January 2016

From the Desk of the VP

Vice President of Information Technology, Mark Adams, takes us back to 1967 and SHSU's hopes and vision for the "'Brain' of Tomorrow." This first major system purchase paved the way for our current technology assets.

>>Read More

Security Tip: Toast 2016 with Digital New Year's Resolutions

As technology continues to merge with everyday life, consider making a few digital New Year's resolutions.

>>Read More

Tech Tip: Conversation View in your Outlook Inbox

Do you find it difficult to keep e-mail conversations straight? Give the conversation view in Outlook a test drive.

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January Training Schedule

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

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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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January 2016

It is true that no matter how large or small, all ideas help shape the future of SHSU and the future of our graduates. We sincerely thank those who have already taken us up on the invitation to share your innovative ideas for technology with us. Perhaps the story of the first computer system on campus might convince others of the power of an innovative idea; what if SHSU never welcomed the idea of the "'Brain' of Tomorrow"?

In an August 1967 issue of *The Houstonian*, Linda Tramel, then managing editor, writes, "Imagine Sam Houston several years in the future. Extensive information concerning any person on

campus can be retrieved at the touch of a finger. Payroll checks are issued by machine. And even registration is controlled by a mechanical brain." (August 1967 *The Houstonian*, Page 1 and Page 2)

Mr. B. F. Poetker, director of the computer program, inspects the new equipment.

These groundbreaking ideas of technology from 1967 seem ancient in light of today's fingerprint and touchscreen technology. Nevertheless, what if the University never purchased the IBM 360/Model 40?

The "'Brain' of Tomorrow" paved the way for our current systems that enable various departments on campus to use programs like Banner, StarRez, Ad Astra, etc. to run payroll, registration, and residence hall room assignment processes. We have come a long way since 1967. Who knows where today's ideas will lead us tomorrow?

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

For non-technology innovation ideas, please utilize the SHSU Innovation ideas resource:

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

A special "Thank You" to Barbara Mason in the Newton Gresham Library Thomason room for her much appreciated contribution in artifact research.

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Security Tip

Another new year is here, and with that comes self-reflection and the opportunity to make lifestyle changes to ensure a happier, healthier, more fulfilling life. As you make your New Year's resolutions to improve your offline life, it is a good time to set goals for protecting your online one as well.

University Security Analyst, Marilyn Cummings, weighs in on a few things to add to your digital resolutions list.

Stop, Think, then Click

Not all phishing attempts are requesting your login credentials. Have you ever received an email with an attachment (like a .pdf file) that seemed to open for a moment then close when you clicked on it? Then you try again with the same results?

Sometimes small malicious programs hidden or embedded in the .pdf will execute and load malware on your machine when you click to open it. Now the cyber criminal has access to your machine. This is why it is so important to avoid opening file attachments or clicking on links in an e-mail if you do not know the person who sent it.

"The time from earliest evidence of a workstation compromise to discovery of that compromise is averaging

229 days," Cummings says. "That means the threat groups have that many days to stay resident on your workstation, watch your transactions, and steal data. While present on your machine, they have exactly the same access as the account you are using. Most people are administrators on their home machines, so protect your financial and other personal data by choosing wisely when clicking on files or links."

Renew Passwords

Many compromised accounts stem from hacked websites, through phishing attempts, or through a computer virus. The problem of a compromised account is magnified if the stolen password is the same one used for many other accounts.

We recommend using the same basic password complexity rules utilized University-wide.

- Use at least three of these four: numbers, special characters, upper-case, and lower-case letters.
- Make the password at least 6 characters long.

At SHSU, we require you to change your password every 180 days. Consider switching up your personal passwords every 180 days as well.

Unclutter E-mails

Sharing e-mails with retail businesses for receipts and coupons happen quite often, as well as digital newsletter-type subscriptions. It's easy to lose track of them all. Try using Unroll.me. We discovered this fun website (and app for iPhone), that can help clean up your inbox and unsubscribe or roll your subscription emails into one email.

Click on "get started" and the site will walk you through the process.

Attend a Technology Training (or Two)

Professional development and improving day-to-day skills and productivity is always a great goal to have, no matter the time of year. We happen to have a list of courses that offer great tools and tips for enhancing your software knowledge.

Try to make it a goal to set digital resolutions along with personal ones every year. Being aware of privacy and cyber security will become more important as our work and personal lives become more integrated with technology.

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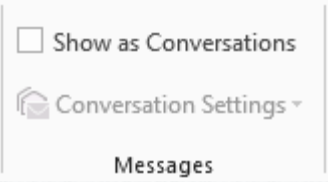
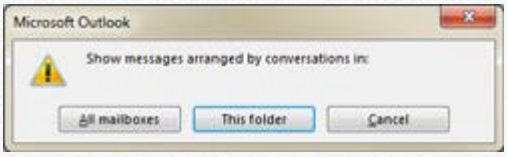
Tech Tip: Conversation View in Your Outlook Inbox

The Conversation View is a great feature for organization in Outlook. This option allows you to view all e-mails regarding a particular subject item together in one group, even if the messages came over a period of time.

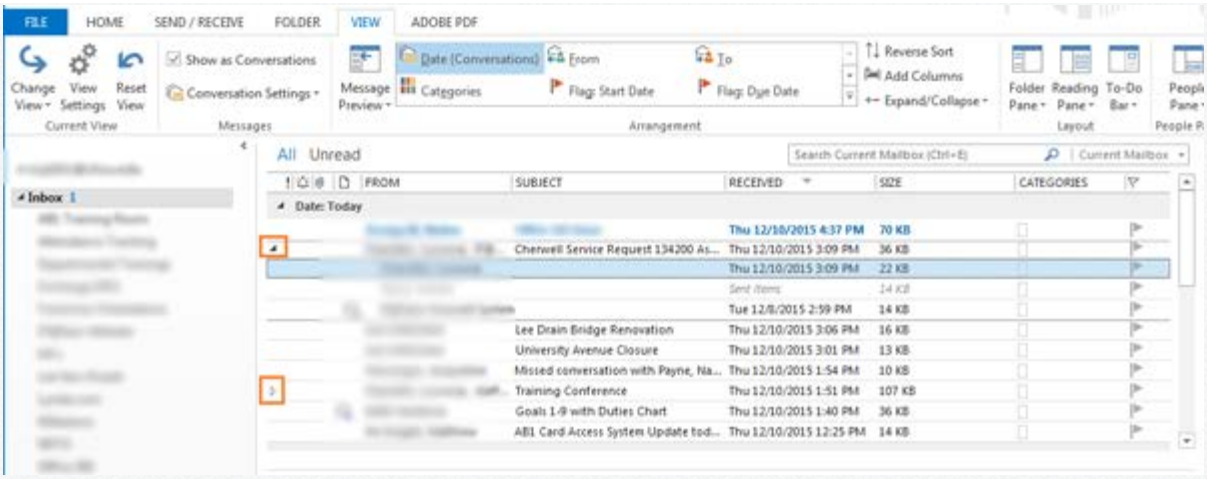
To use Conversation View, go to the Messages group of the View tab. Place a checkmark in the box titled Show as Conversations.



A dialogue box will appear asking if you want to have All mailboxes or just This folder viewed as a conversation. Make your selection.



All messages with the same subject will then be grouped together. A small triangle to the left of a message will indicate the message has multiple messages with that subject (a conversation). Double-click on the triangle to display all messages in that conversation.



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January Trainings

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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
OPEN LAB	January 8	2:00 pm - 4:00 pm
WebCMS	January 11	2:00 pm - 3:30 pm
Outlook 2013	January 12	9:00 am - 11:00 am
Introduction to Cherwell	January 12	2:00 pm - 3:00 pm
OneNote 2013	January 13	2:30 pm - 3:30 pm
Excel 2013 - Advanced	January 14	9:00 am - 11:00 am
Adobe Captivate - Introduction	January 14	2:00 pm - 4:00 pm
Adobe Photoshop - Introduction	January 15	9:00 am - 11:00 am
Word 2013 - Advanced	January 21	9:00 am - 11:00 am
Adobe InDesign - Essentials	January 21	2:00 pm - 4:00 pm
Creating an Effective PowerPoint Presentation	January 22	10:00 am - 11:00 am
Adobe Photoshop - Intermediate	January 25	2:00 pm - 4:00 pm

WebCMS	January 26	9:00 am - 10:30 am
Adobe Acrobat XI Pro - Introduction	January 26	2:00 pm - 3:00 pm
Microsoft Lync - Introduction	January 27	2:00 pm - 3:00 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.

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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February 2016

From the Desk of the VP

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Office 365 Now Available

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Software Changes Coming in May

Office 2016 for PCs and Macs, and El Capitan OS for Macs are just a couple of the upgrades to look forward to this semester.

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From the Desk of the VP

Over the last three months you have joined us on a journey to tomorrow as we have discussed the value and opportunities that technology can bring to SHSU. After 25 years of contributing to the future of SHSU, I have come to realize how quickly the future becomes the present. I have had the wonderful opportunity to collaborate with and assist many of you to envision and implement the campus in which we live. At IT@Sam we all look forward to the collaboration and partnerships we are building with you to help you shape the SHSU of tomorrow.

A brief glance across campus reveals SHSU is in an evolutionary time where change and opportunity abound. These signs of change are seen in the obvious goliath cranes that tower over campus, record enrollment counts, nationally recognized programs and the overall success rankings of our students, but a

closer look shows opportunity stimulated by the unique culture of collaboration and genuine desire for the success of our students. This culture is both the foundation and the driver for our campus change. The future will quickly become tomorrow and in the blink of an eye we realize today has become the past that has shaped our future.

As a step towards the world of tomorrow, SHSU has begun the deployment the cloud-based Microsoft Office suite, Office 365. Please take a look when you have a moment to gather information on this valuable resource you can now access as part of the SHSU community. The initial deployment Office 365 is for your use on personal devices so you can begin exploring the benefits of this technology while we work with you and listen to your ideas to identify opportunities for deployment to campus as an alternative or enhancement to current services. We will keep you updated on progress and informed in a timely manner of any anticipated changes.

In the world of technology, it is easy to see this rapid pace, but the reality is technology is merely a resource to accommodate the changes occurring all around us. We must engage in open professional dialogue, develop innovative ideas and take advantage of technology to react with agility and rapid development to provide the services and resources that enable the highest success for our students. IT@Sam offers many services and resources to help you as you consider opportunities for enhancing campus. These services range from technical resources and extend to workflow and business analysis, project management and facilitation of innovation discussions between campus areas. We welcome the opportunity to help you directly or to help connect you with the expert for your need. Let us know the opportunities you see.

"When the wind blows, some build walls and others build windmills." - Chinese Proverb

The winds of change are blowing through SHSU. IT@Sam wants to collaborate with you and support your innovation to implement the windmills of tomorrow that power the success of our students.

Eat 'em up, Kats!

Mark Adams
Vice President for Information Technology

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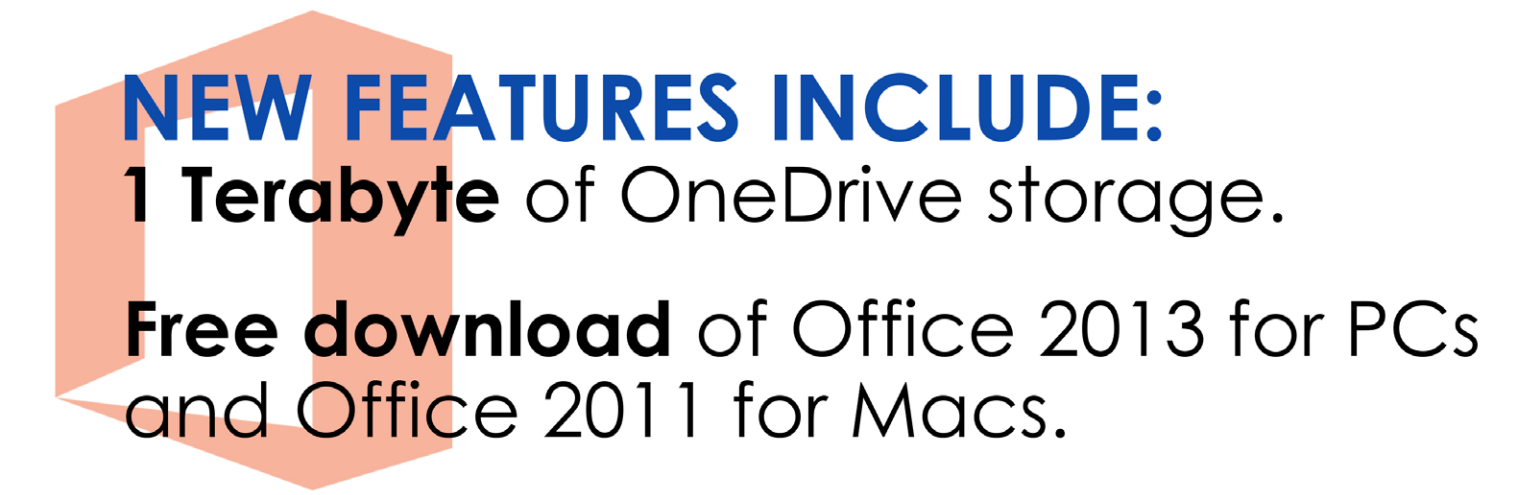
Office 365 Now Available



Office 365 is now available for all current SHSU students, faculty, and staff. With Office 365, you now have one terabyte of OneDrive storage and access to a free download of Office 2013 for PCs and Office 2011 for Macs. Office 2016 will be available for download later this month.

To access your Office 365 account, go to https://login.microsoftonline.com/. Enter your SHSU email (ex., abc123@shsu.edu) and click sign-in. If you are off campus, you will be redirected to the SHSU login page where you will enter your SHSU credentials.

Your initial login will take about five minutes as Office 365 creates your account.

Office 365 comes with access to the following online versions of Microsoft software:

- OneDrive (with one Terabyte of storage)
- Word Online
- PowerPoint Online
- Excel Online
- OneNote Online

Sway
- Delve

Microsoft has compiled various YouTube tutorials for Office 365 products and functions with which you may be unfamiliar.

Please note that Office 365 is a Microsoft cloud service subscription which requires an Internet connection for full access to OneDrive storage and other Office 365 programs and features. Please ensure that you maintain a second copy of critical files on your S drive or other storage location.

Contact the Service Desk at 936-294-1950 or servicedesk@shsu.edu if you have any questions, concerns, or login issues.

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Software Changes Coming in May

In addition to the recent release of Office 365, there are a few additional changes coming your way at the end of the spring 2016 semester.

Major Software Upgrades Scheduled for May 2016

- Office 2016, for PC and Mac (10.9 or higher)
- Adobe Creative Cloud 2015, for PC and Mac (10.9 or higher)
- Adobe Document Cloud 15, for PC and Mac (10.9 or higher)
- El Capitan, Mac OS 10.11

These software titles, with the exception of the El Capitan operating system, are scheduled for deployment the weekend of May 20. If faculty or staff need to work on campus during that time frame, we recommend utilizing Office 365, remote.shsu.edu or a laptop until the upgrade has been completed.

If you would like a sneak peek at the new features and enhancements to Office 2016, check out the Microsoft Office blog.

Volunteers Needed

We are seeking volunteers to test Office 2016 for PC and Mac. If you would like to participate, please respond with your computer node name. The first 250 volunteers to respond will be added to the test

group. If you volunteer, please understand that you may encounter issues that degrade Office functionality. If Office is critical to your daily duties, you may want to consider carefully before volunteering.

Training Opportunities

Training sessions are in development. Courses will outline the differences between Office 2013 and Office 2016. We estimate being able to conduct these trainings starting in April. Scheduled trainings are posted in upcoming IT@Sam Newsletters as well as Talent Management.

Upgrades for Laptops and stand-alone PC's

Once testing has concluded, you will be able to request upgrades through Cherwell for any laptops and stand-alone computers that you may have in your department.

If you have any questions or concerns, please contact the Service Desk at x4-HELP or servicedesk@shsu.edu.

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Security Tip

E-greeting cards have always been a popular way to share in the Valentine's Day festivities, and a malicious threat from a cheery greeting is not the first thing one would expect. According to PCWorld.com, eCard-triggered viruses are not new, but the latest versions are becoming more difficult for typical antiviruses to detect.

A Google search for eCards brings up a list of links familiar and questionable. Marilyn Cummings, Interim Information Security Officer, recommends sticking to the reputable companies that are well known for greeting cards.

"Pick what is familiar, not one-offs," Cummings said. "There's so many [websites], I'd be afraid to use anything other than the familiar sites like Hallmark and American Greetings."

She recommended using the same precaution when receiving an eCard.

"It's our job to protect campus resources. Use your knowledge and instincts when deciding whether to click on an eCard link," Cummings said.

According to Norton, a well-known antivirus vendor, "the bad guys are getting trickier."

Their resources share that a recent fraudulent eCard has been making the rounds. It claims to be from Hallmark, the reputable card company. However, the subject line contains a misspelling and reads, “You have received a *greeding* card!” The e-mail itself, which encourages the recipient to click on links, has several more misspellings.

Norton suggests watching for techniques cyber-criminals can use:

- Appears to be familiar or from a friend. Cyber-criminals will use social networking sites such as Facebook and get identifiable information about a person. They use this information in a greeting card so it appears legitimate.
- Uses common name. For example, a subject line might read, “You have an eCard from Mike!”
- Pretends to be a legitimate card company.
- Creates fake e-card websites.
- Asks you to install software.

When in doubt …

- Confirm with the sender.
- Never click on links. Either cut and paste the URL into your browser or type it in yourself.
- Visit the card company website. Hallmark is one example. They spell out their practices, letting customers know that Hallmark eCard notifications come from the sender’s e-mail address, not from Hallmark.

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February Trainings

This month, we will offer our First Fridays Open Lab on February 5 from 9:00 am - 11:00 am. This is a chance to have our Technology Trainer help you with a work project. Also, with the deployment of Office 365, we will be offereing weekly trainings in order to show you the features of the service.

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
Office 365	February 3	2:00 pm - 3:00 pm
OPEN LAB	February 5	9:00 am - 11:00 am
Excel 2013 - Introduction	Feburary 8	2:00 pm - 4:00 pm
Word 2013 - Introduction	February 9	9:00 am - 11:00 am
Social Media - Introduction	February 9	2:00 pm - 4:00 pm
OneNote 2013 - Introduction	February 10	2:30 pm - 3:30 pm
Outlook 2013 - Introduction	February 11	9:00 am - 11:00 am
WebCMS	February 11	2:00 pm - 3:30 pm
Office 365 - Introduction	February 12	9:00 am - 10:00 am
Office 365 - Introduction	February 18	9:00 am - 10:00 am
InDesign CC: Essentials	February 22	2:00 pm - 4:00 pm

Excel 2013 - PivotTables & PivotCharts	February 23	9:00 am - 11:00 am
Office 365 - Introduction	February 23	2:00 pm - 3:00 pm
Usiting Technology as Your Team	February 24	2:00 pm - 4:00 pm
Maintaining a Professional Image Online	February 25	9:00 am - 10:00 am
Photoshop CC - Introduction	February 25	2:00 pm - 4:00 pm
WebCMS	February 26	9:00 am - 10:30 am

To sign up for one of these training sessions, please visit Talent Management.

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March 2016

From the Desk of the VP

This month, Mark Adams discusses changes in higher education and the resulting challenges and opportunities.

>>Read More

March Roundup

El Capitan OS and Office 2016 are available for Macs! Read on to request your upgrade as well as find the software request deadline for fall and an opportunity to provide feedback.

>>Read More

Address Verification Feature in Banner

Starting this month, Banner will provide guidance for correctly formatted addresses. Address verification will help us comply with federal regulations and make sure your information is up-to-date to receive mail correctly.

>>Read More

Security Tip: Using Cloud Services

Now that SHSU has access to Office 365, Microsoft's cloud service, what can we do to help keep our information secure?

>>Read More

Tech Tip: Ribbon Display Options in Microsoft Office

Did you know there were viewing options for the ribbon display? Learn this quick customization tip for a more enhanced Office experience.

>>Read More

March Training Schedule

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From the Desk of the VP

With the speed of change in today's world, and especially in higher education, do you ever feel like it is overwhelming to keep up? Enrollment has surpassed the 20,000 mark. Course delivery is transitioning from traditional face-to-face, to hybrid and completely online programs. Rapid change presents challenges and great opportunities for innovation.

Educause, a nonprofit association whose mission is "to advance higher education through the use of information technology," recently published the 2016 Top 10 IT Issues in higher education. IT@Sam has taken this opportunity to be intentional in discussing these issues and shaping strategic directions to consider how these topics may impact student and operational success at SHSU.

SHSU is not unique with many of the challenges we face supporting today's higher education, but we can uniquely differentiate our campus by how we respond to these challenges. What challenges are you

facing? Can we collaborate with you to consider if there are services we can provide or help you with to lessen the challenges? Let us hear from you.

Learning and innovation go hand in hand. The arrogance of success is to think that what you did yesterday will be sufficient for tomorrow. – (The Soul of the Firm, C. William Pollard)

Mark C. Adams
VP of Information Technology

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March Roundup

El Capitan and Office 2016 for Mac

El Capitan OS for Mac is now available for those ready to upgrade. The OS upgrade will include Office 2016 as well.

You can submit a request for your upgrade through Cherwell for any Apple laptops and desktops that you may have in your department.

If you have any questions or concerns, please contact the Service Desk at x4-HELP or servicedesk@shsu.edu.

Fall Software Request Deadline

The May 1 software request deadline for the fall semester isn't far away. To request any specific software and software upgrades needed for courses, go to Cherwell. Once logged in, go to the software category under frequently logged tickets and choose “Request New Desktop Software.”

"How'd we do?"

New upgrades and software have been released the past few months. We want to know how you're liking

the new or upgraded resources. Maybe there's a feature you'd like to see in the next upgrade?

E-mail us at ITSuggestions@shsu.edu and let us know.

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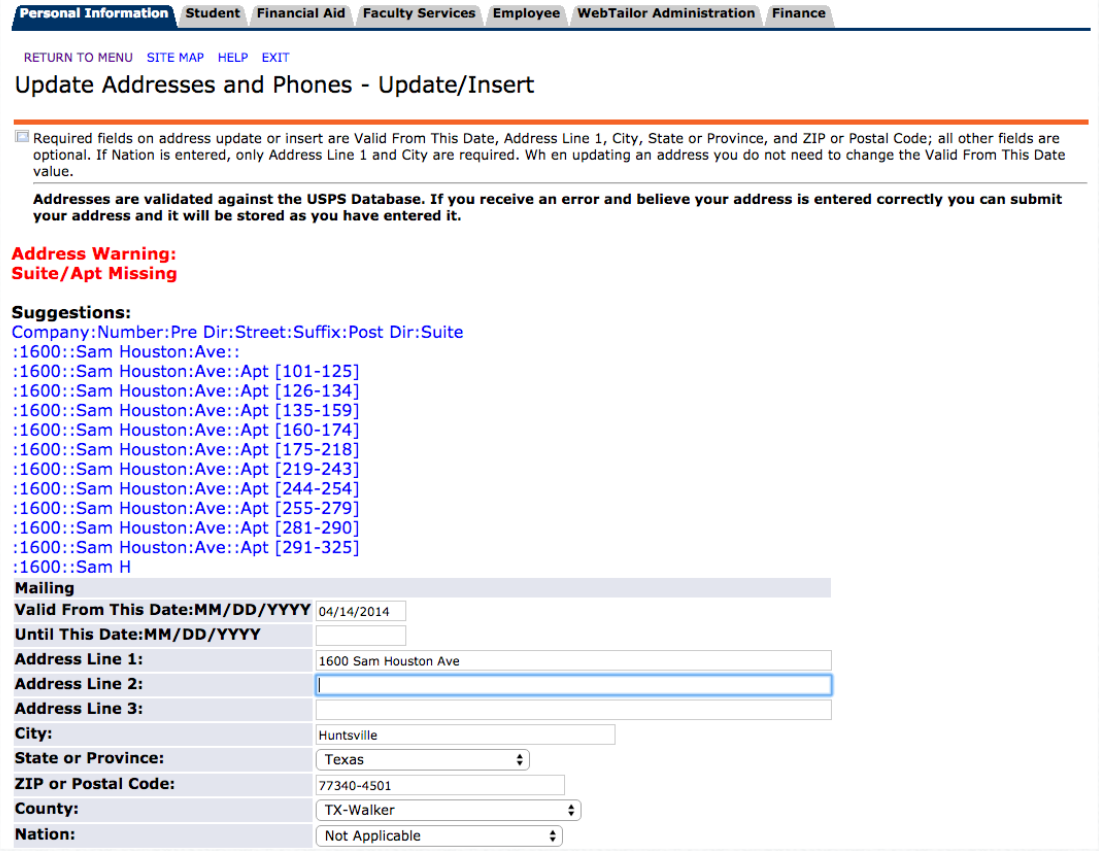
Address Verification Feature in Banner

While we are in tax season, it is important that all addresses are correct for faculty, staff, and students. The new address verification feature that will be available in Banner on March 4 will ensure that addresses entered into the system are correct. This process of verification ensures delivery of university mail as well as compliance with several federal regulations.

Address verification will prompt to correct any address entered incorrectly. The system will automatically update the address for slight corrections, such as a zip code suffix, or provide suggestions when a significant correction is required to match the United States Postal Service database, as in the example below. The address suggestion can be overridden if necessary.



Personal Information | Student | Financial Aid | Faculty Services | Employee | WebTailor Administration | Finance

RETURN TO MENU SITE MAP HELP EXIT

Update Addresses and Phones - Update/Insert

Required fields on address update or insert are Valid From This Date, Address Line 1, City, State or Province, and ZIP or Postal Code; all other fields are optional. If Nation is entered, only Address Line 1 and City are required. Wh en updating an address you do not need to change the Valid From This Date value.

Addresses are validated against the USPS Database. If you receive an error and believe your address is entered correctly you can submit your address and it will be stored as you have entered it.

Address Warning:
Suite/Apt Missing

Suggestions:
Company:Number:Pre Dir:Street:Suffix:Post Dir:Suite
:1600::Sam Houston:Ave::
:1600::Sam Houston:Ave::Apt [101-125]
:1600::Sam Houston:Ave::Apt [126-134]
:1600::Sam Houston:Ave::Apt [135-159]
:1600::Sam Houston:Ave::Apt [160-174]
:1600::Sam Houston:Ave::Apt [175-218]
:1600::Sam Houston:Ave::Apt [219-243]
:1600::Sam Houston:Ave::Apt [244-254]
:1600::Sam Houston:Ave::Apt [255-279]
:1600::Sam Houston:Ave::Apt [281-290]
:1600::Sam Houston:Ave::Apt [291-325]
:1600::Sam H

Mailing	
Valid From This Date:MM/DD/YYYY	04/14/2014
Until This Date:MM/DD/YYYY	
Address Line 1:	1600 Sam Houston Ave
Address Line 2:	
Address Line 3:	
City:	Huntsville
State or Province:	Texas
ZIP or Postal Code:	77340-4501
County:	TX-Walker
Nation:	Not Applicable

The system will be updated once per quarter to ensure the latest addresses are available.

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Follow SHSU on:

Security Tip: Using Cloud Services

Cloud services, like Microsoft Office 365, provide access to storage space as well as online software from anywhere at any time. The use of cloud subscription services has become more popular within the past several years. According to techrepublic.com, the demand for cloud-based security and services is growing.

Cloud technologies do more than ever to invest in ensuring the security of customer data as they battle security myths trying to overshadow the effective use of a technological resource.

Marilyn Cummings, SHSU interim information security officer, challenges us to focus on becoming a smart consumer of cloud services. Such resources always come with a security risk. The cloud is no less of a target for malicious attacks, but you can take precautions to make sure your data is as safe as possible.

- Protect your password. Your cloud access is connected to your SHSU credentials. Make sure to keep your password as complex as possible.
- Back up your data. SHSU does not back up any contents saved to OneDrive. If you delete your files, you have 93 days to retrieve them from the first recycle bin and 93 additional days to retrieve them from the second-stage recycle bin before they are permanently irretrievable.
- Know your rights and responsibilities in the acceptable use policy as you utilize SHSU technology resources.
- Understand how access is shared with your OneDrive folders. You control who can “view” or “view and edit" a file in your folders when shared.

For more information on OneDrive, how to manage it, and other Office 365 benefits, attend one of our

Introduction to Office 365 trainings.

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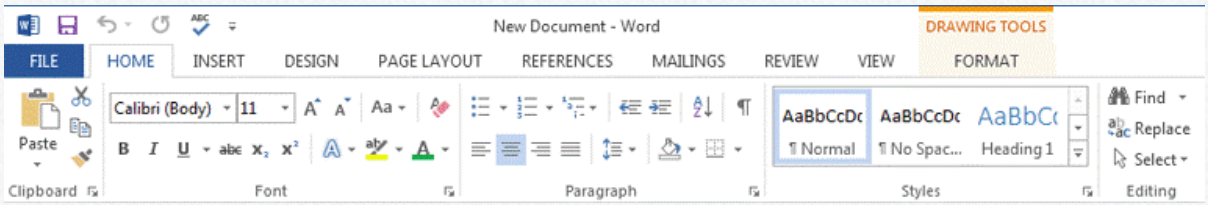
Follow SHSU on:

Tech Tip: Ribbon Display Options in Microsoft Office

The Ribbon

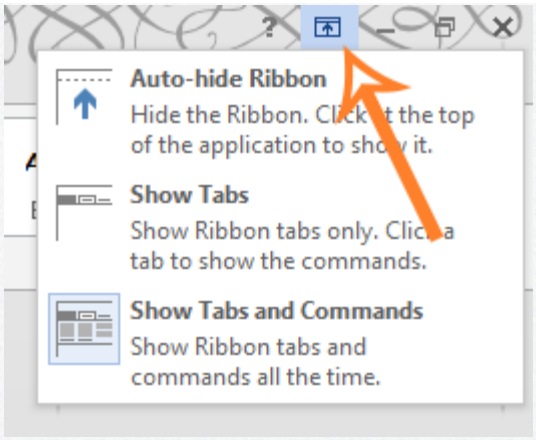
Microsoft Office uses a tabbed Ribbon system instead of traditional menus in each of their programs. The Ribbon contains multiple tabs, each with several groups of commands. Each tab is used to perform the most common tasks in each of the Office programs.



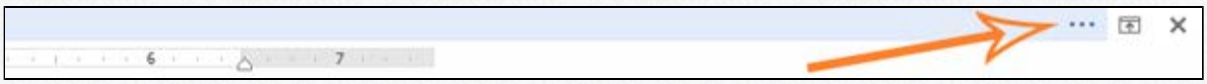
Displaying Options for the Ribbon

The Ribbon is designed so that it can be viewed at all times, hidden or to to just show the tabs. To view these options:

1. Click the Ribbon Display Options arrow in the upper-right corner of the Ribbon.
2. Select the desired option



If the option to Auto-hide Ribbon is selected, the Ribbon can be viewed by selecting the three dots in the upper right corner of the program window. Once the pointer is moved away from the top of the program window, the ribbon will hide again.



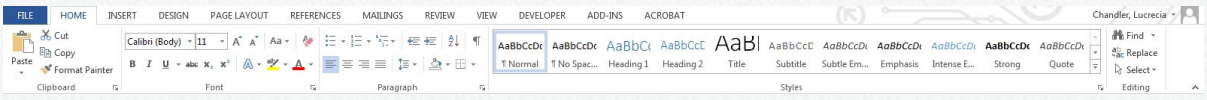
If the option to Show Tabs is selected, only the tabs of the ribbon will show. The tab must be clicked to see additional options. Once the desired option is selected, only the tabs will show again.

Pressing the Control-F1 buttons can also be used to hide and unhide the ribbon.

Monitors & Resolution

Regardless of the option you select for viewing the ribbon, you will notice that the options contained within each ribbon will also expand and contract based on the monitor and/or resolution that the monitor is set to display. Smaller monitors will display fewer ribbon options than larger monitors.

Contracted Ribbon Options



Expanded Ribbon Options

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Follow SHSU on:

March Trainings

This month, we will offer our First Fridays Open Lab on March 4 from 9:00 am - 11:00 am. This is a chance to have our Technology Trainer help you with a work project. Also, with the deployment of Office 365, we will be offering weekly trainings in order to show you the features of the service.

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
Office 365 - Introduction	March 3	9:00 am - 10:00 am
Excel 2013 - Data Manipulation	March 3	2:00 pm - 4:00 pm
OPEN LAB	March 4	9:00 am - 11:00 am
Office 365 - Introduction	March 14	2:00 pm - 3:00 pm
Adobe Photoshop CC - Intermediate	March 15	9:00 am - 11:00 am
Adobe Captivate - Introduction	March 15	2:00 pm - 4:00 pm
WebCMS	March 16	2:00 pm - 3:30 pm
Word 2013 - Advanced	March 24	9:00 am - 11:00 am
Creating an Effective PowerPoint Presentation	March 24	2:00 pm - 3:00 pm
Office 365 - Introduction	March 25	9:00 am - 10:00 am
Adobe Photoshop CC - Introduction	March 28	2:00 pm - 4:00 pm

Office 365 - Introduction	March 29	2:00 pm - 3:00 pm
Excel 2013 - Advanced	March 30	2:00 pm - 4:00 pm
WebCMS	March 31	9:00 am - 10:30 am
Adobe Acrobat XI Pro - Introduction	March 31	2:00 pm - 3:00 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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Follow SHSU on:

April 2016

From the Desk of the VP

This month, Mark Adams discusses the opportunities new interactive technology resources bring to the classroom and professional development environment.

>>Read More

Microsoft Office Suite Upgrade

Microsoft Office will be upgraded in May! Starting this month, introductory trainings will be offered that will focus on the differences between Office 2013 and Office 2016.

>>Read More

Department E-mail Addresses

A shared e-mail mailbox or distribution list for your department can help ensure that critical communication is not missed when staffing changes occur. Read on for more information and to find out how to request one.

>>Read More

Security Tip: Avoiding Online Tax Scams

Tax season is in full swing, as well as major tax scams. Be on the lookout for these scams and use these guidelines to help keep you from becoming a victim of identity theft.

>>Read More

Tech Tip: Reducing E-mail Volume

E-mail is a primary form of communication, but what do you do when you have more e-mails than time during the day to get through them all? This mini-series will help provide some tips for managing your inbox.

>>Read More

April 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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Follow SHSU on:

From the Desk of the VP

This semester, we have focused on innovation along with the value and opportunities that technology can bring to SHSU. March brought many opportunities for professional development at SHSU. Staff Council hosted the annual Professional Development Conference as well as the first Coffee Conversation on Diversity. In addition, SHSU Online hosted the annual Teaching & Learning Conference. The variety of topics and the technology methods used to interact with the audiences, such as real-time interactive polling, were inspiring.

The opportunity to anonymously interact with an audience in real-time provides a safe space to dialogue with each other in a professional manner as you work to develop ideas. This technique can even be tied into PowerPoint for a real-time graph of responses. This type feedback allows a presenter to dynamically adjust the discussion to more accurately focus on the actual interests or needs of the audience. Events like those mentioned are just a few of the examples where innovative ideas can start at SHSU.

Let us know what technology resources you are using in your classrooms, presentations, and training opportunities that may not currently be commonly used across campus. We want to collaborate with you to identify opportunities to provide campus helpful technology resources as we work together to meet the needs of the changing and growing student population and operational demands.

This week kicks off the 2016 Texas Emergency Management Conference and SHSU will be attending and presenting at the event. In support of emergency preparedness and building on our innovating technology discussions, check out this fun article on creative ways to turn your broken cell phone into a survival resource.

Theodore Levitt stated that “Creativity is thinking up new things. Innovation is doing new things.” Let us help you turn your creativity into innovation!

Mark Adams
VP of Information Technology

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Microsoft Office Suite Upgrade

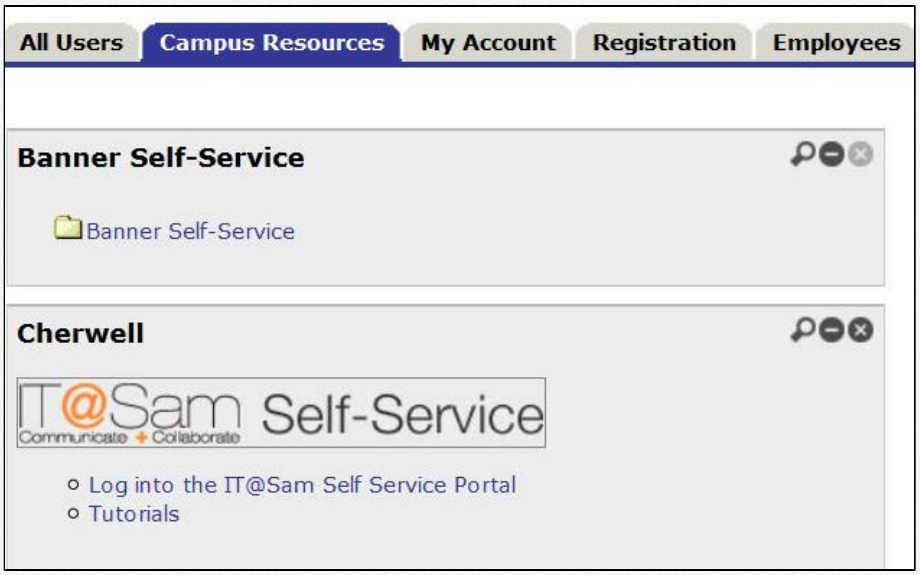
Microsoft Office 2013 will be upgrading to Office 2016 between May 20 - 28. Upgrades will be scheduled geographically by building location in order to provide the best continuous customer service and support.

In addition, IT@Sam Technology Trainer, Natalie Payne, will be offering a new course on " Differences between Office 2013 and 2016." These courses will begin this month in order to help you familiarize with new features and tips to enhance productivity through the new Suite. If you would like to attend one of these training sessions, sign up through Talent Management. If you are unable to attend a training session, but would like to see the changes in store, Microsoft has Office 2016 quick start guides available for download.

Early Upgrades

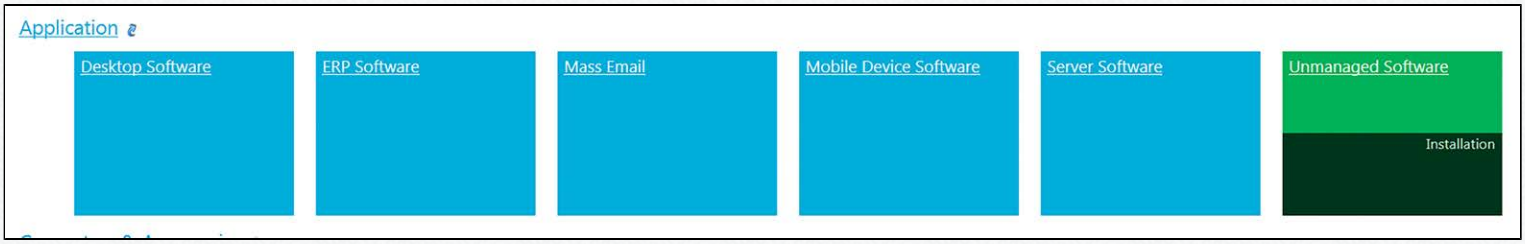
If you would like to opt into upgrading your desktop now, please place a request in Cherwell.

To place the work order, go to MySam and click the Campus Resources tab. Then, click on the IT@Sam Self-Service logo.



Once in Cherwell, scroll down and click "Place a ticket from our full Service Catalog."

Scroll down to Application, hover over the Unmanaged Software box and click Installation.



In the description box, include your computer node name and specify that you would like to have Office 2016 installed.

Laptop Upgrades

If you have an SHSU laptop you can place a request in Cherwell or stop by the Service Desk with your laptop to have Office upgraded. Be sure to back up your laptop data prior to drop off with the Service Desk. The upgrade will take one to two business days, so be sure to plan accordingly.

For any other questions or concerns, please contact the Service Desk at servicedesk@shsu.edu or x4-HELP.

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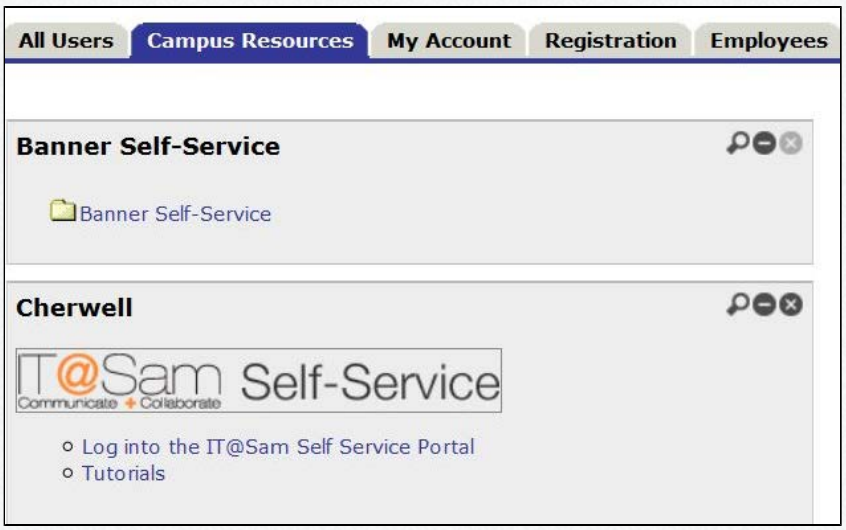
Department E-mail Addresses

Most departments have a designated contact e-mail address listed on their website and potentially with various distributed literature and vendors with whom they do business. If that e-mail address is a person's personal mailbox, a transition in personnel may prove problematic. You may miss important correspondence when updating the various places that e-mail address is referenced.

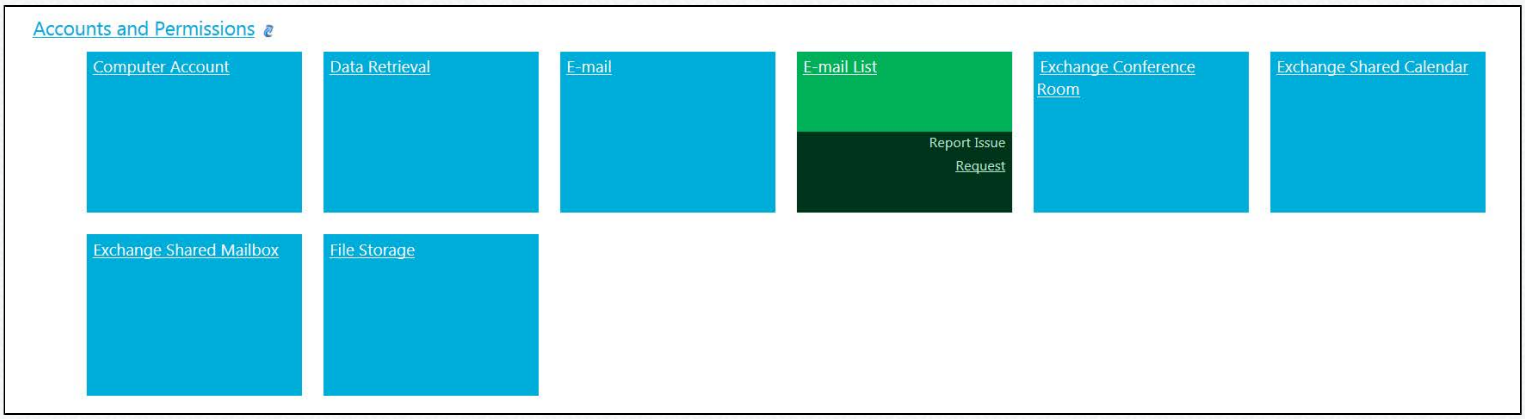
Establishing a shared mailbox will lessen the impact during these transition times. A shared mailbox will ensure that e-mail messages continue to be received regardless of the person that is primarily responsible for the correspondence. Multiple people can be assigned access and that access can be changed as often as necessary.

If your department does not have a shared mailbox for department correspondence, you can request one through Cherwell. Go to MySam and click the Campus Resources tab. Then, click on the IT@Sam Self-Service logo.



Once in Cherwell, scroll down and click "Place a ticket from our full Service Catalog."

Then, go to Accounts and Permissions and hover over E-mail List or Exchange Shared Mailbox and then click Request.



For any questions or concerns, please contact the Service Desk at servicedesk@shsu.edu or x4-HELP.

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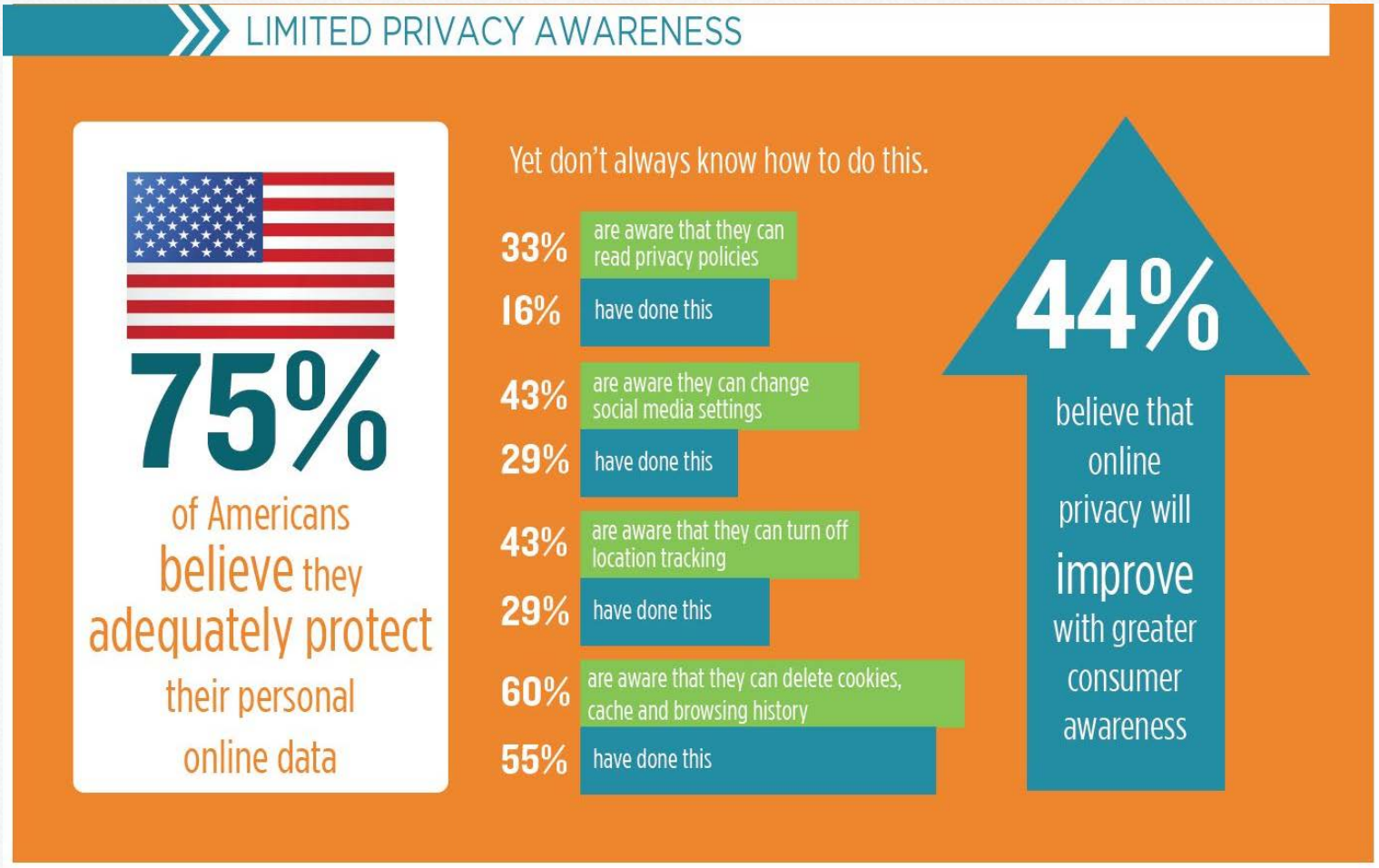
Follow SHSU on:

Security Tip: Avoiding Online Tax Scams

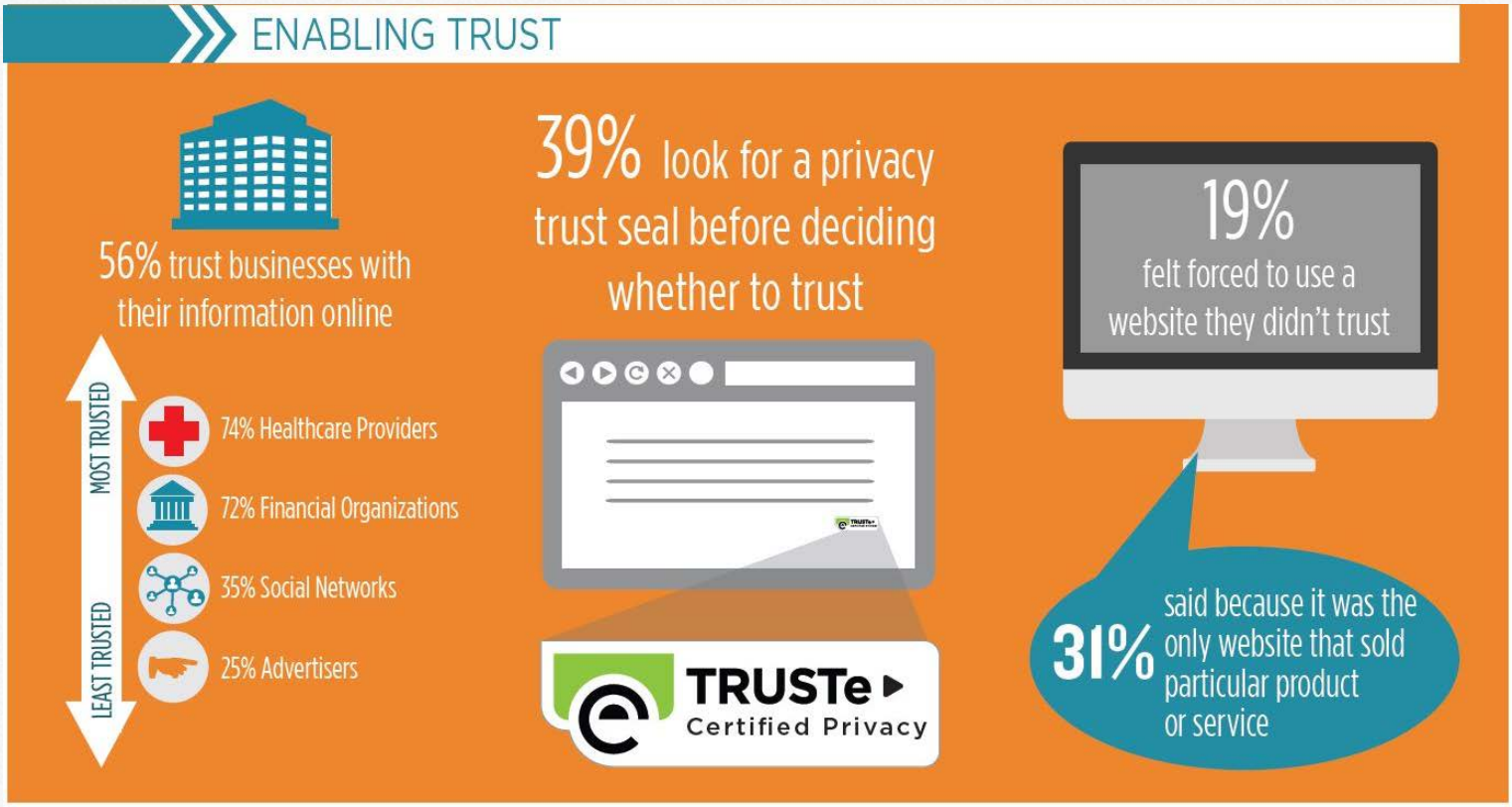


Should you respond to an e-mail or phone call claiming to be from the Internal Revenue Service (IRS)?

The short answer, no. Phone and e-mail phishing scams are still on the top of the IRS's "Dirty Dozen" tax scams for 2016. Numerous online scams are circulating this time of year in an attempt to steal people's tax refunds, bank accounts, and identities.

Be on the lookout for unsolicited e-mails, texts, social media posts that ask you to share valuable personal and financial information. According to Truste and the National Cyber Security Alliance, 75% of Americans

believe they adequately protect their personal online data, yet statistics show they don't take the appropriate precautions to do so. Only 39% look for a website's privacy trust seal/logo, or lock icon before deciding whether to trust the site.



The IRS has received new reports of scammers impersonating IRS employees and calling to verify tax return information over the phone. The scam tries to get you to give up personal information such as a Social Security number or personal financial information, such as bank numbers or credit cards.

Last month, The IRS discovered that their Electronic Filing PIN application on IRS.gov was accessed by hackers. Using previously stolen personal data, identity thieves used malware to generate more than 100,000 tax return PIN codes. The IRS said no personal taxpayer data was stolen, only the tax return PIN codes. The IRS is taking immediate steps to notify affected taxpayers by mail.

Remember, the IRS will never:

- Call to demand immediate payment, nor will the agency call about taxes owed without first having mailed you a bill.
- Demand that you pay taxes without giving you the opportunity to question or appeal the amount they say you owe.
- Require you to use a specific payment method for your taxes, such as a prepaid debit card.
- Ask for credit or debit card numbers over the phone.
- Threaten to bring in local police or other law-enforcement groups to have you arrested for not paying.

According to the IRS, if you know you don't owe taxes, follow these guidelines:

- Do not give out any information. Hang up immediately.
- Contact TIGTA to report the call. Use their "IRS Impersonation Scam Reporting" web page. You can also call 800-366-4484.
- Report it to the Federal Trade Commission. Use the "FTC Complaint Assistant" on FTC.gov. Please add "IRS Telephone Scam" in the notes.

Carefully select the tax sites you visit and always secure your computer with the latest security updates and anti-virus. If you are concerned your personal information has been stolen please visit IdentityTheft.gov to report the crime and find out how you can recover from potential identity theft.

The IRS has many more resources and contact information listed here in case of identity theft.

Sources:

Multi-State Information Sharing & Analysis Center

IRS.gov

StaySafeOnline.org

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Tech Tip: Reducing E-mail Volume

According to Lynda.com, approximately 58% percent of adults check e-mail first thing in the morning, then go on to check their phone up to 150 times per day. That is a lot of e-mail!

In this mini-series of tech tips, we will share tips and resources to help you get the most out of e-mail communications and help you become an inbox pro. So, how does one begin to manage so many e-mails in one day?

When you can, unsubscribe.

Outlook has a built-in app that will help you Unsubscribe to e-mails.

When viewing a marketing e-mail, you will notice at the top of the e-mail frame an unsubscribe link. Click on that link to block future correspondence.

When you can, setup rules and alerts.

Rules allow for e-mails to filter to designated folders. Alerts can notify you of e-mails from specific senders that you would want to respond to in an immediate manner, or they can auto-delete e-mails from certain senders as well. These tutorials can help:

- Create a rule
- Delegate folder access
- Create a mailbox rule

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April Trainings

This month, we will offer our First Fridays Open Lab on April 1 from 9:00 am - 11:00 am. This is a chance to have our Technology Trainer help you with a work project. Also, with the deployment of Microsoft Office 2016 in May, we will be offering weekly trainings in order to help you prepare for upgrade.

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
OPEN LAB	April 1	9:00 am - 11:00 am
Microsoft Office: Differences Between 2013 & 2016	April 7	2:00 pm - 3:00 pm
Microsoft Office: Differences Between 2013 & 2016	April 11	2:00 pm - 3:00 pm
Excel 2013 - Introduction	April 12	9:00 am - 11:00 am
Office 365 - Introduction	April 14	9:00 am - 10:00 am
WebCMS	April 15	9:00 am - 10:30 am
Microsoft Office: Differences Between 2013 & 2016	April 19	9:00 am - 10:00 am
Excel 2013 - Advanced	April 22	9:00 am - 11:00 am
WebCMS	April 26	2:00 pm - 3:30 pm
Office 365 - Introduction	April 27	2:00 pm - 3:00 pm
Outlook 2013 - Introduction	April 28	9:00 am - 11:00 am

Microsoft Office: Differences Between 2013 & 2016	April 29	9:00 am - 10:00 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.

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Follow SHSU on:

May 2016

From the Desk of the VP

The semester is drawing to a close, but there is still so much more happening. We look forward to growing visionary leaders as they engage and motivate our community, and go on to architect the future of our world.

>>Read More

Microsoft Office Suite Upgrade

Microsoft Office 2016 upgrades are almost here! Take a look at the upgrade schedule and the introductory trainings that focus on the differences between Office 2013 and Office 2016.

>>Read More

Using One Drive Safely

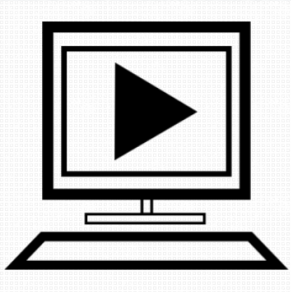
Do you collaborate with others or travel often for business? Learn ways you can use OneDrive safely with university-related data as well as information on OneDrive's two-stage recycling bin.

>>Read More

Security Tip: Identifying Phone Scams Affecting Campus

Have you heard of call spoofing? Read on to find out more about these phone scams and how to not fall victim to them.

>>Read More



Maple Software Removal

Maple software is scheduled to be removed, but if you still need Maple, we've got you covered! Let our team know and we'll work with you.

>>Read More

Tech Tip: Reducing E-mail Volume

E-mail is a primary form of communication, but what do you do when you have more e-mails than time during the day? This second installment in the Becoming an Inbox Pro mini-series will help provide some tips for managing your inbox.

>>Read More

May 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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Follow SHSU on:

From the Desk of the VP

As we wind down the spring 2016 semester, the opportunities for learning and collaboration continue to abound.

This month, we welcome Leadercast 2016, the largest international one-day leadership event in the world. This year's conference theme, "Architects of Tomorrow," will focus on what it means to be a visionary leader. As an institution striving for innovative ideas among an engaging and motivating community, we look forward to the new ideas and opportunities for professional development that it will bring.

Many departments are already looking forward to and preparing for the next class of Bearkats we will welcome to campus in the fall. New student orientation planning is underway as teams strive to continue improving ways of connecting with new Bearkats while sharing key resources and information that will help them to be successful students.

Nelson Mandela stated "Education is the most powerful weapon which you can use to change the world." Recently many campus representatives attended Ellucian Live, the annual Banner conference, and heard Dr. Mansoor al Awar speak on the value of education and that “costs of education pale in comparison to the costs of ignorance”. We hope the efforts to inspire and provide innovative resources for our students help catapult them toward the next successful chapter of their life, especially as we prepare to say goodbye to the class of 2016. We eagerly await to hear what accomplishments and innovation they will bring to society as they start their new careers and contribute to architect the future of our world. Good luck to the graduates and thank you to all of you that have helped them along their journey.

Mark Adams

VP of Information Technology

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Follow SHSU on:

Microsoft Office 2016 Upgrade Schedule

Microsoft Office 2016 is scheduled to be deployed to all Windows workstations between May 19 - 27. The following upgrade schedule is organized geographically by building location in order to provide the best continuous customer service and support.

May 19	Labs and Classrooms
May 23	AB2, AGM, BBC, BEL, BKV, BTB, CEC, EH, FLD, GCB, HH, HOU, LSH, MSM, MURF, PO, PSY, RAVC, RLB, RLMF, RVN, SBD, SHB, SHV, SPI, SS, SSA, STAF, TWC, UHC, UHT, UPD, VND, WAL, WHI
May 24	AB4, CHSS, COL, HKC, LDB, SHCC, Conference Rooms
May 25	AB1, CJC, LEM, LSC, MUS, NGL, PAC, TEC, UTC
May 26	AB3, ART, CFS, DAN, EST, EVC, FAR, LDA, THO, VAC
May 27	ADM

Early Installation Option

For convenience, Office 2016 will be made available to you on May 15 to install prior to your scheduled deployment date listed aboce. To opt in to this early installation, go to Start > All Programs > SHSU Program Installation Menu. Office 2016 should be listed in your Available Software list.

Early upgrades for campus desktops and laptops are also encouraged. Check out last month's Office 2016 upgrade article on how to categorize a Cherwell request for the upgrade.

Training Opportunities

In addition, IT@Sam Technology Trainer, Natalie Payne, will be offering a new course on " Differences between Office 2013 and 2016." These courses are designed to help you familiarize with new features and tips to enhance productivity through the new Suite.

If you would like to attend one of these training sessions, sign up through Talent Management. If you are unable to attend a training session, but would like to see the changes in store, Microsoft has Office 2016 quick start guides available for download.

Problems With Installation

If you have any problems with the Office 2016 installation, please contact the Service Desk as soon as possible. You can do so by placing a Cherwell Ticket (select the "Report Issue with Desktop Software" option from the portal) or by calling x4-1950.

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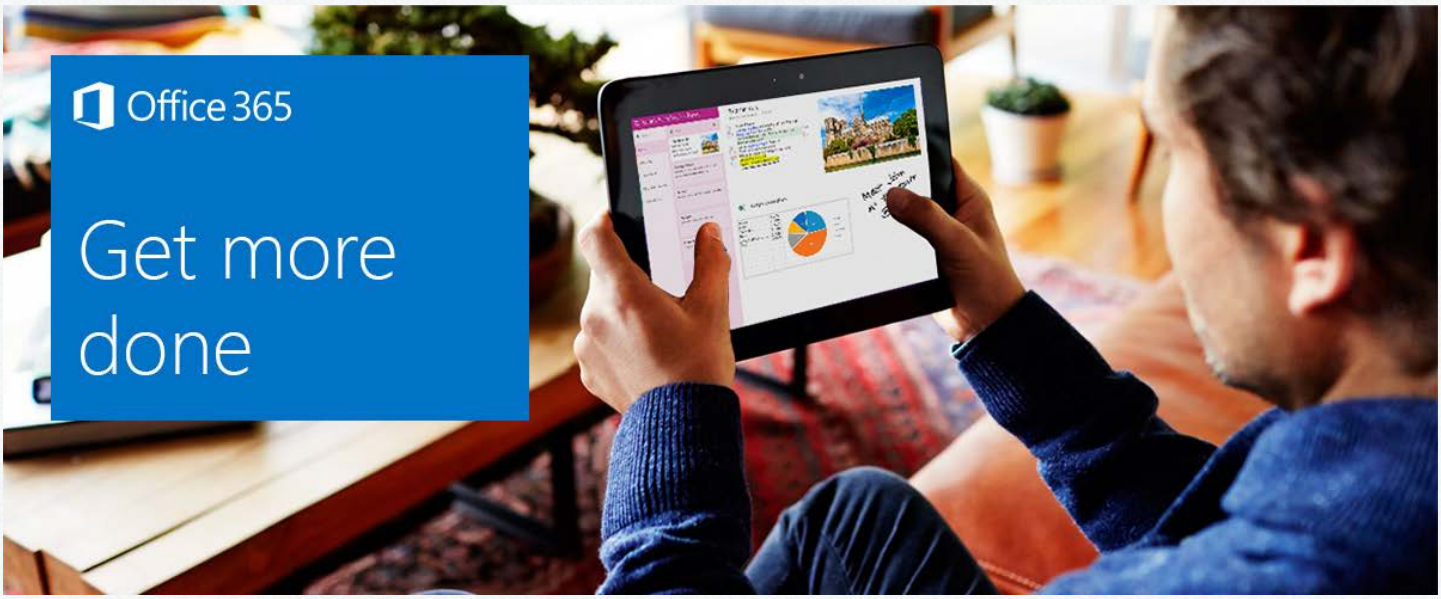
Using One Drive Safely



With Office 365 and OneDrive, you have access to your files on all of your devices, simplified sharing, and the ability to co-author documents with your team. The flexibility and ease of sharing and accessing files from anywhere not only presents convenience, but a needed increased security awareness as well.

As Sam Houston State University employees, we share a duty toward responsible management of university-related data. Under the Data Classification Policy (IT-06), all SHSU data is classified as confidential, protected, or public.

Marilyn Cummings, interim information security officer, recommends taking extra precautions when it comes to confidential information, which is defined as "sensitive data that must be protected from unauthorized disclosure or public release based on state or federal law, and other constitutional, statutory, judicial, and legal agreements."

Cummings recommends utilizing the T: Drive, or following the Digital Encryption Policy (IT-10) when it comes to storing or traveling with confidential data, instead of using OneDrive.

"OneDrive is perfect for non-confidential files you'd like easier access to, such as presentations or files you're co-authoring with your team," she says. "Just remember that files saved on OneDrive don't fall under our backup policy that the T: and S: drives fall under, but OneDrive offers a two-stage recycling bin as its own backup, in case you unintentionally delete a file, or decide you want to restore one a month down the road."

Two-Stage Recycle Bin

Office 365 offers a two-stage recycle bin. Documents are stored in each stage bin for 93 days. The files in the first-stage recycle bin count toward the one terabyte storage in OneDrive.

Options for the first-stage recycle bin include restoring the file, deleting the selected file, or emptying the recycle bin. If Delete Selection or Empty Recycle Bin is selected, the selected items will be placed into the second-stage recycle bin.

To access the second-stage recycle bin, select second-stage recycle bin in the bottom portion of the first-stage recycle bin box. The files in the second-stage recycle bin do not count toward the one terabyte storage in OneDrive. The options in the second-stage recycle bin include Restore Selection and Delete Selection. Once a file is deleted from this bin, it cannot be recovered.

These features and more are highlighted in the "Office 365 - Introduction" training we offer. Sign up for one of the course offerings this month!

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Security Tip

Identifying Phone Scams Affecting Campus

Have you recently received a phone call asking for your printer information or telling you that there is something wrong with your computer and it needs to be fixed?

If so, you may have experienced spoofing phone calls. In last month's Security Tip, we highlighted the numerous phone scams that have happened nationwide during tax season. This month we want to help raise awareness to a few scams that have affected several departments across campus.

Spoofed calls are generated online. As such, the caller ID information can be set to whatever the scammer wishes (including someone else's real phone number). That's why some calls may seem legitimate at first because the caller ID number may not seem suspicious to you. Unfortunately, these calls cannot be associated to any real phone number or person and IT@Sam is unable to block such calls.

As for the spoofed calls received on campus, beware of any asking for printer information and wanting to sell toner. If you have not ordered any toner and do not recognize the company name, chances are this is an attempt to bill your department for toner and/or set you up on an automatic delivery schedule.

Also, be wary of any representative from an IT company trying to convince you of a virus located on your computer. If you have not placed a Cherwell ticket or contacted the Service Desk about a particular issue you may be experiencing, chances are it is a scam.

The Federal Communications Commission (FCC) prohibits the use of using caller ID spoofing with intent to defraud, cause harm, and wrongfully obtain anything of value and has provided these tips to help you determine a calls authenticity:

- Use caution if you are being pressured for information immediately.
- Always be careful about responding to any request for personal identifying information. Never give out personal information such as account numbers, Social Security numbers, mother's maiden names,

passwords or other identifying information in response to unexpected calls or if you are at all suspicious.

- If you get an inquiry from someone who says they represent a company or a government agency seeking personal information, hang up and call the phone number on your account statement, in the phone book or on the company's or government agency's website to verify the authenticity of the request.

As always, if you are unsure about a call or an e-mail's authenticity, please contact the Service Desk at ServiceDesk@shsu.edu or x4-1950.

Sources:

- https://consumercomplaints.fcc.gov/hc/en-us/articles/202654304-Spoofing-and-Caller-ID
- http://www.tripwire.com/state-of-security/security-awareness/how-to-protect-yourself-from-caller-id-spoofing/

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Maple Software Removal

Maple software will be removed from all campus computers after the Summer II session concludes. To be efficient in operations and financially, IT@Sam reviews software usage. After reviewing this year's reports, Maple was identified as no longer in use.

Please submit a Cherwell ticket if you still require this software. Additional charges may be incurred by your department for its continued use. To place your ticket, click on the "Request New Desktop Software" link located in the Software section of the Cherwell Portal.

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Tech Tip: Reducing E-mail Volume

So, how does one begin to manage so many e-mails in one day? In this second installment of the Becoming an Inbox Pro mini-series, it is time to talk about follow-up strategy.

Common Follow-Up Strategies

Outlook is a flexible tool that offers a few built-in methods for follow-up strategies. Each option has its pros and cons. Take a look at this list to help you determine what will be the best compliment to your practices.

1. Create a "Follow-up" folder

- Pro: Clear delineation of next step
- Con: Out of immediate sight

To create a folder, right-click on the Inbox folder or previously created folder and select "New Folder." A new folder will appear within the folder it was created in and can be named. A new folder can also be created using the Folder tab and selecting "New Folder."

2. Flag E-mail

- Pro: Specific and easy to find
- Con: Clutters inbox

An e-mail can be flagged by right-clicking on the message and selecting "Follow Up" from the list and then choosing a follow-up time frame. A red flag will be placed next to the e-mail and the e-mail will appear in the Tasks list for the time frame chosen.

3. Move to "Tasks"

- Pro: Allows for categorization
- Con: Out of immediate sight

An e-mail is moved to Tasks when marked as "Follow Up" from the Home tab. It will appear in Tasks depending on the follow-up date selected. Once in Tasks, a category can be assigned to it by selecting Categories from the Home tab.

4. Leave in your inbox

- Pro: Easy to find
- Con: Clutters inbox

We hope that this has helped you identify the best strategy for you. If you have any questions about any of these options, please contact our Technology Trainer, Natalie Payne, to schedule a one-on-one session.

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May Trainings

This month, we will offer our Open Lab on May 13 from 9:00 am - 11:00 am. This is a chance to have our Technology Trainer help you with a work project. Also, with the deployment of Microsoft Office 2016 this month, we will be offering weekly trainings in order to help you prepare for upgrade.

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
Microsoft Office: Differences Between 2013 & 2016	May 9	2:00 pm - 3:00 pm
WebCMS	May 11	9:00 am - 10:30 am
Microsoft Office: Differences Between 2013 & 2016	May 12	9:00 am - 10:00 am
Office 365 - Introduction	May 12	2:00 pm - 3:00 pm
OPEN LAB	May 13	9:00 am - 11:00 am
Microsoft Office: Differences Between 2013 & 2016	May 18	2:00 pm - 3:00 pm
Excel 2013 - PivotTables & PivotCharts	May 19	9:00 am - 11:00 am
OneNote 2013 - Introduction	May 19	2:00 pm - 3:00 pm
WebCMS	May 23	2:00 pm - 3:30 pm
Microsoft Office: Differences Between 2013 & 2016	May 24	2:00 pm - 3:00 pm
Office 365 - Introduction	May 25	9:00 am - 10:00 am

Social Media - Introduction	May 25	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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Follow SHSU on:

June 2016

From the Desk of the VP

This month, Mark Adams discusses how innovation with technology can aid you in gaining valuable time to focus on your role in educating the next generation of professionals.

>>Read More

Changes to Off Campus Dialing Coming Soon

Beginning Monday, August 15, dialing 9 will no longer work to place an off campus call.

>>Read More

Security Tip: File Encryption

As employees of SHSU, it is our duty to ensure that we are doing all that we can to protect the university's data. If you must e-mail files, make sure that they are encrypted if they contain protected data.

>>Read More

Tech Tip: To E-mail or Not To E-mail

In the third installment in the "Becoming an Inbox Pro" series, we talk about when it is appropriate (or not) to send e-mail.

>>Read More

June 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 Manager, Lucrecia Chandler, at 936-294-4497 or lchandler@shsu.edu.

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From the Desk of the VP

Martin Luther King, Jr. once said that "intelligence plus character – that is the goal of true education." It is my belief that what Dr. King is referencing and what SHSU strives to produce in graduates, is “wisdom.” Wisdom provides a foundation to overcome new challenges and make decisions that provide the most value to society.

IT is not just about providing information or enabling innovation; it is about preparing you with an expanded set of resources to help you reach the goal of true education. In 2013, the Bearkats Read to Succeed common reader selection, The Power of Habit*: Why We Do What We Do in Life and Business*, by Charles Duhigg, helped SHSU to understand that the mind is a finite resource and by taking advantage of habit you free your mind to process more valuable information and decisions. Over time we are learning to use technology to perform routine tasks and to pull from vast stores of historical information to prevent us from wasting resources on “recreating the wheel” and allowing your mind to focus on new problem solving.

Technology also helps us to analyze enormous amounts of data and to look for tiny obscure similarities and connections that our minds alone could never process. Take, for example, the map app on your smartphone that guides you to the quickest route home. It takes in to consideration speed limits, current traffic congestion, road closures, accidents and construction delays. Now, consider the time you would have taken to gather and process all of this information. That is gained time for other valuable activities.

It still takes a human innovating with IT to have envisioned the value of the app and its features. IT@Sam is continually looking for your help to identify the automation and resources we can provide to help you focus your time on using your wisdom to make choices that help students and make SHSU the best at educating the next generation of professionals.

Through our commitment to serve you and enhance your experience when collaborating with us, the IT@Sam Service Desk received a 2016 HDI Team Certified Award. HDI (Help Desk Institute) is a leader in best practices and standards for the service desk industry. The Service Desk is excited to share that by focusing on our service delivery we hope to streamline your experiences and problem resolution with us and that you will be freed to focus on the true goal of education.

Mark Adams

VP of Information Technology

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Change to Off Campus Dialing Coming Soon

Beginning August 15, when making an off campus call, you will dial 8, rather than 9, for an outside line. This applies to both local, off-campus and long distance calls.

In collaboration with local law enforcement this change is designed to reduce the number of accidental calls made to 911. During accidental calls, most callers simply hang up when the error is realized. This requires 911 operators to follow up by phone, or sometimes dispatch emergency responders. These practices are consistent with 911 laws that require verifiable contact and confirmation that the caller is okay allowing the 911 Call Center to disregard the call.

After August 15, if you begin an off campus call by dialing 9, you will hear an automated message reminding you to dial 8 instead.

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Security Tip: File Encryption

As a state institution, we must have policies in place to protect confidential information. Our Digital Encryption policy (IT-10) applies to anyone entrusted with SHSU information technology resources. Since we all use campus technology resources in some form or fashion. that means *everyone*.

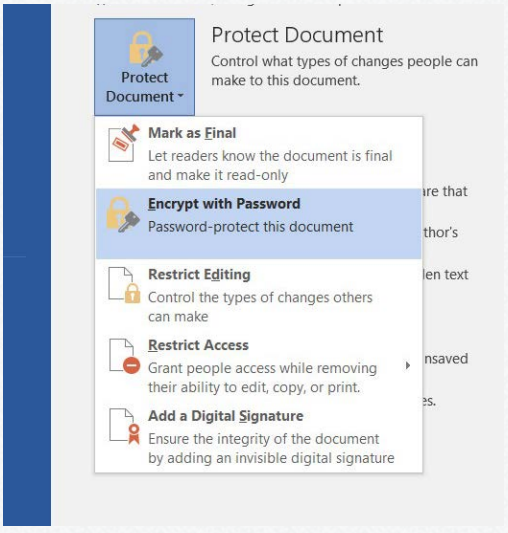
Three types of information fall under the State of Texas encryption requirements:

- Public information, which is information described in the Texas Public Information Act.
- Confidential information, which is 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, such as federal tax information, protected health information, and law enforcement information.

Marilyn Cummings, Interim Information Security Officer, always recommends encrypting a file before sending it through e-mail.

“When attaching an encrypted file to an -email, do not include the password in the same e-mail,” she says. “Either send it in a separate e-mail, or call the recipient and give the password over the phone.”

Microsoft Office offers the simplest way to encrypt a file before sharing. When you are ready to encrypt a file, go to the File tab. From there go to the Protect Document icon and select it. Click on the Encrypt with Password option in the menu and follow the prompts.



Any documents that do not fit into the confidential or protected areas do not have to be encrypted.

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.

Questions can be sent to the Security team or IT@Sam Service Desk.

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Tech Tip: To E-mail or Not To E-mail

In the final installment of *Becoming an Inbox Pro*, we answer the question: To e-mail or not to e-mail?

E-mail is a great tool, but it is not always the best choice for communication. It is a great idea to use e-mail when:

- Assigning tasks
- Requesting information
- Informing others
- Replying to other emails

E-mail should not be used for:

- Complex discussions
- Private or sensitive conversations
- Difficult messages

If it is determined that e-mail is the tool to use, various formatting options can be applied to get the message across easier.

- Bullets for listing tasks and instructions

- Line breaks to create shorter paragraphs
- Bold for names and deadlines
- Indenting to call attention to something
- Text size to differentiate
- Hyperlink for convenience

We hope that you were able to pick up some useful tips at becoming more efficient with your mailbox. Let us know of other topics you may be interested in. You may see them in a future edition of the IT@Sam Newsletter.

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June Trainings

This month, we will offer our First Friday Open Lab on June 3 from 9:00 am - 11:00 am in ABIV, rm. 203. 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
FIRST FRIDAY OPEN LAB	June 3	9:00 am - 11:00 am
Office 365 - Introduction	June 7	2:00 pm - 3:00 pm
Microsoft Office: Differences Between 2013 and 2016	June 8	9:00 am - 10:00 am
WebCMS	June 9	9:00 am - 10:30 am
Photoshop CC 2015 - Introduction	June 10	9:00 am - 11:00 am
Office 365 - Introduction	June 20	2:00 pm - 3:00 pm
Excel 2016 - Introduction	June 21	9:00 am - 11:00 am
WebCMS	June 22	2:00 pm - 3:30 pm
Excel 2016 - Data Manipulation	June 24	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.

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July 2016

From the Desk of the VP

VP Mark Adams talks about our nation's independence and how technology is a means to achieving goals in education.

>>Read More

Off Campus Dialing Change Reminder

Beginning Monday, August 15, dialing 9 will no longer work to place an off campus call. Read more to find out why you will need to dial 8 instead.

>>Read More

Fiscal Year Purchasing Deadlines

The end of the fiscal year is fast approaching. If you have any outstanding IT purchases, please keep in mind a couple of deadlines to ensure your purchase is completed on time.

>>Read More

Security Tip: I'm Hacked, Now What?

We know that you care about protecting your computer, account, and SHSU data. However, you may find your account compromised regardless of the security measures you take. Read on to find out what to do when you find yourself in this situation.

>>Read More

Tech Tip: Adobe Acrobat DC

The upgrade to Adobe Acrobat included big changes to the interface. Take a look at this month's Tech Tip for a quick orientation.

>>Read More

July 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 Manager, Lucrecia Chandler, at 936-294-4497 or lchandler@shsu.edu.

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From the Desk of the VP

This month we celebrate that 240 years ago the Declaration of Independence was signed and a nation was born. This act took courage from our Founding Fathers. They understood that the past does not define our future. Their boldness set our nation on the path to becoming a leader in the world.

Our Founding Fathers were known for innovation. Innovation begins by watching the world around us and looking to the past for cues. Looking at processes through the lens of “how can this be better,” rather than “this is how we’ve always done it.” Applying the most effective, simple technology to a problem is a means of obtaining innovative goals in education.

One innovation created by asking "How can this be better?" was the creation of the electronic book, or e-book. Michael Hart, considered by most to be the creator of the e-book, sought to decrease illiteracy and provide free access to books in a digital library. Incidentally, Hart's computer account at University of Illinois was created on July 4, 1971 and he created the first "e-book" that day, which happened to be the

Declaration of Independence. This was the beginning of Project Gutenberg.

I sincerely hope that you are able to reflect on our freedom as a nation and the opportunities it provides. Opportunities for continued contributions to improving our world through education and innovation being just one of many.

“From every mountainside let freedom ring.” – Samuel F. Smith, “America”

Mark Adams

Vice President for Information Technology

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Off Campus Dialing Change Reminder

Last month a coming change to off campus dialing was announced. As a reminder, this change will take effect on Monday, August 15.

Historically when placing an off campus call you would dial 9-###-#### or 9-1-###-###-#### to place your call. On August 15, you will replace 9 with 8. This change is in collaboration with local law enforcement to reduce the number of accidental calls into the 911 call center.

Accidental calls into 911 call centers have been on a significant rise since 2011. Some estimates place the number of accidental calls at 50%. Each of these accidental calls uses, on average, one minute and 14 seconds of the dispatcher's time on trying to reach the caller, leaving a voicemail, and/or dispatching an emergency responder to verify that there is no actual emergency. These practices are consistent with 911 laws that require verifiable contact and confirmation that the caller is okay allowing the 911 operator to disregard the call.

What You Need to Know

- Dialing 911 will continue to work after this change is made.
- Off-campus dialing will be unavailable from 10 pm on Sunday, August 14 until 3am on Monday, August 15.
- You will receive a recorded message reminding you to use 8 if you use 9 accidentally.

If you have any questions or concerns, please contact the IT@Sam Service Desk at servicedesk@shsu.edu or x4-4357.

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Fiscal Year Purchasing Deadlines

Fiscal Year 2016 is quickly coming to a close. To ensure that FY16 funds are able to be spent by August 31, please keep in mind the following IT purchasing deadlines.

For any technology purchases for which quote assistance is required, a Cherwell request must be submitted by 5:00 p.m. on Wednesday, July 27.

For any technology purchases, a Bearkat Buy requisition must be submitted by 5:00p.m. on Monday, August 15.

If you need assistance placing your request or have questions or concerns, please contact the IT@Sam Service Desk at x4-4357 or servicedesk@shsu.edu.

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Security Tip: I'm Hacked, Now What?

This month's Security Tip is brought to you by SANS Securing The Human OUCH! Newsletter. This newsletter is for all computer users. Some of the tips and suggestions may not be directly applicable to the SHSU campus computing environment. It is always best to contact the IT@Sam Service Desk for assistance if you feel your computer or account has been compromised.

Overview

We know you care about protecting your computer and mobile devices and take steps to secure them. However, no matter how securely you use technology, you may eventually be hacked or "compromised." In this newsletter, you will learn how to determine if your computer or mobile device has been hacked and, if so, what you can do about it. Ultimately, the quicker you detect something is wrong and the faster you respond, the more likely you can reduce the harm a cyber attacker can cause.

Clues You Have Been Hacked

It can be hard to determine if you have been hacked, as there is often no single way you can figure it out. Instead, hackers usually leave several clues, often called indicators. The closer your system matches any of these clues, the more likely it has been hacked:

- Your anti-virus program has triggered an alert that your system is infected, particularly if it says that it was unable to remove or quarantine the affected files.
- Your browser's homepage has unexpectedly changed or your browser is taking you to websites that you did not want to go to.
- There are new accounts on your computer or device that

Sooner or later, your computer or device may be compromised. The faster you detect an incident and the sooner you respond, the better.

you did not create, or new programs running that you did not install.

- Your computer or applications are constantly crashing, there are icons for unknown apps, or strange windows keep popping up.
- A program requests your authorization to make changes to your system, though you're not actively installing or updating any of your applications.
- Your password no longer works when you try to log into your system or an online account, even though you know your password is correct.
- Friends ask you why you are spamming them with emails that you know you never sent.
- Your mobile device is causing unauthorized charges to premium SMS numbers.Your mobile device suddenly has unexplained very high data or battery usage.

How to Respond

If you believe your computer or device has been hacked, the sooner you respond the better. If the computer or device was provided to you by your employer or is used for work, do not try to fix the problem yourself. Not only can you cause more harm than good, but you could also destroy valuable evidence that can be used for an investigation. Instead, report the incident to your employer right away, usually by contacting your help desk, security team, or supervisor. If for some reason you cannot contact your organization, or you are concerned about a delay, disconnect your computer or device from the network and then put it in sleep, suspend, or airplane mode. Even if you are not sure if you have been hacked, it is far better to report it just in case. If the computer or device is your own for personal use, here are some steps you can take:

- Change Your Passwords: This includes not only changing the passwords on your computers and mobile devices, but for all of your online accounts. Be sure you do not use the hacked computer to change the passwords. Instead, use a different computer or device that you know is secure to change the passwords.
- Anti-Virus: If your anti-virus software informs you of an infected file, you can follow the actions it recommends. This usually can include quarantining the file, cleaning the file, or deleting the file. Most anti-virus software will have links you can follow to learn more about the specific infection. When in doubt, quarantine the file. If that is not possible, then delete it.
- Rebuilding: If you are unable to fix the infection or you want to be absolutely sure your system is fixed, a more secure option is to rebuild it. For computers, follow your system manufacturer's instructions. In most cases, this will mean using the built-in utilities to reinstall the operating system. If these utilities are missing, corrupted, or infected, then contact your manufacturer for guidance or visit their website. Do not reinstall the operating system from backups; they may have the same vulnerabilities that allowed the hacker to originally gain access. Backups should only be used for recovering your data. For mobile devices, follow the instructions from your device manufacturer or service provider, these should be on

their website. In many cases, this may be as simple as restoring your mobile device to factory default. If you feel uncomfortable with the rebuilding process, consider using a professional service to help you. Or, if your computer or device is old, it may be easier and even cheaper to purchase a new one. Finally, once you have rebuilt your computer or device (or purchased a new one) make sure it is fully updated and current and enable automatic updating whenever possible.

- Backups: The most important step you can take to protecting yourself is to prepare ahead of time with regular backups. The more often you back up, the better. Some solutions will automatically back up any new or changed files every hour. Regardless of which backup solution you use, periodically check that you are able to restore those files. Quite often, recovering your data from backup is the only way you can recover from being hacked.
- Law Enforcement: If you feel in any way threatened, report the incident to local law enforcement.

Resources

Backups: https://securingthehuman.sans.org/ouch/2015#august2015
Passphrases: https://securingthehuman.sans.org/ouch/2015#april2015
What Is Malware?: https://securingthehuman.sans.org/ouch/2016#march2016
Securing Your New Tablet: https://securingthehuman.sans.org/ouch/2016#january2016

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Tech Tip: Adobe Acrobat DC

In May, Adobe software on campus was upgraded. One of the most significant updates was to Adobe Acrobat Document Cloud, or Acrobat DC.

The short video below will show you how to access two of the most frequently used tools in Acrobat: Editing PDFs and Preparing Forms.

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Training Schedule

"First Friday" Open Lab will be on July 1 from 9:00 a.m. - 11:00 a.m. in NGL, rm. 157. This is a chance to have our Technology Trainer help you with a specific work project.

During the summer, the number of classes offered are often reduced because of historically low attendance due to vacations and conferences. If you need assistance during this time and are unable to attend the Open Lab or offered training, we do offer departmental training as well as one-on-one assistance. For questions, or to schedule a training, contact our Technology Trainer Natalie Payne at npayne@shsu.edu or x4-4104.

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	July 1	9:00 am - 11:00 am
Office 365 - Introduction	July 7	9:00 am - 10:00 am
WebCMS	July 12	2:00 pm - 3:30 pm
Adobe Acrobat DC - Introduction	July 14	9:00 am - 10:00 am
Office 365 - Introduction	July 17	9:00 am - 10:00 am
WebCMS	July 29	9:00 am - 10:30 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 canceled at least 24 hours before the start of the class. Should a class be canceled, the enrolled attendees will be notified by e-mail and by phone.

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Follow SHSU on:

August 2016

From the Desk of the VP

You spoke, we listened. VP Mark Adams talks about initiatives and projects based on feedback and priorities we have heard from you.

>>Read More

New Faces in IT

We are excited to announce new department heads have been named in IT@Sam including the new AVP for Client Services, Information Security Officer, and Director of the Project Management Office.

>>Read More

Legacy Decommissioning

Enterprise Services worked with departments to transition the few remaining legacy programs to other platforms. As a result SamMenu and Nell are scheduled to be decommissioned on September 1.

>>Read More

Security Tip: Traveling Securely

Are you planning a last minute getaway before the busy Fall semester starts? Read on to find out a few recommendations for traveling safely.

>>Read More

Tech Tip: Searching Talent Management

You may not always be able to leave your office to attend a conference or training session. This month, we show you how to search for Skillsoft courses that you can take from your desk and at your pace.

>>Read More

August 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 Manager, Lucrecia Chandler, at 936-294-4497 or lchandler@shsu.edu.

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From the Desk of the VP

As we begin a new academic year, I'd like to highlight a few initiatives and projects we've completed over the last year to make things easier for you.

We've heard from faculty and staff that they desire to be more mobile and less reliant on being on campus for access to our services. As a result, we have released Office 365 and OneDrive. This service provides:

- Mobility – You just need an Internet connection and a mobile device;
- Ad hoc sharing of files – You can work collaboratively on a file or project with anyone in the university.
- OneDrive Storage – You have one terabyte of storage space.

In addition, this spring we began reaching out to the various colleges to talk about specific needs for each. These meetings have been met with enthusiasm and resulted in great conversation. These meetings will allow IT to better prioritize project and budget requests to align with these needs.

The primary need we heard, so far, was for increased storage space. While we are looking at long-term options, this need is being addressed in the following ways:

1. As mentioned above, OneDrive offers one terabyte of storage that can be accessed from anywhere, from most any device with an Internet connection.
2. Faculty and staff email and S drive space can be increased by calling the Service Desk. Our staff will work with you to determine if any existing email or files may be deleted to free existing space, but can also increase your storage temporarily or permanently depending on your storage needs.
3. For student email and file storage, if you need increased storage for your graduate assistants, student researchers, or students in your class, please contact the Service Desk with a list of the students (name and username), the amount of storage needed, and the duration (start and end dates) for which they will need the temporary increase in storage capacity.
4. Many of you continue to use shared storage, such as the T drive, to work collaboratively with colleagues, student researchers, or students in your classes. Some areas have special storage needs that require a dedicated share and don't want to intermingle files with the existing T drive. In these instances, IT@Sam can create a special shared storage area where data can be stored and accessed by multiple individuals. To initiate this request, contact the Service Desk.

If you'd like more information about these meetings or to make sure that your concerns are voiced, be sure to contact your Department Head or Dean's office. You can also reach out directly to us.

We will continue these efforts along with others in the coming year, and we have the Management Team in place to accomplish more.

Thanks for sharing with us and have a great semester.

Mark Adams

VP of Information Technology

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New Faces in IT

August is going to be an exciting time for IT. Along with welcoming new faces to SHSU across campus, we have a few of our own to welcome. Joining Mark Adams, Jacob Chandler and TJ Harris as part of the IT@Sam executive management team are Terry Blaylock, Steven Frey, and Linda McIntosh.

Terry Blaylock joined IT@Sam as the new Associate Vice President for Client Services on July 18. He joins SHSU from Bracewell LLP where he was the Director of Information Management - User Services. He is driven to "provide excellent customer service in a highly demanding environment, constantly re-evaluating how we can better provide our services, and provide security and confidentiality." Blaylock is an alum of SHSU and a local resident that is excited about the opportunity to give back to SHSU and contribute to the local community.

Steven Frey began his new position as Information Security Officer in the Information Security Office on July 16. Many of you already know and have had the opportunity to work with him in his role as Systems and Operations Manager for Infrastructure & Support Services. Frey has 16 years of experience in information technology and a Master's Degree in Digital Forensics. He brings with him a demonstrated administrative professionalism, knowledge of SHSU, technical knowledge, process analysis skills and relationships within the Texas State University System to continue to advance the information security program.

Linda McIntosh will be joining IT@Sam as the Director of Project Management Office. McIntosh brings 16 years of project management experience in the technology, financial, government and retail fields, as well as four years of experience in higher education as an IT database administrator. She is completing a doctorate of Business Administration with emphasis on project management and has a strong dedication to return and contribute to the academic environment.

We are excited about the new ideas and perspectives that each person will bring to the division. Please help us welcome them.

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Legacy Decommissioning

“To every thing there is a season,” and the Nell and SamMenu systems have reached their end of life. On September 1, these systems will be shut down. Over the past couple of years Enterprise Services has worked with departments to transition any remaining functionality in those systems to other platforms to offset any disruption of service. Through this work, over 3,000 custom programs were reduced to 66 (as of July 25).

“We’ve been working with the program owners and power users to ensure that the functionality they currently have--and need--is addressed,” says Dr. Chuck Mize, ES Director of Application Support. “The majority of the custom programs that had been developed over the years were replaced when we transitioned to our ERP system, Banner. And several other areas using a large number of custom programs have transitioned to other applications since then as well.”

“We’re down to the one-off reports and mini-programs now,” Mize shared, “and we’re confident that we will be wrapping up this phase on schedule, with the start of the new fiscal year.”

If you have any questions or concerns, please contact Chuck Mize or Stephanie Fors.

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Security Tip: Travel Securely

Summer is quickly coming to a close and that may mean a last minute vacation before the busy Fall semester starts. Cyber criminals target travelers, but with the recommendations below, you can decrease your chances of becoming a victim.

- Do not overshare. Social media is one of the main venues for cyber criminals to know you are not home. If you are going on vacation, do not share it on Facebook, do not post pictures on Instagram or Tweet anything about your location. Make sure that your friends and family members keep your location private as well. You can always post your photos and and tell about your experiences when you return home.
- Password protect your devices. Make sure that your phone, laptop, and/or tablet are password protected. Go one step further and enable device tracking so that if they are stolen, they may be able to be recovered.
- Do not access sensitive accounts. Take care of any banking needs or bill paying prior to leaving. Do not access those sites, especially on a public computer. Emergencies happen, but try to minimize the possibility.
- Do not use public charging stations. You may have seen these in the airport or at a hotel, but these stations can be tampered with so data can be downloaded from devices that are plugged in. It is best to use your own charging equipment and find your own electrical outlet.
- Use public/free WiFi hot spots with care. Public/free wireless networks are not often secure. This allows for individuals to “snoop” your Internet traffic.

We wish you safe travels and a great Fall semester.

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Tech Tip: Searching Talent Management

Searching for a training topic can be a challenge at times if you do not know what specific terms to use. The Talent Management search option allows for a very generic search that provides a number of training options to help narrow down what may be best suited for you.

The following video shows how to perform generic searches and how to access online Skillsoft training in Talent Management.

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Follow SHSU on:

August Training Schedule

"First Friday" Open Lab will be on August 5 from 9:00 a.m. - 11:00 a.m. in Dan Rather Communications Building, room 205. This is a chance to have our Technology Trainer help you with a specific work project.

During the summer, the number of classes offered are often reduced because of historically low attendance due to vacations and conferences. If you need assistance during this time and are unable to attend the Open Lab or offered training, we do offer departmental training as well as one-on-one assistance. For questions, or to schedule a training, contact our Technology Trainer Natalie Payne at npayne@shsu.edu or x4-4104.

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!

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Course Title	Date	Time
FIRST FRIDAY OPEN LAB	Aug 5	9:00 am - 11:00 am
Word 2016 - Introduction	Aug 9	9:00 am - 11:00 am
Office 365 - Introduction	Aug 9	2:00 pm - 3:00 pm
Excel 2016 - Introduction	Aug 10	9:00 am - 11:00 am
WebCMS	Aug 12	9:00 am - 10:30 am
Office 365 - Introduction	Aug 16	9:00 am - 10:00 am
WebCMS	Aug 16	2:00 pm - 3:30 pm

All August training will be in the Dan Rather Communications Building, room 205.

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 canceled at least 24 hours before the start of the class. Should a class be canceled, the enrolled attendees will be notified by e-mail and by phone.

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Follow SHSU on:

September 2016

From the Desk of the VP

Mark Adams discusses semester startup activities and academic year 2016- 2017 projects including Computer Replacement Program and Banner XE forms.

>>Read More

Software Request Deadline

The October 1 spring semester software request deadline is fast approaching. Read on for the details to provide when making your request.

>>Read More

OneDrive - Your Files Anywhere

In February, Office 365 subscriptions were made available to all faculty, staff, and students. Read on to learn more about the benefits of OneDrive.

>>Read More

Security Tip: Traveling Securely Follow Up

As a follow up to last month's security tip for traveling safely, we talk about additional precautions to take with your laptop.

>>Read More

Tech Tip: Find ILT Courses

This month we show you where to find instructor-led training courses within Talent Management.

>>Read More

September 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 Lucrecia Chandler, at 936-294-4497 or lchandler@shsu.edu.

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From the Desk of the VP

Happy new academic year! Campus has a lot of exciting innovation planned for the coming year. I'd like to take a few minutes to tell you about the things IT@Sam is working on to help make this a great year for you.

A reviewing of the campus computer inventory is in progress to ensure alignment with the annual campus Computer Replacement Program. The goal of the program is to ensure all faculty, staff and academic spaces have reliable computing equipment. The IT Asset Management Team is working on the FY17 deployment plan now. We will reach out to you when it is time for your upgrade and you can contact the IT Service Desk any time you feel your computer is not enabling you to perform your duties as needed.

Speaking of computer upgrades, the IT Labs & Classrooms team recently completed technology upgrades in 11 classrooms. In addition, 312 academics spaces were inspected to ensure technology is performing appropriately. We hope these activities will provide faculty and students a well prepared academic space

where they can focus their attention on learning outcomes.

Last, the Enterprise Services team is deploying new look and feel for the Banner INB interface. The new Banner XE upgrade is designed to deliver a more modern experience to the Banner system. All Banner interfaces are planned to be upgraded by the end of the spring semester.

We sincerely hope that your fall semester began smoothly and that your daily activities are returning to "normal." Please do not hesitate to reach out to us with your needs or questions. We look forward to collaborating with you to help you find the best solution for your needs.

Have a great semester, Bearkats.

Mark Adams

VP for Information Technology

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Software Request Deadline

To ensure adequate time for purchasing, testing and installation of new network software, we ask that you submit your request by October 1 for spring 2017. You can submit your request by going to the Cherwell Portal and clicking on the link to "Request New Desktop Software" in the frequently logged tickets section.

Software Requirements

As a reminder, software must be compatible with Windows 7, Windows 10, and/or Mac OS X (10.7 or newer). An adequate number of licenses must be purchased for the number of machines that will require the software. Our Asset Management team will assist you on licensing and obtaining the appropriate quotes to move forward.

Information to Provide

When placing your request, please be prepared to provide the following information:

- Software Vendor, Title, and Version (example: Microsoft Office 2016).
- How many computers to install the software and where to install the software.
- A URL for the software.

Future Deadlines

If you will not need new software for the spring, but will for summer or fall, the following deadlines will apply for those requests:

- Summer - March 1, 2017
- Fall - May 1, 2017

Please reach out to us if you have any questions or concerns about placing your request(s). We are happy to help.

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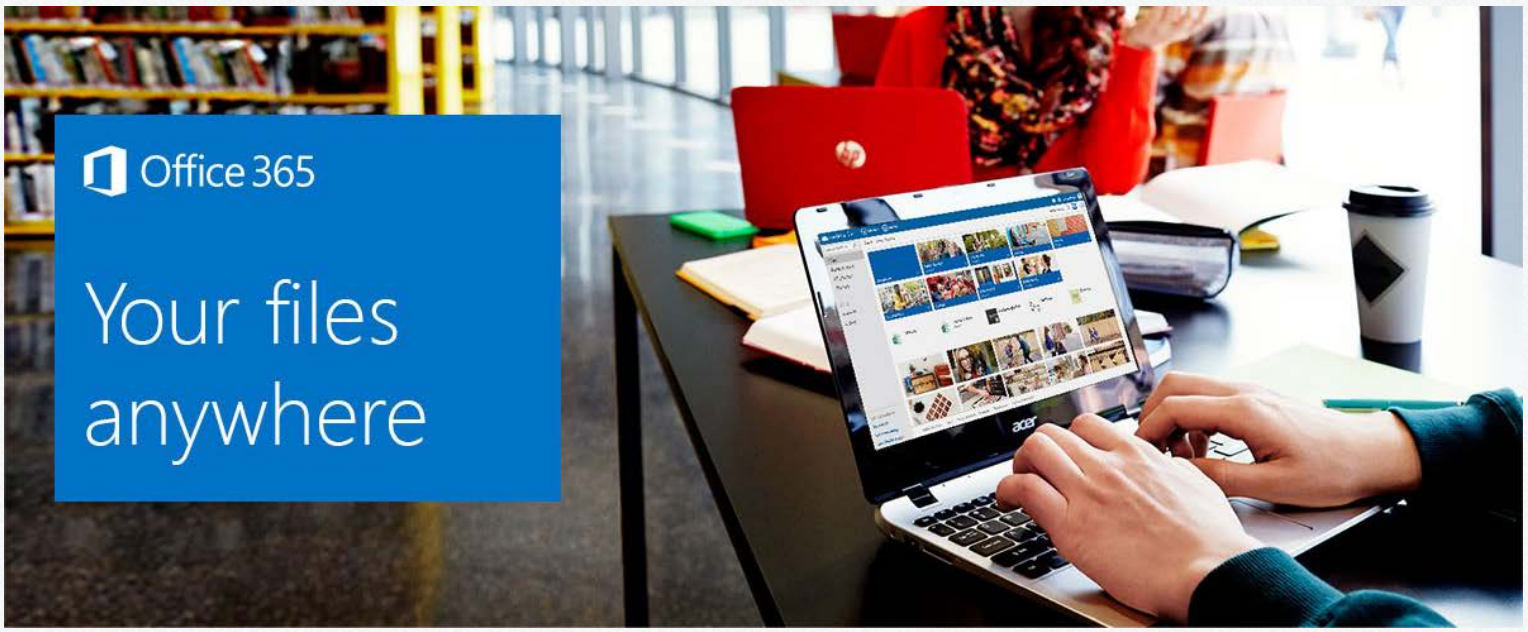
OneDrive - Your Files Anywhere



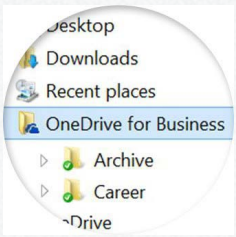
Office 365 and OneDrive allow you to be mobile and give you additional storage space (up to 1 TB) outside of that afforded with the S drive. Access Office 365 and OneDrive at http://login.microsoftonline.com to begin taking advantage of all these products have to offer. This access works the same regardless of using a Macintosh or PC.

Access and share your files from anywhere

Work on your files in the office, at home, in a coffee shop–or anywhere you happen to be. With OneDrive for Business, it's easy to get work done on virtually any device from anywhere. You can share and collaborate on a document with colleagues both inside and outside the organization.

Anywhere access

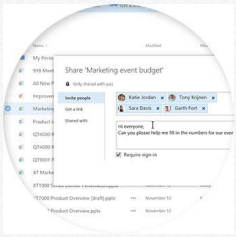
Store files you have created in Word, Excel, or PowerPoint in OneDrive for Business, and Office Online lets you view and edit them in your web browser. Perfect for making quick updates on the fly.



Sync files and work offline

Sync your OneDrive for Business library so you can work with files on your desktop, and access them even when you're offline. Your updates will sync whenever you're online.

Share files



OneDrive for Business is ideal for sharing with small teams collaborating on documents. Your files are private until you share them with others with a click or tap. Change permissions at any time to keep your files secure.

Learn More

Join us for tips in getting started with Office 365 and OneDrive. We are offering Office 365 instructor-led training frequently. Look for scheduled sessions in Talent Management. You can also view online tutorials.

Feedback

Share your questions and feedback: servicedesk@shsu.edu or ittraining@shsu.edu.

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Security Tip: Traveling Securely Follow Up

As conference season begins for many faculty and staff, and as a follow up to last month's "Traveling Securely" tips, we want to remind you of a few precautions to take when traveling with your laptop.

- Don't check your laptop with your luggage. Most airlines will allow you to carry on a personal item such as a purse, and one additional item such as an overnight back or briefcase. Take advantage of this by keeping your laptop with you on your flight.
- Don't leave your laptop visible in your car. If you must leave your laptop and luggage in your vehicle, make sure that those items are placed in the trunk so that they are not clearly visible (and tempting) to those that pass by.
- Use a cable lock to secure your laptop. Cable locks are fairly affordable at most electronic stores. These cables will allow you to secure your laptop to an (immovable) piece of furniture. This may be preferable to packing up everything to make a quick stop in a restroom or making a run for a cup of coffee.
- Store your laptop in the hotel safe. Most hotels have an in room safe. When you are leaving your hotel room for the day, be sure that you store your laptop and other valuables in that safe. If one is not available in the room, check in with the front desk. There may be safe located there that you can use for no additional cost.

These are just a few tips, but important to remember as you travel.

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A special thanks to Joseph Agins, Compliance Officer in Risk Management, for making this article suggestion. If you would like to suggest a topics for next month's IT@Sam Newsletter, let us know!
~~~~~~

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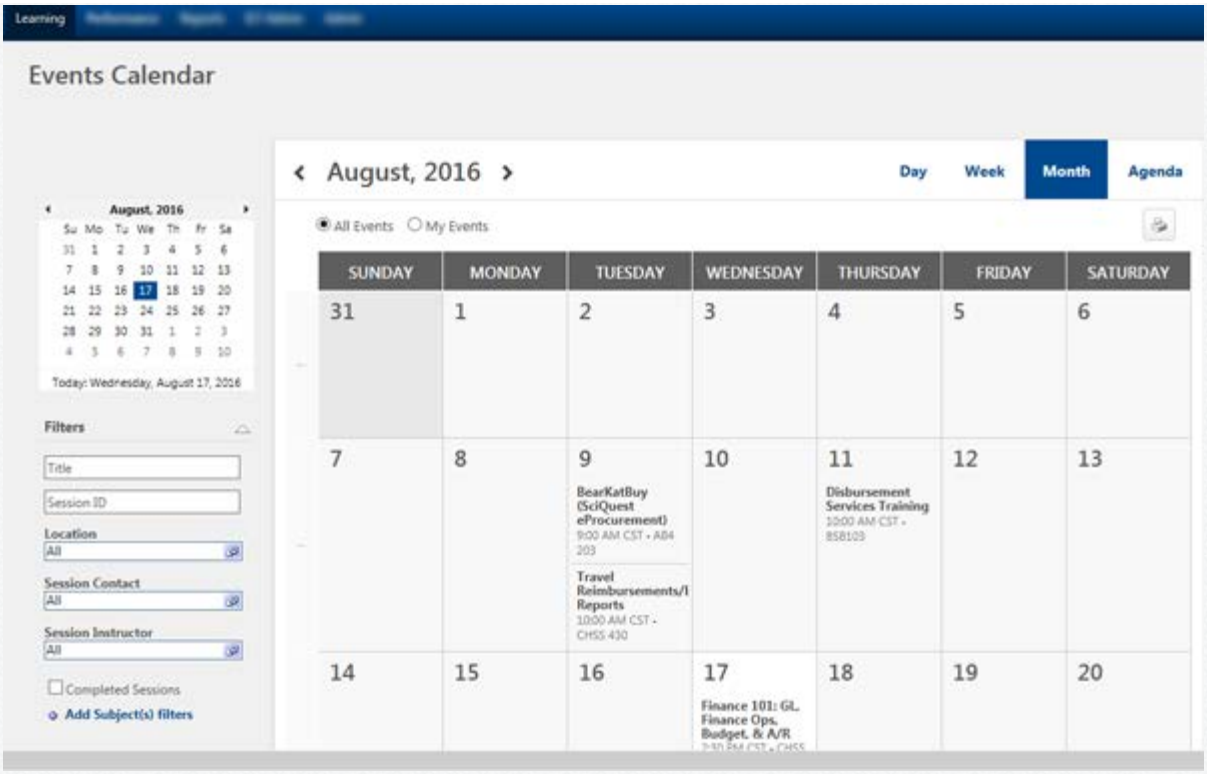
Tech Tip: Finding ILT Courses

In the August 2016 Newsletter, we offered suggestions for finding a variety of courses for a generic topic. This month, we show you how to quickly locate instructor-led training courses without having to use the Search feature.

Once in Talent Management, place the cursor over the Learning tab. A drop down menu will appear, select Events Calendar.

The Events Calendar will display for the current month. The training listed on the Events Calendar are instructor-led training courses. There are options on the left to filter by location and instructor. You can also view the training by day, week or month by selecting the desired option from the upper right corner of the calendar.

To view details and request a training, all you need to do is click on a course within the Events Calendar.



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Follow SHSU on:

Training Schedule

"First Friday" Open Lab will be on September 2 from 9:00 a.m. - 11:00 a.m. in the Criminal Justice Center room A111 . This is a chance to have our Technology Trainer help you with a specific work project.

If you are unable to attend the Open Lab or offered training, we do offer departmental training as well as one-on-one assistance. For questions, or to schedule a training, contact our Technology Trainer, Natalie Payne at npayne@shsu.edu or x4-4104.

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	Sept 2	9:00 am - 11:00 am
WebCMS	Sept 13	9:00 am - 10:30 am
Office 365 - Introduction	Sept 14	9:00 am - 10:00 am
Photoshop CC 2015 - Introduction	Sept 15	2:00 pm - 4:00 pm
OneNote 2016 - Introduction	Sept 16	9:00 am - 10:00 am
Excel 2016 - Advanced	Sept 26	2:00 pm - 4:00 pm
Outlook 2016 - Introduction	Sept 27	2:00 pm - 4:00 pm
WebCMS	Sept 28	2:00 pm - 3:30 pm
Office 365 - Introduction	Sept 29	2:00 pm - 3:00 pm

Please check Talent Management for additional details and room location.

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.

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Follow SHSU on:

October 2016

From the Desk of the VP

Mark Adams discusses the importance of information security at SHSU.

>>Read More

Program Access Review

Attention all Data Owners. It is that time of year to review who has access to your data.

>>Read More

Cyber Security Awareness

October is National Cyber Security Awareness Month (NCSAM) and a good time to review some of cyber threats that exist and what can be done to protect networks, devices, and data.

>>Read More

Security Tip: Password Protection

These days, we need a password or PIN for many purposes. As employees of SHSU, it is our duty to ensure that we are doing all that we can to protect the university's data and that begins with a strong password. Read on for useful tips on creating and storing passwords.

>>Read More

Tech Tip: Identity Finder

There are also ways to keep work related information safe and ensure personal information is not being stored. Identity Finder permits users to scan files for personal information such as social security numbers, credit card numbers, bank accounts, and passwords in files, e-mails, and databases.

>>Read More

October 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 story idea or topic you'd like us to talk about? We'd love to hear from you! Contact Natasha Rider, at 936-294-3476 or nrider@shsu.edu.

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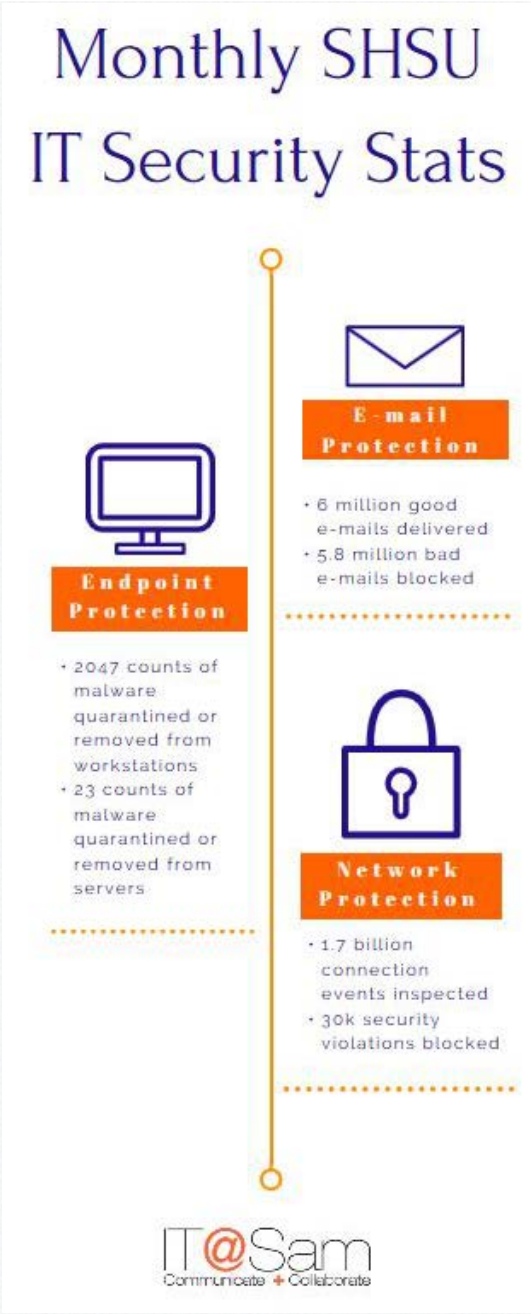
From the Desk of the VP

Security is a top priority at Sam Houston State University, both physically and virtually. While the university aims to support teaching and learning through effective software tools and technology, it is vitally important that computing resources are kept safe from malicious activity.

October is Cyber Security Awareness Month and as in years past, 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 promote ways you can protect yourself online.

But what exactly does IT@Sam do to keep you safe virtually? On a



regular basis, the SHSU Information Security Office uses a variety of tools to help protect users and resources from threats by performing assessments, malware protection, and security monitoring. (Click the image to the right to view Monthly SHSU IT Security Stats infographic.)

In this issue, learn more about how to avoid potential risks online and about tools, such as Identity Finder, which ensures personal information is not being stored on your computer.

If you have any questions or would like more resources about information security, contact our Information Security Office at ITsecurity@shsu.edu.

Mark Adams

VP for Information Technology

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Program Access Review

If you or someone in your department is responsible for maintaining access to software and programs, it is time to review who has access to your data and why. Here are a couple of things to keep in mind as you review.

1. Do not assume that the person still needs access to the data. People often change roles, positions, and even departments. If a person has moved into a role that does not require access to the data, you will want to remove the access.
2. Look for those who may have separated from the university as an employee. Those people may still have an active account (and still have access to your data) if they are still classified as a student, retiree, or alumnus.

It takes all of us working as a team to maintain the integrity and security of our data. Please take a few minutes to conduct this review and submit any changes to your Banner security matrix, T drive permissions, shared mailboxes, or other application permissions.

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Cyber Security Awareness

National Cyber Security Awareness Month

We live in a world that is more connected than ever before and the Internet touches almost all aspects of our daily lives, whether we realize it or not. Connecting any kind of device to the Internet allows for virtually endless opportunities and connections to take place, but with its opportunities comes its challenges – namely with security.

The Sam Houston State University Information Security office plays a critical role in ensuring the University's technological infrastructure is capable of delivering vital services in a secure, reliable and trustworthy manner. However, ensuring that the network is secure begins with each individual of the SHSU community; it is our shared responsibility.

October is National Cyber Security Awareness Month (NCSAM) and a good time to review some of the cyber threats that exist and what can be done to protect networks, devices, and data. This month, IT@Sam will share information through social media and the blog about what you can do to stay safe online. Be sure to follow us on Facebook, Twitter, and/or Instagram to learn more.

If you have any questions about or would like more resources about information security, contact our Information Security Office at ITsecurity@shsu.edu.

Security Tip: Password Protection

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Security Tip: Password Protection

Use a different password for every account

Don't let one website's security breach put your other accounts in jeopardy. If you hear about a security breach with one of your websites, change your password for that site immediately.

Use a password manager

With just one password to remember, many password managers can store other information such as the answers to your secret questions, e-mail addresses you use for that account and, many even store a history of older passwords in case of you need to access old data.

Web-based options such as LastPass or RoboForm (range from $10 - $20 annual) and desktop-based options such as KeePass or 1Password (ranging from Free to $40).

> *Pro Tip: Want the convenience of web-based option but aren't keen on storing your password with an online service? Use your OneDrive to sync your desktop-based password manager to your different devices.*

Use a long phrase

Studies show that the longer the password, the harder it is to crack, even when it is less complex. If using a password manager, enjoy the best of both worlds by letting it generate a long random password.

Are you following best password practices? Find out with the Stop. Think. Connect. Tip Sheet.

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Tech Tip: Identity Finder

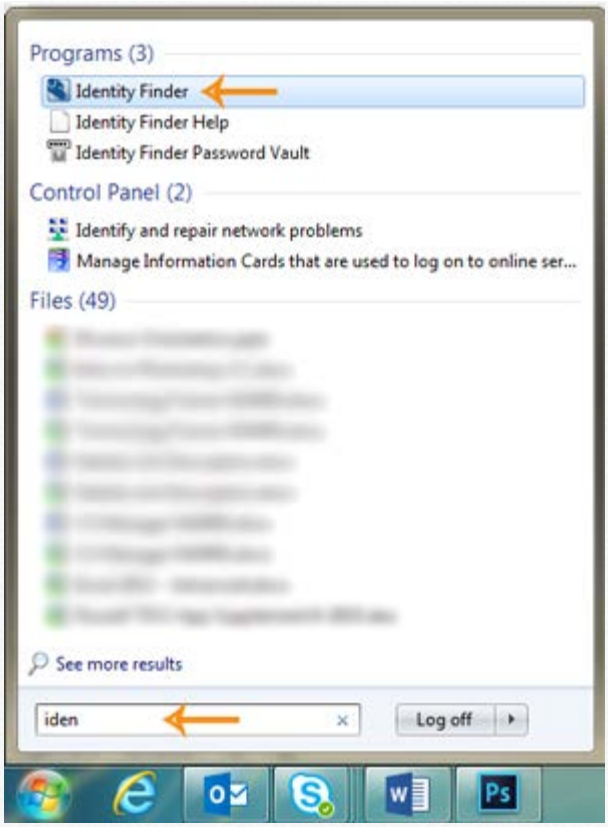
In participation for National Cyber Security Awareness Month (NCSAM), SHSU will be providing various tips and tricks throughout the month for you to keep personal information safe.

One way to ensure personal information is not being stored on your computer is to use Identity Finder. Identity Finder permits users to scan files for personal information such as social security numbers, credit card numbers, bank accounts, and passwords in files, e-mails, and databases. We have created a quick Technology Tutorial that will show how to initiate a scan on your computer.

Accessing Identity Finder

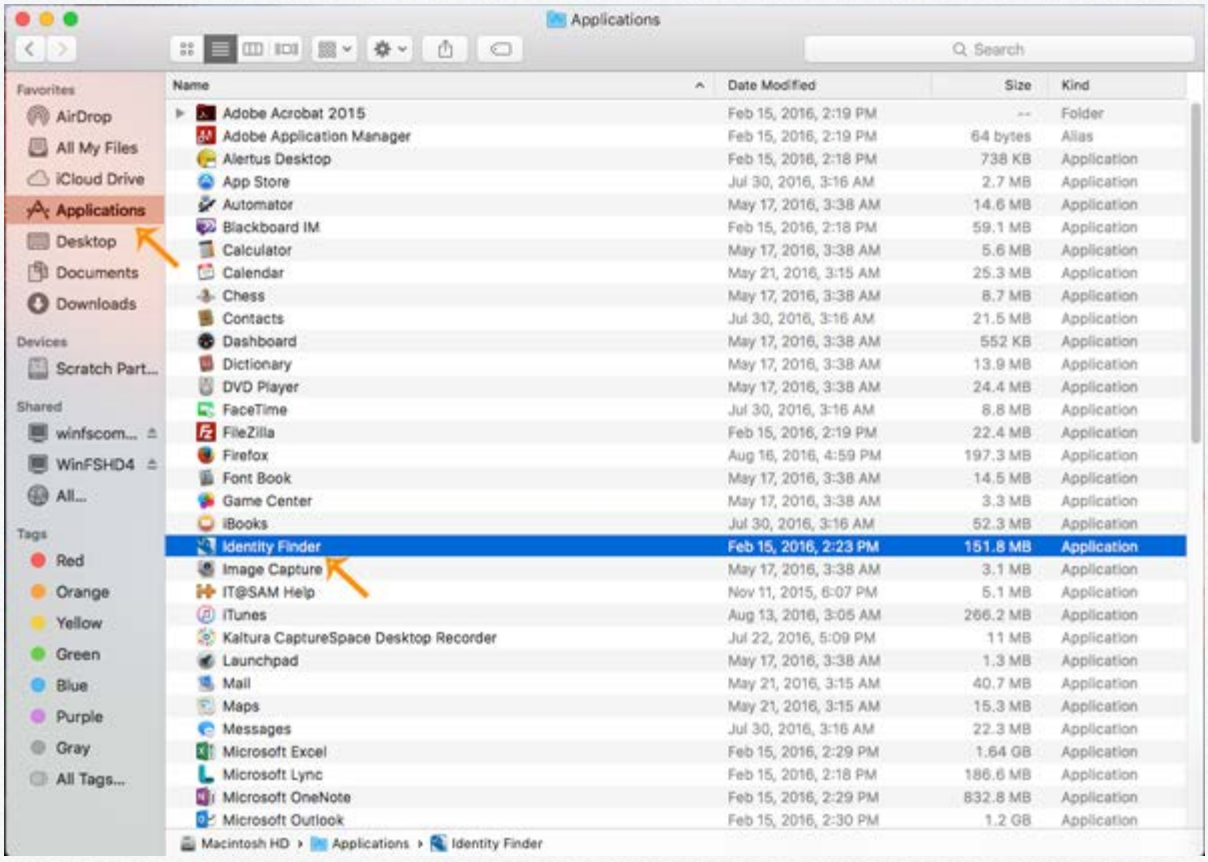
PC:

Select the Start button and start typing Identity in the Search area. Programs with the word Identity in the title will display, including Identity Finder. Select it.



Mac

Open Finder and select Applications. A list of software will display. Select Identify Finder from the list.



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October Training Schedule

"First Friday" Open Lab will be on October 7 from 9:00 a.m. - 11:00 a.m. in the Criminal Justice Center room A111 . This is a chance to have our Technology Trainer help you with a specific work project.

If you are unable to attend the Open Lab or offered training, we offer departmental training as well as one-on-one assistance. For questions, or to schedule a training, contact our Technology Trainer, Natalie Payne at npayne@shsu.edu or x4-4104.

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	Oct 7	9:00 am - 11:00 am
Office 365 - Introduction	Oct 11	9:00 am - 10:00 am
Social Media - Introduction	Oct 11	2:00 pm - 4:00 pm
InDesign CC 2015 - Introduction	Oct 12	9:00 am - 11:00 am
WebCMS	Oct 13	2:00 pm - 3:30 pm
Adobe Acrobat DC - Introduction	Oct 14	9:00 am - 10:00 am
Office 365 - Introduction	Oct 24	2:00 pm - 3:00 pm
Excel 2016 - PivotTables and PivotCharts	Oct 25	9:00 am - 11:00 am
Skype for Business 2016 - Introduction	Oct 25	2:00 pm - 3:00 pm
Outlook 2016 - Introduction	Oct 26	9:00 am - 11:00 am

Word 2016 - Advanced	Oct 26	2:00 pm - 4:00 pm
Creating an Effective PowerPoint Presentation	Oct 27	2:00 pm - 3:00 pm
WebCMS	Oct 28	9:00 am - 10:30 am

Please check Talent Management for additional details and room location.

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 canceled at least 24 hours before the start of the class. Should a class be canceled, the enrolled attendees will be notified by e-mail and by phone.

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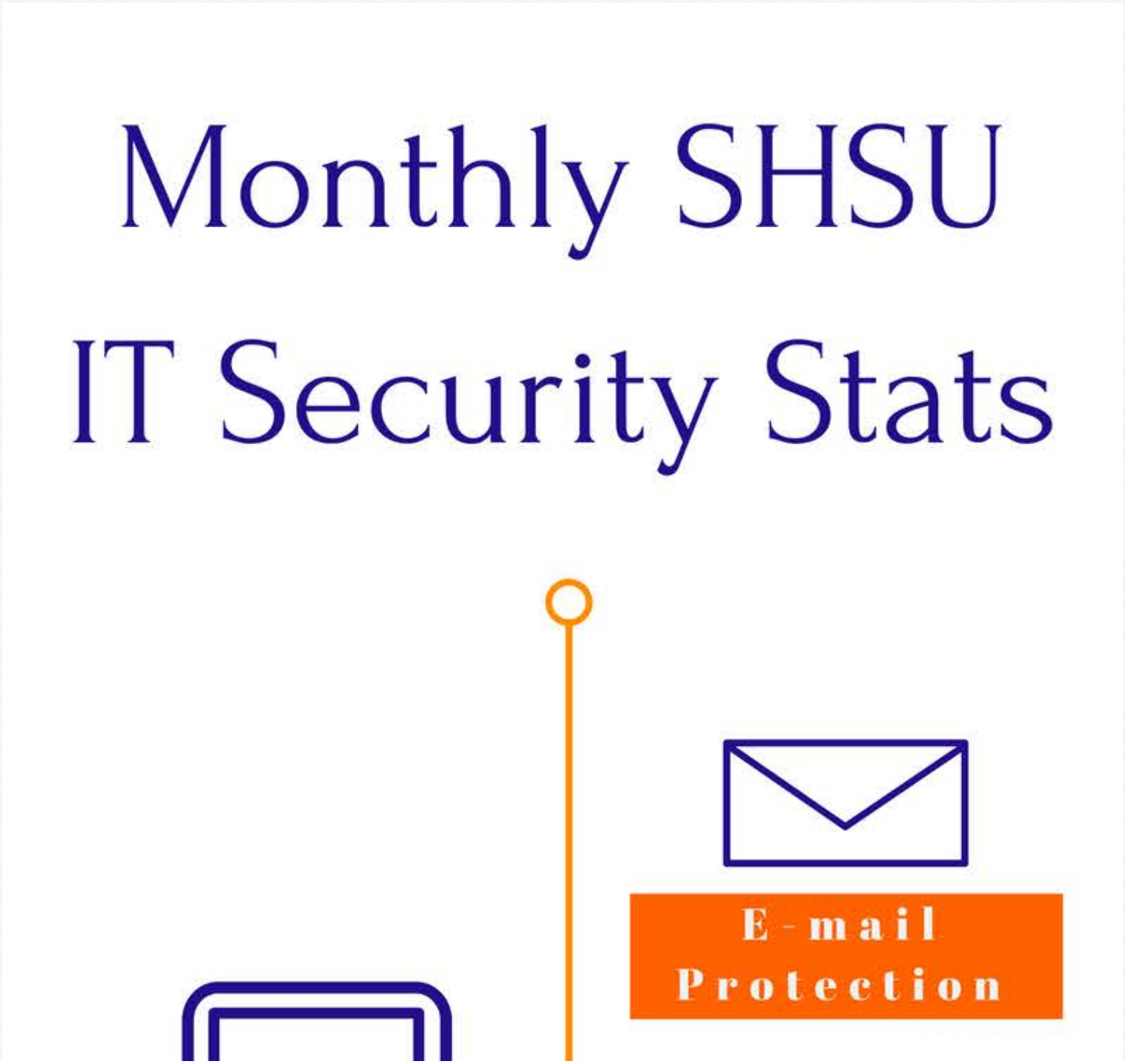
Monthly IT Security Stats



Endpoint Protection

- 2047 counts of malware quarantined or removed from workstations
- 23 counts of malware quarantined or removed from servers

- 6 million good e-mails delivered
- 5.8 million bad e-mails blocked

Network Protection

- 1.7 billion connection events inspected
- 30k security violations blocked

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Communicate + Collaborate

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November 2016

From the Desk of the VP

Mark Adams discusses collaboration and the importance of staying abreast of technological tools such as Office 365 and OneDrive for Business.

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Qualtrics Survey Platform Now Available

Learn about SHSU's new campus-wide license for Qualtrics Survey Platform.

>>Read More

Updates to our SPSS Statistics and SPSS Amos Licenses

Learn about some recent changes to our SPSS licenses.

>>Read More

Sharing Files with OneDrive

Boost your productivity by sharing files with OneDrive for Business.

>>Read More

Security Tip: OneDrive Storage

Five data privacy tips to help you take the issue of cloud privacy.

>>Read More

Tech Tip: Technology Tutorials

Did you know there is a wealth of information on programs, applications, and process available from the SHSU website?

>>Read More

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Check out the schedule and come learn from our Technology Trainer.

>>Read More

Story Ideas Welcome!

Have a story idea or topic you'd like us to talk about? We'd love to hear from you! Contact Natasha Rider, at 936-294-3476 or nrider@shsu.edu.

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From the Desk of the VP

“I can do things you cannot, you can do things I cannot; together we can do greater things.”
--Mother Teresa

Over the last month, IT staff have attended multiple events with over 20,000 of the world’s top higher education and corporate IT leaders. These events have helped them to better understand how to serve you and anticipate what the future needs of SHSU and incoming students will be. We would be excited to continue this collaboration on campus and hear your ideas and challenges. As you have planning meetings or discuss concepts, please share them with us so that we may better serve you and the initiatives and research going on in your areas. Often times there may not be obvious IT correlations, but working together we may find innovative solutions.

We also welcome the opportunity to visit with you to answer questions or share current activities and plans related to campus technology. For example, Office 365. This cloud-based resource offers expanded mobile access to your files and productivity tools. In this issue, we’ll share how to sign-in to Office 365 and

maximize the resources available within the platform including OneDrive for Business.

Thank you for reading and all you do to help SHSU educate the next generation of professionals.

Mark Adams
VP for Information Technology

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Qualtrics Survey Platform Now Available

As part of a Texas State University System agreement, IT@Sam has purchased the Qualtrics Survey Platform for campus-wide use by students, faculty, and staff. Qualtrics Survey Platform consists of tools to develop, distribute, and analyze questionnaires. As renewals are requested for common survey platforms (e.g., Survey Monkey, Mechanical Turk, ZipSurvey, LimeSurvey), IT@Sam will recommend the use of Qualtrics Survey Platform to maximize university funds.

Although IT@Sam offers Qualtrics Survey Platform for free and you can get started easily, please be sure that you are still following any approval processes required by your instructor, department, or the Institutional Review Board (IRB) prior to distributing surveys.

To get started with Qualtrics Survey Platform, follow these steps:

1. Open your browser and navigate to http://shsu.qualtrics.com/
2. Follow prompts to create a new account or migrate an existing account.

For additional assistance, view the Survey Platform support at https://www.qualtrics.com/support/, or contact IT@Sam.

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Updates to our SPSS Statistics and SPSS Amos Licenses

SPSS and SPSS Amos are statistical software packages that address an entire analytical process, from planning to data collection to analysis, reporting and deployment. Historically the software has been used by departments such as Education, Psychology, Criminal Justice, etc. IT@Sam monitors software usage annually to guide decisions about software investments to meet campus needs. Based on this usage the licensing agreement for SPSS and SPSS Amos has changed. The changes to the licensing agreements are detailed below.

SPSS Statistics Premium for Academic Use

SHSU has licensed SPSS Statistics Premium for on-campus and home use by faculty and students. SPSS Statistics Premium supports enterprise businesses needing advanced techniques such as structural equation modeling (SEM), sampling assessment and testing, and small sample and rare occurrence analysis. SPSS Statistics Premium is now available to all faculty and students on all campus managed computers. If you would like to request a home-use license for SPSS Statistics Premium, please contact the IT@Sam Service Desk.

SPSS Statistics Standard for Non-Academic Use

If you are not faculty or student, you qualify to use SPSS Statistics Standard on campus managed computers. SPSS Statistics Standard includes techniques such as logistic and non-linear regression and presentation quality custom tables to help business managers and analysts. If your department needs additional features of SPSS Statistics Professional or Premium, your department will be responsible for funding this license.

Comparison of SPSS Statistics Features

The following table provides a summary of common features available in the three primary versions of SPSS Statistics.

	Standard	Professional	Premium
Read/write text, Excel, SAS, and more; no size limits	✓	✓	✓
Descriptive statistics, data prep, and graphing	✓	✓	✓
Programmability/extensibility; supports R/Python	✓	✓	✓
Bivariate statistics procedures, factor and cluster analysis	✓	✓	✓
Linear, non-linear, ordinal, logistic and 2SLS regression	✓	✓	✓
Drag and drop interactive tables with export to Microsoft/PDF	✓	✓	✓
Generalized linear modeling and survival analysis	✓	✓	✓
Advanced data preparation, decision trees and forecasting		✓	✓
Single/multiple missing value imputation		✓	✓
Exact tests, complex sampling, bootstrapping, SEM			✓

SPSS Amos

SPSS Amos is an application for structural equation modeling. SPSS Amos is available to faculty, students, and staff. Usage patterns show that this software title is used almost exclusively by faculty and students, so IT@Sam has invested in licenses primarily for faculty and students. However, a small number of licenses are also available for staff use.

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Sharing files using OneDrive

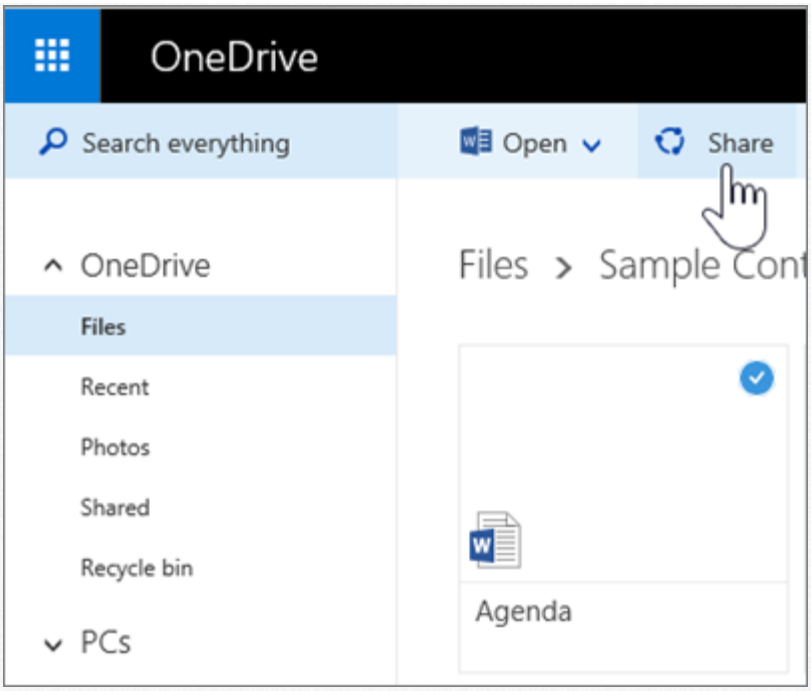
Boost your productivity by sharing files with OneDrive for Business

Office 365 provides mobility and sharing options not previously available to SHSU faculty, staff, and students. With Office 365, you can work on files you have created in Word, Excel, or PowerPoint in OneDrive for Business, virtually anywhere, and share them with others.
Instead of sharing a file via email, try using OneDrive to collaborate; it is sure to boost your productivity and provides an additional 1TB of storage.

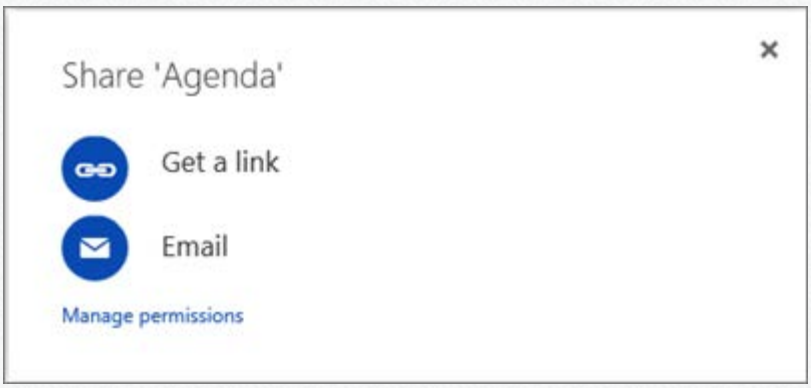
To share a file or folder from OneDrive:

1. Pick the file or folder you want to share by selecting the circle in the upper corner of the item. You can also pick multiple items to share them together.

2. Tap or click Share at the top of the page.



3. In the Share box that appears, choose one of the sharing options: Get a link or Email.



Link - Anyone who gets the link can view or edit the item, depending on the permission you set and the expiration date set. Keep in mind that the link can also be forwarded and sign-in is not required.

Email - Choose this option if you want to send an email invitation to people or groups and keep track of who you invited. You can remove permissions for specific individuals or groups later if you need to.

About Permissions

Files stored in OneDrive are private until you share them with others. These “permissions” may be changed at any time to keep your files secure. Ultimately, the type of sharing rights given will determine what can be done with the shared document or folder.

View – people you invite can view, download, or copy the files you share.

Edit – recipients can edit documents and make other changes (like adding or deleting files in a folder).

Note: people with edit permissions can also invite others to have edit permissions to the item.

To get started with Office 365, follow these steps:

Sign in to Office 365

Use your non-alias, SHSU e-mail (ex., abc123@shsu.edu) and password.

You will be redirected to the SHSU login page where you will enter your SHSU credentials.

Set up Office 365 on your devices

Get to work on documents

Office 365 Videos

SHSU Technology Tutorials

Join us on November 9 at 9 a.m. and November 15 at 2 p.m. for tips on getting started with Office 365. Learn more

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Security Tip: Using OneDrive Storage

Productivity, security and efficiency are paramount. We need the right technology to empower employees, while ensuring our business is safe at all times.

Microsoft's Office 365 and OneDrive is no less of a target for malicious attacks than any other technological resource. As individuals, there are precautions which can be taken to make sure data stored in the cloud is as safe as possible. Here are five data privacy protection tips to help you tackle the issue of cloud privacy:

Tip 1: Avoid storing sensitive information in the cloud. If you have a choice, you should opt for keeping your crucial and sensitive information away from the virtual world.

Tip 2: Encrypt your files. If you must store sensitive data in the cloud, consider encrypting your data first. This prevents your data from being accessed or shared. Be sure to remember your password, IT@Sam will not be able to assist you in recovering your file if it is forgotten.

Tip 3: Protect your passwords. Your cloud access is connected to your SHSU credentials. As always, it's a good idea to use a complex password.

Tip 4: Back up data. SHSU does not back up any contents saved to OneDrive. However, if you delete your files within OneDrive, you have the ability to retrieve them within 180 days before they are permanently irretrievable.

Tip 5: Understand how access is shared with your OneDrive folders. OneDrive offers the ability to share files with your coworkers, friends, and family. You control who can "view" or "view and edit" a file in your folders when shared.

For more information on OneDrive, how to manage it, and other Office 365 benefits, attend one of this month's Microsoft Office 365 trainings.

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Tech Tip: Office 365 Resources

Each month, IT@Sam features a Tech Tip here in the newsletter. But did you know that there is a wealth of information on programs, applications, and processes available online? Included in these regularly updated Technology Tutorials is detailed information on Office 365 including:

- Sharing a File within a Program
- Editing a File
- Accessing Shared Documents
- Uploading Files to OneDrive
- Organizing OneDrive
- WEPA Print Cloud - Submit Document to Print
- Frequently Asked Questions

Additional departmental training, as well as one-on-one assistance, on Office 365 is also available upon request. To schedule a training, contact our Technology Trainer, Natalie Payne, at npayne@shsu.edu or x4-4104.

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November Training Schedule

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December 2016

From the Desk of the VP

Mark Adams discusses updates to technology in response to the ideas and needs you have voiced.

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Elf on the Shelf®

Follow Elfis Dock Gigaflop, the IT@Sam Elf on the Shelf®, as he makes his way around campus.

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Security Tip: Holiday Traveling

Tips to help keep your portable devices secure during the holiday season and throughout the year.

>>Read More

Tech Tip: Office 365

An introduction video to Office 365.

>>Read More

Spam Filtering

Step-by-Step instructions for how to filter junk e-mail in Outlook.

>>Read More

Holiday Reminder

Remember to save your work and log off of your workstation during the University's winter break.

>>Read More

December Training Schedule

Check out the schedule and come learn from our Technology Trainer.

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From the Desk of the VP

“There’s so much to love about campus life and campus rhythms, and among the most energizing is the flurry of end-of-semester recognitions, awards, and celebrations.” – John O’Brien, President and CEO of EDUCAUSE*

For Sam Houston State University, 2016 has been a productive year. Contributing to that productivity are the updates to technology in response to the ideas and needs that you have voiced. Those updates included:

- Major software changes including the release of Office 365 and Qualtrics and the upgrade of Microsoft Office and Adobe Creative Cloud.
- The installation of wepa print kiosks in various locations across campus.
- Technology was added to several classrooms which previously had none.

Looking forward to 2017, additional updates and projects planned include a campus-wide upgrade

to Windows 10 and the completed conversion to an updated look and feel to Banner forms.

Technology is a resource for analyzing, envisioning, and shaping the future. IT@Sam is here to bring you tools, services and resources that will continue to enable student success and extend your capabilities to accomplish your goals. Please continue to share your ideas, no matter how small or large, so that we may partner with you for the continued innovative application of technology at SHSU.

From all of us at IT@Sam, have a safe and happy winter break. We look forward to seeing you in the New Year.

Mark Adams
VP of Information Technology

**EDUCAUSE® is a nonprofit association and the foremost community of IT leaders and professionals committed to advancing higher education.*

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Elf on the Shelf

The Elf on the Shelf ® is a magical holiday tradition recognized in households around the world. This year one of those magical scout elves will be sent from the North Pole to be adopted by IT@Sam.

Each day, between now and Christmas Eve, Elfis Dock Gigaflop will return from the North Pole and perch in a different location around campus to watch students, faculty, staff, and visitors. We will post these sightings on Facebook, Twitter and Instagram throughout the month. Be sure to follow us so you don't miss out on his latest antics.

@SHSUServiceDesk

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Security Tip

Holiday Traveling with Personal Internet-Enabled Devices

Technology is literally at our fingertips, in our pockets and in our bags. While cyber criminals lurk among us constantly, they are particularly dangerous to unsuspecting travelers.

We've mentioned these guidelines previously, but as the winter holiday travel season begins it bears repeating. We encourage you to be mindful of security risks associated with portable devices, such as smartphones, tablets, and laptops. The following suggested security practices will help keep your portable devices secure during the holiday season and throughout the year.

- Do not put devices into checked baggage. Keep your devices with you at all times while traveling.
- Do not overshare. Social media is one of the main venues for cyber criminals to know you are not home. If you are going on vacation, do not share it on Facebook, do not post pictures on Instagram or Tweet anything about your location. Make sure that your friends and family members keep your location private as well. You can always post your photos and tell about your experiences when you return home.
- Password protect your devices. Make sure that your phone, laptop, and/or tablet are password protected. Go one step further and enable device tracking so that if they are stolen, they may be able to be recovered.
- Do not access sensitive accounts. Take care of any banking needs or bill paying prior to leaving. Do not access those sites, especially on a public computer. Emergencies happen, but try to minimize the possibility.
- Do not use public charging stations. You may have seen these in the airport or at a hotel, but these stations can be tampered with so data can be downloaded from devices that are plugged in. It is best to use your own charging equipment and find your own electrical outlet.
- Use public/free Wi-Fi hotspots with care. Avoid using open Wi-Fi networks to conduct personal business,

bank, or shop online. Open Wi-Fi networks at places such as airports, coffee shops, and other public locations are often not secure and present an opportunity for attackers to intercept sensitive information.

- Turn off Bluetooth when not in use. Bluetooth-enable accessories can be helpful for hands-free talking but when these devices are not in use, turn off the Bluetooth setting or reset the default pairing code for your device if possible. Cyber criminals have the capability to pair with your phone's open Bluetooth connection when you are not using it to obtain your personal information.
- Don't fall victim to phishing scams. If you are in the shopping mood, an email that appears to be from a legitimate retailer might be difficult to resist. If the deal looks too good to be true, or the link in the email or attachment to the text seems suspicious, do not click on it.

What to do if your accounts are compromised

If you notice that one of your online accounts has been hacked, call the bank, store, or credit card company that owns your account. Reporting fraud in a timely manner helps minimize the impact and lessens your personal liability. You should also change your account passwords for any online services associated with your mobile device using a different computer that you control. If you are the victim of identity theft, additional information is available from https://www.idtheft.gov/.

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Tech Tip

Over the last few months, we have told you about the great services Office 365 provides. Have you tried it out yet? If not and you still have questions about how to access your Office 365 account, check out this video for assistance.

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Spam Filtering

You may have seen an increase in the number of messages in your Junk E-mail folder due to a recent change to the way suspected spam is handled by our e-mail system. Rather than quarantining suspected spam messages on the Microsoft server, messages are delivered to your Junk E-mail folder instead.

While the Outlook Junk E-mail Filter does not stop delivery of all suspected spam e-mail messages, it does the next best thing—it moves potential spam to the Junk E-mail folder which you can review and manage.

Junk E-mail Filter Lists

The Junk E-mail Filter Lists lets you control what is considered spam. You can add names, e-mail addresses and domains to these lists so that the filter does not check messages from sources you trust, or blocks messages from e-mail addresses and domains you do not know or trust.

Safe Senders List: E-mail addresses and domain names in the Safe Senders List are never treated as junk e-mail, regardless of the content of the message. Users can add contacts and other correspondents to this list. Note: All names and addresses in the global address list are automatically considered safe.

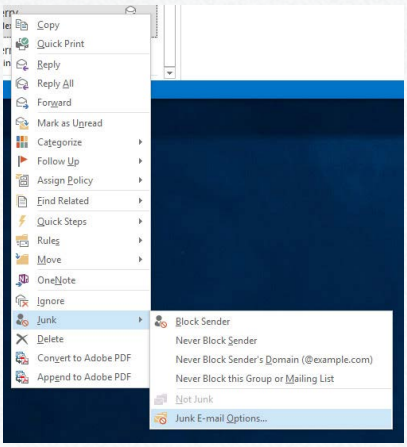
Safe Recipients List: If you belong to a mailing list or a distribution list, you can add the list sender to the Safe Recipients List. Messages sent to these e-mail addresses or domain names are never treated as junk, regardless of the content of the message.

Blocked Senders List: You can easily block messages from particular senders by adding their e-mail addresses or domain names to the Blocked Senders List. When you add a name or e-mail address to this list, Outlook moves any incoming message from that source to the Junk E-mail folder. Messages from people or domain names that appear in this list are always classified as junk, regardless of the content of the message.

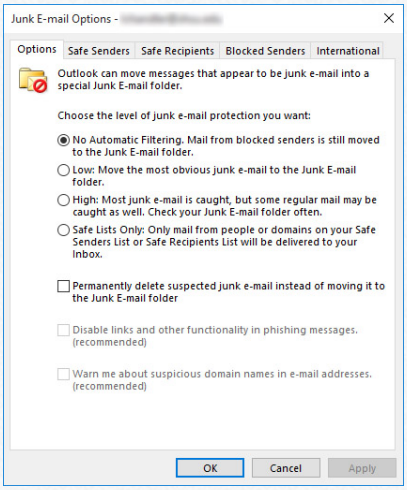
Filtering Level

To get to Junk E-mail Options:

- Right-click on a message in Outlook at select Junk > Junk Email Options or
- Click Home > Junk > Junk E-mail Options.



No Automatic Filtering: Although this turns off the automatic Junk E-mail Filter, messages are still evaluated by using the domain names and e-mail addresses in your Blocked Senders List. If you want to turn off the Junk E-mail Filter, you must also remove names form the Junk E-mail Filter lists.



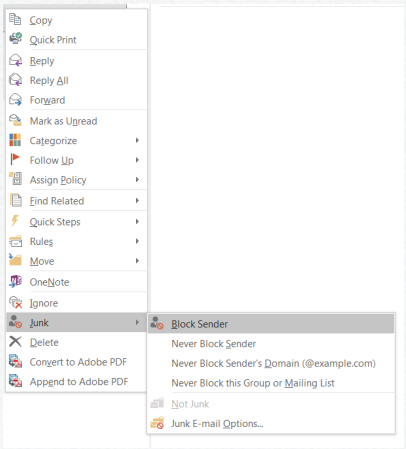
By default, the Junk E-mail Filter is turned on and the protection level is set to No Automatic Filtering. You can make the filter more aggressive by changing the level of protection that it provides. The Junk E-mail Filter evaluates each incoming message based on several factors. These can include the time when the message was sent and the content of the message.

- Low: If you don't receive many junk messages, or want to filter only the messages that are the most obvious junk, select this option.
- High: If you receive lots of junk messages, but don’t want to restrict messages from senders on your safe lists, select this option. We recommend you occasionally check the Junk E-mail: folder to make sure that a message you wanted isn’t moved in error.
- Safe Lists Only: This is the most restrictive option. Any message that is sent neither from someone on

your Safe Senders List or to a mailing list on your Safe Recipients List, is classified as junk.

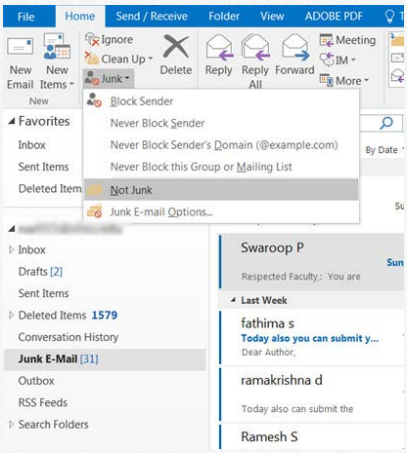
Block a Sender or Domain

To block a sender or domain simply right-click on the message and select Junk > Block Sender.



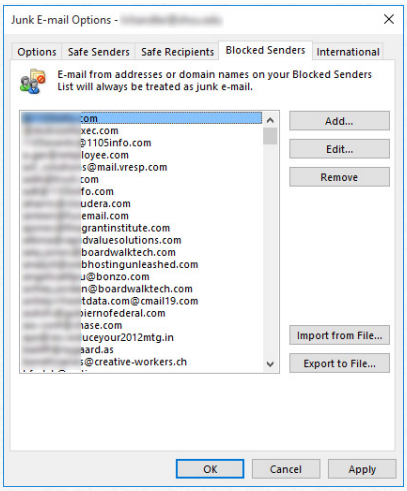
Move Junk Mail Back to Inbox

If you find a message that isn't junk, drag it back to the Inbox or any folder. You can also mark the item as not junk by clicking on the Home ribbon then Junk and then click Not Junk.

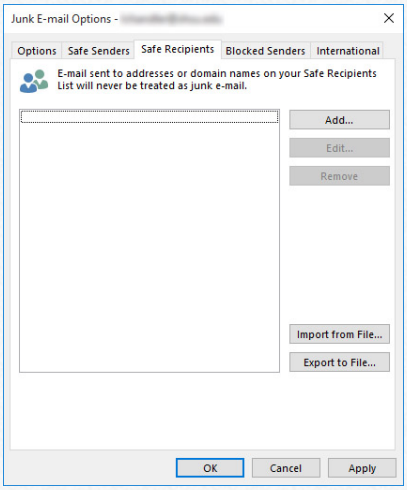


Manage Junk Mail

Making changes to either safe or blocked e-mail lists can be done at any time. Just click Home > Junk > Junk E-mail Options > Block Senders. Anything in this list will always be treated as junk e-mail.



Click on the Safe Senders tab. Anything in this list will never be treated as junk e-mail.



Should you have any questions, concerns, or need to report issues, please contact the IT@Sam Service Desk.

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Holiday Reminder

As you prepare to leave campus for the University's winter break, please remember to save your work and log off of your workstation (do not simply lock your keyboard or shut off your computer). Logging off leaves your computer on and connected to the network to receive any updates that we may be pushing out over the holidays.

PC users: click the Window button and select Log off.
Mac users: click the Apple icon on the top left of screen and select Log off.

For up-to-date information, please view the announcements section in the Cherwell Portal.

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December Training Schedule

"First Friday" Open Lab will be on December 2 from 9:00 a.m. - 11:00 a.m. in the Criminal Justice Center, room A111 . This is a chance to have our Technology Trainer help you with a specific work project.

If you are unable to attend the Open Lab or an offered training, one-on-one assistance and departmental training is available upon request. For questions, or to schedule a training, contact our Technology Trainer, Natalie Payne at npayne@shsu.edu or x4-4104.

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 canceled at least 24 hours before the start of the class. Should a class be canceled, the enrolled attendees will be notified by e-mail and by phone.

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