http://www.consumer.ftc.gov/articles/pdf-0009-taking-charge_0.pdf

Taxpayer Guide to Identity Theft : www.irs.gov/uac/Taxpayer-Guide-to-IdentityTheft

Tax Scams/Consumer Alerts : www.irs.gov/uac/Tax-Scams-Consumer-Alerts

Report Phishing: www.irs.gov/uac/Report-Phishing

Source: [Multi-State Information Sharing & Analysis Center](#)

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April 2015



The Director's Cut

April means warmer weather, unique "holidays," some new, fun tech stuff, and the "finals" countdown.

[>>Read More](#)

April Training Schedule

We have new course offerings this month! Check out the schedule and come learn from our Technology Trainer, and maybe win some freebies on the side.



[>>Read More](#)



Fall Software Deadline

Don't forget to submit your Fall software requests! Take a moment to refresh your memory on the process.

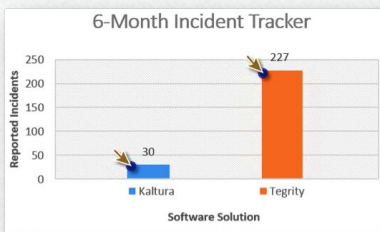
[>>Read More](#)



SkillSoft: Training On Demand

New online trainings are coming! Here's a sneak peek of what's in store.

[>>Read More](#)



SHSU Online: Tegrity

SHSU Online periodically conducts investigations on the use and effectiveness of licensed products for the university's online courses. One recent investigation focused on the use and overall effectiveness of Tegrity.

[>> Read More](#)



Tech Tip: Microsoft Outlook Tasks

Here's an Outlook tidbit that might help increase your productivity and time management skills throughout the workday.

[>>Read More](#)



Security Tip: Avoiding Online Tax Scams

It's April, which means it's crunch time for tax season! Don't let the stress trick you into some of these popular tax scams.

[>>Read More](#)

Story Ideas Welcome!

Have a tech-y story idea or topic you'd like us to talk about? We'd love to hear from you! Contact IT Client Services Communications Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.

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May 2015



The Director's Cut

Director of Client Services, Stephanie Fors, talks technology, numbers, and notices this month! Take a look at just some of the results the Service Desk produces in a semester.

[>>Read More](#)



May Training Schedule

We have new course offerings this month! Check out the schedule and come learn from our Technology Trainer, and maybe win some freebies on the side.

[>>Read More](#)



Advantages of IT@Sam's Training Program

Do you know the value of on-campus and online technology training versus an off-campus all day event?

[>>Read More](#)



New Digital Radio System on Campus

Learn all about MotoTRBO, the new digital radio system we're using on campus while the current analog system phases out.

[>> Read More](#)



Tech Tip: Lync in Outlook

There are multiple ways Lync integrates with Outlook. We give you a couple of ways Natalie Payne, IT Technology Trainer, uses Lync in her Outlook training course.

[>>Read More](#)



Security Tip: Encryption Policies

Policies ... there are so many! We know remembering them can seem daunting at times, which is why we want to highlight a few that benefit you and our information security.

[>>Read More](#)

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The Director's Cut



Last month we had some fun things to report. Let's talk technology, numbers, and notices this month! Why we patch, some eye-popping stats from the Service Desk, and some "housekeeping" reminders – especially if you're rolling up the sidewalk for the summer...

Ever wonder why your computer has rebooted when you arrive to work some mornings? IT@Sam routinely pushes new software and security patches to campus workstations to provide new functionality and prevent the latest attacks. According to the 2015 Verizon Data Breach Report, reported on [by Morningstar](#), 99.9% of the 200 million hacking incidents from last year used a software vulnerability that was over a year old. "So what," you may think, "it's just another statistic." But no – we are in that 0.1% of organizations! By routinely patching our systems, SHSU is able to better protect our information from hackers. What can you – we all – do to be prepared for these updates and not lose valuable, unsaved work? Be sure to save work and log off before leaving for the day to prevent work from being lost.

What else can we do to protect our work – and all our resources? Be sure to update your password according to the [University's adopted password standards](#). Off-campus or after-hours when you realize your password has expired? You can update it from the [IT@Sam website](#). Select the appropriate Quick

Link (Faculty/Staff or Student), then Password Reset is the first option, which takes you to SamWeb for the next steps. If you have an alternate email address on file (other than your “@shsu.edu” address), you can reset your password on your own! You can also reset your password when you log in to a networked computer. You can also update your off-site e-mail using our [technology tutorial](#).

Whether you're on campus or gone for the summer, be sure to save your official documents. (One resource for your use is the [SHSU Records Retention Policy](#).) IT@Sam recommends saving your work on your s:\ drive (not your c:\drive), as we back up the s:\ drive files regularly. For suggestions and assistance, contact the Service Desk by email at servicedesk@shsu.edu, by phone at 936-294-4357 (faculty/staff) or 936-294-1950 (students/others), or start a chat at support.shsu.edu.

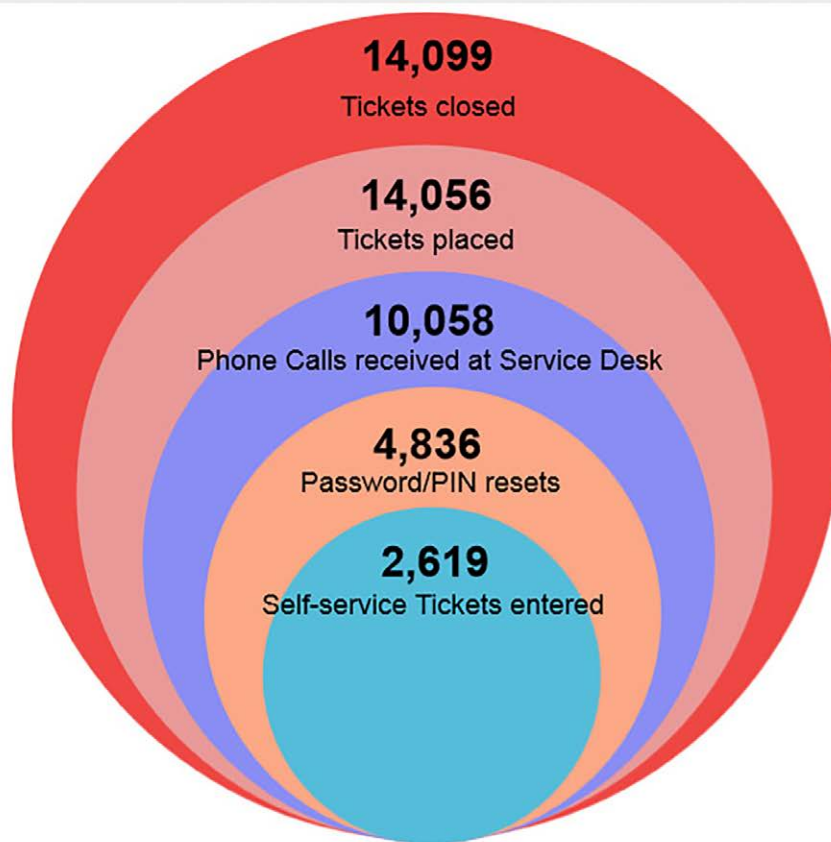
Many thanks to Tim McGuffin, Information Security Officer, for the info on patching. It seems unfathomable that so many companies fail to protect their information – which in some cases could be our personal information! He mentioned this particular stat to me earlier this month, and I thought it was too important to pass up.

We're also proud of the work our Service Desk does to keep up with the demands of technology and security. Here is a brief snapshot of some of the work the Service Desk has accomplished this semester. They're just one part of your technology resources with IT@Sam!

SERVICE DESK SUPPORT

JAN 1 - APRIL 22

SOME OF THE WORK PROCESSED SO FAR THIS SEMESTER:



Let the countdown to the official end of the semester begin!

Stephanie

Stephanie Fors

Director of Client Services

[Sam Houston State University](#)

stephanie@shsu.edu

936.294.1049

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Advantages of IT@Sam's Training Program

IT@Sam understands it can be a challenge to get staff to training sessions due to conflicting and changing schedules. Plus, with many training sessions only offered once a month, it can be difficult to get all staff trained on a particular subject in a timely fashion.

But we also know the value of online and IT instructor-led training. Just take a look at the numbers below!

In an effort to accommodate the needs of departments, IT@Sam can provide departmental training sessions on a variety of subjects. This means our Technology Trainer can come to your department, or reserve a lab just for your department to get needed training. Use the resources available to you!

If this is something you are interested in, please contact our Technology Trainer Natalie Payne at npayne@shsu.edu or x4-4104.



What is it costing you?



Skillsoft

SHSU Instructor-led

Off-site

I.T. cost for 8 hours online

I.T. cost 8-hour course

I.T. cost for 8-hour course

\$1.96

\$19.72

\$0

Department cost

Department cost

Department cost

\$0

\$0

\$382.50

Take as many of the 131 courses as many times as you wish.

Sign up for as many 2-hour courses as your schedule allows.

Registration of \$300 plus \$82.50 in additional approximate travel costs.

No travel or time out of office required.

No travel, minimal time out of office.

Travel and significant time out of office.

And don't forget, IT@Sam has recently contracted with SkillSoft to provide SHSU employees access to on-demand software training! The courses should be available soon, so be on the lookout for them in Talent Management.

We'll have various product topics such as:

- Moving Beyond E-mail to Maximize Microsoft Outlook's Potential

- Advanced Formats and Layouts in Excel 2013
- Advanced Formatting in Word 2013
- Advanced Formulas and Functions in Excel 2013
- Advanced Table Customization in Word 2013
- Reference Tools and Mail Merge in Word 2013

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New Digital Radio System on Campus

MotoTRBO slowly replacing current analog system

The University has implemented a new digital trunked radio system (MotoTRBO) that will replace the current analog system in the next five years. The two systems will operate side-by-side for now and any new radios purchased as of September 1, 2014 will operate on both systems. The new system provides users a private, non-shared radio channel or talkgroup during their radio contact. You will no longer have to share the radio channel with others outside of your workgroup.

Call capabilities with the new radios include:

- Private Call - allows one radio to enter the radio ID of a second radio and upon connection, only the two radios are linked together during the contact.
- Group Call - allows one radio to connect all radios in a workgroup within that workgroup ID - a standard configuration for talkgroups today.
- Supervisory group – allows supervisory users to hear multiple talk groups.
- Transmit Interrupt – allows supervisory users the ability to over-ride other users within the talkgroup for priority.
- All Call – allows one radio to transmit and all radios on campus are interrupted and placed into receive mode to hear the “broadcast.” (To be used for Kat Safe messages or other priority communications determined by the Emergency Management team).
- Texting – allows radios to text one another in a Private Call, Group Call or All Call using canned messages listed below or compose messages from the radio keyboard.



- Encryption – Communications on specific identified channels can be configured to use encryption.

Departments using the new system include, but not limited to, the Visitor's Center, Residence Life maintenance, Physical Plant, and IT@Sam.

Visitor Center Director, Clint Lockwood, provided the following comments regarding the new MotoTRBO radio capabilities and experience at Saturday@Sam in March 2015.

- Amazingly clear audio quality.
- Private Chat/Talk is invaluable when working an event where there are dozens of people on the same channel.
- Impressive coverage. We have not found a location on campus that the walkies do not work.

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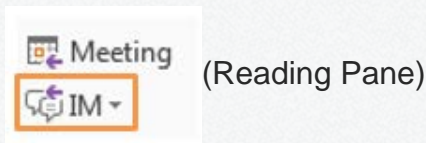


Tech Tip: Lync in Outlook

There are multiple ways Lync integrates with Outlook. Lync is an instant messaging service, but it also provides conference call options, screen sharing options, and video messaging.

Instant Messaging from Email

Instant messages can be started from an email message, as well as Lync meetings (online conference call). To start an instant message from an email, there are a couple of options. One option is in the ribbon in the Respond group and the other is in the Reading Pane for the message.



Lync Meeting

Lync meetings are online web calls with several features to be used during the calls. To create a Lync meeting, ensure the Calendar option is selected from the Navigation Pane, then select New Lync Meeting from the Lync Meeting group of the Home tab. A meeting request will display, similar to a regular meeting; however, the information on how to join the Lync meeting will appear. This information provides a link to download the Lync meeting software, as well as phone numbers to call into if unable to use computer speakers and microphone.

Lync meetings can be used with others that are not on the SHSU Exchange server (a small download of Lync web software may have to be downloaded to use Lync meeting).

Check out our [Lync](#) and [Outlook](#) technology tutorials for more tech tips. Or take a look at our [May](#)

technology training schedule for the next Outlook training.

Untitled - Meeting

FILE MEETING INSERT FORMAT TEXT REVIEW

Calendar Appointment Scheduling Assistant Join Lync Meeting Meeting Notes Cancel Invitation Address Book Check Names Response Options

Show As: Busy Reminder: 15 minutes Recurrence Time Zones Room Finder Categorize Zoom

You haven't sent this meeting invitation yet.

To: []

Subject: []

Send Location: Lync Meeting Rooms...

Start time: Thu 2/26/2015 12:00 AM All day event

End time: Fri 2/27/2015 12:00 AM

[Join Lync Meeting](#)

Join by phone
 Local: 4-CONF (1-936-294-2663) (USA) English (United States)
 Toll Free: 1-855-280-0005 (Department billing may apply) (USA) English (United States)
[Find a local number](#)

Conference ID: 756016
[Forgot your dial-in PIN? | Help](#)

In Shared Folder Calendar - ncp001@shsu.edu

Natalie Payne No Items

Room Finder

February, 2015

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
1						7

Good Fair Poor

Choose an available room:
None

Suggested times:
Suggestions are not provided because most attendees are not available during your working hours.

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Security Tip: Encryption Policies



Policies ... there are so many! We know remembering them can seem daunting at times, which is why we want to highlight different policies from time to time that benefit you and the information security of the University.

Did you know we have a [Digital Encryption Policy](#) (IT-10) and a [Portable Computing Policy](#) (IT-26)?

Encryption is way to protect confidential information. As a state institution, we must have policies in place to protect confidential information. As employees and members of SHSU, it's important we do our part in

protecting confidential university information. Our policy ([IT-10](#)) applies to anyone entrusted with SHSU information technology resources, which means everyone, since we all use campus technology resources in some form or fashion.

Three types of information fall under the State of Texas encryption requirements:

- Public information: information described in the Texas Public Information Act.
- Confidential information: information that must be protected from unauthorized disclosure or public release based on state or federal law or Texas Business and Commerce Code.
- Federal protected data: federal tax information, protected health information, and law enforcement information.

Any documents that do not fit into the confidential or protected areas don't have to be on an encrypted portable device (USBs, hard drives), but we always recommend security first. Our [Portable Computing Policy](#) (IT-26) goes over the expected measures to take with these devices.

The [Data Classification Policy](#) (IT-06) goes a little more in depth with the three different areas of information that fall under state encryption requirements.

Confidential information and federal protected data have certain encryption requirements, or Federal Information Processing Standards (FIPS), which is what you should look for in an encrypted device. Mateo Zuniga, Asset Management Coordinator, recommends Kingston encrypted flash drives like the [DataTraveler 4000 G2](#), which meets the FIPS standard (FIPS 140-2) you should use.

For more information or if you have specific questions, please contact itsecurity@shsu.edu or the IT@Sam Service Desk at servicedesk@shsu.edu.

You can also check out the [Information Security Guide](#) and our [policies and procedures](#) for a more in-depth look at the different guidelines that help keep you and our campus safe.

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May 2015



The Director's Cut

Director of Client Services, Stephanie Fors, talks technology, numbers, and notices this month! Take a look at just some of the results the Service Desk produces in a semester.

[>>Read More](#)



May Training Schedule

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June 2015



The Director's Cut

Stephanie Fors talks tech milestones, nostalgia, and virtual reality.

[>>Read More](#)



New SHSU Mobile Update

Our main mobile app is getting a new look! Check out some of the new features to look forward to.

[>>Read More](#)



New Technology Training Resources Available

We've got some new tools and resources to help increase your skill and productivity level.

[>>Read More](#)



Tech Tip: Using Word Translate

Translating text to a different language is sometimes necessary. Have you tried Word Translate?

[>>Read More](#)



Security Tip: Smartphone Security

Smartphones are definitely not exempt from cyber attacks like viruses and malware. Try some of these tips to help keep your portable information safe.

[>>Read More](#)



June Training Schedule

We have new course offerings this month! Check out the schedule and come learn from our Technology Trainer, and maybe win some freebies on the side.

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The Director's Cut



Not only are we celebrating the close of another successful spring semester and the beginning of a (hopefully not too scorching) summer, technology in general and “The Internet” are celebrating a few noted events this year. Although most of these are pretty interesting on one level, they made me feel very old on another...

On March 15, 1985, the first “.com” domain was registered. Now, 30 years later (yes, I had to do the math, too), new dot-com domains are registered at an average of one per second, according to CNN’s [“30 years of .com”](#) article.

YouTube is 10 years old this week. They chose to celebrate by [releasing a montage](#) of some of the most viral videos and video creators within the past decade. My favorite part is the few seconds devoted to Rick Astley’s “Never Gonna Give You Up,” noting his “rickrolling” comeback in 2007. My son pointed out rather honestly after watching this with him that I probably didn’t recognize most of what was included in the video. He was right.

Of course, leave it to Google to continue the innovation of technology from where it’s come from to where

it's going, by creating an inexpensive virtual reality viewer—a cardboard box virtual reality viewer to be exact, dubbed “Cardboard.” The idea was to create a virtual reality device that allowed anyone with a smartphone to do things like fly through Google Earth maps or view personal pictures in 3-D, [The New York Times describes](#) . The way it works: A smartphone slips into the front of a View-Master type box, so it sits just inches from your eyes and a pair of plastic lenses render the images on the phone’s screen in 3-D. Google has several Cardboard designs, with one designed after the original View-Master itself. [Check them out!](#) They’re quite fun, but they did make me pine for those long-ago days when my dad would haul giant appliance boxes into the back yard for me to create small kingdoms and my own universe.

So much for nostalgia! While the world celebrates technology and its advances, IT@Sam is all about developing and investing in new trainings and resources to help keep you in-the-know with increasing technology and productivity demands. Our Technology Trainer, Natalie Payne, is developing new course offerings, so take a look at our [schedule](#) – and sign up for our [Listserv](#) to find out about classes as soon as we post them. We’re also introducing First Fridays, new SkillSoft online training courses in Talent Management (great new portal look, HR!), and a newly updated SHSU mobile app set to release in June.

There’s much going on in IT@Sam. Read on about all the resources we’re working on for you. Just keep in mind there are no training courses in virtual reality ... at least not yet.

Stephanie

Stephanie Fors
Director of Client Services
[Sam Houston State University](#)
stephanie@shsu.edu
936.294.1049

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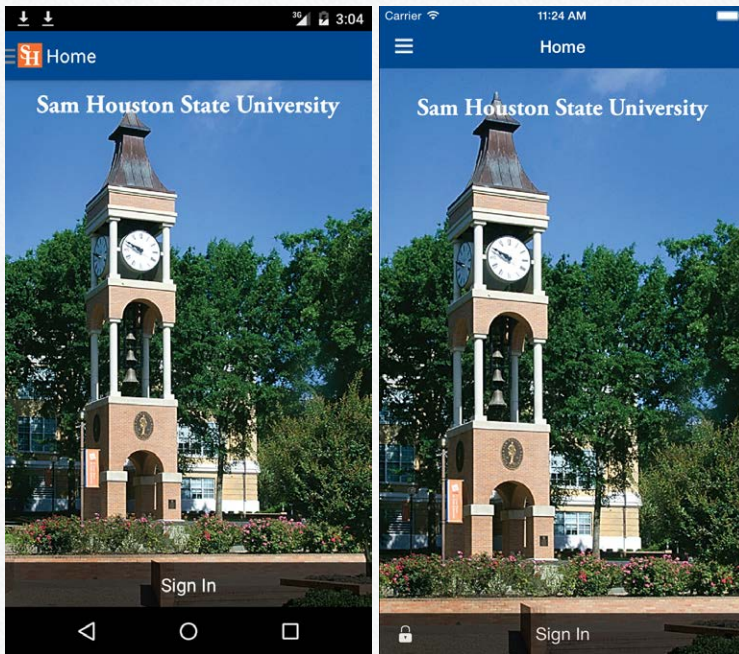
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New SHSU Mobile Update

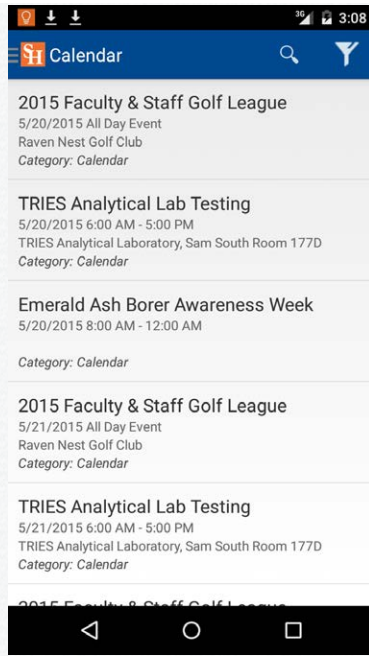
This month, Sam Houston State University will launch an updated version of our main mobile application, "SHSU Mobile."



Its new and easy-to-use features will provide new functionality for students, faculty, and staff. This will be accessible to all iPhone and Android phones from their application store.

From the menu icon on the top left (indicated by three parallel bars), all clients will have access to:

- Map functions to locate buildings on campus.
- Follow the latest happenings on campus.
- Important Numbers
- Calendar of Events
- Video



From the home page, clients with the proper SHSU username and password may sign in to SamWeb by tapping on the sign in bar. Those who sign in can also access:

- Course grades.
- Course schedule
- Faculty and staff contact information.
- Important University notices.

For questions or more information, contact the Service Desk at 936-294-1950 or servicedesk@shsu.edu

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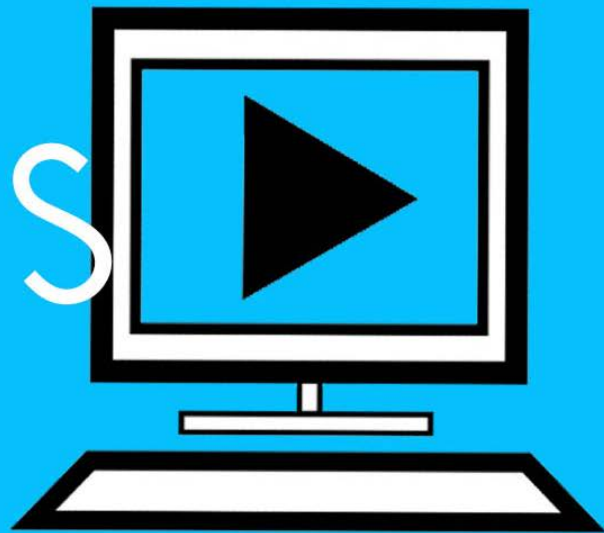
New IT@Sam Training Resources Available

First Fridays

Have a project you need some technical help on? Then First Fridays might be for you! Our IT Trainer, Natalie Payne, will be available at the Allen House lab in room 107 from 2-4pm on these Fridays just for you. Whether it be Excel, Word, or any other program, Natalie can help answer your technical questions to aid in your project productivity!

If you have any questions, please contact Natalie at npayne@shsu.edu.

FIRST FRIDAYS



An open lab time with our IT Trainer for faculty & staff.

Where: Allen House, Rm 107

When: 2-4pm, every First Friday of the month

Come prepared to share your projects, files, etc., and technology-related questions.

Skillsoft

Do you or a staff member need to know the basics of Excel right now? Are you unable to make the next Instructor-led Word training due to a scheduling conflict? We have great news for you!

IT@Sam has recently contracted with SkillSoft to provide SHSU employees access to on-demand training! The courses are now available in [Talent Management](#).

This will provide SHSU employees access to over 130 courses that include many Microsoft and Adobe products.

If you're looking for ways to master Microsoft programs, try these:

- Moving Beyond E-mail to Maximize Microsoft Outlook's Potential
- Advanced Formats and Layouts in Excel 2013

Training clear

Popular
Newest

Subject clear

Training University
Management Academy
Skillsoft E-Learning:
General
**Skillsoft E-Learning: IT
Computer Training**
New Hire Training
EEO Training
Computer
Human Resources
Safety & Risk Management
Banner

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A Critical-to-quality Tree - What's
Online Class · Skillsoft E-Library
The Six Sigma critical-to-quality tree translates

Academic Affairs Staff Chat
Event · SHSU Instructors
Credit=1.5 hours The Staff Chat series provide between other divisions and Academic Affairs. then a Q&A discussion will take place at each

Access 2013 - Forms & Reports
Event · SHSU Instructors
Topics include using AutoForm, form wizards, design view. Staff Professional Development c

Access 2013 - Queries
Event · SHSU Instructors
Learn the basics and new features of using Mi Filter. Staff Professional Development credit=2

- Advanced Formatting in Word 2013
- Advanced Formulas and Functions in Excel 2013
- Advanced Table Customization in Word 2013
- Reference Tools and Mail Merge in Word 2013
- Animations and Media in PowerPoint 2013
- Advanced Slide Shows Tools in PowerPoint 2013
- Presenting Data in Tables and Charts in Excel 2013
- Microsoft Word for Mac 2011
- Microsoft Outlook for Mac 2011

If you're interested in learning more about a PC or Mac operating system, try these:

- New Features and Common Tasks in Windows 8.1
- Under the Hood with Mac OS X Lion
- Using Mac OSX Lion to Interact with the World
- Working with Apps in Windows 8.1

There's also many Adobe program trainings, from basic to more advanced topics:

- Adobe Illustrator CC Fundamentals
- Adobe Photoshop CC Essential Elements
- Adobe InDesign CC Essential Tools

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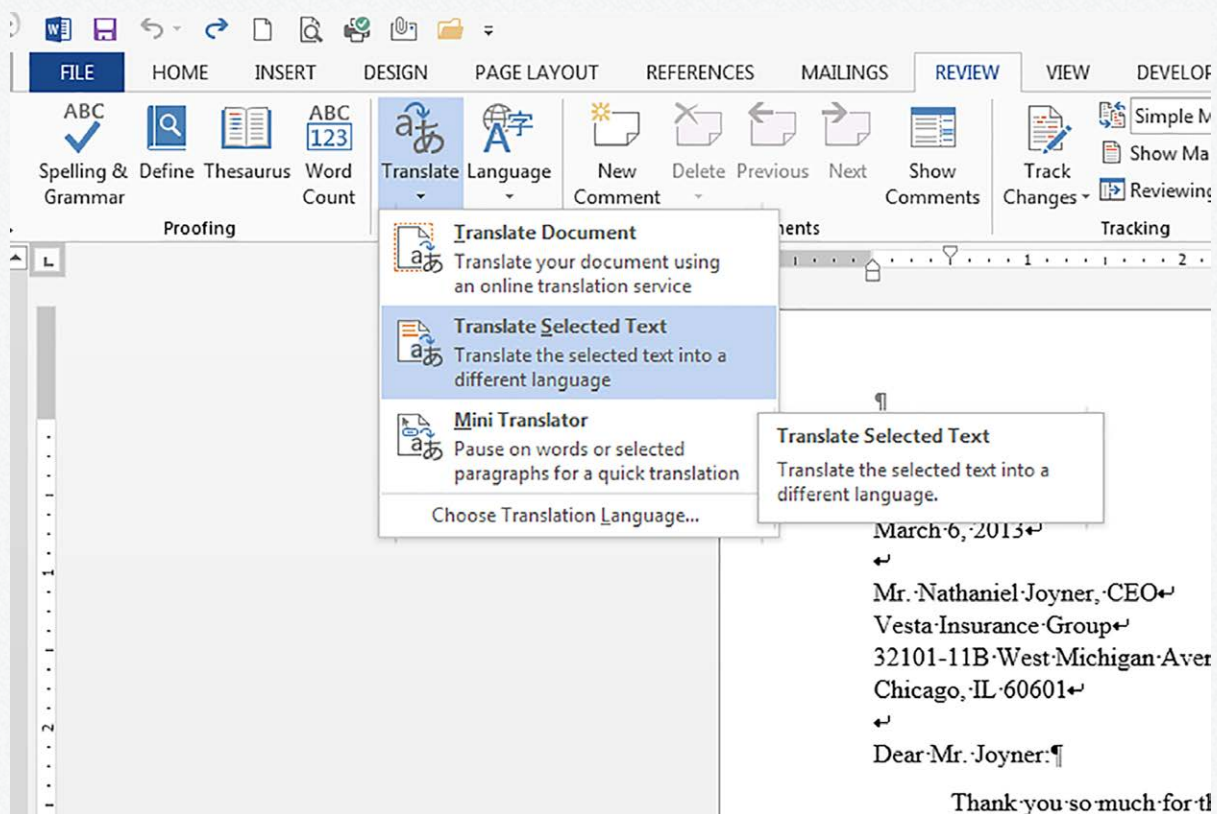


Tech Tip: Using Word Translate

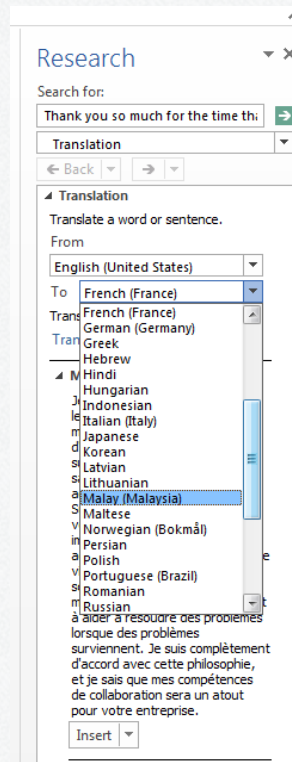
There are times when a document, or parts of a document, may need to be translated into a different language, and Word can help with that. Word offers a Translate option, which can be found in the language group of the review tab.

Word can translate just a section of the document or the entire document and there are many languages available. Once the information is translated, Word can insert it into the document or copy it to use in another location.

If only a portion of the document is to be translated, highlight that portion of the document. If the entire document is to be translated, then you do not have to highlight anything. Go to the review tab and then select Translate to see the options.



Once the appropriate option is selected, the Research sidebar will appear with the various language options as well as options to insert over the current text or copy to insert with the original text. Depending on the nature of the text, it's always good to have someone who speaks the language look over it before finalizing it.



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Security Tip: Smartphone Security



Here's an interesting fact from the Multi-State Information Sharing & Analysis Center: by 2017 the number of smartphone users in the U.S. is expected to surpass 200 million. That's nearly 65 percent of the population!

It's important to know the risks that come with using a smartphone, especially in the workplace, and the steps you can take to minimize them. Cybercriminals often use employees as the entry point into an organization's network. Below are some key actions you can take to help minimize a successful cyber attack.

- Regularly update your device. Mobile malware increased 75% in 2014 from 2013, and further increases are expected in 2015. Updated operating systems and security software are critical in protecting against

emerging threats.

- Enable encryption on your smartphone, if you don't use an iPhone. iOS is encrypted and doesn't allow you to run it in an unencrypted state. But Android users should definitely take precautions. [Check out this How To Geek Article on the steps to encrypt it.](#)
- Use a passcode. In case your phone ever does fall into the wrong hands, don't make it easy for someone to access all your important information! Enable strong password protection on your device and include a timeout requiring authentication after a period of inactivity. Check out these tutorials for enabling passcodes on your [Android](#) or [iPhone!](#)
- Do not use public Wi-Fi. Do not log into accounts and do not conduct any sensitive transactions, such as shopping or banking, while using public Wi-Fi. Disable the "automatically connect to Wi-Fi" setting on your device.
- Install applications from trusted sources. Be proactive and make sure that you read the privacy statement, review permissions, check the app reviews and look online to see if any security company has identified the app as malicious.
- Install a phone locator/remote erase app. Misplacing your device doesn't have to be a catastrophe if it has a locator app, such as [Find My iPhone](#) and [Find My Android Phone](#). Remote erase apps allow you to remotely wipe data from your device, helping minimize unauthorized access to your information in the event you cannot locate the device.
- Disable unwanted services when not in use. Bluetooth and Near Field Capabilities (NFC) can provide an easy way for an unauthorized user near by to gain access to your data. Turn these features off when they are not required.
- Carefully dispose of mobile devices. With the constant changes in the smartphone market, many users frequently upgrade to new devices. Make sure you wipe the information from your smartphone before disposing. Most mobile providers or manufacturers provide the steps to do that correctly.

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June Technology Training

This month, we will offer "First Fridays" on June 5 from 2:00 pm - 4:00 pm. This is a chance to have our Technology Trainer help you with a work project. You can find more details about First Fridays [HERE!](#)

We have added a couple of courses to this month's training schedule! Check out the new schedule below. Don't forget, if you attend one of our training sessions, you will have a chance to win some fun goodies! Hope to see you there!

(Note: If viewing on your mobile device, swipe to the left or right in the columns to scroll through the table.)

Course Title	Date	Time
Excel 2013 - Introduction	June 8	2:00 pm - 4:00 pm
Social Media	June 9	9:00 am - 11:00 am
Introduction to Photoshop	June 10	2:00 pm - 4:00 pm
Excel 2013 - Advanced	June 11	9:00 am - 11:00 am
WebCMS	June 12	9:00 am - 10:30 am
Maintaining Professional Image Online	June 19	9:00 am - 11:00 am
Creating Effective Power Point Presentations	June 22	2:00 pm - 3:00 pm
Introduction to Photoshop	June 23	9:00 am - 11:00 am
Excel 2013 - Advanced	June 23	2:00 pm - 4:00 pm
Excel 2013 - Pivot Tables and Charts	June 24	9:00 am - 11:00 am
WebCMS	June 24	2:00 pm - 3:30 pm

Course Title
Excel 2013 - Introduction
Social Media
Introduction to Photoshop
Excel 2013 - Advanced
WebCMS
Maintaining Professional Image Online
Creating Effective Power Point Presentations
Introduction to Photoshop
Excel 2013 - Advanced
Excel 2013 - Pivot Tables and Charts
WebCMS

Keep an eye on Talent Management for location and any updates to the schedule.

To sign up for one of these training sessions, 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).

If you are unable to attend a class you have registered for, please make sure and cancel in Talent Management. This will allow those on the waiting list the opportunity to register for the class.

Cancellation Policy: Classes require a minimum of five (5) attendees. Classes that do not meet this requirement will be cancelled at least 24 hours before the start of the class. Should a class be cancelled, the enrolled students will be notified by e-mail and by phone.

Register for our [Listserv](#) to be notified of upcoming trainings.

Also, did you know we offer Departmental trainings? That's right, you can have the IT@Sam Technology Trainer come to your department and train your staff. If you are interested in this option, just email Technology Trainer Natalie Payne at npayne@shsu.edu or call at 936-294-4104.

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The Director's Cut

Stephanie Fors talks summer ups and downs and latest tech happenings.

[>>Read More](#)



SHSU Mobile is Live

Our main mobile app has a new look! Check out some of the new features.

[>>Read More](#)

Tech Tip: Effective PowerPoint Basics



Need a few PowerPoint tips for that next presentation? Check these out.

[>>Read More](#)



Security Tip: Social Engineering through the Internet

Have you ever been a victim of social engineering? Learn about methods and ways to protect yourself from them.

[>>Read More](#)



July Training Schedule

We have new course offerings this month! Check out the schedule and come learn from our Technology Trainer, and maybe win some freebies on the side.

[>>Read More](#)

Story Ideas Welcome!

Have a tech-y story idea or topic you'd like us to talk about? We'd love to hear from you! Contact IT Client Services Communications Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.

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The Director's Cut



It's the usual summer of ups and downs.

Take the weather. (Please!) No surprise here, but in the next ten days alone, [the forecast](#) is for “ups” in the 90s, “down” as far as a chance of rain, and yes, meteorological conditions varying from sunny to isolated thunderstorms. Ah, the variety of Texas weather! I’ll probably stick with my usual method of just looking out the window to get the weather report. And hopefully the triple-digit days will stay away another month...

Take gas prices. For those who hit the road on a summer trip, [check out the national average](#), courtesy of the Daily Fuel Gauge Report. Texas is typically on the low side of the national average (thankfully – have you ever driven across Texas?), but it is interesting to track. The average on July 6, 2015, for the Houston area for a mid-grade fuel is \$2.680, while a year ago it was \$3.558. Definitely a good-news “down”!

And since this is an IT newsletter, take technology. It is no longer a way to gain efficiency; it is pervasive in all aspects of life. And with that brings ups and downs. As I’ve been presenting IT information during summer orientation sessions, it’s a challenge to remember what they have never known. Beloit College

sums it up best in this snippet of description of the entering college class of 2015: *“Members of this year’s freshman class, most of them born in 1993, are the first generation to grow up taking the word “online” for granted and for whom crossing the digital divide has redefined research, original sources and access to information, changing the central experiences and methods in their lives.”* [Check out the entire list](#), if it isn’t too depressing. Imagine, Ferris Bueller and Sloane Peterson as parents ... sigh.

Take also IT security. [Check out this blog](#) discussing the ups and – mostly – downs of recent security issues. Be sure to take the blogger’s advice in staying safe. And ours, too! [Check out our article this month on social engineering](#), which includes tips to protect yourself.

But it isn't all "down" news. For two final “up” notes on which to close, I’d like to mention that [the University’s new mobile app is out](#) (yay!), and shout out to Kelly Bentsen, our own IT “rock star” recipient of one of the 2015 Staff Excellence Awards ([check out all four here](#)). Way to go, Kelly!

Stephanie

Stephanie Fors

Director of Client Services

[Sam Houston State University](#)

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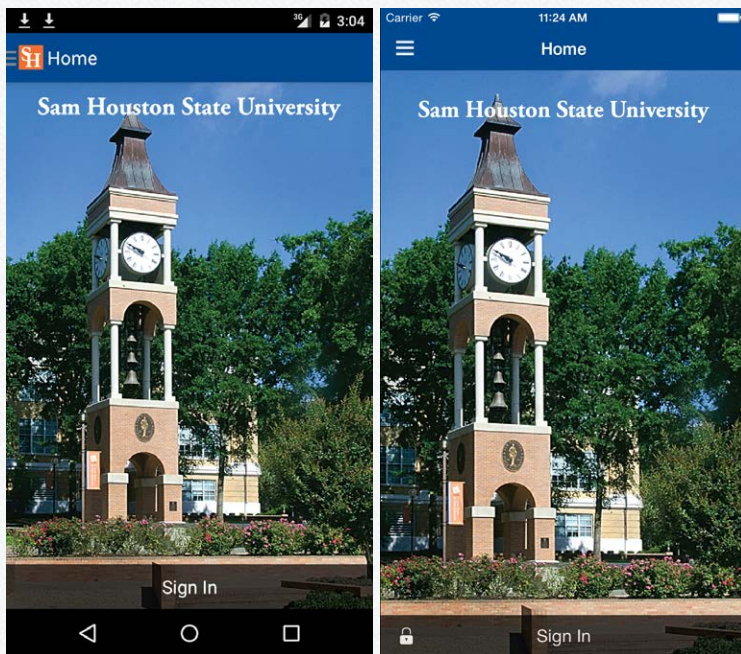
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SHSU Mobile is Live

The updated version of our main mobile application, “SHSU Mobile” is now live!

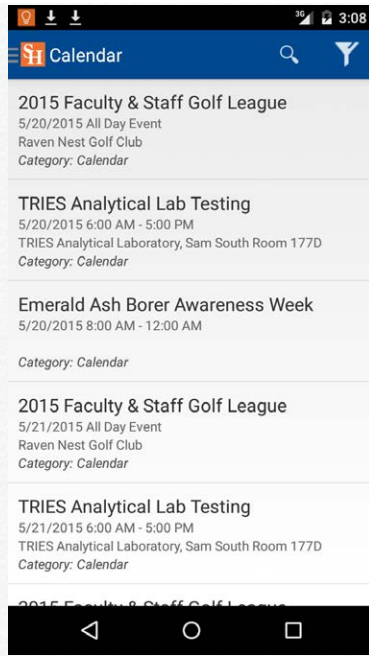
If you have downloaded our previous version with links to Blackboard and the library, delete that one before downloading this one in your [iTunes](#) or [Android](#) store.



Its new and easy-to-use features will provide new functionality for students, faculty, and staff.

From the menu icon on the top left (indicated by three parallel bars), all clients will have access to:

- Maps
- News
- Important Numbers
- Calendar



From the home page, clients with the proper SHSU username and password may sign in to SamWeb by tapping on the sign in bar. Those who sign in can also access:

- Course grades.
- Course schedule.
- Faculty and staff contact information.
- Important University notices.

For questions or more information, contact the Service Desk at 936-294-1950 or servicedesk@shsu.edu.

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Tech Tip: Effective PowerPoint Basics

The presentation is not just about how fancy and cool the PowerPoint is, but it is more about the content of the presentation. PowerPoint just adds to that and makes the presentation more appealing.

Here are just a few tips from IT Technology Trainer, Natalie Payne. If you want to learn more about giving an effective PowerPoint presentation, check out our [training schedule](#) for the next available course time.

Keep It Simple

There is no cookie-cutter approach to developing slides. There are no rules to have a certain number of slides for a certain number of minutes. Every presentation will be different. Do what is necessary to get the message to the audience.

Avoid Clutter



Be watchful of putting too much on a slide, otherwise known as “noise.” It can lead to clutter and confusion to the audience. Noise includes transitions, text, images, colors, etc.

People cannot read and listen at the same time, so avoid filling a slide with a lot of text.

Slides should reinforce words, not repeat them.

There is no need for multiple transitions ... especially SLOW ones. They take away from the presentation and end up being a distraction to the audience.

Use of Pictures

Why use text, when you can use...



A picture

They say a picture is worth a thousand words. In many cases, an image can be used to convey the message better or more impactful than text.

Think about Hurricanes Katrina and Rita; someone could list statistics all day long, but seeing an image of the actual damage would mean a lot more and have a larger impact. This is not to say do not use ANY text, but limit it and keep it simple and meaningful.

If information like statistics are important, try including a few in order not to overwhelm the slide. Consider placing them on various slides, or the full list on a handout.

Be watchful of cheesy images or low quality images. The audience will learn more if they feel a “connection” with the image, which is harder to accomplish if the image is cartoonish or low quality and pixelated.

Slide Text



There are no set rules for bullet points on a slide, other than try to use them as little as possible. Many presenters suggest using the 1-7-7- guideline for bullets.

- 1 main idea per slide
- 7 lines of text maximum
- 7 words per line maximum

Some even say no more than 6 words on a slide total.

So much can be said with so little. Don't be afraid of white space. Many times speakers can feel the need to not have any white space, but the message can get lost in all the image, text, and whatever else you may include on the slide.

When there is text, it is important to take contrast into effect. Make sure there is enough contrast between the text and background color or image so the text stands out.

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Security Tip: Social Engineering through the Internet

Social engineering refers to the methods attackers use to manipulate people into sharing sensitive information or perform an action, such as downloading unsafe files. Sometimes a social engineer is able to rely solely on information posted online.

Oversharing Online

Information posted online can seem harmless, until you think about how a social engineer could use the same information. By gathering multiple pieces of information from various sources, a cyber criminal could have enough facts about you to craft a very convincing scam.

A good example: Posting a picture of your pet might give away your pet's name, or posting a photo of your car would identify its color. Pet's name and car color are common security questions.

Easy Tips to Protect Yourself from Social Engineering

- Use discretion when posting personal information on social media.
- Before posting any information, consider: What does this information say about me? How can this information be used against me? Is this information, if combined with other information, harmful?
- Remind friends and family members to exercise the same caution.
- Verify the identity of anyone who contacts you a different way than usual.
- Do not send money to people you do not know and trust.

For More Information

For more tips and scenarios from this month's security tip, visit:

- [Multi-State Information Sharing & Analysis Center June Cyber Security Tips Newsletter:](#)

<http://msisac.cisecurity.org/newsletters/2015-06.cfm>

- Internet Crime Complaint Center (IC3): <http://www.ic3.gov/default.aspx>
- Federal Bureau of Investigation's Common Fraud Schemes: http://www.fbi.gov/scams-safety/fraud/internet_fraud
- OnGuard Online: <https://www.onguardonline.gov/>
- Looks Too Good To Be True: <http://www.lookstoogoodtobetrue.com/>

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July Trainings

This month, we will offer an [Open Lab on July 10](#) from 2:00 pm - 4:00 pm. This is a chance to have our Technology Trainer help you with a work project. You can find more details about Open Labs and First Fridays [HERE!](#)

Have you seen our newest courses? We've added Introduction to Project Management this month, and Social Media, and Maintaining a Professional Image over the past few months. Check them out!

Don't forget, if you attend one of our training sessions, you will have a chance to win some fun goodies. Hope to see you there!

(Note: If viewing on your mobile device, swipe to the left or right in the columns to scroll through the table.)

Course Title	Date	Time
Social Media	July 6	2:00 pm - 4:00 pm
Excel 2013 - Introduction	July 7	9:00 am - 11:00 am
Introduction to Photoshop	July 7	2:00 pm - 4:00 pm
Word 2013 - Introduction	July 8	2:30 pm - 4:30 pm
WebCMS	July 9	9:00 am - 10:30 am
Excel 2013 - PivotTables and Charts	July 9	2:00 pm - 4:00 pm
Maintaining a Professional Online Image	July 10	9:00 am - 11:00 am
Excel 2013 - Advanced	July 20	2:00 pm - 4:00 pm
Outlook 2013	July 21	9:00 am - 11:00 am

Creating an Effective PowerPoint Presentation	July 21	2:00 pm - 3:00 pm
WebCMS	July 22	2:00 pm - 3:30 pm
Word 2013 - Advanced	July 23	9:00 am - 11:00 am
Introduction to Project Management	July 23	2:00 pm - 4:00 pm
Excel 2013 - PivotTables and Charts	July 24	9:00 am - 11:00 am

Keep an eye on Talent Management for location and any updates to the schedule.

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Register for our [Listserv](#) to be notified of upcoming trainings.

Also, did you know we offer Departmental trainings? That's right, you can have the IT@Sam Technology Trainer come to your department and train your staff. If you are interested in this option, just email Technology Trainer Natalie Payne at npayne@shsu.edu or call at 936-294-4104.

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The Director's Cut

Stephanie Fors talks flashbacks, changes, and the start to a new academic year.

[>>Read More](#)



SHSU Banner Gets Updates

University System will see changes in the coming months as part of an ongoing 18-24 month project.

[>>Read More](#)



Back-to-School Checklist

Check these tech tips off your list to kick off the new year right.

[>>Read More](#)



Tech Tip: Exchange 2010 Changes

Starting in September, the login page for Outlook Web Access will be changing.

[>>Read More](#)



Security Tip: Understanding Patches

Our personal phones and computers are always updating, but do you know why our campus computers update at certain times?

[>>Read More](#)



August Training Schedule

We have new course offerings this month! Check out the schedule and come learn from our Technology Trainer, and maybe win some freebies on the side.

[>>Read More](#)

Story Ideas Welcome!

Have a tech-y story idea or topic you'd like us to talk about? We'd love to hear from you! Contact IT Client Services Communications Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.

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The Director's Cut



I'm not a social media addict (I really am a private person in spite of being a loud person sometimes), but I thought I would totally steal a Throwback Thursday-esque idea for this month's newsletter. And I'm writing this on a Thursday so it seemed to fit! So, I checked out the IT@Sam newsletter archives, and found some articles that are so far out of date that they may even be Greek to some...but a lot that is actually still pertinent! So, join me and Mr. Peabody in the [Wayback Machine](#)...

From January 2005, an article on the IT labs included this advice: *"There are floppy drives available for checkout, but we recommend flash pen drives as a backup for student work on the S: drive. You may also have your students use the Dropboxes in Blackboard as a substitute for handing in a floppy disk."* Maybe not for current consumption, but fun! For those of you who don't remember, here's a [pic of a floppy disk](#).

Also from January 2005, the short piece "What'd they say?" offered: *"Do you ever feel that "computer people" are speaking a different language? Bone up on this short Glossary so that it's not all Greek to you!"* The link for that glossary was not active, and I think we can all assume after ten years, most likely out of date, so here's a more [current version](#). They even give you a 'term of the day' to stay current one byte at a time. Ha!

From August 1999 (yes, there were computers back then), and STILL GOOD ADVICE: “*Opening attachments that run a program can cause you heartache. If you do not know the sender, do not open the attachment.*” It addresses a couple of other items that may not be as pertinent, but does direct clients with problems to contact the Service Desk (then Help Desk) at x4-1950 or servicedesk@shsu.edu.

More currently-germane content from August 1999: “*Take time before the new fiscal year and new academic year to clean up your e-mail. Empty your trash and cull your Sent items.*” What else can we say?

Hope your new academic year gets off to a great start, amidst the changes on campus in academe, in administration, and especially with parking! The one thing we can all count on, as Heraclitus put it so succinctly, is that “*Change is the only constant in life.*”

Stephanie

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SHSU Banner Gets Updates



Banner is getting a facelift and tune-up! In the coming months, the SHSU Banner system will begin to see updates to several modules or new features including:

- Faculty Grade Entry (update)
- Student Profile (new)
- Advisor Profile (new)
- Student Attendance Tracking (new)
- Employee Profile (new)

These updates are part of a 18-24 month project where all modules within the Banner INB interface will be

updated to Banner XE, which is the new version of Banner. Once these upgrades are complete, focus will shift to updating the Banner SSB interface.

SHSU is also partnering with Ellucian, the company behind Banner, to serve as members of a development partner group (DPG), which allows SHSU to help steer the future direction of Banner modules. SHSU is currently serving on a DPG to assist with the conversion of Leave Reporting and Time Sheets to the new Banner XE platform. SHSU is evaluating other opportunities to assist with other DPGs.

Ellucian began to outline the new version of Banner in 2011. The new version focuses on several much-needed improvements including:

- Improved usability through modern user interfaces and technologies
- Improved access and security
- Improved performance, flexibility through configurations, and scalability
- Easier integrations with other systems
- Easier extensibility to support SHSU needs

To learn more about Ellucian's XE vision, visit this site: <http://www.ellucian.com/XEvision/>

SHSU began implementing Banner 7 Financial Aid in 2007, and then upgraded to Banner 8 in 2009 as the full Banner implementation began. Banner 8 has served as the core of the SHSU ERP system since 2011.

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Back-to-School Checklist

The days are still long and the heat index is still sizzling hot, but the new school year is right around the corner!

Getting in gear for a new semester is a change from the somewhat slower pace of summer, but the fall days will be here before we know it! We've got a few techie "back-to-school" tips for you as you go about making your list and checking it twice (too soon?).

- Make sure your computer has all the software you need-check out the SHSU installation menu for pre-approved software you can download instantly.
- Updates to the software you use on a daily basis is highly possible while you've been in and out of the office. Make sure you're familiar with the changes.
- Speaking of software, maybe your department has new software needs. We can help! The Spring software request deadline is October 1. Our [software request guidelines](#) are available for you online.
- Last, but not least, take some time here and there to brush up on some training to start the year off right. Skillsoft online courses are available through [Talent Management](#), with over 100 courses to choose from. And don't forget our [technology training schedule](#)!



We want you to start the year off productively! If you have any questions about your classroom technology or workstation, contact the Service Desk at 4-HELP.



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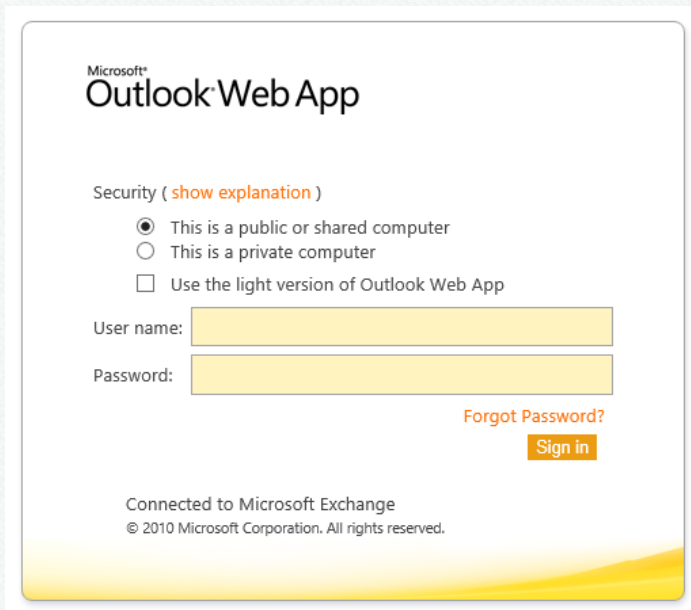




Tech Tip: Exchange 2010 Changes

In September, you will notice a new look to the Exchange 2010 Outlook Web App (OWA) [email](#) sign-in page.

This is the current login page you see for Exchange 2010:



Starting around September 4, the login page will look just like signing into My Sam.

Enter your SHSU Username and Password

Username:

Password:

[Forgot Password?](#)

[No Username?](#)

[Account/Access FAQ](#)

[LOGIN](#)

⚠ Close your browser when finished.

For security reasons, please Log Out and Exit your web browser when you are done accessing services that require authentication!

You are requesting access to the SHSU computer network. This network is for authorized faculty, staff, and student users only. If you do not have an account on this system, do not try to access this system. Usage of this system may be subject to security testing and monitoring. Misuse of this system may be subject to criminal prosecution. No expectation of privacy may be assumed while accessing this system. To request access or for assistance please contact IT@Sam at (936)294-1950.

CONFIDENTIAL: Release of information contained in the following system without the written consent of the person(s) identified on the document may be in violation of Sec. 438 Public Law 90-247.

Follow SHSU: [f](#) [t](#) [v](#) [i](#) [i](#)

This change is the next step to take as IT@Sam continues preparations to upgrade our mail servers to Exchange 2013.

We will update you with new information on the Exchange 2013 switch in upcoming newsletters and social media outlets. Be sure to follow us on [Facebook](#) and [Twitter](#)!

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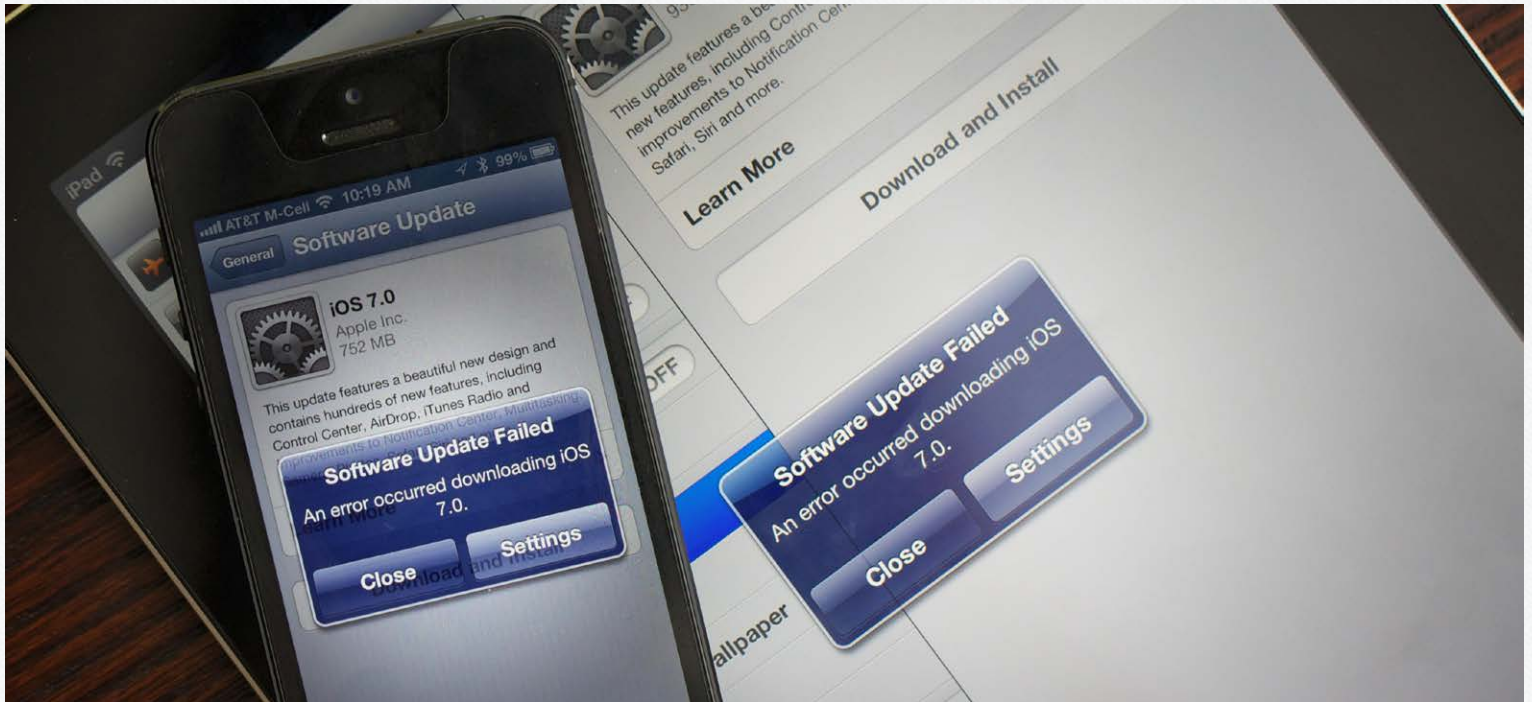


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Security Tip: Understanding Patches



Have you ever noticed some of those system maintenance-type updates posted to our social media outlets? Many times, we're letting you know what patches are installed that month.

What are patches, you ask? Software patches repair holes in software programs, similar to the way fabric patches repair holes in clothes.

Patches are updates that fix a particular problem or vulnerability within a program. Sometimes, instead of just releasing a patch, vendors (like Microsoft) will release an upgraded version of their software, although they may refer to the upgrade as a patch.

At home, you're used to downloading and installing updates when your software or operating system prompts you to. With IT@Sam and the University, that process is a little different.

When patches are available, vendors usually put them on their websites for users to download. IT@Sam has a dedicated team testing these patches before releasing them to all campus-managed workstations.

Our team wants to make sure they are compatible with all of our other software and operating systems. Releasing a patch without testing might cause another application or software to act differently. When that happens, our team works on figuring out another technical solution to help the patch and other applications and software to “play nice.”

When it comes to your personal technology at home, make sure to:

- Download software or patches from official websites. If you want to download patches for a Microsoft product, go to the Microsoft website directly.
- Do not trust a link in an email message.
- Beware email messages that claim they have attached the patch to the message.

If you ever have any questions about software patches, contact the Service Desk at 4-HELP.

Source: [The United States Computer Emergency Readiness Team \(US-CERT\)](#)

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August 2015 Technology Trainings

This month, we will offer a [First Friday Open Lab on August 7](#) from 2:00 pm - 4:00 pm. This is a chance to have our Technology Trainer help you with a work project. You can find more details about Open Labs and First Fridays [HERE!](#)

Don't forget, if you attend one of our training sessions, you will have a chance to win some fun goodies. Hope to see you there!

(Note: If viewing on your mobile device, swipe to the left or right in the columns to scroll through the table.)

Course Title	Date	Time
WebCMS	August 3	2:00 pm - 3:30 pm
Social Media	August 4	9:00 am - 11:00 am
Excel 2013 - Introduction	August 4	2:00 pm - 4:00 pm
Introduction to Photoshop	August 5	2:00 pm - 4:00 pm
Introduction to Cherwell	August 6	9:00 am - 10:00 am
Excel 2013 - PivotTables and Charts	August 6	2:00 pm - 4:00 pm
Dreamweaver CC - Introduction	August 7	9:00 am - 11:00 am
FIRST FRIDAY - OPEN LAB	August 7	2:00 pm - 4:00 pm
Introduction to Adobe Acrobat XI	August 17	9:00 am - 11:00 am
WebCMS	August 18	2:00 pm - 3:30 pm

To sign up for one of these training sessions, please visit [Talent Management](#).

If you are unable to attend a class you have registered for, please make sure and cancel in Talent Management. This will allow those on the waiting list the opportunity to register for the class.

Cancellation Policy: Classes require a minimum of five (5) attendees. Classes that do not meet this requirement will be cancelled at least 24 hours before the start of the class. Should a class be cancelled, the enrolled students will be notified by e-mail and by phone.

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September 2015



IT@Sam
Newsletter
Communicate + Collaborate



From the Desk of the VP

Vice President of Information Technology, Mark Adams, joins us with a few words of encouragement and excitement for the new academic year. It's a time of change and new seasons.

[>>Read More](#)



Cyber Security Awareness Month

October is the annual National Cyber Security Awareness Month. Check out the month's theme and event locations for more information and giveaways.

[>>Read More](#)



Tech Tip: Tech Talk for Non-techies

We "talk tech" more than we realize throughout the day, but there's always room for growth and learning as technology continues to evolve in our lifestyles.

[>>Read More](#)



Security Tip: Understanding Anti-Virus Software

What is anti-virus? Where should I start looking for trusted vendors? All those questions can feel overwhelming, but we're here to help! Check out these few tips to help pick the right anti-virus for you.

[>>Read More](#)



September Training Schedule

We have new course offerings this month! Check out the schedule and come learn from our Technology Trainer, and maybe win some freebies on the side.

[>>Read More](#)

Story Ideas Welcome!

Have a tech-y story idea or topic you'd like us to talk about? We'd love to hear from you! Contact IT Client Services Communications Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.

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September 2015



From the desk of the VP

Welcome new and returning Bearkats!

This time of year is always a welcomed change. Fall semester not only brings the start of a new academic year, but a new season of sports, and a welcomed climate change. We're excited for this new beginning and we've got more changes and opportunities on the horizon as the season unfolds.

If you have not heard, a new "SHSU Mobile" app was released in August with a new look and feel to it. Please remove the old SHSU App and look for it in your [iTunes](#) or [Android](#) store. Its new and easy-to-use features will provide you options to interface with your official campus information and resources. One of my favorites is the maps feature. It's a great tool for new Bearkats to use while learning to navigate campus.

IT@Sam is carefully evaluating Windows 10 and compatibility with academic and administrative systems used across campus. Once we're confident in a smooth transition for SHSU, we'll use this newsletter and other avenues to communicate in advance about moving to Windows 10.

Our team is also working toward upgrading the campus mail servers to the latest version of Microsoft Exchange. In our [August newsletter](#), we shared a few changes taking place this month as we continue to move through that process.

Be sure to follow us on [Facebook](#), [Twitter](#), and [Instagram](#)! We will update you with new information on upgraded email features in social media outlets and upcoming newsletters.

Eat 'em up, Kats!

Mark Adams
Vice President for Information Technology

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Cyber Security Awareness

Of course we're already thinking about next month!
October is Cyber Security Awareness month.

We want to use October's scheduled events to help remind our SHSU community about personal and professional online security. This year, we're focusing on identity theft.

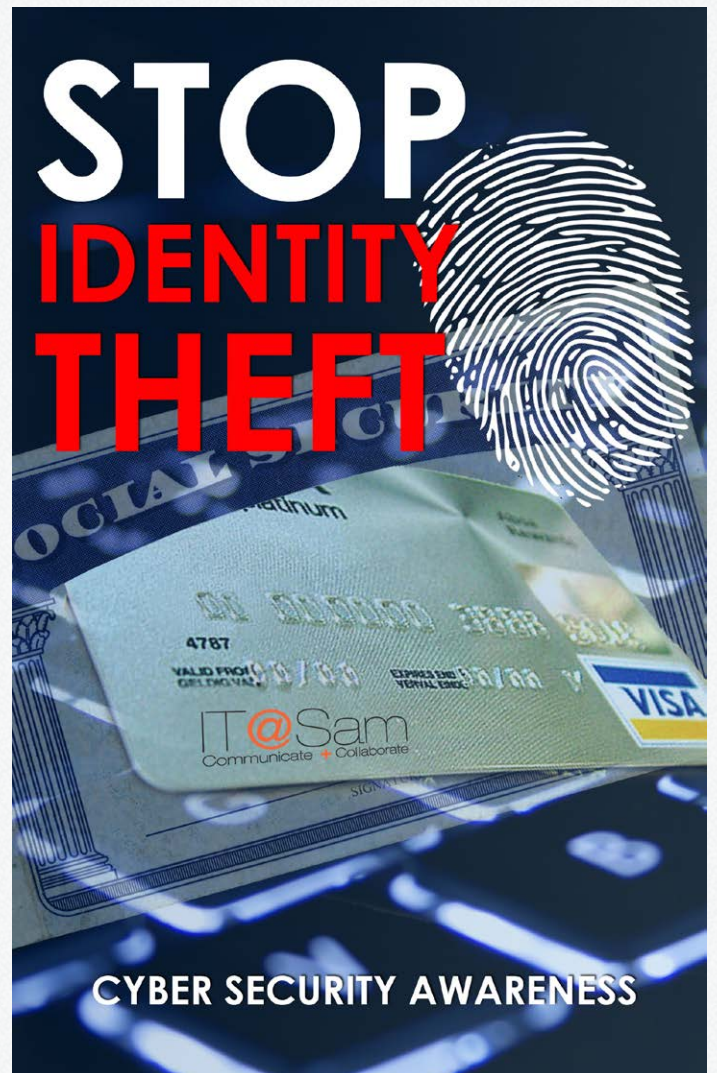
We've partnered with Department of Homeland Security as a member of the Stop.Think.Connect. Academic Alliance and the National Security Awareness Campaign to help promote resources and information you can use to protect yourself online.

Check out one of their resources, [Stay Safe Online](#), and learn about a few steps you can take to continue a safe online experience.

Next month, IT@Sam will be at the LSC Mall. We will have information on hand, as well as some fun giveaways. (Who doesn't want free SHSU swag?). Here's our schedule:

- Tuesday, October 06, 2015, 9:00 AM - 11:00 AM
- Wednesday, October 14, 2015, 9:00 AM - 11:00 AM
- Tuesday, October 20, 2015, 9:00 AM - 11:00 AM
- Wednesday, October 28, 2015, 9:00 AM - 11:00 AM

Follow us on [Facebook](#), [Twitter](#), and [Instagram](#). Share your online safe self(ies), tips, stories, or article links



with us using #SHSUSecurityAwareness.

If you have any questions about October's events or would like more resources about information security, contact Marilyn Cummings, Information Security Analyst, at marilyn@shsu.edu.

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Tech Tip: Tech Talk for Non-techies

We hear “tech” talk all the time – it infuses our daily conversations. And as technology continues to pervade (some would say invade) our lives, the lingo will continue to evolve as well. But do you really know what some of this means?

Disruptive technology. Sounds alarming. It’s really just something that displaces an established technology and shakes up the industry. It can also be a ground-breaking product that creates a completely new industry. [Tech Target](#) lists these as examples of disruptive technologies:

- The personal computer (PC) displaced the typewriter and forever changed the way we work and communicate.
- E-mail transformed the way we communicate, largely displacing letter-writing and disrupting the postal and greeting card industries.
- Cell phones made it possible for people to call us anywhere, disrupting the telecom industry. Then smartphones largely replaced cell phones and PDAs and, because of the available apps, also disrupted: pocket cameras, MP3 players, calculators and GPS devices, among others. For some mobile users, smartphones often replace laptops.
- Cloud computing has been a hugely disruptive technology in the business world, displacing many resources that would conventionally have been located in-house or provided as a traditionally hosted service.
- Social networking has had a major impact on the way we communicate and -- especially for personal use -- disrupting telephone, email, instant messaging and event planning.
- Learning Management Systems, such as Blackboard and Talent Management, are great examples of disruptive technology resources we use on (or off) campus. They have created a whole new way of learning, interacting, and training from our desktop on a daily basis.



If you've heard of a technology you'd like to see at work or in the classroom, contact your department head or the Service Desk (4-HELP or servicedesk@shsu.edu).

Stay tuned for our next installment of tech talk for non-techies. Or better yet, send us words you want us to claim not knowing!

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Security Tip: Understanding Anti-Virus Software



Photo: Screenshot from Norton's "What is a Computer Virus?"

A new school year usually means new personal technology and software purchases. Once it's in your possession, protecting it is on top of your list. At least, it should be. The anti-virus options can seem a bit overwhelming when all you might want is basic protection.

So, what is anti-virus software and what does it do?

We're glad you asked. There are many vendors who specialize in anti-virus software. The packages they offer will vary, but anti-virus is what scans your files or computer memory for malicious software (malware).

It's important to make sure you have the latest updates installed because vendors find new and updated malware daily. They make sure their anti-virus can recognize the latest threats to your devices.

Which software should you use?

Well, your decision may be driven by recommendations, particular features, availability, or price.

Regardless of which package you choose, installing any anti-virus software will increase your level of protection.

One of the Department of Homeland Security's National Cyber Security Alliance resource pages has a great list of safe and trusted vendors who offer [free security check-ups](#). Use this as a starting point for your anti-virus search, and to check your computer for known viruses, spyware, and more.

The important thing to do once you have installed an anti-virus package is scan your entire device periodically.

Norton, one of the alliance's trusted vendors on its check-up list, develops 30-second tech YouTube videos promoting technology security. Check out their take on ["What is a Computer Virus?"](#) and ["The Real Cost of Free Anti-Virus."](#)

Sources:

[United States Computer Emergency Readiness Team \(US-CERT\)](#)

[Norton YouTube Channel](#)

[StaySafeOnline.org](#)

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September 2015 Technology Trainings

This month, we will offer a First Friday Open Lab on September 4 from 2:00 pm - 4:00 pm. This is a chance to have our Technology Trainer help you with a work project. You can find more details about Open Labs and First Fridays [HERE!](#)

We will be offering a new course this month called "Using Technology as Your Team ", in which we will show you how to use Microsoft Word, Adobe Acrobat, and Microsoft Excel to work together to create, distribute, receive, and manipulate forms and documents.

Don't forget, if you attend one of our training sessions, you will have a chance to win some fun goodies. Hope to see you there!

(Note: If viewing on your mobile device, swipe to the left or right in the columns to scroll through the table.)

Course Title	Date	Time
FIRST FRIDAY - OPEN LAB	September 4	2:00 pm - 4:00 pm
WebCMS	September 14	2:00 pm - 3:30 pm
Introduction to Adobe Acrobat XI	September 15	9:00 am - 10:00 am
Excel 2013 - Introduction	September 15	2:00 pm - 4:00 pm
Word 2013 - Advanced	September 16	2:00 pm - 4:00 pm
Introduction to Cherwell	September 17	9:00 am - 10:00 am
Introduction to Outlook 2013	September 17	2:00 pm - 4:00 pm
Social Media	September 18	9:00 am - 11:00 am
Excel 2013 - Advanced	September 28	2:00 pm - 4:00 pm

WebCMS	September 29	9:00 am - 10:30 am
Using Technology as Your Team	September 29	2:00 pm - 4:00 pm
InDesign CC: Essentials	September 30	2:00 pm - 4:00 pm

To sign up for one of these training sessions, please visit [Talent Management](#).

If you are unable to attend a class you have registered for, please make sure and cancel in Talent Management. This will allow those on the waiting list the opportunity to register for the class.

Cancellation Policy: Classes require a minimum of five (5) attendees. Classes that do not meet this requirement will be cancelled at least 24 hours before the start of the class. Should a class be cancelled, the enrolled students will be notified by e-mail and by phone.

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October 2015



From the Desk of the VP

Vice President of Information Technology, Mark Adams, talks about National Cyber Security Awareness Month. Partner with us as we spread awareness on protecting yourself against cybercrimes and the vital role you play in helping prevent cyber crimes.

[>>Read More](#)

Security Tip: Protect Yourself from Identity Theft

Cyber crimes happen, but what can you do to prevent them as much as possible? If



it happens, what do you do and who do you contact? We help guide you through some resources to help in those difficult situations.

[>>Read More](#)



IT@Sam Seeks Volunteers for User Testing

In order to continue providing quality resources to clients, IT@Sam needs your feedback! The Client Services department will be conducting user testing for the IT@Sam website in October.

[>>Read More](#)



Tech Tip: Keeping a Clean Machine

Cyber security starts with a clean machine! No matter the device you choose to use, there's a way to keep yourself better protected against cyber crime lurking about.

[>>Read More](#)



October Training Schedule

We have new course offerings this month! Check out the schedule and come learn from our Technology Trainer, and maybe win some freebies on the side.

[>>Read More](#)

Story Ideas Welcome!


Have a tech-y story idea or topic you'd like us to talk about? We'd love to hear from you! Contact IT Client Services Communications Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.



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October 2015



From the desk of the VP

October is [Cyber Security Awareness month](#) and SHSU has partnered with the Department of Homeland Security as a member of the [Stop.Think.Connect. Academic Alliance](#) and the National Security Awareness Campaign to help promote [resources and information](#) you can use to protect yourself online.

IT@Sam will use various events in October to provide information to the SHSU community about personal and professional online security. In 2014, we focused on issues surrounding social media privacy, but for 2015, we're shifting our focus to identity theft. IT@Sam will be at the LSC Mall [various times](#) throughout the month with online safety information on hand, as well as some fun giveaways.

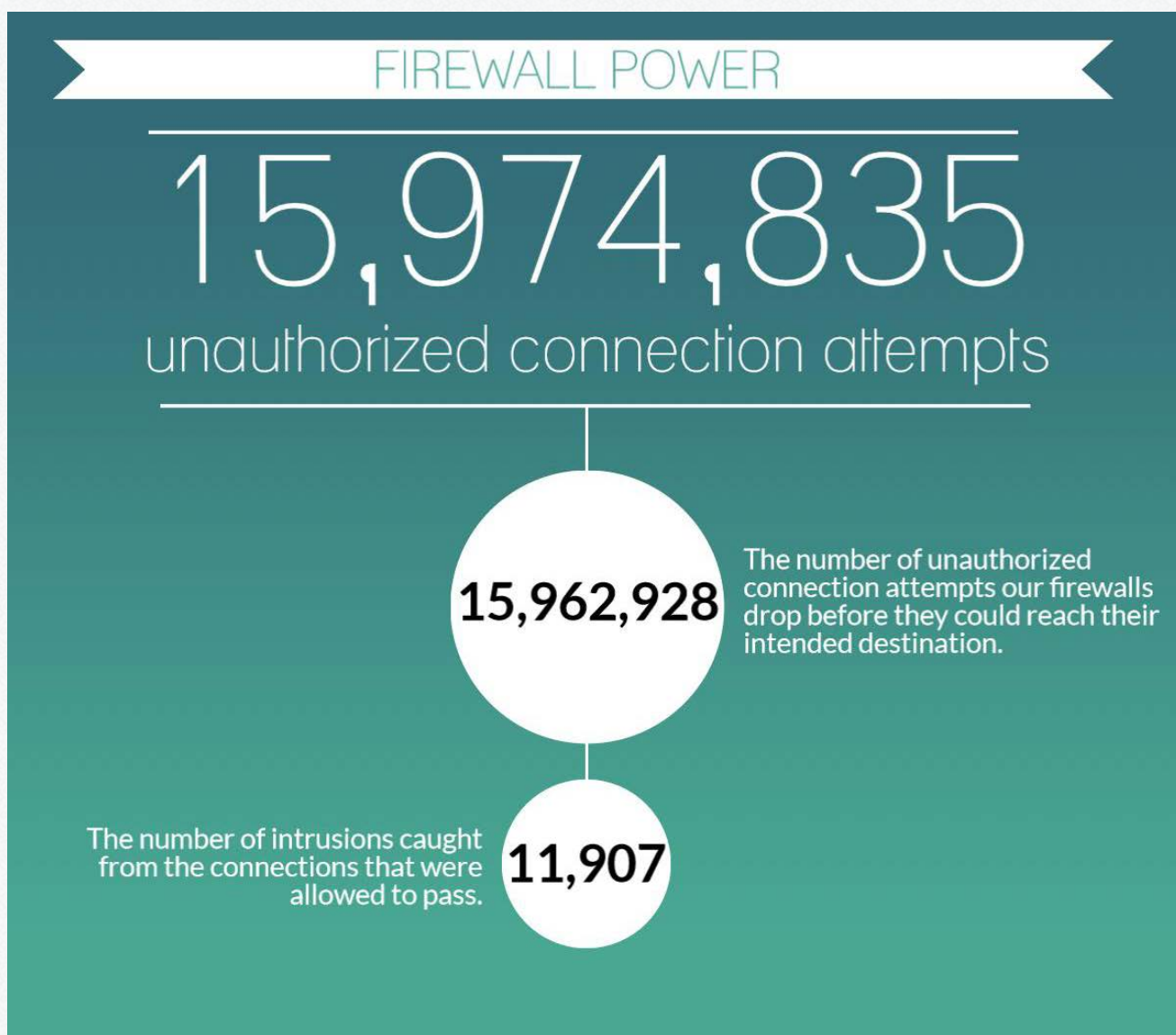
What does IT@Sam do on a regular basis to help keep YOU safe? A lot! The SHSU Information Security Office uses a variety of tools to help protect our users and resources from threats by performing

assessments, malware protection and security monitoring.

One security resource is Microsoft's online e-mail filtering. Phishing and spam attempts may seem like a consistent thing in mailboxes, but in reality, what we see is small in comparison to what is actually sent.

On a recent day SHSU received 230,519 e-mails. Of these 174,192 were evaluated as potential valid e-mails and 56,327 were considered malicious and were rejected.

In addition to e-mail scanning, SHSU employs firewalls to protect our resources from Internet traffic. In addition to rejecting over 56,000 e-mails, an additional 15,974,835 connections were blocked from reaching SHSU resources. Take a look at the infographic below for additional breakdown of this information.



In addition to automated tools, annual education opportunities are provided to campus through [Talent Management](#) as refreshers on how you can keep SHSU and your personal data safe.

Follow us on [Facebook](#), [Twitter](#), and [Instagram](#) this month as we work to increase cyber security awareness. Use our hashtag, #SHSUSecurityAwareness to tag us in any photos or links you'd like to share with us.

If you have any questions about October's events or would like more resources about information security, contact Marilyn Cummings, our Information Security Analyst, at marilyn@shsu.edu.

Eat 'em up, Kats!

Mark Adams

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Security Tip: Protect Yourself from Identity Theft



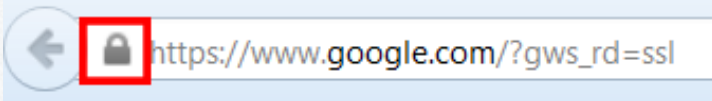
Identity theft is an unfortunate reality that can happen to anyone and comes in many forms—online identity theft, financial fraud, stalking, bullying, hacking, e-mail spoofing, information piracy and forgery, intellectual property crime, and more.

These can, at best, wreak havoc in victims' lives through major inconvenience and annoyance. At worst, the cyber crime can lead to financial ruin and potentially threaten a victim's reputation and personal safety.

IT@Sam Security Analyst, Marilyn Cummings, compiled 15 ways to protect yourself against identity theft. It's important to do what we can to help prevent cybercrime.

1. Passwords: Don't use the same username and password for every site, especially with your bank and credit card accounts.

2. Credit Cards: Be cautious when providing credit card information. Review all statements and cut up unused or expired cards.
3. Shredding: Shred personal documents that you no longer need.
4. Old phones and tablets: Delete personal and account information, then do a factory reset, before discarding or selling a digital device.
5. Secure all your devices, including tablets and smartphones with complex passwords, pins, or unlock patterns.
6. Updates: Make sure your operating systems, software, browsers, anti-virus, anti-malware, and firewalls are updated.
7. Snail Mail: Follow up on bills or statements that don't arrive.
8. Shopping: Make sure websites are secure. Look for the "lock" icon or green highlighted URL.



9. Social Media: Be careful of what personal information you put out there.
10. Opt out of "pre-approved credit" offers. Identity thieves use these to easily open an account in your name. Call 1.888.567.8688
11. Clear out your wallet: Remove cards and documents not used often, such as a Social Security Card or birth certificate.
12. Phones: Don't give personal information to anyone who calls, unless you can confirm they are from a legitimate company.
13. Credit Reports: Request a copy of your credit report on an annual basis.
14. Question everything: If asked for your personal information, ask how it will be used, why it is needed, and how it will be protected. When in doubt, don't give it out!
15. Notify the authorities immediately if you suspect you have been a victim of identity theft.

Another great resource is [Identity Finder](#). It can search for, protect, and dispose of personal information stored on your computer, file shares, or external media. They offer a free trial before purchasing their services.

The Stop.Think.Connect. campaign also provides [great tips and advice](#) on ways to prevent cyber crime.

Reporting Cyber Crimes

Reporting cybercrime is important. But just who do you contact in a situation like that? What do you do? Make sure to collect and keep evidence! (e.g., cancelled checks, receipts, texts, log files, messages from social networking sites, phone bills, copies of e-mails with full e-mail header information, web pages)

StaySafeOnline.org provides more resources to contact for specific cybercrimes such as fraud, theft, cyberstalking, hacking, etc. in their ["If You Become a Victim of Cyber Crime" brochure](#).

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IT@Sam Seeks Volunteers for User Testing

IT@Sam needs your help! In order to continue providing the best resources and information online, we will be asking for volunteers to complete a few tasks on our website, such as finding a certain link or information. This information will allow us to continue improving our division website resources for you.

Be sure to follow us on [Facebook](#), [Twitter](#), and [Instagram](#)! Starting October 6, we will be at various locations on campus throughout the week. There may even be a surprise for those who participate.

If you have any questions or would like to volunteer for user testing, please e-mail servicedesk@shsu.edu with "User Testing" in the subject field.



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Tech Tip: Keeping a Clean Machine

The Internet is a powerful and useful tool, but it is important to take basic precautions against threats to your device. Whether it is mobile, desktop, tablet, laptop, or desktop, threats know no difference. But, you can protect all your devices from the following common threats:

Malware — short for malicious software. This is software that disrupts or damages a computer's operation, gathers sensitive or private information, or gains access to private computer systems.

Types of Malware include:

- Botnet — a network of private computers, each of which is called a “bot,” infected with malicious software (malware) and controlled as a group without the owners' knowledge for nefarious and, often, criminal purposes.
- Virus — type of malware that has a reproductive capacity to transfer itself from one computer to another spreading infections between online devices.
- Worm — type of malware that replicates itself over and over within a computer.
- Trojan — type of malware that gives an unauthorized user access to a computer.
- Spyware — type of malware that quietly sends information about a user's browsing and computing habits back to a server that gathers and saves data.
- Adware — type of malware that allows pop-up ads on a computer system, ultimately taking over a user's Internet browsing.
- Rootkit — a type of malware that opens a permanent “back door” into a computer system; once installed, a rootkit will allow more and more viruses to infect a computer as various hackers find the vulnerable computer exposed and attack.
- Ransomware — a type of malicious software designed to block access to a computer system until a sum of money is paid.

Protect yourself

The National Cyber Security Alliance has great suggestions on how to protect your [mobile](#) devices, as well as a list of trusted vendors who offer [free security computer checks](#) for known viruses, spyware, and more.

Keep a Clean Machine: Having the latest security software, web browser, and operating system are the best defenses against viruses, malware, and other online threats.

When in doubt, throw it out: Links in email, tweets, posts, and online advertising are often the way cybercriminals compromise your computer. If it looks suspicious, even if you know the source, it's best to delete or if appropriate, mark as junk e-mail.

Protect all devices that connect to the Internet: Along with computers, smartphones, gaming systems, and other web-enabled devices also need protection from viruses and malware.

Plug & scan: Portable USB drives and other external devices can be infected by viruses and malware. Use your security software to scan them.

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Technology Trainings

This month, we will offer a First Friday Open Lab on October 2 from 9:00 am - 11:00 am. This is a chance to have our Technology Trainer help you with a work project. Y

Don't forget, if you attend one of our training sessions, you will have a chance to win some fun goodies. Hope to see you there!

(Note: If viewing on your mobile device, swipe to the left or right in the columns to scroll through the table.)

Course Title	Date	Time
FIRST FRIDAY - OPEN LAB	October 2	9:00 am - 11:00 am
Excel 2013 - Introduction	October 12	2:00 pm - 4:00 pm
Creating an Effective PowerPoint Presentation	October 13	9:00 am - 10:00 am
Maintaining a Professional Online Image	October 13	2:00 pm - 4:00 pm
Introduction to Cherwell	October 14	2:30 pm - 3:30 pm
Photoshop CC - Introduction	October 15	9:00 am - 11:00 am
Word 2013 - Introduction	October 15	2:00 pm - 4:00 pm
WebCMS	October 16	10:00 am - 11:30 am
Using Technology as Your Team	October 23	9:00 am - 11:00 am
Photoshop CC - Intermediate	October 26	2:00 pm - 4:00 pm
Excel 2013 - PivotTables and PivotCharts	October 27	9:00 am - 11:00 am
Adobe Captivate - Introduction	October 27	2:00 pm - 4:00 pm

Lync 2013 - Introduction	October 28	2:00 pm - 3:00 pm
InDesign CC: Essentials	October 29	9:00 am - 11:00 am
WebCMS	October 29	2:00 pm - 3:30 pm

To sign up for one of these training sessions, please visit [Talent Management](#).

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November 2015



From the Desk of the VP

Vice President of Information Technology, Mark Adams, talks about the unique role technology currently plays. We don't just provide technology. We bring you tools, services and resources that will continue to enable success and extend your capabilities to accomplish goals.

[>>Read More](#)

Program Ownership

Reminder: It is that time of year that program access should be reviewed. Read on to see a couple of things to look for in your review.



[>>Read More](#)



Tech Talk: The Internet of Things

What is the Internet of Things (IoT)? It's a term becoming more common nowadays. A Google search will bring up a slew of articles and perceptions on the good, the bad, the future, and the implications for higher education.

[>>Read More](#)



Security Tip: Shopping Safely Online

With holidays approaching, online shopping is sure to skyrocket. Do you know what cyber attackers look for when you shop online? Keep your identity and financial information safer this season with these tips.

[>>Read More](#)



Tech Tip: Searching Skillsoft Courses

Did you know there are over 100 online training courses at your fingertips? Increase your knowledge and sharpen your productivity skills with these courses from the comfort of your desk! We show you where to find them.

[>>Read More](#)



November Training Schedule

We have new course offerings this month! Check out the schedule and come learn from our Technology Trainer, and maybe win some freebies.

[>>Read More](#)

Story Ideas Welcome!

Have a tech-y story idea or topic you'd like us to talk about? We'd love to hear from you! Contact IT Client Services Communications Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.

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From the Desk of the VP



Technology offers many benefits including promoting knowledge sharing, learning and individual and group productivity. It now plays a pivotal role in extending human capabilities and understanding. Bill Gates said “Never before in history has innovation offered promise of so much to so many in so short a time.” He also said “Information technology and business are becoming inextricably interwoven. I don’t think anybody can talk meaningfully about one without talking about the other.”

Information Technology is no longer just infrastructure and services. Technology is a core requirement for business and education. Technology enables the extension of education beyond the physical grounds of SHSU to a time and place that is convenient for the unique needs of each individual student. Technology is not just firewalls, it is a resource for analyzing, consulting, strategizing, envisioning and shaping the

future.

With technology's presence in all aspects of our lives, it is easy to lose sight that technology is still primarily dependent on the human minds behind it. As students and visitors experience SHSU, there is an expectation that the same conveniences technology offers them in their everyday life off-campus will be present and available to them on-campus. To help ensure SHSU meets the needs of the campus community, IT@Sam is tasked to: investigate best practices in higher education, assess corporate and community uses and services and collaborate with you for inspiration for the continued innovative application of technology at SHSU.

Steve Jobs once said, "Technology is nothing. What's important is that you have a faith in people, that they're basically good and smart, and if you give them tools, they'll do wonderful things with them."

IT@Sam is not here to bring you technology, but to bring you tools, services and resources that will continue to enable student success and extend your capabilities to accomplish your individual campus goals.

This month we begin to focus to the holidays and develop plans to share joy with family and friends over winter break. In the midst of the holiday frenzy, I invite you to join me and reflect on and to be thankful for the opportunities and convenience that technology has helped to enable in your life.

Eat 'em up Kats!

Mark Adams

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Program Ownership



It is time to review who has been granted access to any programs or data that your office has been designated as a custodian. Here are a couple of tips to reviewing this access.

1. Don't assume that the person still needs access to the data. That person may have changed roles/responsibilities, positions or even departments since being granted the access.
2. Look for those people who may have separated from the university as an employee. Those people may still have an active account if they are still classified as an alumnus, student or a retiree.

It is a team effort to maintain the security and integrity of our data and protect our students and employees. Please take a few minutes to conduct this review and submit any changes to your Banner security matrices, T drive permissions, shared mailboxes, or other application permissions.

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There are some great “smart” applications for improvements to our quality of work and life: meters for managing energy use, monitors that collect information on persons with certain diseases, sensors for monitoring crops and cattle, and a smart coffeemaker.

But what about higher education? If the Internet of Things is expanding into every aspect of life, then how will it permeate campus life and education?

According to [The Center for Digital Education](#), " ... Institutions are faced with preparing for the boom in smart devices on the horizon. In the past, schools were worried about a few ports from a printer they didn't know about..."

The [2013 Horizon Report](#) predicts that adoption of smart objects will become widespread in higher education institutions by 2017.

In an [EdTech article](#), IoT is well underway at the [College of the Holy Cross](#). Biology lab freezers send email alerts when their temperatures drift out of acceptable range.

Of course IoT raises concern for privacy and security concerns (not just in higher education), and will require thoughtful revisions of and additions to existing policies. It will also require significant changes to higher ed networks as security and performance considerations increase with the adoption of IoT devices.

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Security Tip: Shopping Safely Online



Halloween has come and gone, which means winter holidays are right around the corner. There's an immediate panic with how many Fridays are left between now and the end of the year, which means super shopping mode is in gear (Unless you're the type that waits till the week of December 24 to get shopping done. That's ok, too.).

Remember to take precaution this shopping season, no matter how you choose to shop. With the ease and convenience of so many online deals on and before Black Friday and Cyber Monday, it's natural to make the frenzy bearable by knocking out your list from the comfort of your couch and compare prices from dozens of vendors.

However, it's also the most convenient time for cyber criminals as they try to capitalize on the season themselves.

Attackers always do the following:

- Target vulnerable computers – Protect your computer with anti-virus! We can't stress this enough. They use viruses and malware to access your computer.
- Create fraudulent sites and email messages – Trust your gut. If it sounds too good to be true, it probably is. Attackers may attempt to gather information by sending emails requesting that you confirm purchase or account information. Legitimate businesses will not solicit this type of information through email.
- Intercept insecure transactions – If a vendor does not use encryption for transactions, an attacker may be able to intercept your information as it is being transmitted. Many sites use SSL, or secure sockets layer, to encrypt information.
 - Information will be encrypted on sites with a URL that begins with "https:" instead of "http:" and a padlock icon. If the padlock is closed, the information is encrypted. The location of the icon varies by browser. Some attackers try to trick users by adding a fake padlock icon, so make sure that the icon is in the appropriate location for your browser.

What else can you do to protect yourself?

- Keep software, particularly your web browser, up to date.
- Evaluate your software's settings - The default settings of most software enable all available functionality. However, attackers may be able to take advantage of this functionality to access your computer (see [Evaluating Your Web Browser's Security Settings](#) and [Securing Your Web Browser](#) for more information). Apply the highest level of security available that still gives you the functionality you need.
- Take advantage of security features – Choose your passwords well. They and other security features add layers of protection if used appropriately.
- Check privacy policies - Before providing personal or financial information, check the website's privacy policy. Make sure you understand how your information will be stored and used.
- Use a credit card - There are laws to limit your liability for fraudulent credit card charges, and you may not have the same level of protection for your debit card. Because a debit card draws money directly from your bank account, unauthorized charges could leave you with insufficient funds to pay other bills.
- Check your statements - Keep a record of your purchases and copies of confirmation pages, and compare them to your bank statements. If there is a discrepancy, report it immediately.

Source:

United States Computer Emergency Readiness Team (US-CERT): "[Shopping Safely Online](#)"



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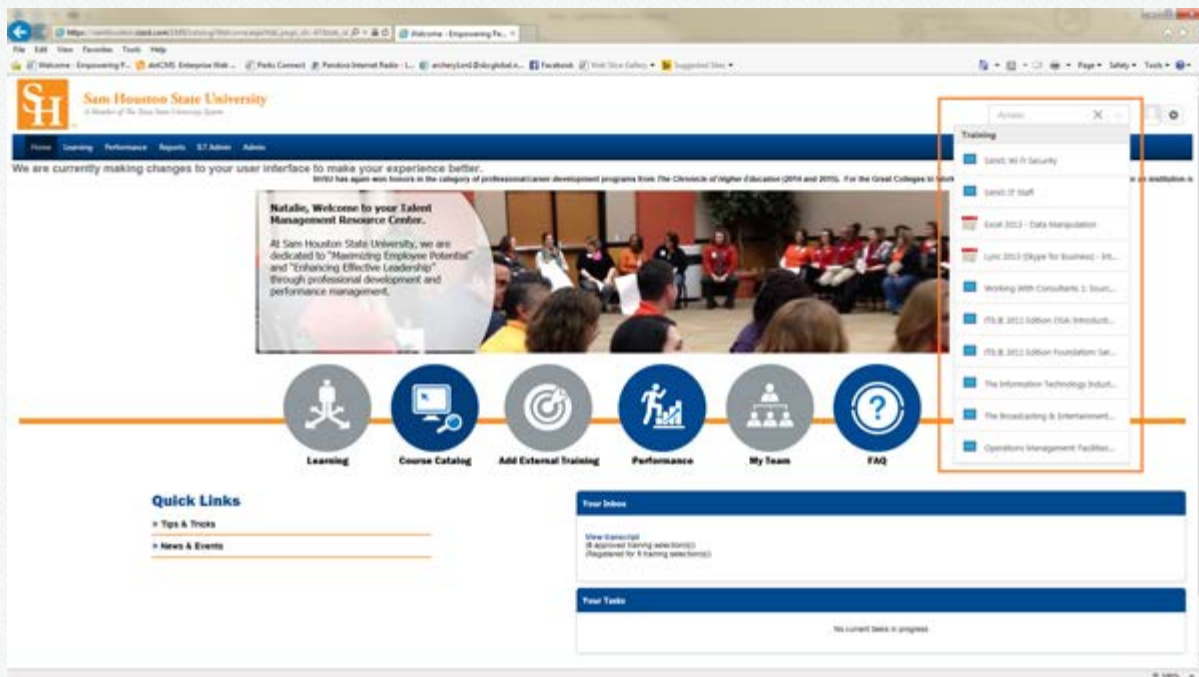
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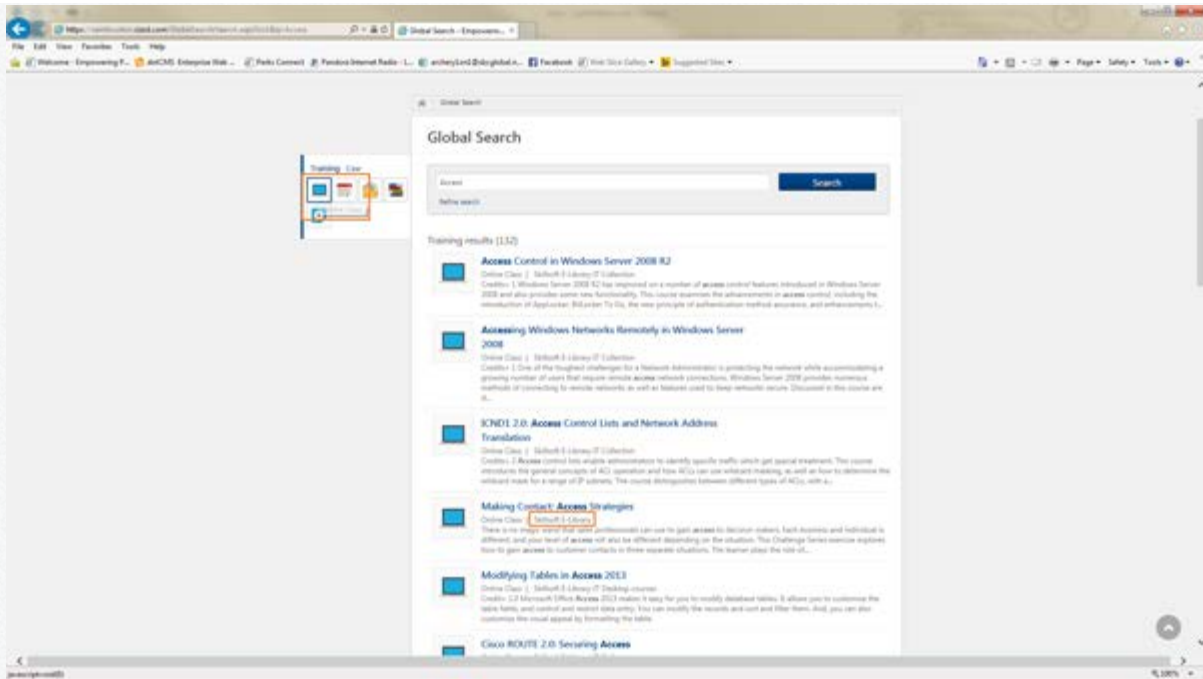


Tech Tip: Searching SkillSoft Courses

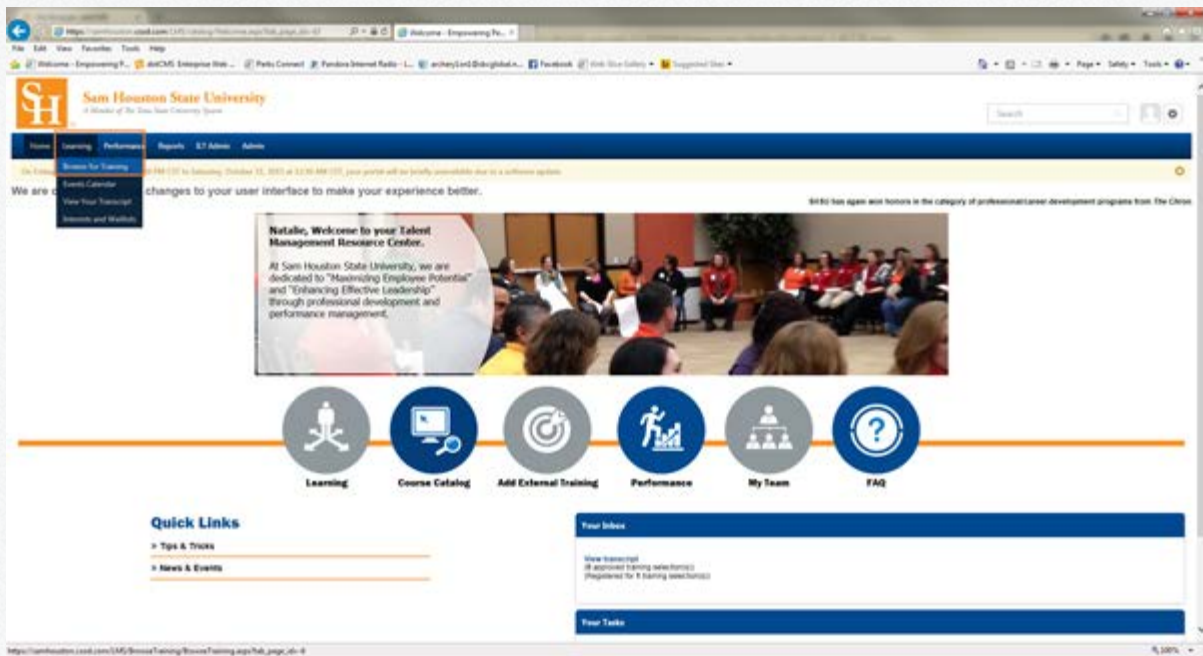
In a [previous newsletter](#), we shared information about SkillSoft on-demand online trainings available to SHSU full-time employees. If you are having trouble finding these trainings, we are here to help! All you need to do is open up Talent Management (from the Employees tab in MySam). Once in Talent Management, go to the "search" box in the upper right corner of the window and search for a course you are interested in, such as Access.



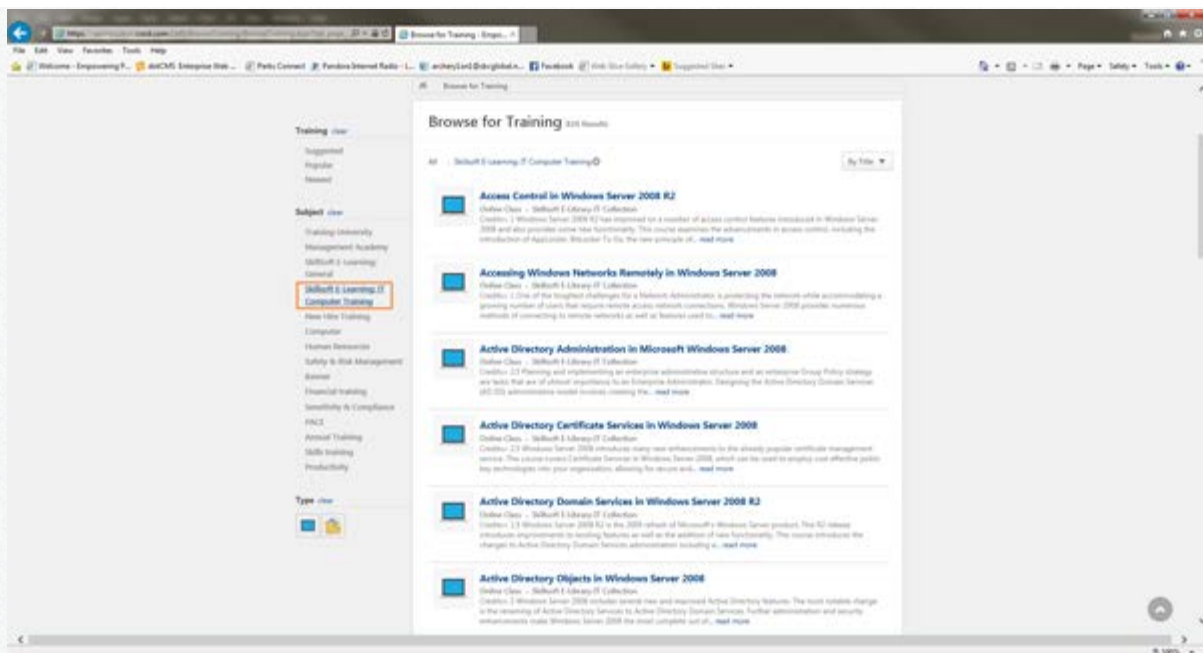
Once the search is complete, a list of trainings with the searched word will be displayed. Scroll through the list to find what you are looking for. If it's an online class, it will display a small computer next to the training title. If it is one of the SkillSoft trainings, under the title it will show "SkillSoft E-Library."



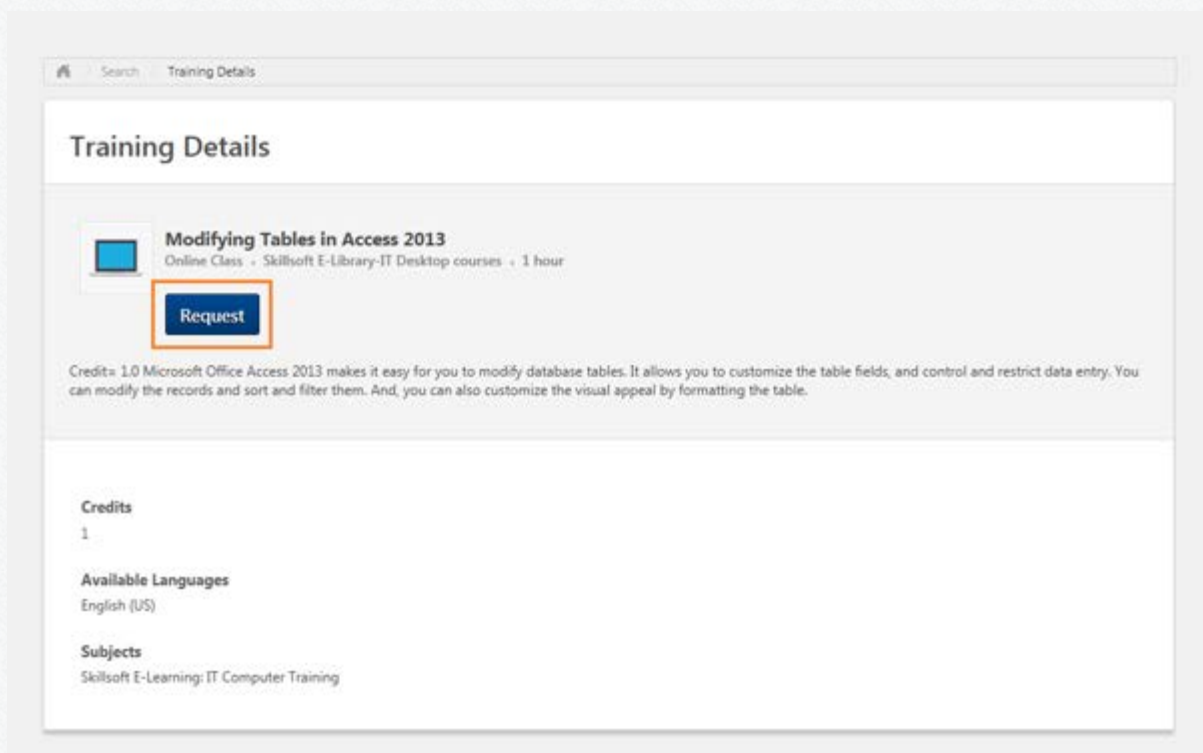
You can also find the trainings by going to Learn dropdown menu and selecting Browse for Training.



This will provide a list of all the trainings. To locate the Skillsoft trainings, select "Skillsoft E-Learning: IT Computer Training" under Subject and the trainings will display.



Once you find the training you would like, select the title and it will display a screen with more detailed information about the training. Then, select "Request" and it will be added to your transcript. You can then launch the training from your transcript.



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November Trainings

This month, we will offer a First Friday Open Lab on November 6 from 9:00 am - 11:00 am. This is a chance to have our Technology Trainer help you with a work project.

Don't forget, if you attend one of our training sessions, you will have a chance to win some fun goodies. Hope to see you there!

(Note: If viewing on your mobile device, swipe to the left or right in the columns to scroll through the table.)

Course Title	Date	Time
Outlook 2013 - Introduction	November 5	9:00 am - 11:00 am
FIRST FRIDAY - OPEN LAB	November 6	9:00 am - 11:00 am
WebCMS	November 9	2:00 pm - 3:30 pm
Excel 2013 - Advanced	November 10	9:00 am - 11:00 am
Introduction to Adobe Acrobat XI	November 11	3:00 pm - 4:00 pm
Excel 2013 - Data Manipulation	November 12	2:00 pm - 4:00 pm
Word 2013 - Advanced	November 13	9:00 am - 11:00 am
Photoshop CC - Introduction	November 16	2:00 pm - 4:00 pm
Using Technology as Your Team	November 17	2:00 pm - 4:00 pm
InDesign CC - Essentials	November 18	9:00 am - 11:00 am
Excel 2013 - PivotTables & PivotCharts	November 18	2:00 pm - 4:00 pm
WebCMS	November 19	9:00 am - 10:30 am

Introduction to Project Management	November 19	2:00 pm - 4:00 pm
Adobe Captivate	November 20	9:00 am - 11:00 am

To sign up for one of these training sessions, please visit [Talent Management](#).

If you are unable to attend a class you have registered for, please make sure and cancel in Talent Management. This will allow those on the waiting list the opportunity to register for the class.

Cancellation Policy: Classes require a minimum of five (5) attendees. Classes that do not meet this requirement will be cancelled at least 24 hours before the start of the class. Should a class be cancelled, the enrolled students will be notified by e-mail and by phone.

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December 2015



From the Desk of the VP

Vice President of Information Technology, Mark Adams, inspires us to see technology in a different light. How can we inspire and give the gift of innovative ideas through technology?

[>>Read More](#)



Computer Replacement Program Modified

The Computer Replacement Program is changing in fiscal year 2016. The cycle is extending from four to five years.

[>>Read More](#)



E-mail Upgrades to Exchange 2013

The SHSU e-mail system will be upgraded to Exchange 2013 over the winter break! Read about the many new features to come with the upgrade for Outlook and Outlook Web Application.

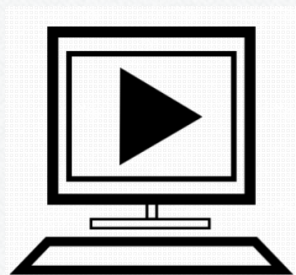
[>>Read More](#)



Security Tip: Holiday Traveling with Devices

Whether planning a trip nearby or to the other side of the world, preparing our technology for travel is not the first thing on our minds. These tips will help keep data secure in the event of unfortunate circumstances.

[>>Read More](#)



SHSU Program Installation Menu Gets New Look

The technology behind the SHSU Program Installation Menu on campus PCs is getting an upgrade. New features will allow for scheduled installations and uninstalling optional software.

[>>Read More](#)



Tech Tip: Deleting Unused Online Accounts

Frequenting many websites might have you struggling to remember just how many account profiles you have and where. Try these tips for managing those accounts.

[>>Read More](#)

December Training Schedule

Check out the schedule and come learn from our Technology Trainer, and maybe win some freebies.



[>>Read More](#)

Story Ideas Welcome!

Have a tech-y story idea or topic you'd like us to talk about? We'd love to hear from you! Contact IT Client Services Communications Specialist, Veronica Gonzalez, at 936-294-3476 or vgonzalez@shsu.edu.

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The Gift of Innovation



“What would you attempt if you knew you could not fail?” —Robert H. Schueller

Have you ever experienced a situation on campus and thought “If we could just ...”?

Last month, I invited you to be thankful for the opportunities and convenience that technology has enabled in your life. We often take little things for granted. For instance, our GPS routing us around a traffic jam and giving us an extra 30 minutes of time with family that we could have lost to sitting in traffic or the call from KatSafe to let us know we can stay in our warm, cozy bed and avoid being stuck on an icy road.

To celebrate the spirit of December, we invite you to give the gift of your innovative ideas for technology. We want to collaborate with you for inspiration. Think about all that technology does for you. Perhaps you

can think of some ways it could do more at SHSU for you, and your fellow Bearkats. What technology-related services can be added or enhanced to simplify a process, enhance the academic environment, provide a report to analyze information, automate a service, improve communications, increase campus safety or improve accessibility?

As we work with services that we are comfortable to complete our daily activities, it is easy to fall into the trap of missing an opportunity for improvement. This risk always brings to mind the story of the young chef who always cut the ends of the roast off before cooking. When asked why, the chef said, “That’s the way my mom did it.” When the chef finally asked his mom why, she explained that they had a very small oven and she had to trim the roast so it would fit.

Author Stephen Covey believes “We see the world, not as it is, but as we are—or, as we are conditioned to see it.” I believe the culture of SHSU is different. SHSU is collaborative and our success and innovation has come from working together and seeing the world around you as an opportunity of what it could be. The expectations of our students and society are constantly changing, and technology is evolving at an increasing pace.

We welcome you to start a conversation with us. Your ideas, no matter how small or large, will help shape the future of SHSU and the future of our graduates. E-mail your innovative suggestions to ITSuggestions@shsu.edu.

For innovation ideas not related to technology, please utilize the SHSU Innovation ideas resource:

- MySam “Employee” tab “Ideas for Innovation and Efficiency”
- Or SamWeb <https://samweb.shsu.edu/idea02wp/#idea-form>

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Computer Replacement Program Modified

Starting this fiscal year, the Computer Replacement Program (CRP) will extend the four-year replacement cycle to five years. SHSU vendors now provide hardware that lasts well beyond the previous four-year replacement cycle and the University's objective is to maximize the return on its personal computing investments and reduce the frustrations associated with frequent replacement of computers. Extending the replacement cycle should not cause any interruptions to user productivity, but please contact the [Service Desk](#) if there are any issues.



Communication and coordination of specific replacement schedules with affected employees began this week. The replacement cycle for FY16 is expected to conclude the week of July 1.

The CRP is monitored to ensure that university needs are met. If you have further questions or concerns, please do not hesitate to contact the Asset Management team by e-mail at inventory@shsu.edu or by phone at x4-4880.

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E-mail Upgrades to Exchange 2013

During the winter break, IT@Sam will be upgrading our e-mail system. This upgrade could cause a service interruption lasting anywhere from 15 minutes to 1 hour during the time that your mailbox is migrated to the new server. The moves will occur between Monday, December 28 and Friday, January 1 to minimize the impact of any downtime.

Before leaving for winter break, we recommend cleaning up mailboxes by deleting any unneeded e-mails and emptying the sent and deleted items folders. You will also want to ensure that you log off, or at least make sure that both Outlook and Lync are closed. This will help the upgrade process run more smoothly.



The upgrade brings improvements to Exchange and changes to Outlook and Outlook Web Application (OWA) features and design. Exchange 2013 introduces [“Apps for Outlook.”](#) Some apps are available by default and are meant to extend functionality. For instance, “Action Items” will scan messages for statements like “Please verify that everything is working as expected at your earliest convenience.” and then suggest creating a corresponding Outlook task. Some of the new OWA features include:

- The interface is completely different from Exchange 2010. The Web Application matches Office365 and fully supports all major browsers.
- Optimized interface for tablets and smartphones by “adapting” to the device screen.
- Inline Compose allows you to reply to e-mails without it popping up in a new window.
- The Forgotten Attachment Detector feature detects missing attachments by analyzing the text of e-mails.
- Dragging and dropping files to the compose window and photo preview, like in Outlook, are possible with the new interface.
- View multiple calendars in a merged or overlaid view.

You can read more in-depth overviews of the changes and new features coming at [TechNet](#) and [MS Exchange](#).

Here are some things to expect when your account is moved over:

- Outlook will prompt to be restarted. This will happen even if it was not running during the move.
- Outlook will ask for your SHSU credentials to be re-entered.

Contact the Service Desk with any issues that you encounter through this upgrade by calling or emailing at x4-HELP or servicedesk@shsu.edu.

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Security Tip



According to Marilyn Cummings, IT@Sam Security Analyst, 4.5 million smartphones were either lost or stolen in 2014, and that number will likely double in 2015. A 2014 Consumer Reports survey revealed that only 29% of smartphone users back up their data online or to a computer; 22% install device locating software; 36% set a screen lock with a 4-digit PIN; and 8% of smartphone users install a remote wipe or "kill switch" software.

"What it boils down to is almost 3 million smartphone users handed over their contacts, e-mail, and other data without a fight," Cummings says. "Security is never convenient, but the 'peace of mind' is worth it."

If you are traveling this holiday season, we recommend these tips to help keep your devices and data secure:

Set up you mobile devices for tracking.

If you use an Apple device, take advantage of the free "[Find My Mac/iPad/iPhone](#)" application they provide. This app discloses the exact location of your device, provided that the device is online, on a map that you can access from anywhere. This software also allows the device to be remotely locked and wiped.

For Windows computers and Android-based smartphones and tablets, [Prey utility](#) allows you to locate up to three devices on a map, as well as lock and wipe the device remotely.

Know how to remotely remove devices synced with Exchange.

E-mail accounts synced to your devices through Exchange (or your personal Office365 account) have an additional option. By logging into Outlook Web Access (OWA), then going to Settings (the "gear" menu in the top right corner) > Options > Phone > you can see a list of all of the devices that are currently syncing to your OWA account. To delete a device, select the device row, then click the trash can icon to remotely delete your email and calendar information from the device. You can also select the option to "Wipe Device" to wipe all data from the phone or tablet.

Always back up data, especially before travel.

There are many cloud storage services and external hard drive options as well as the backup software that is built into your computer (TimeMachine on Macs or Windows Backup on Windows).

Portable drives are a great option. Just remember not to store a backup drive with the laptop. Consider leaving it in the hotel room. Also, consider encrypting portable backup drives.

Password protect and encrypt devices so that data can't be stolen even if the device is.

Both Macs and Windows offer built-in encryption for their operating system.

Macs (OSX Lion and later) use [FileVault](#).

Windows 7 and later use [BitLocker](#).

Our [May Security Tip](#) provides more info on University encryption policies and recommended encryption devices.

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SHSU Program Installation Menu Gets New Look in January

In January, the SHSU Program Installation Menu will look a little different. The System Center Configuration Manager (SCCM) 2007 program will be upgraded to SCCM 2012.

Moving to SCCM 2012 will allow users to manage what software they install and when. The new software will also allow for uninstalling optional software, a feature that was not previously available. Below are some screenshots of what the new installation menu will look like.

You should notice no impact to your daily computing environment by this upgrade, other than the change to the interface.

Software Center IT @ SAM - Sam Houston State University

Available Software Installation Status Installed Software Options

SHOW All Show optional software SEARCH

Find additional applications from the Application Catalog

NAME	TYPE	PUBLISHER	AVAILABLE...	STATUS
<input type="checkbox"/> Gettysburg College VIREO 1.504	Application	Gettysburg College	2/23/2015	Available
<input type="checkbox"/> Google Google Earth 7.0.3.8542	Application	Google	2/23/2015	Available
<input type="checkbox"/> Google SketchUp 7.0.10247	Application	Google	7/14/2015	Available
<input type="checkbox"/> Hawkes Learning Systems Algebr...	Application	Hawkes Learning Systems	2/23/2015	Available
<input type="checkbox"/> Hawkes Learning Systems Algebr...	Application	Hawkes Learning Systems	7/15/2015	Available
<input type="checkbox"/> Helios TextPad 5 5.2.0	Application	Helios	2/23/2015	Available
<input type="checkbox"/> IBM SPSS AMOS 22.0.0	Application	IBM	2/23/2015	Available
<input type="checkbox"/> IBM SPSS Statistics 22.0.0	Application	IBM	6/10/2015	Available

Adobe Systems Acrobat Pro 11.0.13

OVERVIEW	REQUIREMENTS	DESCRIPTION
Status: Past due - will be installed	Restart required: No	
Version: 11.0.13	Download size: Less than 1 MB	
Date published: Not specified	Estimated time: Not specified	
Help document: None	Total components: 0	

SCHEDULE INSTALL

Available Software Screen

Software Center IT @ SAM - Sam Houston State University

Available Software Installation Status Installed Software Options

Specify the Software Center configuration settings for this computer.

Work information

Indicate the hours that you typically work. Some software can be scheduled to install outside your business hours. Make sure that your settings allow at least four hours each day for system maintenance tasks.

Business hours: From 07:00 through 17:00

Days: Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Power management

Computer maintenance

Specify how Software Center applies changes to software before the deadline.

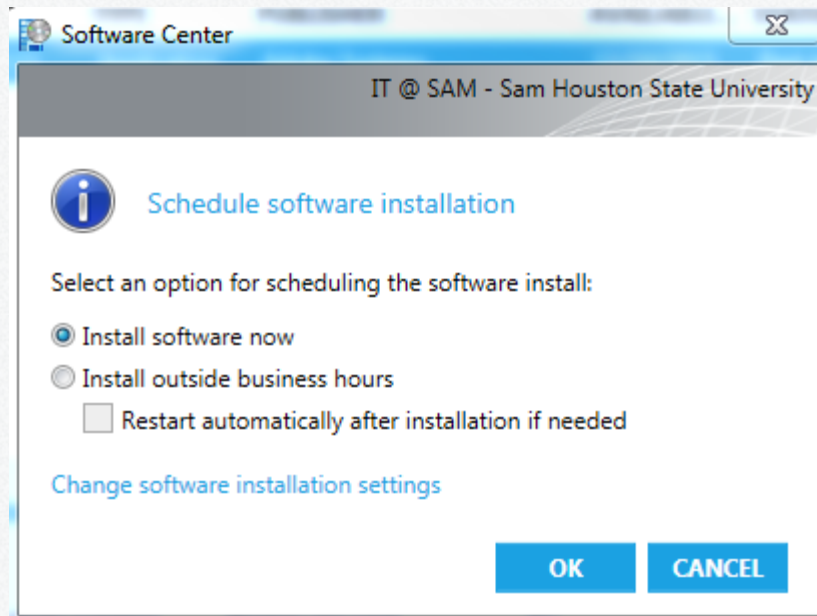
Automatically install or uninstall required software and restart the computer only outside of the specified business hours

Suspend Software Center activities when my computer is in presentation mode

Remote control

APPLY

Options Screen



Software Installation Confirmation Screen

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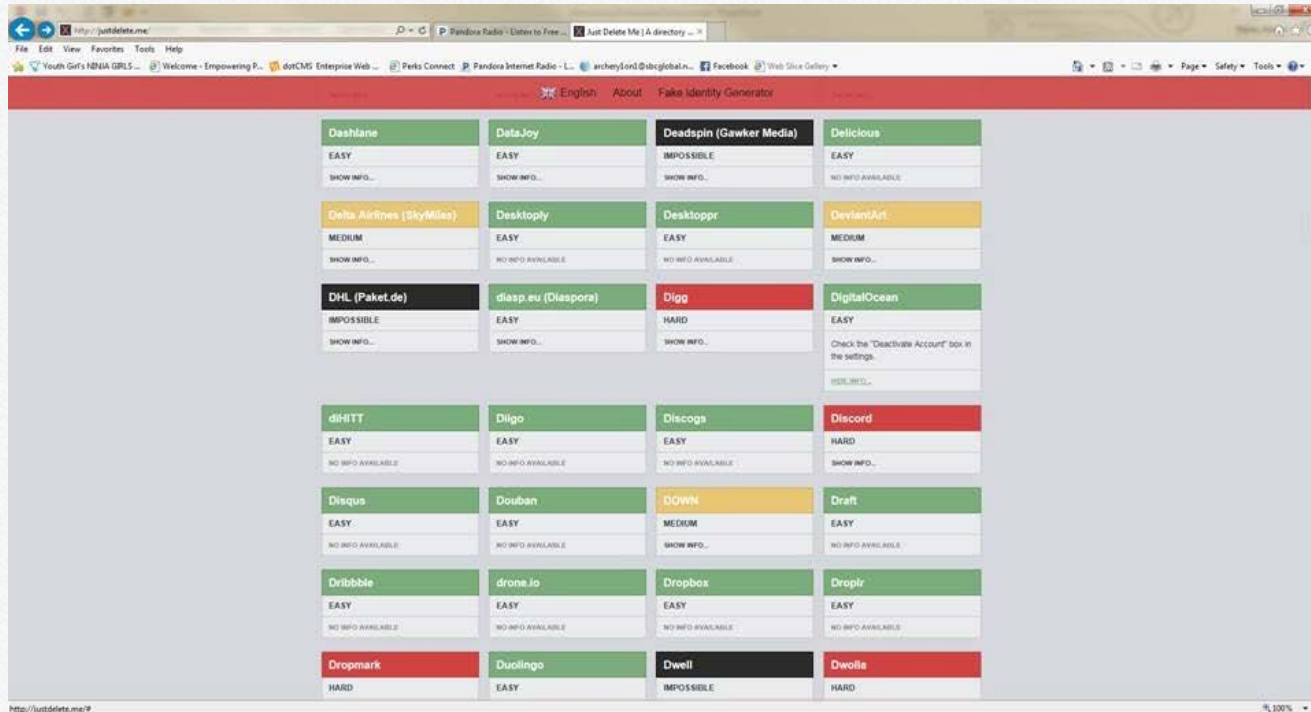
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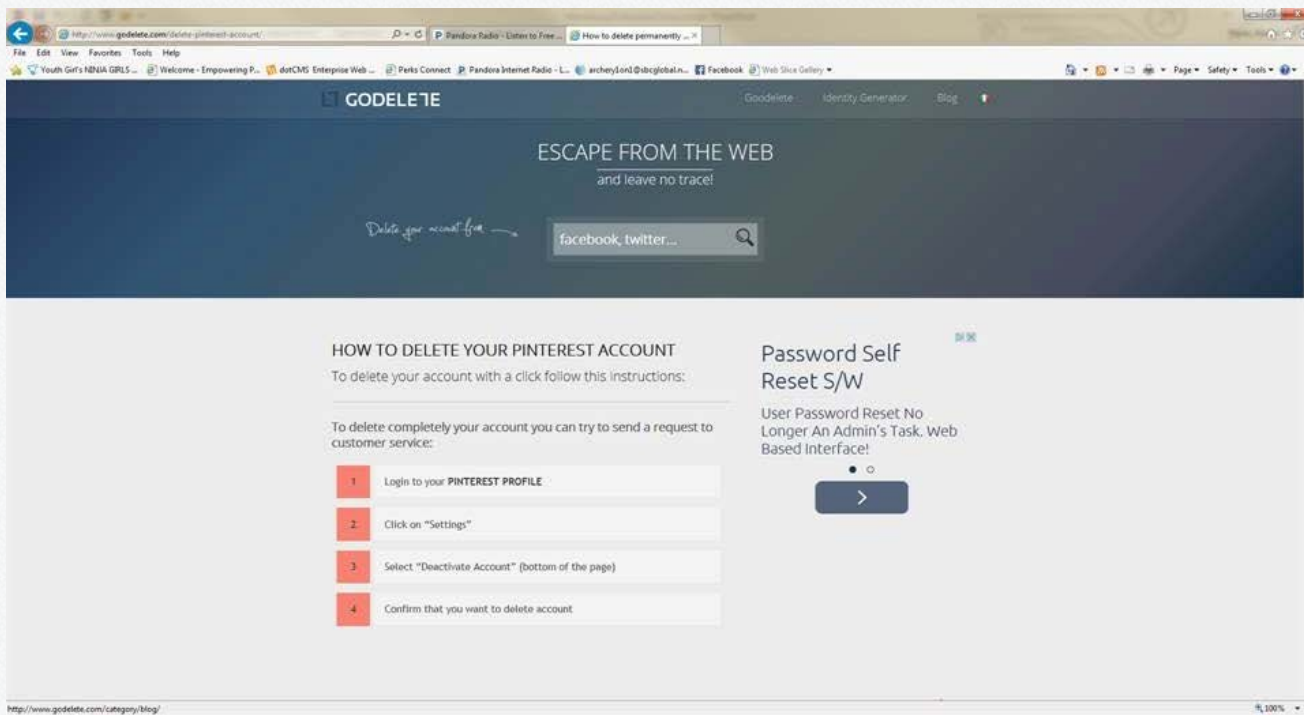
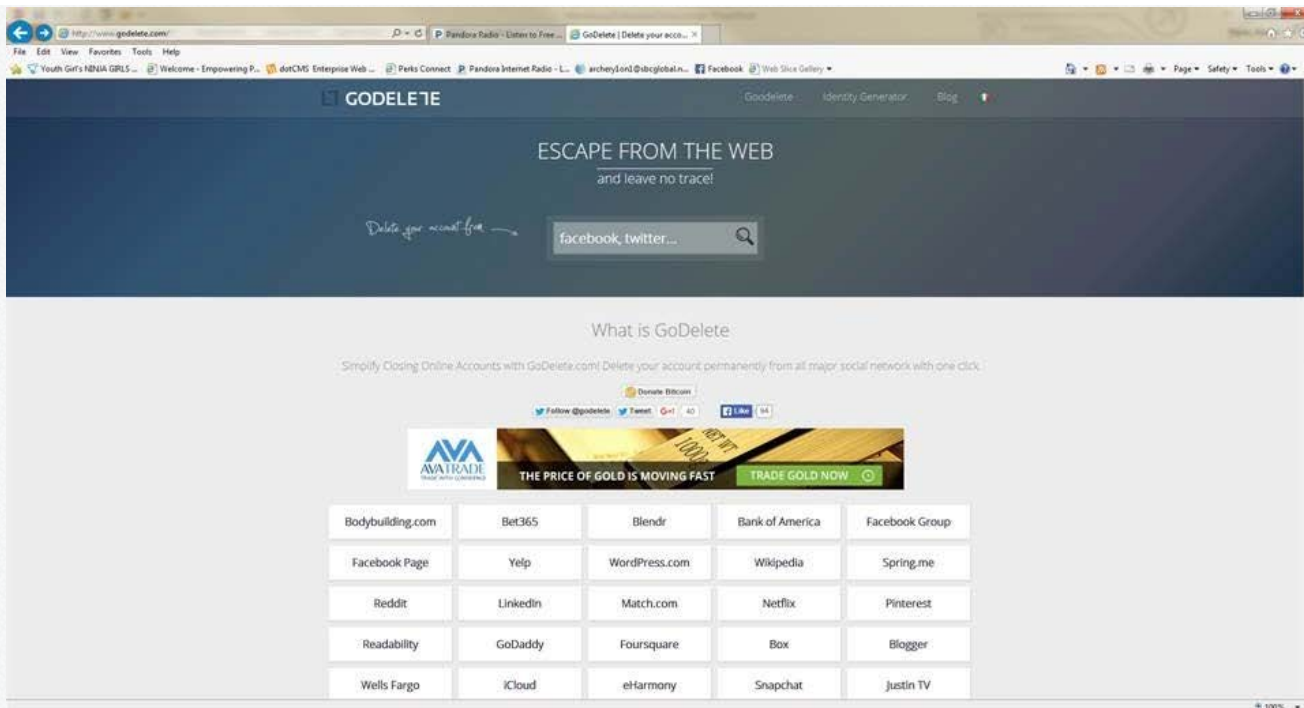
Tech Tip: Deleting Unused Online Accounts



Many websites give you the option to create accounts and keeping track of those accounts can become overwhelming. A couple of websites can help you delete any unused accounts. Try justdelete.me or godelete.com. Both help you through the process of managing unused accounts.

Justdelete.me features include color coding websites as easy, medium, hard or impossible to delete. Find the website account you'd like to delete, click "Show Info..." and follow the instructions that appear below. You can click on the website link in the color-coded area to go directly to that site after reading the instructions.



[Godelete.com](http://godelete.com), gives you websites to choose from. Select the site with the account you would like to delete and follow the instructions that open in a new window.



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December Trainings

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(Note: If viewing on your mobile device, swipe to the left or right in the columns to scroll through the table.)

Course Title	Date	Time
FIRST FRIDAY - OPEN LAB	December 4	9:00 am - 11:00 am
How to Create an Effective PowerPoint Presentation	December 7	2:30 pm - 3:30 pm
Excel 2013 - PivotTables & PivotCharts	December 8	9:00 am - 11:00 am
Social Media	December 8	2:00 pm - 4:00 pm
WebCMS	December 9	2:00 pm - 3:30 pm
Using Technology as Your Team	December 10	9:00 am - 11:00 am
Word 2013 - Introduction	December 10	2:00 pm - 4:00 pm
Excel 2013 - Data Manipulation	December 11	9:00 am - 11:00 am

To sign up for one of these training sessions, please visit [Talent Management](#).

If you are unable to attend a class you have registered for, please make sure and cancel in Talent Management. This will allow those on the waiting list the opportunity to register for the class.

Cancellation Policy: Classes require a minimum of five (5) attendees. Classes that do not meet this requirement will be cancelled at least 24 hours before the start of the class. Should a class be cancelled, the enrolled students will be notified by e-mail and by phone.

Also, you may start seeing the Technology Trainer strolling through your department offering assistance! Don't hesitate to ask her for technology help. We will also be offering one-on-one trainings again, as well as departmental trainings.

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