



January 2017



From the Desk of the VP

Mark Adams encourages us to seize opportunities through collaboration and innovative ideas.

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Microsoft Office for Home Use

Need Office 2016 at home? Learn how to get Microsoft Office 2016 FREE with Office 365.

[>>Read More](#)



Security Tip: Data Privacy

Take steps now to protect your online information, identity, and privacy.

[>>Read More](#)



Malware Protection

Learn how SHSU is using FireAMP to discover and analyze malware threats.

[>>Read More](#)



Mac OS Upgrade

Do you have a Mac that is using an operating system that is version 10.9.5 (Mavericks OS) or older? If so, you are due for an operating system upgrade. Learn how to prepare for the upgrade.

[>>Read More](#)



Tech Tip: Visio and Project

If you use Microsoft Visio to create charts or Microsoft Project for managing projects, there are online course options available.

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January Training Schedule

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

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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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VP Letter



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- launch a [website](#) where you will find information and answers to frequently asked questions about Windows 10;
- share pertinent information including timelines, tips, and new features in the IT@Sam Newsletter and through social media; and
- provide a demo and a hands-on experience at the Staff Council [Professional Development Conference](#) in March.

IT@Sam is looking forward to sharing all of the enhancements that will come with this campus-wide change. Look for updates here, in the IT@Sam [Newsletter](#), the [IT@Sam blog](#), and via social media.

Mark Adams
VP of Information Technology

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Microsoft Office for Home Use

You may have received an e-mail recently stating that you could receive Microsoft Office 2016 for \$9.95. We would like to take this opportunity to remind you that due to SHSU's license agreement with Microsoft, you are able to use [Office 365](#) to download Office 2016 for your home computer for FREE.

In addition to a free copy of Office 2016 for home use, Office 365 allows you to work from virtually anywhere. You can access, share, and co-author documents with [OneDrive](#), which comes with 1 terabyte of storage. Office apps help you access everything you need to work seamlessly from nearly any device while you're on the move.



To get started follow these steps:

<p>1. Sign in to Office 365 Use your non-alias, SHSU e-mail and password.</p>	<p>2. Set up Office 365 on your devices.</p>	<p>3. Get to work on documents! Office 365 Videos and SHSU Technology Tutorials</p>

Department training sessions are available through our Technology Trainer. Contact [Natalie Payne](#) to schedule a session.

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

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Security Tip

Keep What's Private, Private

You exist in digital form all over the Internet and therefore it is important to ensure that the 'digital you' matches what you are intending to share. It is also critical to guard your privacy — not only to avoid embarrassment, but also to protect your identity and finances!

Specific steps you can take to protect your online information, identity, and privacy include the following:

- Use a unique password for each site. Hackers often use previously compromised information to access other sites. Choosing unique passwords keeps that risk to a minimum.
- Use a password manager. Using an encrypted password manager to store your passwords makes it easy to access and use a unique password for each site.
- Know what you are sharing. Check the privacy settings on all of your social media accounts; some even include a wizard to walk you through the settings. Always be cautious about what you post publicly.
- Guard your date of birth and telephone number. These are key pieces of information used for verification, and you should not share them publicly. If an online service or site asks you to share this critical information, consider whether it is important enough to warrant it.
- Keep your work and personal presences separate. Your employer has the right to access your e-mail account, so you should use an outside service for private e-mails. This also helps you ensure uninterrupted access to your private e-mail and other services if you switch employers.
- There are no true secrets online. Use the postcard or billboard test: Would you be comfortable with everyone reading a message or post? If not, don't share it.

January 28, 2017



staysafeonline.org/dpd

Brought to you by the Awareness and Training Working Group of the EDUCAUSE Higher Education Information Security Council (HEISC).

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FireAMP

Malware Protection Change

To protect computer workstations from malware (software that is intended to damage or disable computers and computer systems), Sam Houston State University uses a security tool by SourceFire called FireAMP. The malware discovery and analysis platform identifies advanced malware threats, and provides data necessary to understand the scope of the threat and contain it.



Until recently, threats were stopped manually. Beginning January 20, 2017, FireAMP will automatically block suspicious activity and display a pop-up message.



If you believe that a block is unwarranted, please contact the IT@Sam Service Desk at 936-294-HELP or servicedesk@shsu.edu and we will explore the threat further.

For questions, or to report issues, please contact [IT@Sam Service Desk](#).



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Mac OS Upgrade

Due to security vulnerabilities that cannot be patched in the Macintosh workstations that have operating systems 10.9.5 (Mavericks) and older, a required upgrade (OSX 10.11.6) will be performed over spring break. However, you may opt to upgrade anytime between now and March 13, 2017.



While we do not anticipate any loss of data during this upgrade, it is strongly suggested that you [back up your data to your S drive](#) prior to your upgrade. In addition, it is possible that as part of this upgrade, software you may have installed (e.g. VMWare Workstation, Final Cut Pro, etc) that is not provided by SHSU may no longer work or will require updating.

Should you have any questions, concerns, or would like to be upgraded prior to March 13, please contact the [IT@Sam Service Desk](#).

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Tech Tip

Online Courses for Microsoft Visio and Project

Several online courses are now available for Microsoft Visio and Project through Talent Management.

Courses for Visio include:



- Getting Starting with Visio 2016
- Designing and Enhancing Diagrams in Visio 2016
- Creating and Managing Diagrams in Visio 2016
- Collaborating, Evaluating, and Saving Diagrams in Visio 2016

Courses for Project include:



- Getting Started with Project 2016
- Managing Resources and Views in Project 2016
- Tracking, Managing, and Sharing Projects in Project 2016
- Working with Tasks, Relationships, Constraints and Milestones in Project 2016

To find any of these courses, visit Talent Management and type "Visio 2016" or "Project 2016" in the search bar.

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From the Desk of the VP

Mark Adams introduces changes coming soon with the University's computer operating system.

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Windows 10 Update

The latest information about the upcoming upgrade to the Windows 10 operating system.

[>>Read More](#)

SHSU Email Directory



The campus' email directory has been updated to include additional information to aid in locating the appropriate recipient.

[>>Read More](#)



Software Request Deadline

March 1 is the deadline to request software for the summer semesters.

[>>Read More](#)



Jamf Software

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Security Tip: Internet of Things

Simple steps to increase the security of your Internet-enabled devices.

[>>Read More](#)

Tech Tip: Accessing Shared Docs



Learn how to access and share documents from almost any device with an Internet connection with Office 365.

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Windows 10 Update



For the past several years, Sam Houston State University has used the Windows 7 operating system for PCs. Windows workstations are scheduled for an upgrade to Windows 10, beginning in May (after the conclusion of the Spring 2017 semester).

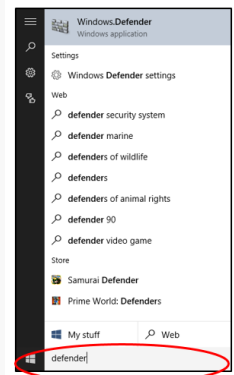
The look and feel for Windows 10 will be different, but most functionality will already be familiar to you. Some of the improvements include:

- A more interactive Start Menu. Users will continue to see lists of software and files, but alongside them will be Live Tiles of apps. These can be

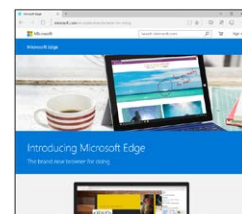
changed for apps used more frequently, making life a little easier than in Windows 7.



- As with Windows 7, users can search by clicking on the Start Button.



- Edge is the default browser in Windows 10. It features a clean look with a tidy area called the Hub to keep the things collected on the web – including favorites, reading lists, browsing history, and current downloads.



Stay tuned to future IT@Sam Newsletters or the [Windows 10 project website](#) for a peak at these improvements and updates to the timeline. If you have any questions, please feel free to contact the Service Desk.



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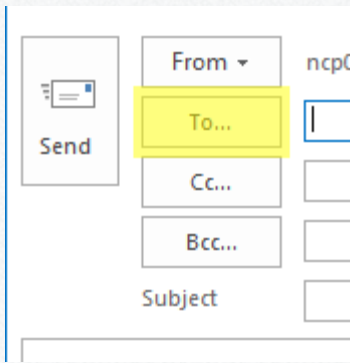
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SHSU Directory Improvements

Over the last year, we had an increased number of misdirected emails due to multiple people having similar names. We have updated the campus email directory to include additional information to aid in locating the appropriate recipient. The “Title” column is populated with additional descriptors that identify the individual’s primary status with the university (e.g. your assigned title, alumni, student worker, student, etc).



The directory is what comes up when you select the “To...” button to display names while drafting an email.

Previously, the title column was blank for non-faculty/staff, which led to the email sometimes being sent to an unintended recipient. For example, there is more than one person in the directory named Kenneth or Kenny Ray. One is a student and the other is the IT Managed Applications Manager. Prior to the update, you would not know which listing was for the appropriate Kenneth Ray.

Address Book: Global Address List

File Edit Tools

Search: Name only More columns **Address Book**

Ray Global Address List - lchandler@shsu.edu

Name	Title	Business Phone	Location	Department	E-mail Address
	Student				
Ray JR, Kenny	Managed Applications Manager	(936)294-3855	AB1 319G	IT Infrastructure and Support	
	Alumni				
	Student				
	Student				
	Student				
	Alumni				
	Student				
	Student				
	Student				
	Student Worker				
	Student				
	Alumni				
	Student				
	Student				
	Student				
	Alumni				
Ray, Kenneth	Student Worker				
Ray, Kenneth	Student				

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Software Request Deadline

The March 1 software request deadline for the summer semesters is not far away.



To allow adequate time for testing and installation of new network software, the requests must be on hand by March 1.

A significant level of testing takes place to assure the application will not affect other programs, will be compatible with Windows 10, and that your students can access it as intended.

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.

For software request guidelines, [click here](#). The Service Desk is available to assist with any questions or concerns by either calling 4-1950 or emailing servicedesk@shsu.edu.

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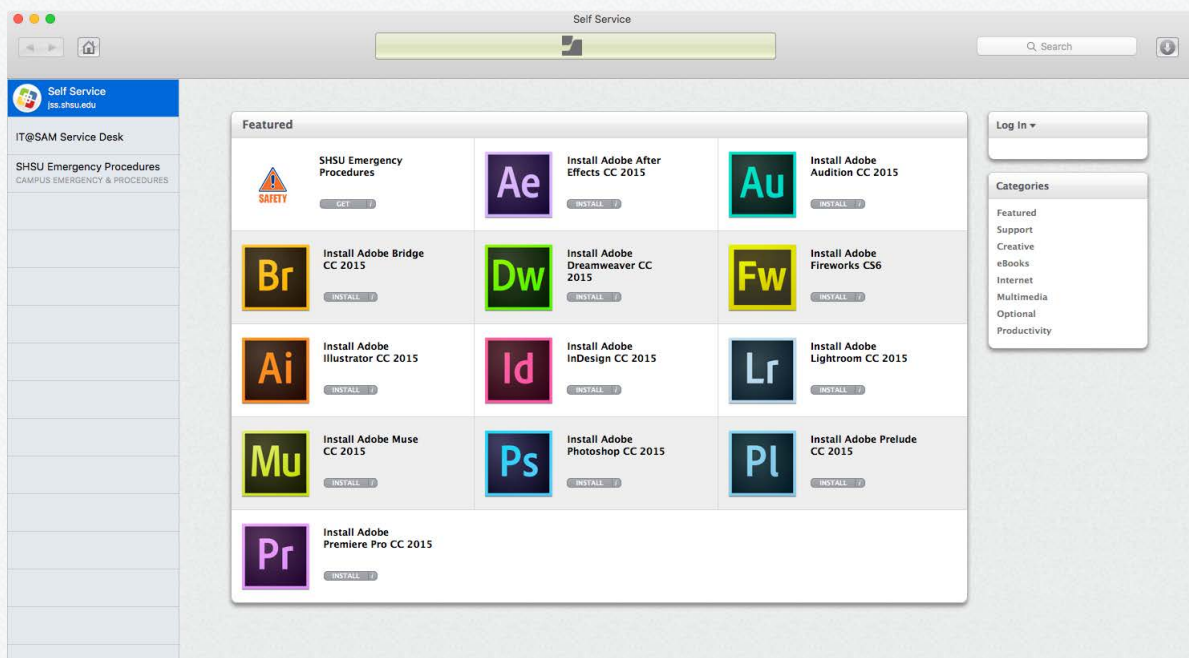
Jamf Software Server

Jamf Software Server, deployed in December 2016 to all Mac workstations, provides a self-service application as an easier and faster way of installing software, deleting keychains, and requesting remote support. This allows Mac users additional functionality and assists IT@Sam in keeping your Mac software in good condition

To access Self-Service, click on Spotlight (small magnifying glass on the top right of the screen) and type in "self-service". You can also navigate to Finder > Applications > Self Service.

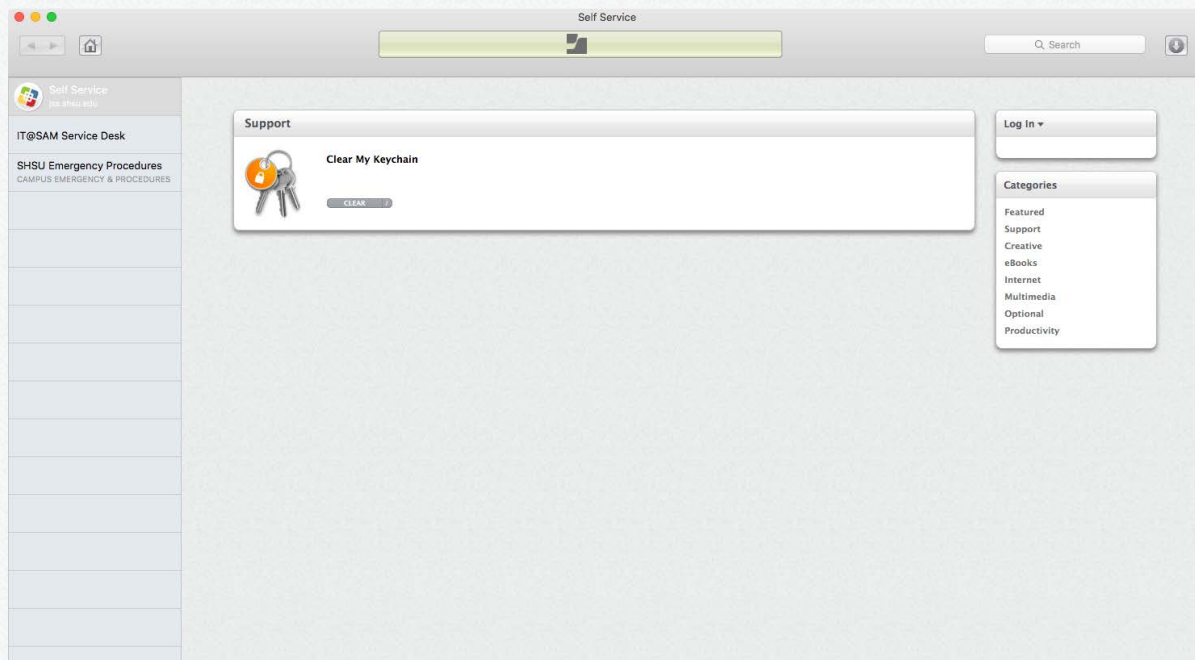
Install an Application

To install an application, click on the Categories listed on the right-hand side of the window and then select the application. Once selected, click on install. A progress bar will be visible to track the completion of the installation. Once installed, the application will be listed in your "Applications" folder.



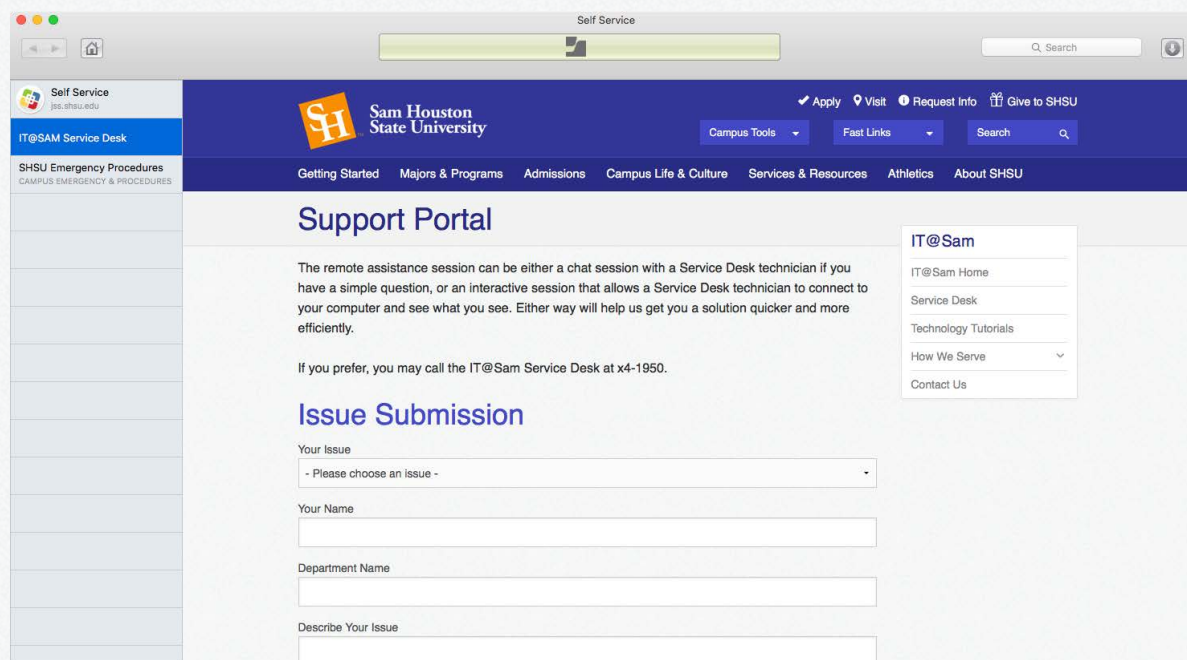
Clear Your Keychain

To clear your keychain, click on Support in the Categories and then Clear My Keychain.



Request Remote Support

To request a remote support session, click on IT@Sam Service Desk on the left-hand side of the window. This will begin a remote support session with the Service Desk through Bomgar.



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Mac OS Upgrade

Due to security vulnerabilities in OSX 10.9.5 and older, a required upgrade (OS X 10.11.6) is scheduled for spring break. However, you may upgrade anytime between now and March 13, 2017. Just let us know if you want to upgrade sooner.



While we do not anticipate any issues with a loss of data, as part of the operating system upgrade, individual software you have installed may require updating.

Therefore, we suggest that you backup your data to your S drive prior to the upgrade.

For more information on saving data to the S drive, there is a [technology tutorial](#) on the IT@Sam webpage with instructions.

Should you have any questions or concerns, please contact the IT@Sam Service Desk by either calling 4-1950 or emailing servicedesk@shsu.edu.

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Security Tip

Internet of Things

The Internet of Things refers to any object or device that sends and/or receives data automatically via the Internet. This rapidly expanding set of “things” includes tags (also known as labels or chips that automatically track objects), sensors, and devices that interact with people and share information machine to machine.

Why Should We Care?

- Cars, appliances, wearables, lighting, healthcare, and home security all contain sensing devices that can talk to another machine and trigger other actions. Examples include devices that direct your car to an open spot in a parking lot; mechanisms that control energy use in your home; and other tools that track eating, sleeping, and exercise habits.
- This technology provides a level of convenience to our lives, but it requires that we share more information than ever. The security of this information, and the security of these devices, is not guaranteed.
- Though many security and resilience risks are not new, the scale of interconnectedness created by the Internet of Things increases the consequences of known risks and creates new ones.

Simple Tips

Without a doubt, the Internet of Things makes our lives easier and has many benefits; but we can only reap these benefits if our Internet-enabled devices are secure and trusted. Here are some tips to increase the security of your Internet-enabled devices:

1. Keep a clean machine. Like your smartphone or PC, keep any device that connects to the Internet free from viruses and malware. Update the software regularly on the device itself as well as the apps you use to control the device.
2. Think twice about your device. Have a solid understanding of how a device works, the nature of its connection to the Internet, and the type of information it stores and transmits.
3. Secure your network. Properly secure the wireless network you use to connect Internet-enabled devices.

Stop.Think.Connect.™ is a national public awareness campaign aimed at increasing the understanding of cyber threats and empowering the American public to be safer and more secure online. The Campaign's main objective is to help you become more aware of growing cyber threats and arm you with the tools to protect yourself, your family, and your community. For more information, visit

www.dhs.gov/stophinkconnect.





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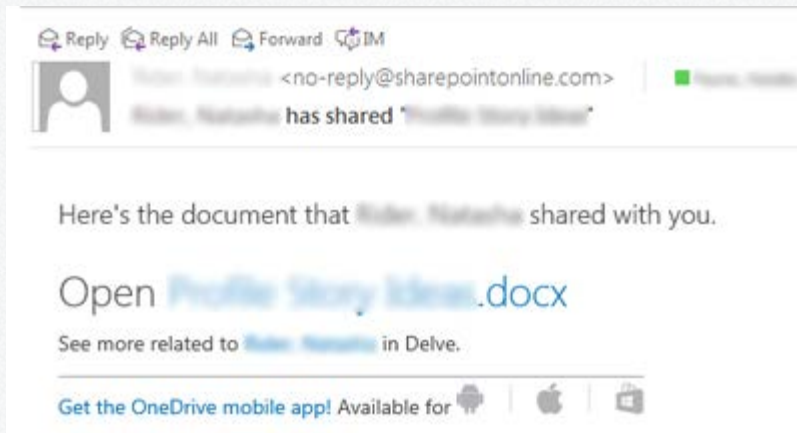


Tech Tip

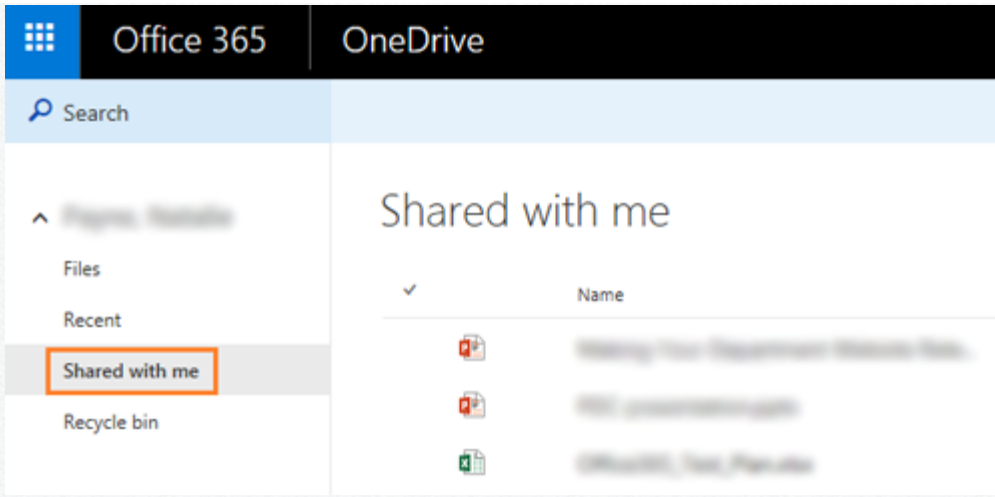
Accessing Shared Documents in Office 365

One of the benefits of Office 365 is the ability to share files with others from almost any device with an Internet connection.

When sharing a file, you can choose to send the recipient an email informing them a file was shared with them.



Clicking the link will open the shared file. If the email is lost or deleted, the file can still be accessed by logging into Office 365. Shared documents are listed in the 'Shared with me' section on the left-hand side of the OneDrive screen.



Click [here](#) to watch a video on how to share files using OneDrive.

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Mark Adams highlights the role of IT in student success and completion in higher education.

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Windows 10 Update

The latest information about the scheduled upgrade to the Windows 10 operating system.

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Windows 10 Testers Needed



Contact us by March 31, 2017 to take the new operating system for a "test drive."

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Security Tip

Tips to protect your identity and be more secure online this tax season—and throughout the year.

[>>Read More](#)



Tech Tip

Learn how to use alternative text in WebCMS and stay ADA compliant.

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VP Letter



The role of IT in higher education is much more than meeting the technological requirements of students, administration, and staff. According to EDUCAUSE*, which recently ranked Student Success and Completion as the number two issue in its [Top 10 IT Issues in Higher Education for 2017](#), the role of IT today is also to “develop a holistic picture of each student” with “sufficient investment and considerable data.” In other words, the student experience can improve when we work collaboratively in multiple areas on behalf of students to identify and address barriers to student success.

To develop that holistic view of a student and improve student success, IT@Sam has helped departments to implement My Success Planner (MSP). MSP is a system for facilitating and tracking scheduled appointments (e.g., advising, tutoring), for assistance, and academic progress. Then, using predictive analytics, MSP highlights students who are at risk based upon SHSU-defined attributes.

In addition to software solutions, IT@Sam staff work collaboratively with administrative departments and

academic programs to evaluate campus processes to better meet the needs of changing student demographics. As an example, IT Business Analysts assist with mapping and evaluating processes, and work with department heads to implement process improvement initiatives. We offer these and other services to assist campus with improving the student experience and improving student success.

Together, we can achieve better student success and thus positively affect retention and completion rates. Our doors are always open. Contact IT@Sam to let us know how we can assist you.

Mark Adams
VP of Information Technology

Top 10 Issues Video: <https://youtu.be/TnB1QvwEtEI>

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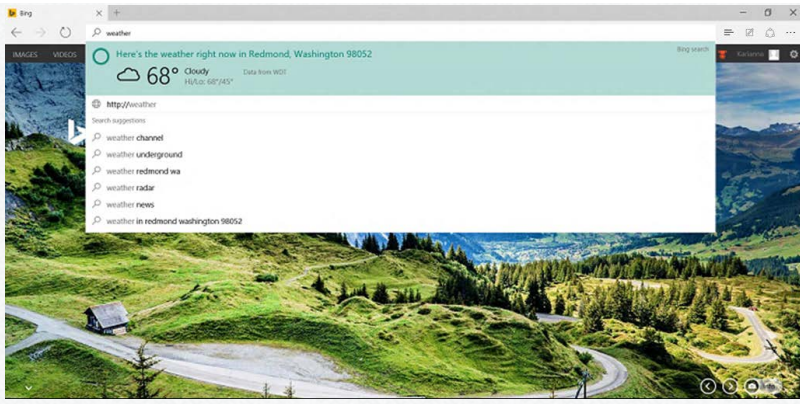


Windows 10 Update



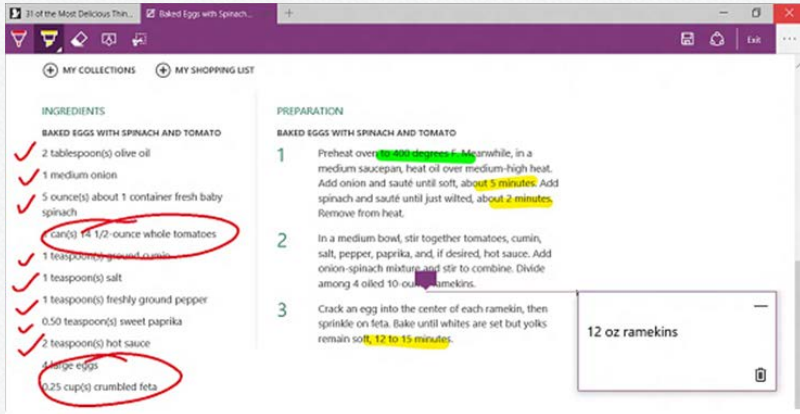
For the past several years, Sam Houston State University has used the Windows 7 operating system for PCs. Beginning Summer 2017, that will change to [Windows 10](#).

One of the features of Microsoft 10 is a new browser, Microsoft Edge. With Edge, browsing is easier with web search suggestions and results, browsing history, and favorites—all right on the spot.



Edge allows users to collect favorites, browsing history, current downloads, and a reading list in the “Hub.”

One of the best new features is the ability to take notes, write, doodle, and highlight directly on webpages! Microsoft Edge is the only browser with this type of built-in inking.



Stay tuned to future IT@Sam Newsletters or the [Windows 10 project website](#) for a peak at these improvements and updates to the timeline. If you are interested in being an early adopter, click [here](#). Should you have any questions, please feel free to contact the [Service Desk](#).

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Windows 10 Testers Needed



At this time, we are requesting volunteers for the Pilot Test Group for Windows 10. The more people that participate and provide feedback the closer we will be to providing seamless upgrade and a good customer experience in the campus-wide roll out.

What to Expect:

- Your workstation will be reimaged. As a result, you will need to move locally stored data to your S drive.
- If you have a local printer, scanner, or other peripheral device attached to your computer, you will need to verify that it is compatible with Windows 10 through the manufacturer's website.
- If you installed applications on your computer manually either by getting temporary administrative access or contacting the Service Desk for assistance, you will need to verify that the software is compatible with Windows 10 through the manufacturer's website. You will also need to reinstall these software packages after your workstation upgrade is complete.
- You will need to report issues in a timely manner.

As a reminder, this is a pilot test and some issues should be expected, however, they will be handled as quickly as possible. If the issues encountered are too great to overcome for your productivity, you will be rolled back to Windows 7.

To participate, please e-mail [Gonzalo Correa](#) no later than close of business on Friday, March 31, 2017 with your name and computer node.

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Security Tip

The deadline to file taxes is just around the corner and this is a prime time for cyber thieves.

Here are a few tips from the [National Cyber Security Alliance](#) that can help protect your identity and be more secure online this tax season—and throughout the year:

- **Keep all machines clean:** Having updated software on all devices that connect to the Internet is critical and a strong defense against viruses and malware. This includes security software, web browsers and operating systems.
- **Lock down your login:** Strengthen online accounts by enabling the strongest authentication tools available, such as biometrics, dual authentication methods. Your usernames and passwords are not enough to protect key accounts like email, banking and social media.
- **Make better passwords:** Longer passwords and those that combine capital and lowercase letters with numbers and symbols provide better protection.
- **Don't use Public WiFi hotspots:** Public wireless networks are not secure. Cybercriminals can potentially intercept internet connections while you are filing highly personal information on public WiFi.
- **When in doubt, throw it out:** Watch out for unsolicited emails, texts, social media posts or fake websites that may prompt you to click on a link or to share valuable personal and financial information. If it looks odd, even if you know the source, it is best to delete.
- **Think before you act:** Be leery of communications that implore you to act immediately – especially if it implies that you owe money to the IRS and must pay it promptly.
- **File your tax forms on secure https sites only.**
- **Ask if your tax preparation service has checked for malware issues.**



For more information, visit [StaySafeOnline.org's Tips for Staying Safe Online During Tax Time](#) .



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Tech Tip


If you are a WebCMS editor, you recently received an email about the importance of website accessibility.

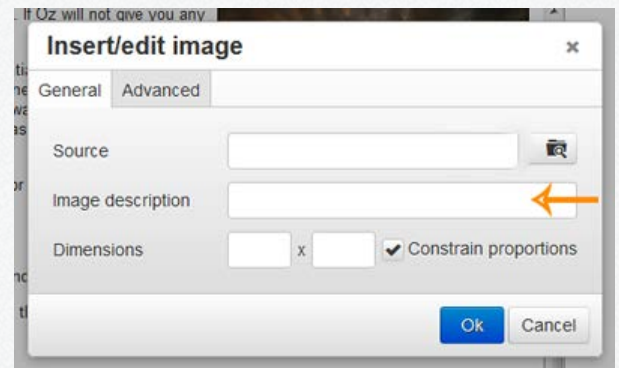
The Americans with Disabilities Act, also known as ADA, prohibits discrimination against those with disabilities and ensures those with disabilities are afforded the same opportunities as anyone else to take part in a normal life.

One requirement of the ADA requires that all website images have what is called alternative text for text readers to indicate what the image is.

If you manage or edit an SHSU webpage in the WebCMS, please review the images on your webpage(s) to ensure there is alternative text for each image.

To do this, you must first be in the edit mode.

- Select image, and click on the Insert/Edit button  on the toolbar.
- Enter a description of the image in the Insert/Edit image dialogue box.



For example, the image description for the IT@Sam Security Icon would be "Security Thumb Print."

For additional information on ADA and website accessibility requirements, visit the [ADA website](#) and review the [SHSU Website Accessibility Guide](#).



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March 2017 Training Schedule

Several technology training sessions will be available during the month of March.

IT@Sam

technology training

OUTLOOK 2016



MONDAY, MAR 6
2-4 PM

OFFICE 365-INTRODUCTION



THURSDAY, MAR 9
2-3 PM

WebCMS

TUESDAY, MAR 7
9:00-10:30 AM

MONDAY, MAR 20
2:00-3:30 PM

InDESIGN CC 2015: INTRODUCTION



FRIDAY, MAR 10
9-11 AM

SKYPE FOR BUSINESS 2016: INTRODUCTION



TUESDAY, MAR 7
2-3 PM

EXCEL 2016: ADVANCED



WEDNESDAY, MAR 22
9-11 AM

EXCEL 2016 - INTRO



WEDNESDAY, MAR 8
9-11 AM

PHOTOSHOP CC- INTERMEDIATE



FRIDAY, MAR 24
9-11 AM

SIGN UP IN TALENT MANAGEMENT

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 to cancel in [Talent Management](#). This will allow those on the waiting list the opportunity to register for the class.

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.

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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April 2017



[From the Desk of the VP](#)

Mark Adams reflects on technology, new and old, in this month's issue.

[>>Read More](#)



[Windows 10 Update](#)

The latest information about the scheduled upgrade to the Windows 10 operating system.

[>>Read More](#)

[Windows 10 Testers Needed](#)



Take the new operating system for a "test drive."

[>>Read More](#)



[Firefox](#)

Firefox will be removed from all SHSU workstations on Friday, June 23, 2017. Learn more about what this means for you.

[>>Read More](#)



[In Memory of Nell \(1985-2017\)](#)

Learn more about how Nell made history at SHSU.

[>>Read More](#)



[Security Tip - Misconceptions](#)

A few simple things you can do to help avoid a data breach.

[>>Read More](#)



[Tech Tip - Importing Favorites](#)

With the removal of Firefox in June, learn how to import your browser favorites from Firefox into Chrome and/or IE.

[>>Read More](#)

[April Training Schedule](#)

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

OPEN LAB TIME An Open Lab Series with one of our most talented faculty & staff members! WEDNESDAY 9-11 AM	OFFICE 365-INTRODUCTION TUESDAY 9-10 AM
WebCMS THURSDAY 2:00-3:30 PM	INTRO TO EXCEL MONDAY 2-4 PM
ONENOTE 2016 FRIDAY 9:00-10:00 AM	IT@Sam technology training Sign up in Talent Management

[>>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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VP Letter



March brought many opportunities for professional development at SHSU including the annual Professional Development Conference hosted by Staff Council. During the conference, IT technology trainer, Natalie Payne, showed attendees how to use Office 365 and gave a sneak peek at Windows 10.

As new technology is introduced at SHSU, this month is also a time of reflection as the University decommissions its first computer system, Nell. [Read more](#) about how Nell was influential in the success of the University as the conduit of all data coming in and going out.

As always, we want to collaborate with you to identify opportunities and provide the campus with helpful technology resources. 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.

Mark Adams

VP of Information Technology


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What to Expect:

- Your workstation will be reimaged. As a result, you will need to move locally stored data to your S drive.
- If you have a local printer, scanner, or other peripheral device attached to your computer, you will need to verify that it is compatible with Windows 10 through the manufacturer's website.
- If you installed applications on your computer manually either by getting temporary administrative access or contacting the Service Desk for assistance, you will need to verify that the software is compatible with Windows 10 through the manufacturer's website. You will also need to reinstall these software packages after your workstation upgrade is complete.
- You will need to report issues in a timely manner.

As a reminder, this is a pilot test and some issues should be expected, however, they will be handled as quickly as possible. If the issues encountered are too great to overcome for your productivity, you will be rolled back to Windows 7.

To participate, please e-mail [Gonzalo Correa](mailto:GonzaloCorrea@shsu.edu) no later than close of business on Friday, April 14, 2017 with your name and computer node.

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Windows 10 Update



Soon IT@Sam will begin to upgrade Windows workstations to Windows 10. The tentative schedule for the [Windows 10](#) rollout has been set and is outlined below.

Labs, Classrooms & Faculty Computers

Classrooms and labs being used during the Summer semesters, with the exception of those listed below, will be upgraded beginning Thursday, May 18 and will be completed by Monday, May 22.

Labs & Classroom Exclusions:

Classrooms

AB4	302
-----	-----

CHSS	226, 232, 242-B, 252
LDB	208, 318, 319
PIRKLE	300-A/B, 340
TEC	111-E, 313, 322, 340, 342
TWC	140, 215
Labs	
NGL	200
TEC	322

Faculty and other lab PCs will be upgraded beginning Monday, May 22 and will be completed by Wednesday, May 31 to avoid interruption to instruction.

Department Computers

Targeted upgrades for staff in individual departments will begin Monday, May 22 and will be complete by Wednesday, May 31. IT@Sam will work with each department individually over the coming weeks to finalize upgrade timelines for departments.

Please be aware that upgrading to Windows 10 may unavoidably impact your data, applications and peripheral devices (such as a printer). You can avoid data loss or business interruption by completing the following:

1. **Back Up Your Data:** You will need to back up any data that you have stored on your computer (C:\). It is critical that this be done to avoid data loss. If you need additional space in your S drive, please call the IT@Sam Service Desk (4-HELP).
2. **Check Your Devices:** If you have a local printer, scanner, or other peripheral device attached to your computer that was purchased over four years ago, you will need to verify that it is compatible with Windows 10. To verify compatibility, either check the manufacturer's website or e-mail the make and model of the device to servicedesk@shsu.edu with the subject line of "Windows 10 compatibility."
3. **Check Your Applications:** If you installed any applications on your computer manually either by getting temporary administrative access or contacting the service desk for assistance, you will need to verify that the software is compatible with Windows 10. To verify if a software is compatible, either check the software providers website or e-mail the name of the software and version installed to servicedesk@shsu.edu with the subject line of "Windows 10 compatibility." If it is compatible, the software will need to be reinstalled after the operating system upgrade.

Stay tuned to future IT@Sam Newsletters or the [Windows 10 project website](#) for additional information and

updates to the timeline. If you have any questions, please contact the [Service Desk](#).

[Tentative Rollout Schedule by Building](#)

[Tentative Rollout Schedule by Date](#)

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Firefox Removal



In June 2017, new versions of Mozilla Firefox will no longer support Java, and old versions that do support Java will not receive security updates. As a result, Firefox will be removed from all SHSU workstations on Friday, June 23 and the University will only support Internet Explorer (IE), Google Chrome, Microsoft Edge (when [Windows 10](#) is deployed), and Safari (on Mac OS) as the default browsers.

Chrome is already available on the installation menu for download to campus workstations.

Mozilla Firefox users, on both PCs and Macs, should export their bookmarks and/or favorites from Firefox and import them into IE, Chrome, or Edge. See this month's [Tech Tip](#) and/or the [Technology Tutorial](#) for more information.

WebCMS Editors: You should use Chrome instead of Firefox when working on your websites.

Follow SHSU: [Facebook](#) [Twitter](#) [LinkedIn](#) [YouTube](#) [Instagram](#) [Pinterest](#)



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In Memoriam

Nell

1985-2017

The mainframe system, Nell, 32, retired December 2016. Nell was born in 1985 on the campus of Sam Houston State University in Huntsville, Texas.

In the early 1980's, SHSU began investigating the possibility of adding a computer to campus. The original technology was purchased and implemented around 1985. It was named Nell after Little Nell from the Charles Dickens novel *The Old Curiosity Shop*.

Over time, Nell became instrumental to the success of the University because it was the conduit for all data coming into or going out. Acting as the information hub, Nell was essential to creating computer accounts, receiving admissions applications, sending and receiving transcripts, all university financials, payroll, and much more.

As time passed, Nell was upgraded to newer hardware to keep pace with the growth of the University and the expanding services provided by IT@Sam. As she aged, however, Nell began to be supplemented by other servers that could help her provide more modern services to campus. The last upgrade took place in 2009 and by 2010, with the inception of Banner, Nell began to relinquish many of the core services and phased into retirement.

Nell is preceded in retirement by Oliver, Freya, Thor, and Loki. Nell is survived by



Pictured: President emeritus, Dr. Elliott T. Bowers, and former director of the Computer Center, Richard King, work on one of SHSU's first computers.

Banner. IT@Sam will receive students, faculty, and staff at their workstations. In lieu of flowers, learn more about the new operation system, [Windows 10](#). In March of 2017, IT@Sam completed the conversion of remaining data and programs from Nell. Through it all, Nell played an integral role in the history of IT@Sam.

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Security Tip: Misconceptions

“People think that information security is about technology, but it is really about educating people.” – Patricia Patria, Vice President for Information Technology, Becker College

Information assets are vulnerable anywhere, anytime, from any place on the planet; there is no state of complete security. In fact, there are several misconceptions surrounding information security. Namely, that security is a one-time project and not an ongoing process; IT staff can handle security issues by themselves; and security is all about technology. The fact of the matter is a data breach will likely happen at some point, it is just a matter of when.

Although security technologies are critical to protecting information and networks, about 90 percent of all breaches have some sort of human component, according to EDUCAUSE*. In fact, within IT@Sam, there is a continual process of monitoring, operating, and implementing improvements and policies to keep up with the landscape of threats. However, information security is multilayered and must involve everyone at SHSU.

Here are but a few simple things you can do to help avoid a data breach:

1. Limit the number of third parties you give information to.
2. Do not click on links in emails that are unsolicited or suspicious.
3. Don't overshare on social media.
4. Frequently change PINs and passwords to personal accounts.
5. Create strong passwords with at least eight characters – a number, a symbol, a lowercase and uppercase letter and even misspelled words.

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



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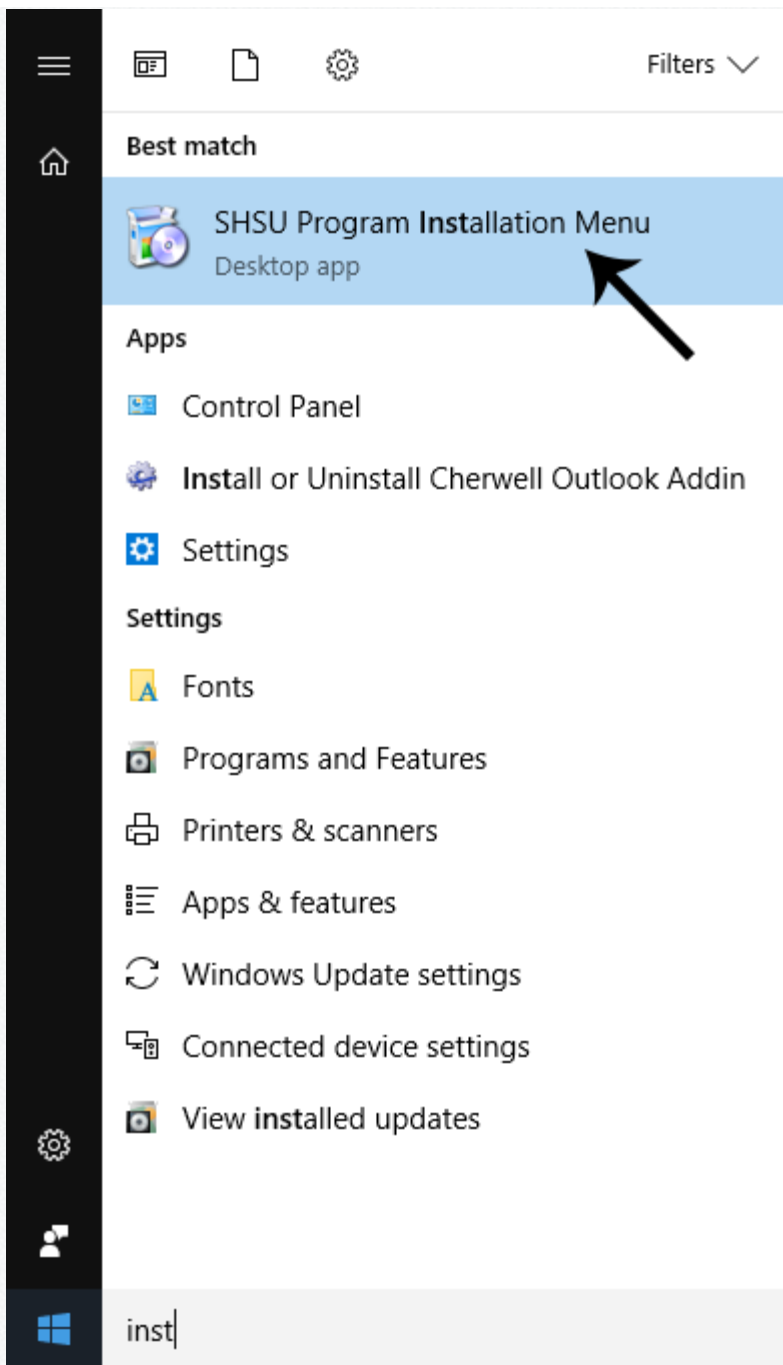
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Importing Favorites

The Google Chrome browser is now available to SHSU faculty and staff. To download Chrome, access the SHSU Program Installation Menu from the Start menu.



The Software Center will display. Place a check in the box next to Google Chrome and select Install Selected. Once installed, Chrome will place a shortcut on the desktop and be available in the Start menu.

Software Center

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Available Software Installation Status Installed Software Options

SHOW All Show optional software

SEARCH

Find additional applications from the Application Catalog

NAME	TYPE	PUBLISHER	AVAILABLE AFTER	STATUS
7-Zip 16.04	Application	Igor Pavlov	11/7/2016	Available
AdaCore GNAT GPL Ada Development Environment 2010	Application	AdaCore	2/23/2015	Available
Adobe Systems Acrobat 12.0 Licensing - Provision	Application	Adobe Systems	8/26/2016	Available
Adobe Systems After Effects CC 2015	Application	Adobe Systems	3/2/2016	Available
Adobe Systems Animate CC 2015	Application	Adobe Systems	3/15/2016	Available
Adobe Systems Bridge CC 2015	Application	Adobe Systems	3/2/2016	Available
Adobe Systems Contribute 6.5	Application	Adobe Systems	2/23/2015	Available
Adobe Systems Creative Cloud License Activator - Activate	Application	Adobe Systems	8/25/2016	Available
Adobe Systems Fireworks CS6	Application	Adobe Systems	7/13/2015	Available
Adobe Systems Media Encoder CC 2015	Application	Adobe Systems	9/2/2015	Available
AICPA reSOURCE Infobases 4.3	Application	AICPA	7/14/2015	Available
Apple iTunes 12.5.5	Application	Apple	1/25/2017	Available
Audacity Audacity 2.1.1	Application	Audacity	11/3/2015	Available
Elsevier Mendeley Desktop 1.14	Application	Elsevier	11/3/2015	Available
ESRI ArcGIS 10.2.2	Application	ESRI	7/28/2014	Available
FileZilla FileZilla 3.2.3.1	Application	FileZilla	2/23/2015	Available
Gettysburg College VIREO 1.504	Application	Gettysburg College	2/23/2015	Available
<input checked="" type="checkbox"/> Google Chrome 57.0.2987.98	Application	Google	3/14/2017	Available
<input type="checkbox"/> Google Google Earth 7.0.3.8542	Application	Google	2/23/2015	Available

Google Chrome 57.0.2987.98

OVERVIEW	REQUIREMENTS	DESCRIPTION
Status: Available	Restart required: Might be required	
Version: 57.0.2987.98	Download size: 46 MB	
Date published: Not specified	Estimated time: Not specified	
Help document: None	Total components: 1	

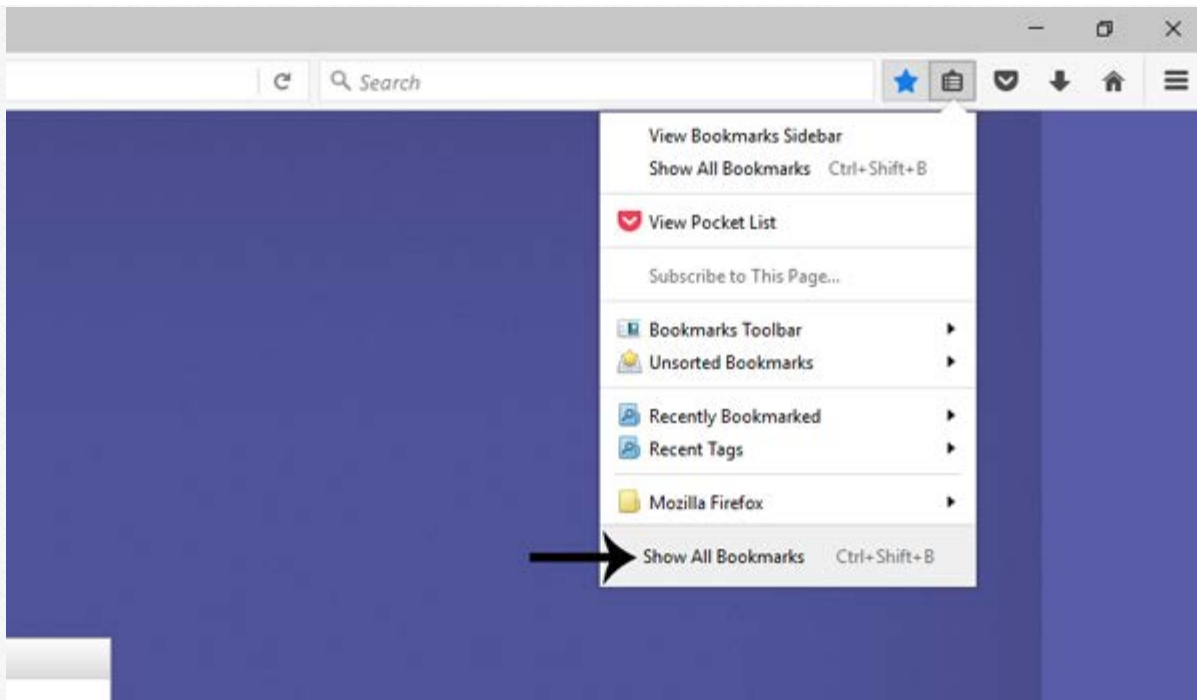
INSTALL SELECTED

Firefox will be removed from all SHSU workstations on Friday, June 23 and the University will only support Internet Explorer, Google Chrome, Microsoft Edge (when [Windows 10](#) is deployed), and Safari (on Mac OS) as the default browsers.

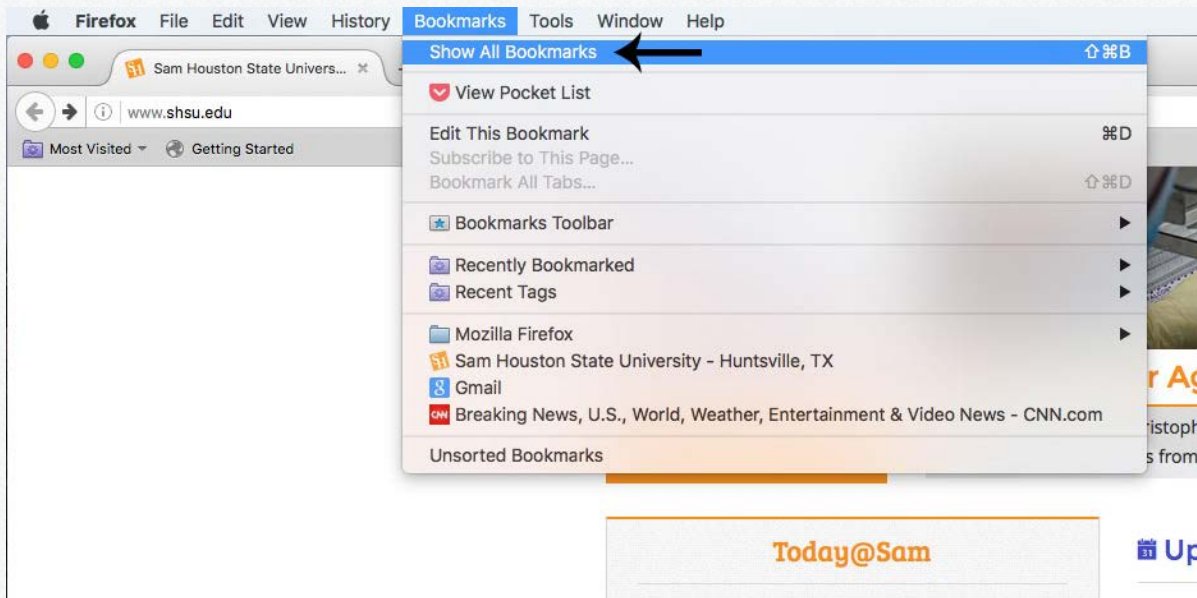
If you currently use Firefox as your primary browser on a PC or Mac, you can export the Bookmarks (Favorites) and import them into another browser, such as Internet Explorer, Edge or Chrome.

To begin, select Show All Bookmarks from the Bookmarks menu.

PC

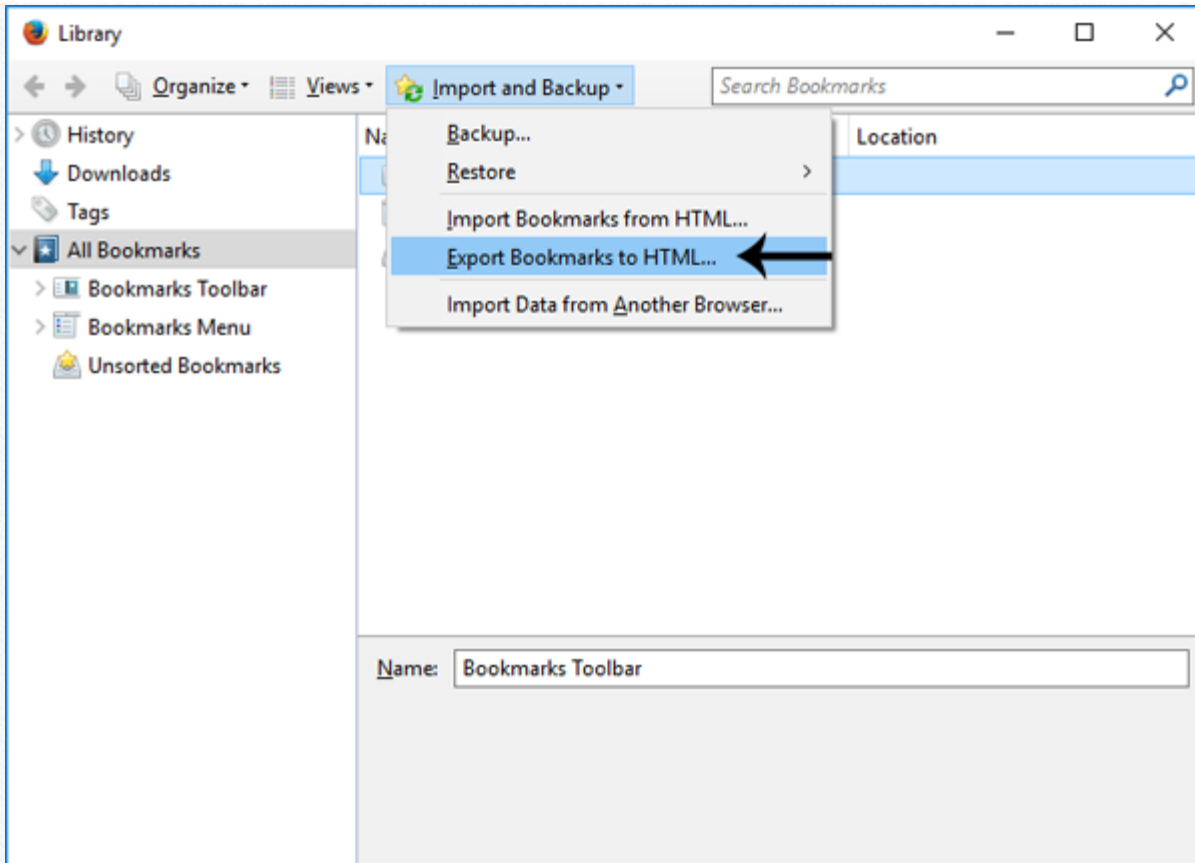


Mac

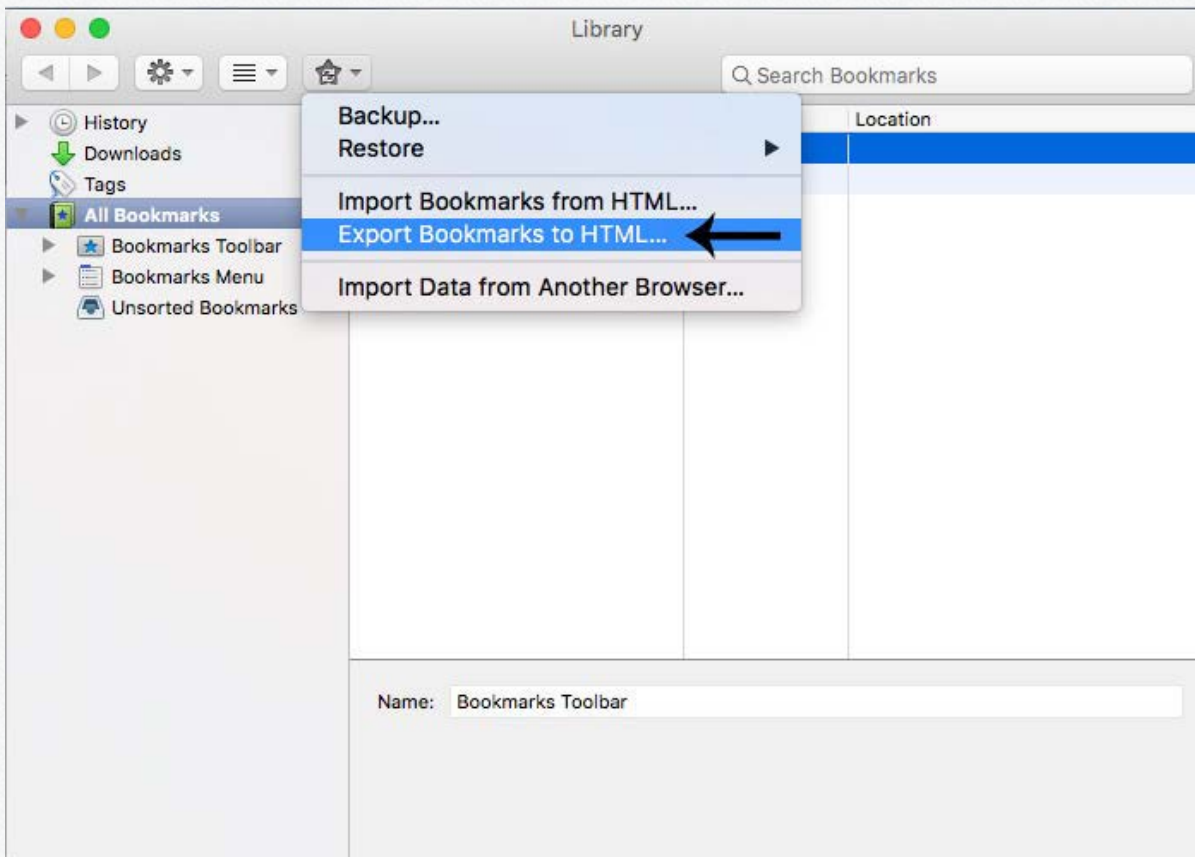


The Bookmarks Library displays. Select the Import and Backup menu and select Export Bookmarks to HTML.

PC

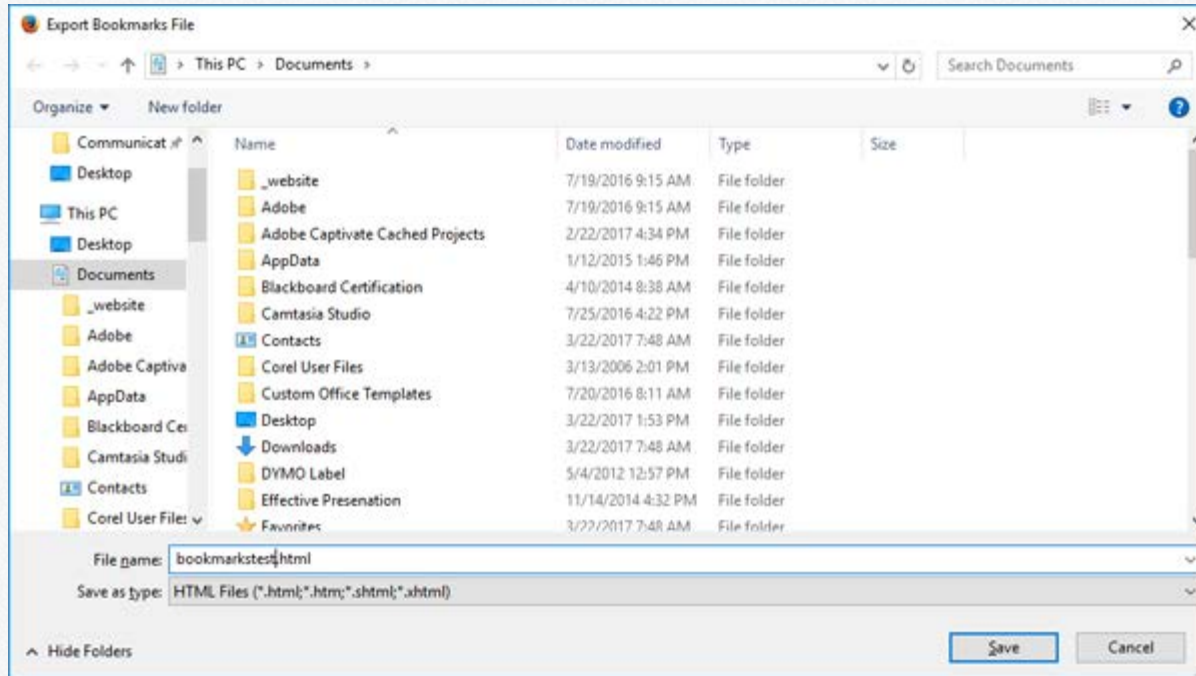


Mac

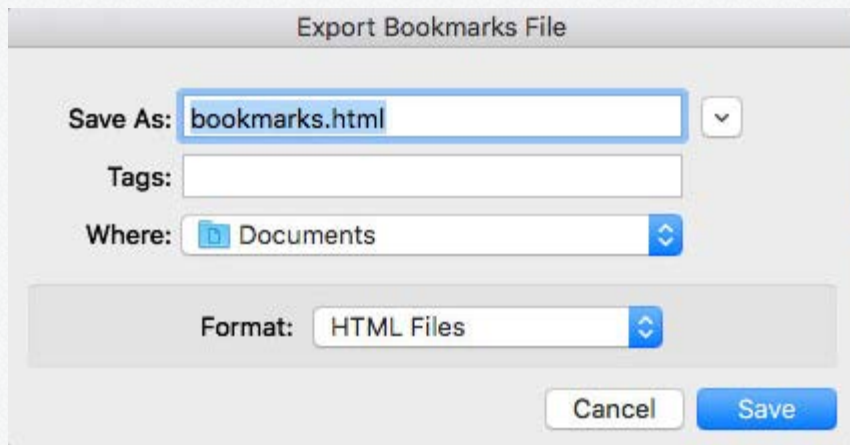


Name the bookmark file, select where to save the file and select Save.

PC



Mac



To import favorites/bookmarks into another browser, visit our [Technology Tutorials](#) to view the instructions for the different browsers.

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April 2017 Training

Several technology training sessions will be available during the month of April.



april 2017 technology training



Windows 10 - INTRODUCTION

- >Monday, April, 3, 2-3 p.m.
- >Wednesday, April 12, 9-10 a.m.
- >Tuesday, April 18, 2-3 p.m.
- >Thursday, April 27, 9-10 a.m.

OFFICE 365 - INTRODUCTION



WEDNESDAY, APRIL 19
9-10 AM

ADOBE ACROBAT DC - INTRODUCTION



TUESDAY, APRIL 4
2-3 PM

SKYPE FOR BUSINESS 2016 - INTRODUCTION



WEDNESDAY, APRIL 19
2-3 PM

WebCMS

WEDNESDAY, APRIL 5
9-10:30 AM



& THURSDAY, APRIL 20
2-3:30 PM

OneNote 2016



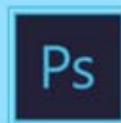
THURSDAY, APRIL 20
9-10 AM

OUTLOOK 2016



MONDAY, APRIL 17
2-4 PM

PHOTOSHOP CC 2015 - INTRODUCTION



FRIDAY, APRIL 21
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May 2017



[From the Desk of the VP](#)

In this month's issue, Mark Adams discusses the many cool new features Windows 10 will bring and the opportunity for innovative ideas from Leadercast 2017.

[>>Read More](#)



[Windows 10 Update](#)

The latest information about the Windows 10 operating system, what you need to do to prepare for the upgrade, and when.

[>>Read More](#)

[Call Forwarding](#)



Learn how to forward your office phone to an off-campus phone.

[>>Read More](#)



Firefox

Firefox will be removed from all SHSU workstations on Friday, June 23, 2017. Learn more about what this means for you.

[>>Read More](#)



Security Tip

Start fresh this spring with a "digital spring clean." Find out which cyber tips to incorporate into your spring cleaning routine this year.

[>>Read More](#)



Tech Tip

Get a glimpse into Windows 10 and learn more about the new start menu.

[>>Read More](#)



May Training Schedule

Come learn more about Prezi, Sway, Word, WebCMS, Excel, Outlook, Skype, Office 365, and Windows 10 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

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VP Letter



As the semester draws to a close, the University is gearing up to move to a new computer operating system – Windows 10. This upgrade offers many cool new features including a “personal assistant,” [Cortana*](#), and a sleek new web browser, [Edge](#). However, technically speaking, one of the greatest benefits is that the infrastructure of this operating system is “future-ready.” In other words, as future upgrades are released, there will be less impact on your day-to-day work. Learn more about [Windows 10](#), what you should do to prepare, and the tentative roll out schedule in this [month's issue](#).

The opportunities for learning and collaboration continue to abound. This month, faculty and staff will participate in Leadercast 2017, the largest international one-day leadership event in the world. As an institution striving for innovative ideas among an engaging and motivating community, we look forward to your ideas and opportunities for professional development that will come from it.

As always, we want to collaborate with you to identify opportunities and provide the campus with helpful and innovative technology resources. Let us know about your initiatives and goals.

Mark Adams
VP of Information Technology

**Cortana's microphone and sending search results to Microsoft have been disabled by default.*

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Windows 10 Update

Windows 10 is coming!
Get ready to do great things.

LEARN MORE:

IT@Sam
Communicate + Collaborate

The banner features a blue background with a white Windows logo on the left. Below the logo is a QR code and the text 'LEARN MORE:'. To the right of the QR code is the 'IT@Sam' logo with the tagline 'Communicate + Collaborate'. The main text 'Windows 10 is coming! Get ready to do great things.' is in white. The background includes illustrations of a laptop, a lightbulb, a smartphone, and a man and woman walking on a path.

Windows 10 Preparedness

This month, the Windows 10 PC operating system will replace Windows 7 on SHSU desktops. This new operating system amplifies productivity and provides protection against modern security threats. Below is a checklist of things to do before the update is pushed out to your computer.

Windows 10 Preparedness Checklist

1. BACK UP DATA

Anything saved on the local computer (your C drive) including files and software will be lost during the upgrade process. The upgrade will be pushed remotely May 18 – 31, 2017; take time to back up personal files and data stored on your C drive or Mac hard drive to your S drive or OneDrive now. If you need additional space in your S drive, please call the IT@Sam Service Desk (4-HELP).

- Move personal locally stored data on the C drive to your S drive or OneDrive.
- Save copies of email signatures, sticky notes, etc. to a Word document.
- Export and save bookmarks and favorites from web browsers (i.e. Internet Explorer or Safari)

2. CHECK PERIPHERALS

If you have a local printer, scanner, or other peripheral device attached to your computer which was purchased over four years ago, it will need to be checked for compatibility. This can be done through the manufacturer's website or by e-mailing the [Service Desk](#) with the make and model of the device.

- Check PRINTER compatibility with Windows 10 via vendor website.
- Check SCANNER compatibility with Windows 10 via vendor website.
- Check the compatibility of any OTHER peripheral devices (i.e. label maker) with Windows 10 via vendor website.
- Reinstall software for peripheral device (after operating system upgrade).

3. CHECK APPLICATIONS

If you have installed an application manually on your computer, you will need to verify that the software is compatible with Windows 10. If it is compatible, the software will need to be reinstalled after the operating system upgrade.

- Make a list of applications or software packages (i.e. Blue Zone, Google Drive, Dropbox) that are not provided by IT and locate the installation media to reinstall later.

Office 2016, Adobe Acrobat DC, Internet Explorer, Edge, OneDrive, and Identity Finder will be installed with the Windows 10 upgrade.

Campus Rollout Schedule

The [Windows 10](#) upgrade will begin with classrooms and labs that are being used during the Summer semesters beginning Tuesday, May 16 and will be completed by Monday, May 22. Excluded from this upgrade are the following classrooms and labs:

Labs & Classroom Exclusions:

Classrooms:

- AB4 - 302
- CHSS - 206, 226, 232, 252, 242A, 242B
- FPETC - 220, 240, 300A, 300B, 340
- LDB - 208, 209, 318, 319
- TEC - 131, 322, 340
- TWC - 140, 215

Labs:

- AB4 - 210
- CFS - 212, 321
- FAR - 217, 303
- FPETC - 240
- LDA - 116
- LDB - 327, 328
- MLHB - 110
- NGL - 155, 157
- TWC - 203, 209, 210, 220

All other PCs will be upgraded beginning Monday, May 22 and will be completed by Wednesday, May 31, to avoid interruption to instruction. The tentative schedule for the rollout by building is outlined below.

Learn more about the new features of Windows 10 in this month's [Tech Tip](#).

Stay tuned to future IT@Sam Newsletters or the [Windows 10 project website](#) for additional information and updates to the timeline. If you have any questions, please contact the [Service Desk](#).

Click [HERE](#) for the Rollout Schedule by Building

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Call Forwarding

Great news! All calls can now be forwarded from your office phone to an off-campus phone.

This benefit allows for flexibility and the ability to redirect your incoming calls to another number, such as a cell phone. So long as your office phone can make calls off campus (which may or may not include long-distance calls), you may forward your phone as needed.

To forward calls, follow these directions:

NOTICE: Change to Call Forwarding



Redirect your incoming calls to another number on- and off-campus!

*Applies to local and long distance calls.

Questions? Contact the IT@Sam Service Desk @ x4-4357

Step 1

From your office phone, press the CFwdALL (Call Forward All) softkey. Your phone will beep twice.



Step 2

Enter a target phone number or office extension. This is the number where you want your incoming calls to ring. For example,

- dial the 5-digit extension if calling on-campus,
- dial 8 + number if calling locally, or
- dial 8 + 1 + area code + number if calling long-distance.



Step 3

After you enter the target number, your phone will beep once. Look for the call forwarding number at the bottom of your phone screen and the flashing arrow at the top of your phone screen.



All incoming calls will route to the target number until you cancel call forwarding. To cancel call forwarding, simply press the CFwdALL softkey again.

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Firefox Removal



In June 2017, new versions of Mozilla Firefox will no longer be compatible with campus administrative tools. For your security and the security of campus data, Firefox will be removed from all SHSU workstations on Friday, June 23. At that point, the University will only support Internet Explorer (IE), Google Chrome*, Microsoft Edge, and Safari (on Mac OS) as the default browsers.

Mozilla Firefox users, on both PCs and Macs, should export their bookmarks and/or favorites from Firefox and import them into IE, Chrome, or Edge. See last month's [Tech Tip](#) and/or the [Technology Tutorial](#) for more information.

WebCMS Editors: You should use Chrome instead of Firefox when working on your websites.

*Chrome is already available on the installation menu for download to campus workstations.

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Security Tip

Decluttering Your Digital Life

Start fresh this spring – online and offline. In addition to the traditional tasks on your spring cleaning list like tidying the closet and washing the windows, take time to create a “digital spring cleaning” list as well.

The Department of Homeland Security recommends that you incorporate these cyber tips into your spring cleaning routine this year:

Clean your machine. Update the security software on all of your devices that connect to the Internet. Keeping the software on your devices up to date will prevent attackers from taking advantage of known vulnerabilities. Also review the applications you have downloaded. If you no longer use a particular app, delete it. It'll not only free up storage space on your device, but it will also remove permissions that app has to potentially gather your information.

Turn on multi-factor authentication. Enable stronger authentication on your online banking and email accounts. Turning on a two-factor authentication, such as a PIN sent to your mobile device, helps verify a user has authorized access to an account. For more information about authentication, visit the [Lock Down Your Login Campaign](#).

Tidy your online reputation. Review your social media accounts and delete old photos or posts that may no longer represent who you are. As you go through your online posts, think about how they might influence others' opinions of you. Also take the time to review the privacy settings on your online accounts. Take advantage of the privacy settings offered by major online apps and websites by limiting the amount of people who can see the information you share.

Visit and download the National Cyber Security Alliance's [Digital Spring Cleaning Checklist](#) for more steps to clean up your online life.

U.S. Department of Homeland Security, Friends Newsletter, April 2017, "Decluttering Your Digital Life."

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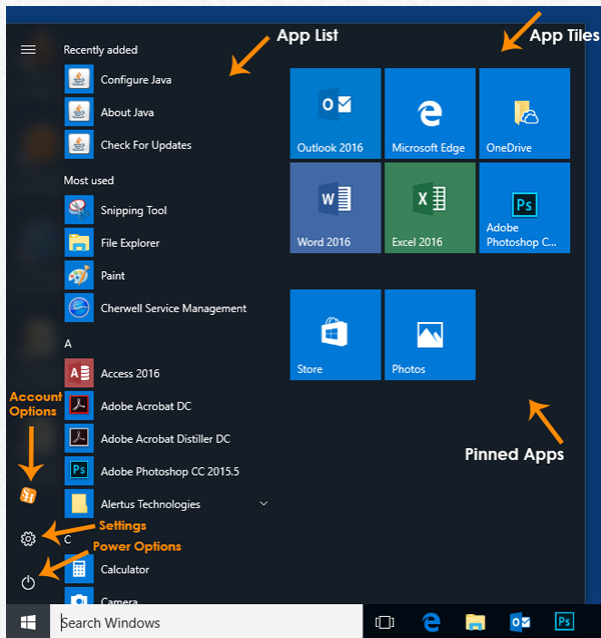
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Tech Tip

Windows 10 Start Menu

As previously mentioned, Windows 10 uses a Start button and menu to access apps, account options, the settings menu, and power options. The Start menu still has the list of apps, but now has the ability to pin apps for quick access to frequently used apps, without cluttering the desktop.



Pin Apps

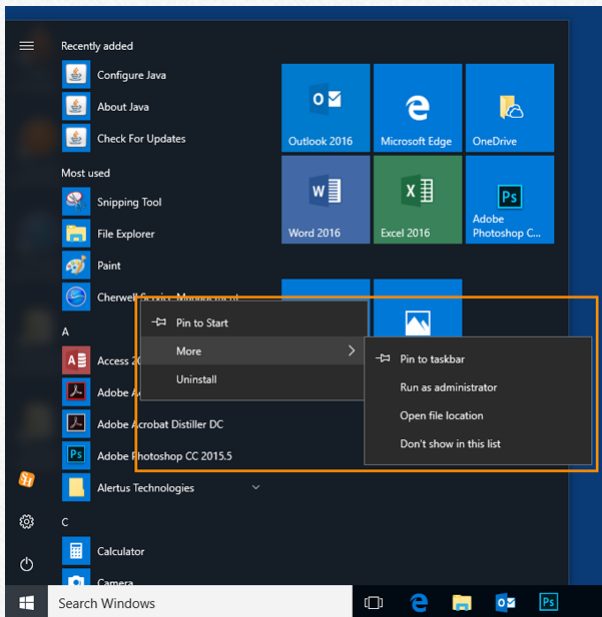
Pinning an app places a shortcut to the app in a separate section of the Start menu. Pinning allows quick access to frequently used apps and eliminates the need to scroll through the Start menu to find an app.

To pin an app:

1. Locate the app in the Start menu
2. Right click on the app
3. Select Pin to Start

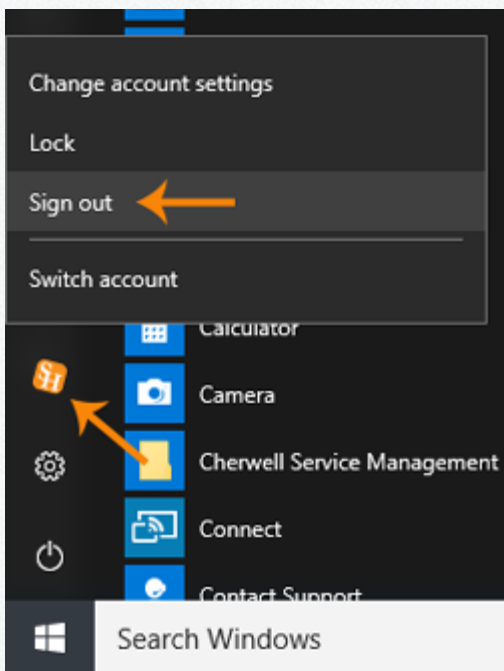
Once pinned, an app tile is placed on the right side of the Start menu.

The app can also be pinned to the Taskbar by selecting More from the options when right clicking the app.



Sign Out

To log out of a Windows 10 computer, select the Start button and then select the account tools (first option in the lower section of tools). From the account options, select Sign Out (formerly log off).





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May Training Schedule

Several technology training sessions will be available during the month of May.

Date	Time	Title
May 1	2:00 – 4:00 pm	Prezi & Sway
May 2	2:00 – 4:00 pm	Word 2016 – Introduction
May 3	9:00 – 10:00 am	Windows 10 - Introduction
May 4	9:00 – 10:30 am	WebCMS
May 4	2:00 – 3:00 pm	Windows 10 - Introduction
May 15	2:00 – 4:00 pm	Excel 2016 – Data Manipulation
May 16	9:00 – 11:00 am	Outlook 2016 – Introduction
May 16	2:00 – 3:30 pm	WebCMS
May 17	9:00 – 10:00 am	Skype for Business – Introduction
May 18	9:00 – 10:00 am	Office 365 - Introduction
May 18	2:00 – 3:00 pm	Windows 10 - Introduction
May 19	9:00 – 10:00 am	Windows 10 - Introduction
May 23	9:00 – 10:00 am	Windows 10 - Introduction
May 24	2:00 – 3:00 pm	Windows 10 - Introduction
May 25	2:00 – 3:00 pm	Windows 10 - Introduction
May 26	9:00 – 10:00 am	Windows 10 - Introduction
May 30	2:00 – 3:00 pm	Windows 10 - Introduction

May 31 9:00 – 10:00 am Windows 10 - Introduction

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 to cancel in [Talent Management](#). This will allow those on the waiting list the opportunity to register for the class.

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.

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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June 2017



[From the Desk of the VP](#)

In this month's issue, Mark Adams reflects on highlights from the past academic year.

[>>Read More](#)



[Windows 10 Update](#)

The latest information about the Windows 10 operating system; what you need know.

[>>Read More](#)

[Firefox](#)



Firefox will be removed from all SHSU workstations on Friday, June 23, 2017. Learn more about what this means for you.

[>>Read More](#)



[Security Tip: Password Best Practices](#)

With recent reports about emails and passwords being compromised globally, the Information Security Office reminds us of best practices for passwords.

[>>Read More](#)



[Ransomware](#)

A special reminder from Information Security to exercise good judgement when opening email or browsing the Internet.

[>>Read More](#)



[Tech Tip: Windows 10 Software Center](#)

Get a glimpse into Windows 10 and learn more about the Software Center.

[>>Read More](#)



[June Training Schedule](#)

Come learn more about Windows 10, Excel, Word, Skype, Outlook, Office 365, InDesign, Acrobat, and WebCMS 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



The 2016-17 academic year has flown by. Over the past academic year, SHSU has experienced many challenges and opportunities. Among them, the rollout of a new computer operating system, Windows 10 which began last month and will continue throughout the summer. Additional improvements aside from the way Windows 10 looks and feels, is the protection from modern security threats and the potential for less disruptive upgrades in the future.

Speaking of the accomplishments, recently, Wharton Research Data Services, SSRN and Elsevier presented the College of Business Administration with the first [WRDS- SSRN Innovation Award](#)TM. The award recognizes innovation, research and commitment to building an excellent business program. We are proud of their accomplishment and what it means for SHSU students.

Information Technology provides an [expanded set of resources](#) (click on Browse Service Catalog) to help you reach your goals. We want to collaborate with you to identify opportunities and provide helpful and innovative technology resources. [Let us know](#) about your initiatives and goals. We want to walk with you

and support you in your endeavors.

Mark Adams

VP of Information Technology

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Windows 10 Update



Windows 10

TECHNOLOGY TRAINING

June 2, 2-3 pm

June 6, 2-3 pm

June 8, 9-10 am

June 9, 2-3 pm

June 12, 2-3 pm

Discover all you need to know about implementation timelines, upcoming trainings and features at shsu.edu/Windows10.



In May, the campus-wide deployment of Windows 10 began. While this is a significant upgrade which amplifies productivity and provides protection against modern security threats, you may be surprised to find it still feels familiar. However, if you're feeling a little uneasy about the change, [training is available](#).

On another note, during the deployment of Windows 10 to classroom and computer lab workstations, an issue was encountered that did not arise during testing. To minimize impact to our students and instruction, we have rolled back all classroom and computer lab workstations scheduled for Summer I classes to Windows 7. During this time, we will work with Microsoft engineers for a resolution to the issue. We anticipate upgrading these workstations to Windows 10 again prior to the start of the Summer II session.

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Firefox



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Mozilla Firefox users, on both PCs and Macs, should export their bookmarks and/or favorites from Firefox and import them into IE, Chrome, or Edge. See the recent [Tech Tip](#) and/or the [Technology Tutorial](#) for more information.

WebCMS Editors: You should use Chrome instead of Firefox when working on your websites.



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Security Tip

On May 5, 2017, Troy Hunt, a security researcher, announced that he found two different lists from December 2016 circulating the internet with over one billion compromised email addresses and passwords. You may have heard of these lists from recent news reports. The lists are “Anti Public Combo List” and “Exploit.In.” Troy runs a web-based security tool ([Have I Been Pwned](#)) that allows internet users to query if their email addresses were on the lists of compromised passwords.



It is believed that most of the compromised passwords are actually to sites like LinkedIn, Twitter, Tumblr, Dropbox, etc. Unfortunately, these sites have weaker password policies than SHSU and do not all actively notify their users of breaches.

Best Practices for Passwords

- Use a unique and strong password for each site you use.
- Use a password manager (i.e. KeePass, LastPass, 1Password, or Dashline) to keep track of all of your passwords and help you generate random, strong passwords when you need to.
- Change all your passwords regularly, even if the site does not require you to do so.
- Setup Two-Factor authentication if the site allows for it. This will add a layer of protection as the site will ask you to use a code sent to you via a text message or smartphone app as a second password.

If you need assistance in how to change your password, see our [technology tutorial](#).

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A Message Regarding Ransomware

Recent news [headlines](#) referenced the global WannaCry [ransomware](#) attack. We want to reiterate that SHSU takes its security posture seriously. Campus servers and workstations receive regular updates to protect against threats. In addition, emails that contain known threats are restricted from entering SHSU's email system and the campus Intrusion Prevention System (IPS) has rules in place to detect and block known malware.



While no security is ever 100%, we continue to monitor this, and other situations, as information becomes available and take the appropriate swift actions to protect the students, faculty and staff of the SHSU community.

What can you do?

This is a good time to remind you to exercise [good judgement](#) when opening email or browsing the Internet as well as:

- **Back Up Data:** Always keep a backup of critical data. If it will cause distress to lose a file, be sure to save it to [OneDrive](#) or another storage location.
- **Keep a Clean Machine:** Having the latest security software, web browser, and operating system are the best defenses against viruses, malware, and other online threats.
- **When in doubt, throw it out:** Links in email, tweets, posts, and online advertising are often the way cybercriminals compromise your computer. If it looks suspicious, even if you know the source, it is best to delete or if appropriate, mark as junk e-mail.
- **Protect all devices that connect to the Internet:** Along with computers, smartphones, gaming systems, and other web-enabled devices also need protection from viruses and malware.
- **Plug and scan:** viruses and malware can infect portable USB drives and other external devices. Use your security software to scan them.
- **The National Cyber Security Alliance** has great suggestions on how to protect your [mobile](#) devices, as well as a list of trusted vendors who offer [free security computer checks](#) for known viruses, spyware, and

more.

When in doubt about the authenticity of an email or website please contact the Service Desk at (936) 294-1950 or by email at servicedesk@shsu.edu.

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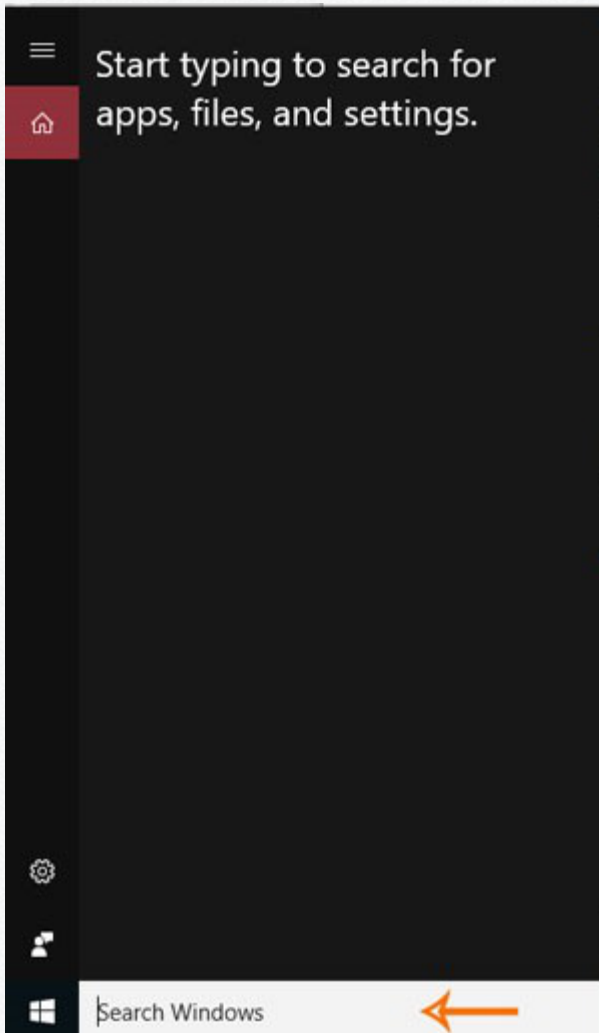


Tech Tip

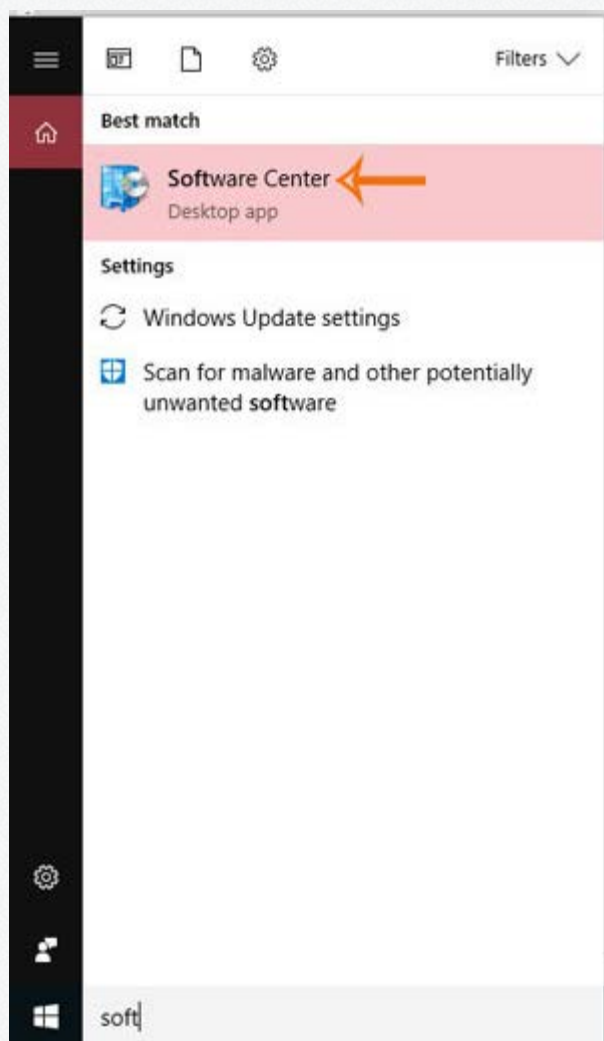
Windows 10 Software Center

In the past, to install pre-approved software from the SHSU servers, clients used the SHSU Program Installation Menu. The SHSU Program Installation Menu is now called the Software Center.

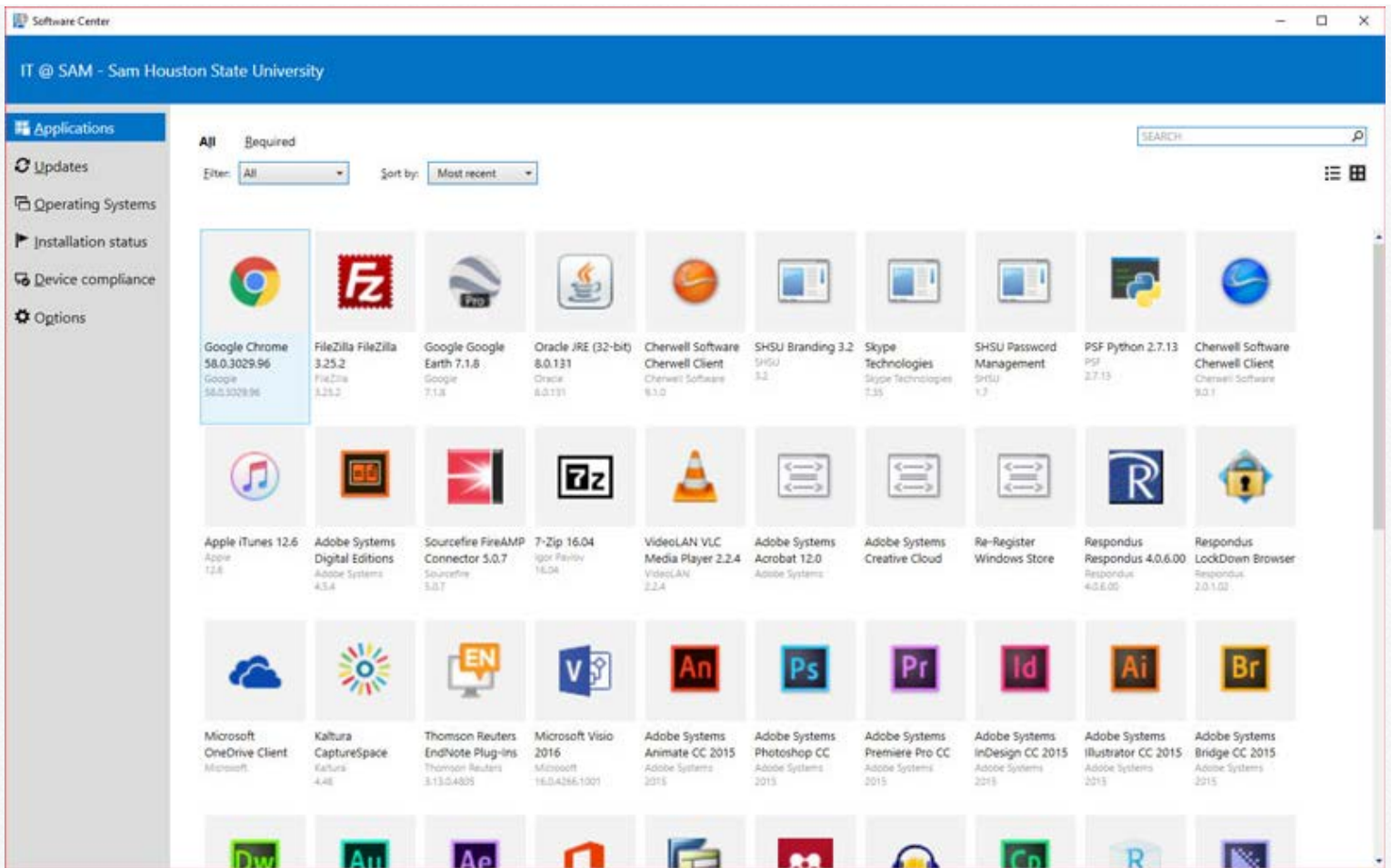
To install a program, start typing Software Center in the Search area of the taskbar. The more text typed, the more narrow the results.



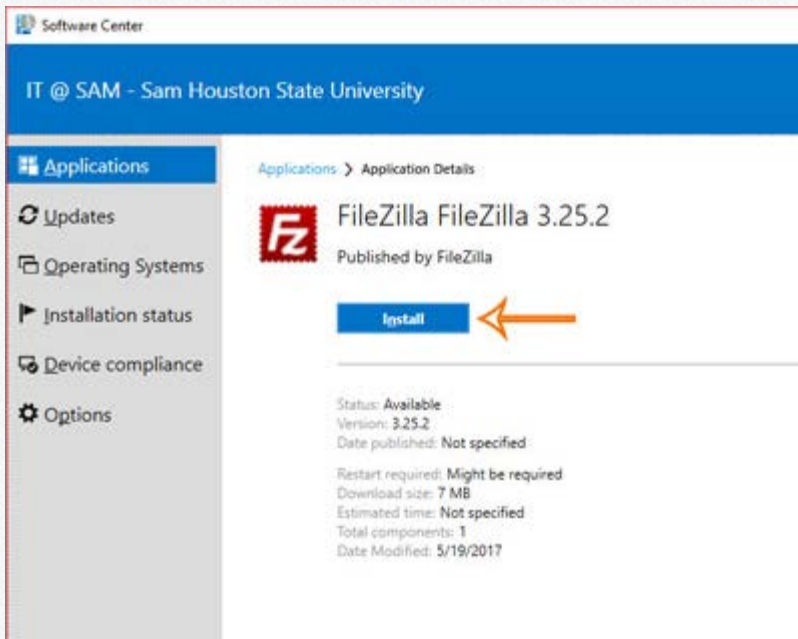
Select Software Center.



This will bring up a list of software and tools available for download to the user's profile.



Locate the software needed and select Install.



After a few minutes, the installation will begin. A notification display will appear in the notification area as the program installs. After a few minutes, the program will be available for use.

Time for installation will vary depending on size of software being installed.

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June Training Schedule

Several technology training sessions will be available during the month of June.

Date	Time	Title
June 2	2:00 - 3:00 pm	Windows 10 - Introduction
June 6	10:00 - 11:00 am	Office 365 - Introduction
June 6	2:00 - 3:00 pm	Windows 10 - Introduction
June 7	9:00 - 10:30 am	WebCMS
June 8	9:00 - 10:00 am	Windows 10 - Introduction
June 9	9:00 - 10:00 am	Excel 2016 - Advanced
June 9	2:00 - 3:00 pm	Windows 10 - Introduction
June 12	2:00 - 3:00 pm	Windows 10 - Introduction
June 19	2:00 - 3:00 pm	Skype for Business - Introduction
June 20	2:00 - 4:00 pm	Outlook 2016 - Introduction
June 21	9:00 - 11:00 am	InDesign CC 2015 - Introduction
June 22	9:00 - 10:00 am	Maintaining a Professional Online Image
June 23	9:00 - 10:00 am	Acrobat DC - Introduction
June 26	2:00 - 3:30 pm	WebCMS

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 to cancel in [Talent Management](#). This will allow those on the waiting list the opportunity to register for the class.

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.

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July 2017



[From the Desk of the VP](#)

In this month's issue, Mark Adams talks about transitions and greeting new students.

[>>Read More](#)



[Windows 10 Update](#)

The Windows 10 project is progressing. Take a peek at the user experience satisfaction survey metrics received to date and an update on classroom and lab workstations.

[>>Read More](#)



[MyGartner Now Available](#)

SHSU faculty, staff, and students now have free access to the most comprehensive research and data on information technology with Gartner.

[>>Read More](#)



[Security Tip: Curating Your Digital Identity](#)

Learn how to take control of your online public persona.

[>>Read More](#)



[Tech Tip: Digital Cleanup](#)

Summertime is an opportune time to cleanup your digital footprint.

[>>Read More](#)



[July Training Schedule](#)

Come learn more about Windows 10, Excel, Word, Skype, Outlook, Office 365, InDesign, Acrobat, and WebCMS 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



As we put one academic year behind us and prepare for the next, I was thinking, students heading into their first year of college this year are mostly 18-years-old and were born in 1999. That means that people including Princess Diana, Sonny Bono, Dr. Spock, and Frank Sinatra are among the many who died before these students were even born. And, the Blackberry device, Family Guy, Apple's iBook, The Matrix, and Bluetooth were introduced about the time they entered this world. Really puts things into perspective, doesn't it?

New Student Orientations began last month at Sam Houston State University. Each week, more than 300 new students beginning their journey with the University, take part in sessions aimed at helping them gain the skills, information, and meaningful relationships important to succeed in their transition to SHSU. During orientation, new students also learn about all the technology resources IT@Sam has to offer. Some of the topics covered during [orientation](#) include:

- [Office 365](#) which offers a free download of Microsoft Office Suite and 1TB of cloud storage with

[OneDrive.](#)

- [Technology Tutorials](#) to help with computer account activation, registration, credit card payments, and specific computer programs and applications.
- Ways to upload and print using [WEPA](#) which allows students to pay for and print quickly through cloud technology.
- Available [computer labs](#) throughout campus, and assistance from the [IT@Sam Service Desk](#).

Speaking of transitions, summertime in academia is also an opportune time to [curate your digital identity](#), [cleanup your S: Drive](#), and sign up for one of the many [technology trainings](#) available this month.

Mark Adams
VP of Information Technology

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Windows 10 Update



The [Windows 10](#) project is progressing. We expect to have most faculty and staff workstations upgraded by July 15, 2017 and classroom and lab workstations prior to Fall 2017. We appreciate your patience; we know these changes can sometimes be challenging.

We have reached out to approximately 1200 individuals to ask for feedback on their experience with the Windows 10 upgrade. With just over a 22% response rate, feedback received to date indicates the overall roll is going well.

- [72.5%](#) of respondents indicated satisfaction with the overall installation of Windows 10.
- [74.7%](#) of respondents indicated satisfaction with the timeliness of your installation of Windows 10.
- [66.3%](#) of respondents indicated satisfaction with the resolution of issues experienced.
- [69.9%](#) of respondents indicated satisfaction with the frequency of communication leading up to the installation of Windows 10.

Thank you to those that submitted feedback for your time. The information is extremely valuable to us. We track this feedback and other lessons learned to make our future projects even more successful.

Please do not hesitate to contact the IT@Sam Service Desk with any questions or concerns.

Follow IT@Sam:



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MyGartner Now Available

IT@Sam now provides all Sam Houston State University students, faculty, and staff with access to research and data on information technology with [Gartner's world-renowned research portal](#). To access it, click on "Fast Links" from the SHSU homepage and select "My Gartner Portal" or point your web browser directly to www.shsu.edu/gartner.

Gartner is a leading information technology firm that provides research and analysis services to inform and support decision making in higher education and other industry sectors. The campus-wide subscription includes access to resources such as:

- Magic Quadrants - A series of research reports aimed at providing customers with a qualitative analysis into a particular market and its direction, maturity, and participants.
- Hype Cycles - Graphic representations of maturity and adoption of technologies and applications which help discern technology hype from what's actually viable.
- Special Reports - Gartner Special Reports are time-sensitive research reports focused on key issues in technology.
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How can this resource benefit the SHSU campus community?

- Faculty can use Gartner resources for scholarship and instruction.
- Administrators and staff can use Gartner to review the IT landscape and gather data for product evaluations and other projects.
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Security Tip



Potentially contentious hashtags like #IHateMyProfessor and sites such as Rate My Professors can be false and damaging.

In a January 2015 issue of *The Chronicle of Higher Education*, [Kelli Marshall](#), a lecturer at DePaul University addressed the reality that if you don't take control of your public persona online, you're allowing search engines to create it for you.

While this is true for all of us, Marshall points out that it is especially important to those in academia—particularly those without tenure, published books, or established freelance gigs.

[Marshall outlines some steps that you can take to “curate your digital identity”:](#)

Take control. Consider creating a website with biographical information, resume/CV, etc. If websites aren't your thing, there's always [About.me](#), a free site where you can add information about yourself and start shaping your online persona.

Build a network by completing the biographical information or linking your newly created online persona (see bullet 1) to sites like LinkedIn and Facebook.

Practice uniformity. Your digital identity should be consistent. Use the same image, name and biographical information on all of your digital platforms.

Monitor yourself. Search your own name periodically to see what others will find when they engage with you digitally. If you don't like the results, change it. See bullet 1 and consider going one step further and creating a Google Alert (or Google Scholar Alert) for your name.

Read more: [How to Curate Your Digital Identity as an Academic](#)

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Tech Tip

Summertime Cleanup

Summertime is a great time to clean up our storage drives and email.

S: Drive cleanup

The S: drive has a set quota allowed for faculty, staff, and students. For faculty and staff, the quota is set to 3 GB.

To view your S: drive quota usage, visit [SamWeb](#), and select IT@Sam on the left, then Quota Information from the expanded list.

The screenshot shows the Sam Houston State University website interface. At the top, there is a navigation bar with links for Request Info, Visit, and Apply. Below this is the university's logo and name. A secondary navigation bar contains links for HOME, MYSAM, and HELP. The main content area features a sidebar menu on the left with various service links, including 'IT@Sam' and 'Quota Information'. The 'Quota Information' page is displayed, showing two sections: 'Mail Quota' and 'S: Drive and Profile Quota'. Each section contains a table with usage metrics and progress bars.

Mail Quota	
Warning	100%
Sending Disabled	100%
Sending/Receiving Disabled	100%
Current Level	100%

S: Drive and Profile Quota	
S: Drive Quota	100%
S: Drive Usage	100%
Profile Usage	100%

There are a couple of options to clean up space.

- Delete any old, irrelevant files that are no longer needed.
- Move files to an alternate storage location such as [OneDrive](#) or an external drive. You have an additional 1 TB of storage in OneDrive.

Email Cleanup

Throughout the school year, email can get overwhelming. There are numerous ways to reduce and/or organize the emails in the inbox. A few ways include:

1. Organize old emails by date: If there are a number of emails from past years or months, create [folders and rules](#) if the emails need to be kept.
2. Organize new emails as they arrive: Use the folders and rules mentioned previously to organize email as it arrives as well.
3. Delete emails that are no longer needed or are not important
4. Develop an organizing system and make it a habit. There are a few ideas for this including
 - Delete email quickly if re-reading, responding or action is not required.
 - File emails into appropriate folders at the end of each day to reduce email in the inbox.
 - Conduct more frequent clean ups.

You can find more ideas for reducing email volume [here](#).

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July Training Schedule

Several technology training sessions will be available during the month of July.

Date	Time	Title
July 10	2:00 - 4:00 pm	Excel 2016 - PivotTables & PivotCharts
July 11	9:00 - 10:30 am	WebCMS
July 12	9:00 - 10:00 am	Windows 10 - Introduction
July 13	9:00 - 10:00 am	Qualtrics - Introduction
July 14	9:00 - 10:00 am	Office 365 - Introduction
July 24	2:00 - 4:00 pm	Photoshop CC 2015 - Introduction
July 25	2:00 - 3:00 pm	Windows 10 - Introduction
July 26	2:00 - 3:30 pm	WebCMS
July 27	9:00 - 11:00 am	Outlook 2016 - Introduction
July 28	9:00 - 10:00 am	Skype for Business 2016 - Introduction

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 to cancel in [Talent Management](#). This will allow those on the waiting list the opportunity to register for the class.

One-on-one assistance and departmental training is available upon request. For questions, or to schedule a training, contact our training staff, at ittraining@shsu.edu.

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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August 2017



[From the Desk of the VP](#)

In this month's issue, Mark Adams reminds us that it's never too early to start planning for the next academic year. Let us know how we can support you in your endeavors.

[>>Read More](#)



[Software Request Deadline](#)

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

[>>Read More](#)



[MyGartner Now Available](#)

SHSU students, faculty, and staff now have access to research and data on information technology with Gartner's world-renowned research portal.

[>>Read More](#)



[Tech Tip: Fact Checking](#)

Tips for determining fact from fiction on the Internet and a list of websites known for promoting false stories.

[>>Read More](#)



[Security Tip: How Phishing Works](#)

Learn more about the tricks hackers use to access your email accounts and how to avoid becoming a victim.

[>>Read More](#)



[August Training Schedule](#)

Come learn more about Windows 10, Excel, Photoshop, and WebCMS 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 the IT@Sam Communications Staff at 936-294-3476 or ITComms@shsu.edu.

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From the Desk of the VP



Author H. Jackson Brown, Jr., once said, “The best preparation for tomorrow is doing your best today.”

As we move into a new academic year, it's never too early to plan for academic year 2018-2019 and think ahead to what our future students will need and want to be successful. What projects do you envision? What are your classroom needs? Do you have any special software requests? [Let us know](#); we are here to support you in your endeavors.

As a reminder, for those final technology purchases not routing through IT@Sam before the end of August 2017, please remember the [Technology Oversight Approval \(TOA\)](#) prior to purchase. This includes computing hardware, software, peripherals, classroom technology, electronic subscriptions, video development, 2-way radios, phones, TVs, security equipment and services, regardless of the source of funds and method or location of use. This process ensures that the technology requested accomplishes your goal or specific need and that it is compatible and sustainable with existing campus technology.

By including IT@Sam early and often we are able to help you implement your initiatives smoothly and successfully.

Mark Adams
VP of Information Technology

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Software Request Deadline



The software request deadline for the spring semester is approaching on October 1. Submitting your request early allows adequate time for purchasing, testing and installation of new network software. Submit your request by going to the [Cherwell Portal](#) and click on the link to "Request New Desktop Software" in the frequently logged tickets section. For more information on Software Request Guidelines, click [here](#).

Software Requirements

As a reminder, software must be compatible with 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 apply for those requests:

- Summer - March 1, 2018
- Fall - May 1, 2018

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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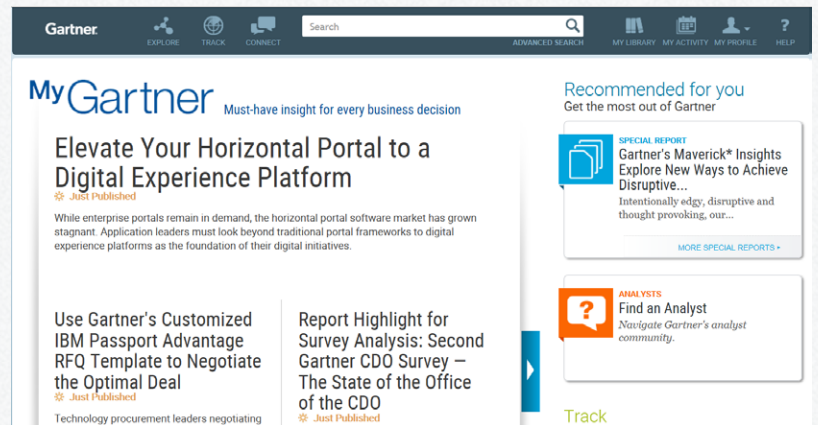
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Free Access to IT Research and Data Resources Now Available

MyGartner Now Available

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Tech Tip - Fact Checking



Determining Fact from Fiction on the Internet

“The Internet is a rich source of information – and a prolific dispenser of misinformation.” – Linda Starr, Education World ®

It’s easy to be concerned given the amount of misinformation, fear, uncertainty, and doubt in the news and online, including the web and phishing emails such as [the one that was sent to Sam Houston accounts on July 17, 2017](#).

According to [The National Literacy Project \(NLP\)](#), a nonpartisan national education nonprofit agency, “with the public’s attention focusing on issues related to ‘fake news,’ journalists and educators across the country are coming to us to learn how to know what to trust.”

Fact checking is the act of checking factual assertions in non-fictional text in order to determine if the statements are true or not. Facebook has collaborated with NLP and has put together [Tips to Spot False News](#). Below is a condensed list with our top five takeaways.

1. Check the evidence. Check the author's sources to confirm that they are accurate. Lack of evidence or reliance on unnamed experts may indicate a false news story.
2. Look at other reports. If no other news source is reporting the same story, it may indicate that the story is false. If the story is reported by multiple sources you trust, it's more likely to be true.
3. Investigate the source. Ensure that the story is written by a source that you trust with a reputation for accuracy. If the story comes from an unfamiliar organization, check their “About” section to learn more.
4. Look closely at the URL. A phony or look-alike URL may be a warning sign of false news. Many false news sites mimic authentic news sources by making small changes to the URL. You can go to the site to compare the URL to established sources.
5. Watch for unusual formatting. Many false news sites have misspellings or awkward layouts. Read carefully if you see these signs.

An additional resource to help determine if a story is fact or fiction is Snopes.com. Recently Snopes published a [Field Guide to Fake News Sites and Hoax Purveyors](#) which includes a list of websites known for false stories. Some of those websites include:

- National Report
- World News Daily Report
- Empire News
- News Examiner

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Security Tip - Phishing

Phishing happens when you receive an email or other message from what may look like a trusted source that encourages you to provide personal information and/or click a malicious link.

It's easy to be concerned given the amount of misinformation, fear, uncertainty, and doubt in the news and online, including the web and phishing emails [such as the one that was sent to Sam Houston accounts on July 17, 2017](#).

The infographic below (created by Citrix ShareFile, a partner of the [STOP. THINK. CONNECT.™ campaign](#)) illustrates the simple tricks hackers use to access your email accounts and how to avoid becoming a victim.





Phishing happens when you receive an email from what looks like a trusted source (such as your bank or favorite store) asking for personal information.



Messages are often urgent or threatening



Graphics mimic those of the real company



Typically, users are asked to click a link which turns out to be phony

Phishers want your personal data—anything from bank account numbers to email content.



WHAT TO DO IF YOU SUSPECT PHISHING

The best way to stop phishing scams is to let others know.



Don't panic or click on anything until you know it's legit

Check for red flags such as strange email addresses or misspellings

Notify the company that's being impersonated



Share on your social media channels



Call your friends and family



Email any listservs you're on (i.e. neighborhood)

ShareFile®

CITRIX®

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August Training Schedule

The training schedule for August is lighter than usual due to the beginning of the Academic Year. This allows you time to prepare for the semester. The training schedule will pick back up in September. However, one-on-one assistance and department training is available upon request. For questions, or to schedule a training, contact our Training Staff at ITTraining@shsu.edu.

Date	Time	Title
August 9	Windows 10 - Introduction	9:00 - 10:00 am
August 10	WebCMS	9:00 - 10:30 am
August 10	Photoshop CC 2015 - Intermediate	2:00 - 4:00 pm
August 11	Excel 2016 - Introduction	9:00 - 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 to cancel in [Talent Management](#). This will allow those on the waiting list the opportunity to register for the class.

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September 2017



[From the Desk of the VP](#)

In this month's issue, Mark Adams shares about new initiatives happening behind the scenes.

[>>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](#)

[New Portal and Banner Interface](#)



My Sam, SHSU's portal, and Banner are getting a digital facelift. Learn more and take them for a test drive today!

[>>Read More](#)



[New Technology Request Process](#)

Learn more about the new process for requesting new technology.

[>>Read More](#)



[Highlight on IT Resources - EDUCAUSE](#)

Explore how EDUCAUSE, one of the many resources available to those who lead, manage, deploy and use information technology, helps with making IT decisions at every level within higher education.

[>>Read More](#)



[Tech Tip: Reply vs. Reply All](#)

When replying to an email, there are two options –Reply and Reply All. Knowing which to use and when can sometimes be tricky.

[>>Read More](#)



[Security Tip: Emergency Notifications](#)

In light of recent weather events, are you set up to receive KatSafe notifications from the University? Learn how to ensure that your contact information is up-to-date.

[>>Read More](#)



September Training Schedule

Come learn more about Windows 10, Excel, Outlook, Office 365, Qualtrics, Skype, WebCMS, and Cherwell, 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 the IT@Sam Communications Staff at 936-294-3476 or ITComms@shsu.edu.

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From the Desk of the VP



The Fall semester in academia is a time of renewal and new beginnings. Here, on campus, visible changes are happening daily, which is really exciting.

[Last month](#) I spoke about how it is never too early to plan for the 2018-2019 academic year and think ahead to what future needs you and the students may have to be successful. To help you plan for the future, resources such as [MyGartner](#) and [EDUCAUSE](#) are available as well as a new [process](#) for new technology requests.

What new projects do you envision? What are your classroom needs? Do you have any special software requests? [Let us know](#); we are here to support you in your endeavors.

We hope your semester has started off well and we look forward to collaborating with you to help you find the best solution for your needs.

Mark Adams

VP of Information Technology

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Software Request Deadline

FACULTY & STAFF, MARK YOUR CALENDARS!



The deadline for submitting new (or upgrade) requests for software packages for **Spring 2018** semester is fast approaching.

Submit your requests by **October 1**.

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



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 2018. 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 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

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- 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, 2018
- Fall: May 1, 2018

Please reach out to the [IT@Sam Service Desk](#) (936-294-1950) if you have any questions or concerns about placing your request(s). We are happy to help.

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New Portal and Banner Interface Coming Soon

My Sam, SHSU's portal, and Banner are getting a digital facelift!

Along with a new look and feel, My Sam and Banner will have an improved user experience. The new systems will have a responsive design, which means that it will work on any device you use and will respond to the screen dimensions for optimal functionality and readability. Browser incompatibility will no longer be a problem for most functions (Cognos and BDMS will still require Internet Explorer).

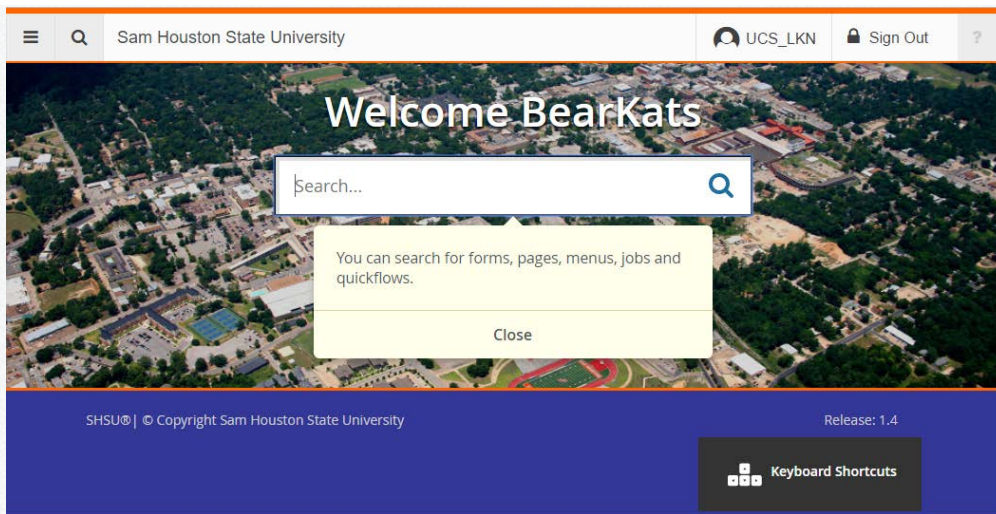
In addition, moving to these new platforms will ensure SHSU remains secure and in compliance with state and federal mandates by continuing to receive vendor updates and support.

While some details and a go-live date are still in the works, you can give the new portal and Banner Administrative Applications (formerly known as Banner INB) a test drive at <http://portal.shsu.edu>.

My Sam Portal

The screenshot shows the My Sam portal interface. At the top left is the Sam Houston State University logo. The top right features the 'My Sam' logo. A navigation menu on the left includes links for All Users, Campus Resources, My Account, Registration, Employees, Faculty, and Students. The main content area contains a welcome message with a feedback link. Below this are three columns of content: 'Today@Sam' with news items like 'CHSS Diversity Fellowship Applications Available'; 'Manage My Profile' with links for 'Change Password', 'Manage SHSU E-mail Addresses', and 'Manage Off-site Contact Information'; and 'Campus Announcements' with a link for 'Find out more about the Windows 10 Roll Out'. A 'Who What Where' section at the bottom right includes a 'Person Directory' link.

Banner Administrative Applications (formerly known as Banner INB)



Opportunities to Provide Feedback

Stop by the following locations at the given times to get hands-on experience with the new portal and Banner 9. Once you have had the opportunity to see them in action, you can provide direct feedback on your experience to IT@Sam.

Date	Time	Location
October 5	2:00 - 3:00 pm	CJC A111
October 11	10:00 - 11:00 am	CJC A111
October 20	2:00 - 3:00 pm	CJC A111
October 24	9:00 - 10:00 am	AB1 320
October 30	3:00 - 4:00 pm	CJC A11

Should you have any questions regarding the change, please contact the Service Desk at servicedesk@shsu.edu or (936) 294-1950.

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New Technology Request Process

IT@Sam has redesigned the process for requesting any new technology you would like to bring to campus. The new customized request process, which primarily takes place behind the scenes, will be able to decrease the time from request to implementation.

What is in it for me?



The intake process includes identification of the various elements required for successful and timely delivery, including analysis of risk and long-term sustainability. It will help IT@Sam prioritize your request within the current portfolio of requests and increases the likelihood of a more timely and successful outcome for you.

Where Do I Start?

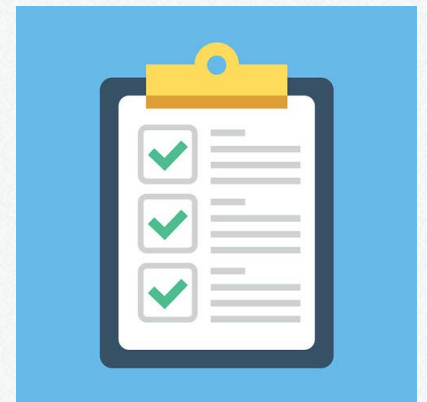


To get started, create a ticket by either placing a new request through [Cherwell](#) or contact the [IT@Sam Service Desk](#) (936-294-1950) with some basic information about the need. Teams within IT will review the request and send you a Project Intake Form when necessary.

Project Intake Form

When you receive the Project Intake Form you should complete it with as much information as possible to help us expedite your request. This form requests information such as:

- The purpose of the request.
- What objectives you wish to achieve.
- What department/division/university goals the request supports and how.
- Your success criteria.
- Available budget.
- Impact to the university.
- Requested timeline.



Remember, the sooner you get the form completed and submitted, the easier it will be for IT@Sam to help you meet your deadlines.

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Highlight on IT Resources

EDUCAUSE® is a higher education technology association. It supports those who lead, manage, deploy, and use information technology to anticipate and adapt to change, advancing strategic IT decision making at every level within higher education.

EDUCAUSE is one of the many resources available to Sam Houston State University students, faculty, and staff. Programs and services available include:

- research, data, and analysis to help IT leaders and professionals stay up-to-date on topics, issues, and trends;
- professional learning opportunities to advance knowledge and career; and
- meaningful collaboration and partnership across the community, to help build a collaborative network of colleagues.

Visit educause.edu to explore all the resources EDUCAUSE has to offer including their bimonthly magazine, [EDUCAUSE Review](#).

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Tech Tip - Reply vs. Reply All

When replying to an email, there are two options –Reply and Reply All. Knowing which to use and when can sometimes be tricky.

Use Reply when you want your email to go to a single person – the sender.

Use Reply All to respond to everyone on the email thread. Whether the other emails in the thread are in the “To” or “CC” field, they will all see the message you send.

Keep the following in mind before choosing to Reply All.

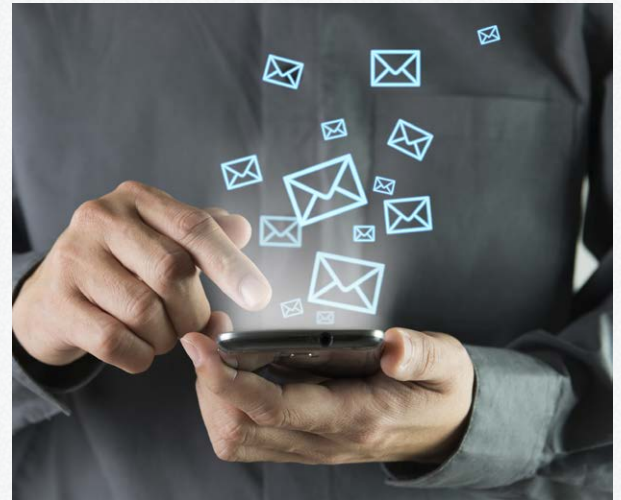
- Does everyone need to know my response?
- Could I be violating policies by disclosing the information to all on the email thread?
- Will others be confused if they do not see your response?

Taking a moment to be aware of whether you’re clicking Reply or Reply All as well as the email etiquette of the recipient(s) could save yourself and others aggravation or embarrassment.

Pro Tip

If you are sending a message to multiple people and want to eliminate confusion, use the BCC feature.

BCC stands for Blind Carbon Copy. It is when the recipient is sent an exact copy of the message, but their email address is “hidden” from others. This also prevents them from receiving future emails, especially when someone clicks Reply All.



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Security Tip: Emergency Notifications

Ensuring your contact information is up-to-date allows the University to send time-sensitive notifications in the event of SHSU community emergencies. The new academic year is an ideal time to ensure you are set up to receive notifications in the appropriate place.

Here are a couple things we recommend that you do:

- Opt in to [KatSafe](#). To opt in and update your contact information, log into [SamWeb](#), click on Miscellaneous in the left-hand menu, then KatSafe Emergency Contact Information.
- Verify all of your emergency contact information is up-to-date in both [KatSafe](#) and [Banner Self-Service](#) (Personal Information > Update Emergency Contacts).

SHSU What is KatSafe?

For additional information on emergency preparedness, see the [KatSafe Top 10 Emergency Preparedness Tips](#)

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September Training Schedule

Several technology training sessions are available during the month of September.

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 to cancel in Talent Management. This will allow those on the waiting list the opportunity to register for the class.

One-on-one assistance and department training is available upon request. For questions, or to schedule a training, contact our Training Staff at ITTraining@shsu.edu.

Date	Time	Title
September 5	2:00 - 3:30 pm	WebCMS
September 6	10:00 - 11:00 am	Windows 10 - Introduction
September 7	10:00 – 11:00 am	Acrobat DC – Introduction
September 8	10:00 – 11:00 am	Introduction to Cherwell
September 18	2:00 – 4:00 pm	Outlook 2016 – Introduction
September 19	2:00 – 4:00 pm	Excel 2016 – Advanced
September 20	10:00 – 11:30 am	WebCMS
September 21	10:00 – 11:00 am	Office 365 - Introduction
September 21	2:00 – 3:00 pm	Qualtrics – Introduction
September 22	10:00 – 11:00 am	Skype for Business 2016 - Introduction

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If you are unable to attend a class you have registered for, please make sure to 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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October 2017



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Newsletter

Communicate + Collaborate



[From the Desk of the VP](#)

In this month's issue, Mark Adams emphasizes the importance of security at SHSU, both physically and virtually.

[>>Read More](#)



[Cyber Security Awareness Month](#)

This month is dedicated to staying safe and secure online. Follow IT@Sam on [Facebook](#), [Twitter](#), [Instagram](#) and our [blog](#) for tips and resources that help you implement stronger security practices.

[>>Read More](#)



[Security Tip: How Phishing Works](#)

Learn more about the tricks hackers use to access your email accounts and how to avoid becoming a victim.

[>>Read More](#)



[Tech Tip: Online Safety](#)

Learn about a few simple, easy steps to online safety.

[>>Read More](#)



[New Portal and Banner Interface](#)

My Sam, SHSU's portal, and Banner are getting a digital facelift in December. Learn more and take them for a test drive today!

[>>Read More](#)



[Spotlight on Skype for Business](#)

Learn more about how to Skype for Business to conduct online meetings and video conferencing.

[>>Read More](#)



[October Training Schedule](#)

Come learn more about Skype for Business, Excel, Office 365, Photoshop, InDesign, and WebCMS, 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 the

IT@Sam Communications Staff at 936-294-3476 or ITComms@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. Last month, we shared how to ensure you are set up to receive [emergency notifications](#). This month is focused on cyber security and keeping technology resources safe from malicious activity.

October is [National Cyber Security Awareness Month](#). As in years past, SHSU has partnered with the [Department of Homeland Security](#) as an [Academic Alliance member](#) of the [STOP. THINK. CONNECT.™ campaign](#) to promote safe online practices.

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. (For more information on the annual IT Security Statistics, click [here](#).)

If you have any questions or would like more resources about information security, contact the [Information](#)

[Security Office](#) or [IT@Sam Training Staff](#).

Mark Adams

VP of Information Technology

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National Cyber Security Awareness Month

[National Cyber Security Awareness Month \(NCSAM\)](#) – observed every October—was created as a collaborative effort between government and industry to ensure every American has the resources they need to stay safer and more secure online.

We lead Internet-connected, digital lives, even when we are not directly connected to the Internet. The Internet is a shared resource and securing it is *Our Shared Responsibility*. Everyone has a role in securing their part of cyberspace, including the devices and networks they use.


Throughout the month, IT@Sam will share tips and resources to help you implement stronger security practices on [Facebook](#), [Twitter](#), [Instagram](#), and our [blog](#). Together we can create a digital society that is safer and more resistant from cyber-attacks.



[A History of NCSAM](#)

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Security Tip - How Phishing Works

Phishing happens when you receive an email or other message from what may look like a trusted source that encourages you to provide personal information and/or click a malicious link.

It's easy to be concerned given the amount of misinformation, fear, uncertainty, and doubt in the news and online, including the web and phishing emails [such as the one that was sent to Sam Houston accounts on July 17, 2017](#).

The infographic below (created by Citrix ShareFile, a partner of the [STOP. THINK. CONNECT.™ campaign](#)) illustrates the simple tricks hackers use to access your email accounts and how to avoid becoming a victim.





Phishing happens when you receive an email from what looks like a trusted source (such as your bank or favorite store) asking for personal information.



Messages are often urgent or threatening



Graphics mimic those of the real company



Typically, users are asked to click a link which turns out to be phony


Phishers want your personal data—anything from bank account numbers to email content.




WHAT TO DO IF YOU SUSPECT PHISHING

The best way to stop phishing scams is to let others know.






Don't panic or click on anything until you know it's legit



Check for red flags such as strange email addresses or misspellings



Notify the company that's being impersonated



Share on your social media channels



Call your friends and family



Email any listservs you're on (i.e. neighborhood)

ShareFile®

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Tech Tip - Online Safety

October is [National Cyber Security Awareness Month](#). Being safe online is not just about viruses or being hacked. Here are some steps for keeping safe online:

1. Be aware of [phishing](#) attempts. Phishing emails appear to be legitimate, but usually includes a link for the user to click on to enter personal information. This allows the sender, who is not legitimate, to retrieve the personal information.
2. Protect [passwords](#). Passwords are your gateway to your digital life. It is important that the password be long and strong. Try not to use the same password across multiple sites. A password manager is a great tool to help remember or even create passwords.
3. Keep software updated. It is important to keep all software updated. During software development, things can be overlooked and patches may get released to fix that oversight.
4. Store data on the cloud. With [Office 365](#), all current SHSU students, faculty, and staff have one terabyte of OneDrive storage and access to a free download of Office.

Follow the SHSU Service Desk social media pages ([Facebook](#), [Twitter](#), [Instagram](#), and our [blog](#)) for more information on how to stay safe online.


National Cyber Security Awareness Month

5 TOP REPORTED CYBER SCAMS¹

5 THINGS YOU CAN DO ABOUT IT

5 WAYS TO GET HELP





In the 3 minutes it takes to read this infographic...

At least 720 new threats have emerged.²

60 new victims of identity theft.³

60 people worldwide will have fallen victim to a cybercrime.⁴



#1 FAKE CHECK SCAMS

With initial contact made in online classifieds or marketplaces, an authentic-looking (but fake) check is sent to a consumer with directions to deposit it in their personal accounts and wire a portion of the proceeds to a third party. The scam artists get cash in hand, but the victim is left owing their bank money.

REMEMBER: Anyone asking you to deposit a check and wire the proceeds to someone you don't know is scamming you. Don't fall for it!

GET HELP: Report it to www.Fraud.org



#2 INTERNET MERCHANDISE SCAMS

These bogus websites appear to sell everything from fake pharmaceuticals to electronics to counterfeit brand-name clothing, but the merchandise you buy never arrives or is completely different than what you ordered.

REMEMBER: If it seems too good to be true, it is!

GET HELP: Report it to the Better Business Bureau www.bbb.org/consumer-complaints/file-a-complaint/get-started



FREE VACATION

#3 BOGUS PRIZES, SWEEPSTAKES AND "FREE" GIFTS

Lottery winnings, sweepstakes, free vacations and cars are offered... but...you have to pay upfront to cover things like "taxes" or "fees." In reality, there is no prize or winnings. It's all a scam.

REMEMBER: If someone wants you to pay in order to collect winnings, it's a scam. Period!

GET HELP: Find resources at www.stopfraud.gov/victims.html

NEED A LOAN?



#4 ADVANCE FEE LOANS, CREDIT ARRANGERS

Loans or credit are offered in exchange for an upfront fee. If the consumer pays, the loan never materializes, and the consumer loses his/her "fee."

REMEMBER: Any reputable lender will want to know your credit history before offering a loan.

GET HELP: Find resources at www.onguardonline.gov



#5 PHISHING/SPOOFING

A phishing email or text messages, allegedly from a business or organization you know or trust, often includes a link or attachment which, when opened, installs malware or directs you to a look-alike website where personal information is requested.

REMEMBER: When in doubt, throw it out!

GET HELP: Report it to the Anti-Phishing Working Group reportphishing@antiphishing.org

TO PROTECT AGAINST CYBERCRIMES

NCSA offers these tips:

- **KEEP A CLEAN MACHINE** by making sure your security software, operating system and web browser are up to date.
- **WHEN IN DOUBT THROW IT OUT.** Don't click on any links or open attachments unless you trust the source.
- **MAKE YOUR PASSWORDS** long and strong and unique. Combine capital and lowercase letters with numbers and symbols to create a more secure password. Use a different password for each account.
- **SET YOUR BROWSER SECURITY HIGH** enough to detect unauthorized downloads.
- **USE A POP-UP BLOCKER** (the links in pop-up ads are notorious sources of malware).
- **BACK UP YOUR DATA REGULARLY** (just in case your computer crashes).
- **PROTECT ALL DEVICES** that connect to the Internet. Along with computers, smart phones, gaming systems, and other web-enabled devices also need protection from malware.
- **MAKE SURE ALL MEMBERS OF YOUR FAMILY** follow these safety tips (one infected computer on a home network can infect other computers).

Help the authorities fight cybercrime by using the following additional resources:

Internet Crime Complaint Center www.ic3.gov
 Electronic Crimes Task Forces and Working Groupswww.secretservice.gov/ectf.shtml
 Identity Theft Resource Center (ITRC)..... www.idtheftcenter.org
 Victims of Fraud Resourceswww.stopfraud.gov/victims.html
 U.S. Department of Justice www.justice.gov/criminal/cybercrime
 National Center for Victims of Crime..... www.victimsofcrime.org
 Fraud.org www.Fraud.org

Visit <http://www.stophinkconnect.org> for more information.



STOP | THINK | CONNECT®

CREATED FOR NATIONAL CYBER SECURITY AWARENESS MONTH: EVERY OCTOBER SINCE 2004.

Cosponsored by the Department of Homeland security and the National Cyber Security Alliance, the nation's leading nonprofit public private partnership promoting the safe and secure use of the Internet.

1 Top 5 Internet-related scams reported to Fraud.org
 2 McAfee
 3 Identity Theft Resource Center
 4 Bureau of Special Technical Measures, Moscow



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New Portal Banner Interface Coming December 2017

[Last month](#), we shared that My Sam, SHSU's portal, and Banner Administrative Applications (formerly known as Banner INB) will be getting a digital facelift. While the official change will not take place until December 15, 2017, it is accessible now; give them a 'test drive' now at <http://portal.shsu.edu>.

Along with a new look and feel, My Sam and Banner will have an improved user experience. The new systems will have a responsive design, which means that it will work on any device you use and will respond to the screen dimensions for optimal functionality and readability. Browser incompatibility will no longer be a problem for most functions (Cognos and Banner Document Management will still require Internet Explorer).

In addition, moving to these new platforms will ensure SHSU remains secure and in compliance with state and federal mandates by continuing to receive vendor updates and support.

Use this time to update your department documentation and correspondence around using and navigating the portal before it becomes the default portal on December 15, 2017.

Opportunities to Provide Feedback

Stop by the following locations at the given times to get hands-on experience with the new portal and Banner 9. Once you have had the opportunity to see them in action, you can provide direct feedback on your experience to IT@Sam.

Date	Time	Location
October 5	2:00 - 3:00 pm	CJC A111
October 11	10:00 - 11:00 am	CJC A111
October 20	2:00 - 3:00 pm	CJC A111

October 24 9:00 - 10:00 am AB1 320

October 30 3:00 - 4:00 pm CJC A11

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Spotlight on Skype for Business

Skype for Business is more than an Instant Messaging (IM) tool. It is also an online collaboration and sharing tool that facilitates online conferencing.

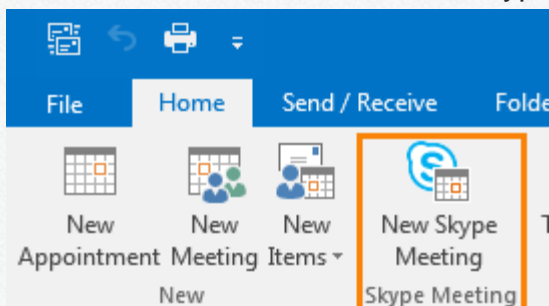
For example, during Hurricane Harvey many essential personnel used Skype for Business to meet virtually while the university was closed. These online meetings work much like a Webex or GoToMeeting meeting and can be used for day-to-day meetings as well.

Use Skype for Business for Online Conferencing

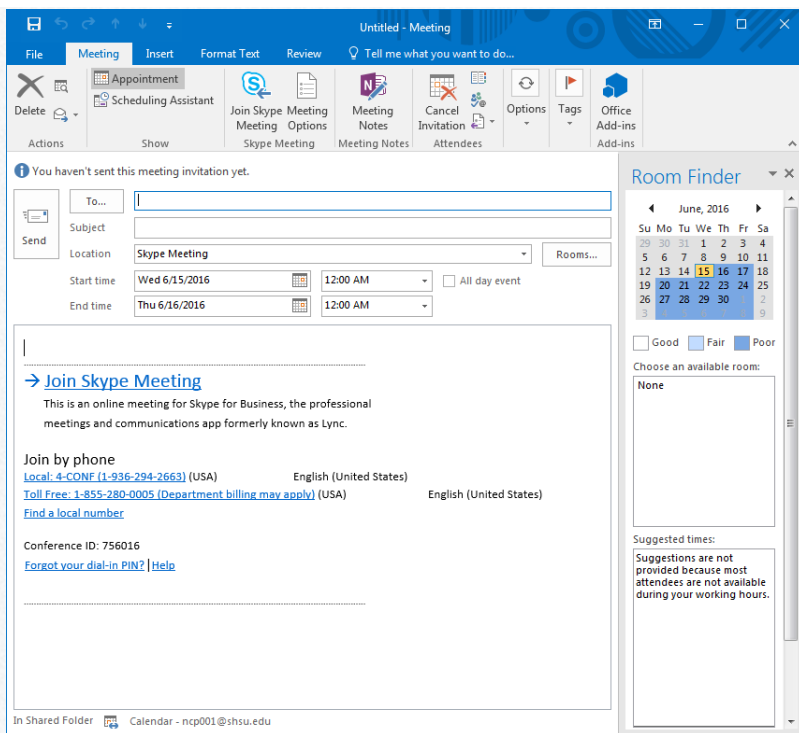
To set up a meeting with Skype for Business, follow the instructions below or view the full [technology tutorial](#).

Set up an online conference through Outlook

1. Open Outlook and navigate to the Calendar.
2. From the Home tab, select New Skype Meeting.



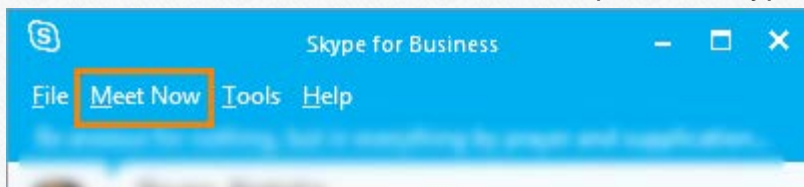
3. An e-mail message will be generated with the meeting information.



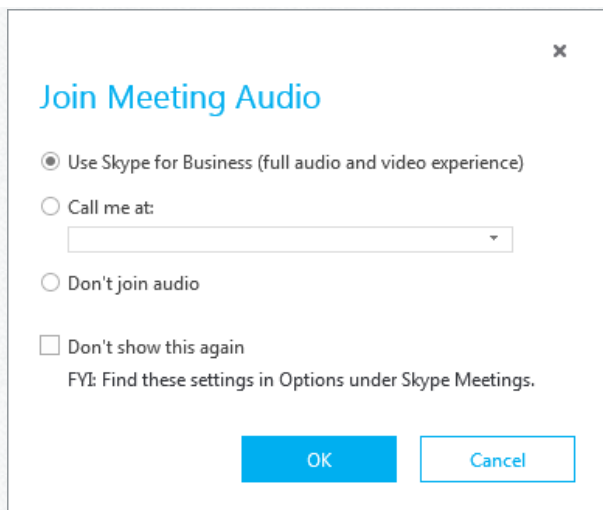
By following the link, the recipients will be able to join the conversation even if they do not have Skype for Business on their machine.

Set up on online conference through Skype for Business

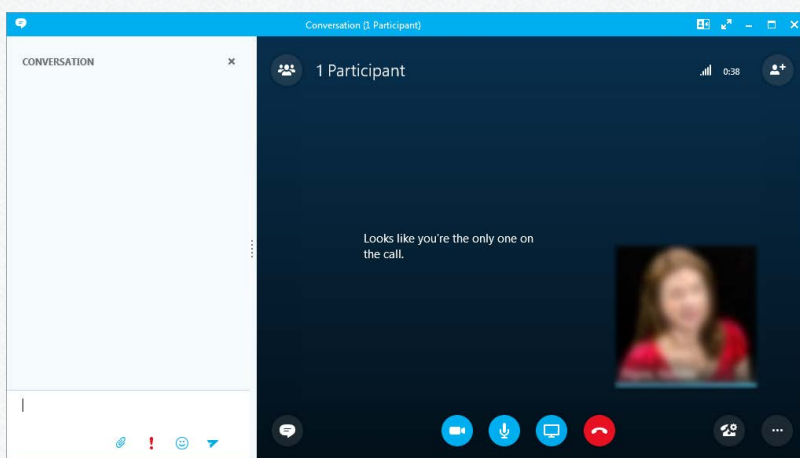
1. Click Meet Now on the menu bar at the top of the Skype window.



2. Select a meeting option:
 - o Use Skype for Business (full audio and video experience) if a webcam will not be used.
 - o Call me at: and enter a phone number to call.

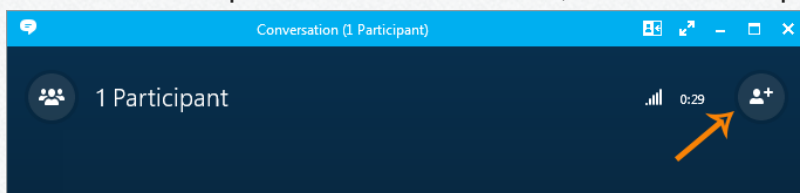


3. Click OK.

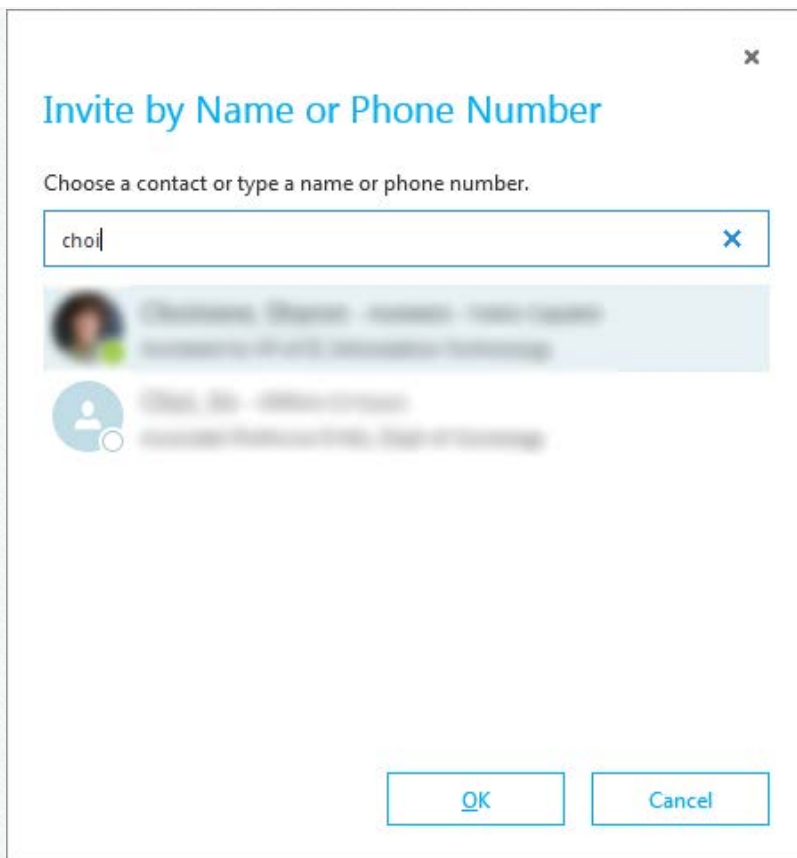


Add Additional Participants

1. Within the Group Conversation window, select the People Options icon.



2. Type in a name in the search bar or select from the list of names prepopulated with the people you interact with most frequently.



3. Click OK.
4. The conversation screen will be displayed and an invitation will be sent to the person via Skype for Business.

Additional Training

Register in [Talent Management](#) for an introductory training of Skype for Business on November 16. One-on-one assistance and department training is also available upon request. For questions, or to schedule a training, contact our Training Staff at ITTraining@shsu.edu.

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October Training Schedule

Several technology training sessions as well as Banner 9/Portal user testings are available during the month of October.

One-on-one assistance and department training is available upon request. For questions, or to schedule a training, contact our Training Staff at ITTraining@shsu.edu.

Date	Time	Title
October 2	2:00 - 3:30 pm	WebCMS
October 3	2:00 - 3:00 pm	Creating an Effective Presentation
October 4	9:00 – 11:00 am	Photoshop CC 2015 – Introduction
October 5	2:00 – 3:00 pm	Banner 9/Portal user testing
October 6	9:00 – 11:00 am	Social Media – Introduction
October 11	10:00 – 11:00 am	Banner 9/Portal user testing
October 16	2:00 – 4:00 pm	InDesign CC 2015 – Introduction
October 17	2:00 – 3:30 pm	WebCMS
October 18	9:00 – 11:00 am	Excel 2016 – Data Manipulation
October 18	2:00 – 3:00 pm	Office 365 - Introduction
October 20	10:00 – 11:00 am	OneNote 2016 – Introduction
October 20	2:00 – 3:00 pm	Banner 9/Portal user testing
October 24	9:00 – 10:00 am	Banner 9/Portal user testing
October 30	3:00 – 4:00 pm	Banner 9/Portal user testing

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November 2017



[From the Desk of the VP](#)

In this month's issue, Mark Adams shares what he's thankful for and recaps the ways SHSU championed National Cyber Security Awareness Month.

[>>Read More](#)



[Security Tip: Identity Theft Protection](#)

Protect yourself against identity theft with some unique cybersecurity tips.

[>>Read More](#)

[Tech Tip: Reset an Expired Password](#)



In order to reset an expired password, you will need to be able to access your off-site e-mail address we on file. Learn how to check and update your information.

[>>Read More](#)



[Remote Desktop Connection](#)

If you use the remote desktop connection to work offsite, you may notice it looks a little different. Find out why.

[>>Read More](#)



[Your Employee Dashboard](#)

Learn more about your Banner Employee Dashboard and how accessible your information is in one place.

[>>Read More](#)



[November Training Schedule](#)

Come learn more about Skype for Business, Excel (including PivotTables & PivotCharts), Office 365, Photoshop, Prezi & Sway, and WebCMS, 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 the IT@Sam Communications Staff at 936-294-3476 or ITComms@shsu.edu.

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From the Desk of the VP



Last month offered an opportunity for Sam Houston State University to shine the spotlight on the importance of cybersecurity across campus. As a champion of the Department of Homeland Security's National Cyber Security Awareness Month (NCSAM), IT@Sam stressed ways to avoid being phished, answered technology questions, and gave out swag with cyber security tips to the campus community in the mall area (pictures below). If you weren't able to stop by the tent or want to know more, click [here](#) to access the brochure that was handed out.

With technology's presence in all aspects of our lives, it is easy to forget that we are still primarily dependent on the human minds behind it. In this month of Thanksgiving, I want to express my deep appreciation for all the students, faculty, and staff who provide services and resources which enable others to extend their capabilities and accomplish new things, academically, personally, and professionally.

Mark Adams

VP of Information Technology



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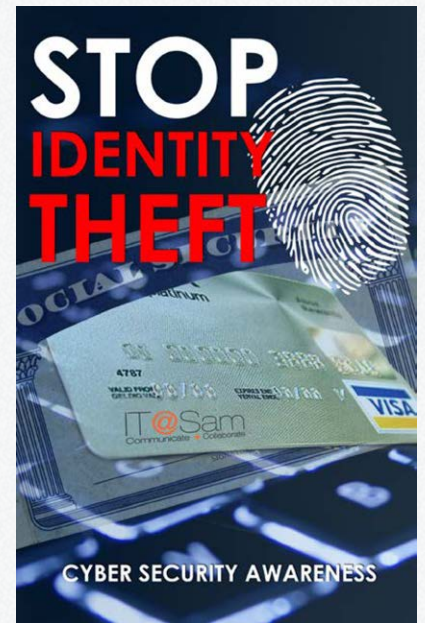
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Security Tip - Protect Yourself Against Identity Theft

Protect yourself against identity theft. Below are five out of the 15 tips outlined in our cybersecurity [awareness brochure](#), some of which you may have never heard of before.

1. Opt out of “pre-approved credit” offers. Identity thieves use these to easily open an account in your name. Call 1.888.567.8688 or visit www.optoutprescreen.com.
2. Clear out your wallet: Remove cards and documents not used often, such as a Social Security Card or birth certificate.
3. Credit Reports: Request a copy of your credit report on an annual basis from a reputable agency such as www.annualcreditreport.com.
4. Question everything: If asked for your personal information, ask how it will be used, why it is needed, and how it will be protected. **WHEN IN DOUBT, DON'T GIVE IT OUT!**
5. Old phones and tablets: Delete personal and account information, encrypt the device, and then perform a factory reset before discarding or selling a digital device.



Click [here](#) to read all 15 ways to protect yourself against identity theft as well as eight surprisingly dangerous items you keep in your wallet.

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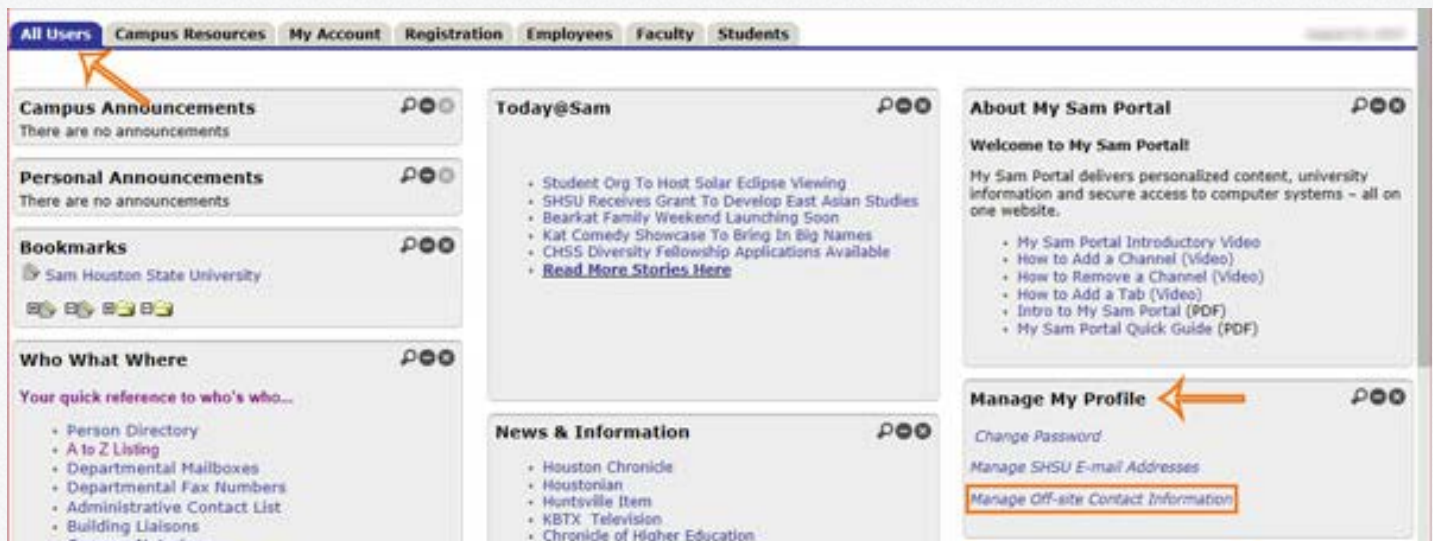


Tech Tip - Reset an Expired Password

Your off-site contact is a non-SHSU e-mail address. This e-mail address is what IT@Sam will use to contact you should your account become expired. The e-mail address provided on your SHSU application is the default off-site e-mail address. In order to reset your expired password, you will need to be able to access the off-site e-mail address we have on file.

To check and update what e-mail address we have on file for you, follow these instructions:

1. Log into My Sam (<http://mysam.shsu.edu>)
2. Click the All Users Tab at the top of the page
3. Click the Manage Off-site Contact Information link in the Manage My Profile channel



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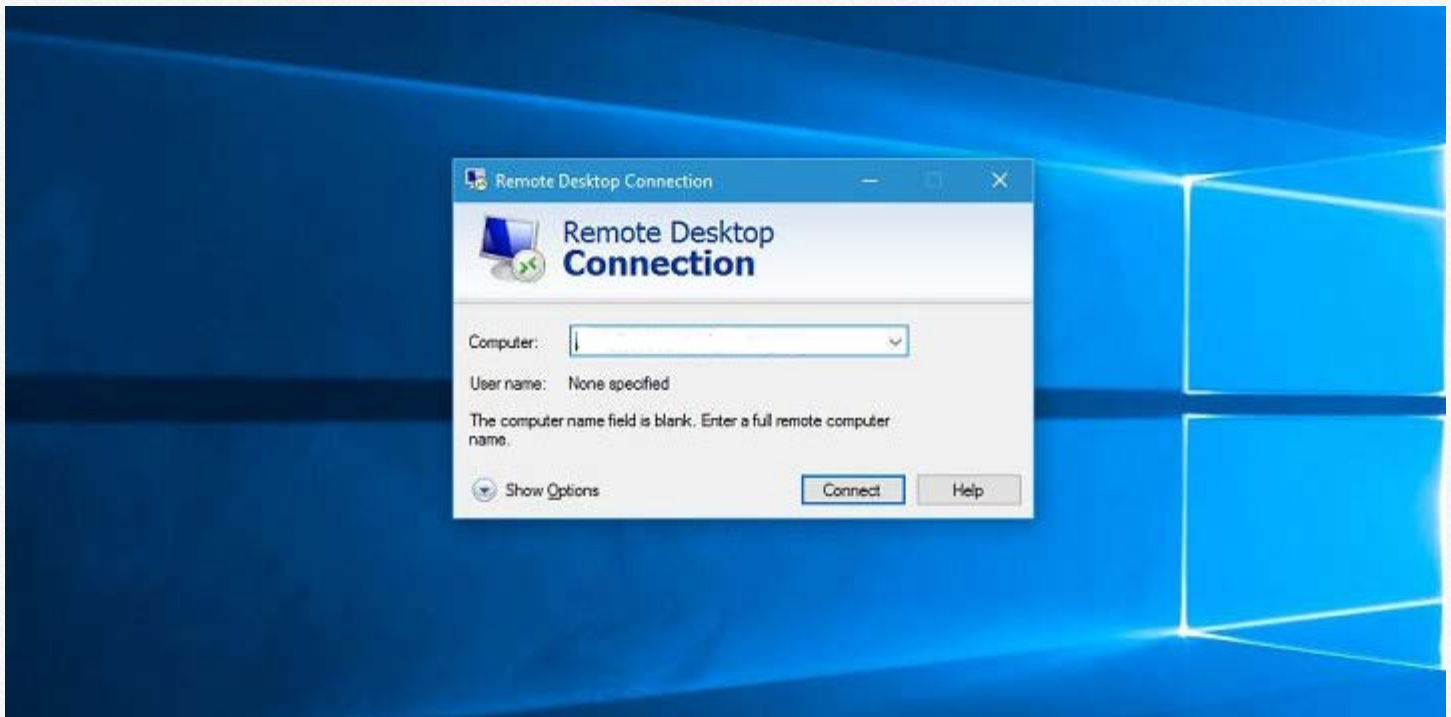




Remote Desktop Connection

The remote desktop (remote.shsu.edu) system was upgraded at the end of October. The upgrade provides a unified Windows 10 user experience between campus workstations and those that use the remote desktop system.

[Connecting](#) to the remote system works the same way. The only difference is that the desktop environment, once logged in, will look and feel like Windows 10.



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Your Employee Dashboard

Next month, My Sam, SHSU's portal, and Banner Administrative Applications (formerly known as Banner INB) will be getting a digital facelift.

A highlight of the new [My Sam portal](#) is the [Banner Employee Profile](#). This dashboard, which will replace the current employee link under Banner Self-Service, shows leave balances, earnings, benefits, taxes, and provides easy access to timesheets, all in one place.

Employee Dashboard

Sammy Beerkat

Leave Balances as of 01/19/2017

Vacation in hours	555.00	Sick in hours	1,369.41
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[Full Leave Balance Information](#)

- Pay Information
- Earnings
- Benefits
- Taxes
- Job Summary
- Employee Summary

My Activities








- Time Sheet
- Leave Report
- Electronic Personnel Action Forms (EPAP)
- Salary Planner
- Effort Certification
- Labor Redistribution
- Pay Stub Administrator
- Employee Menu

While the official change will not take place until December 15, 2017, it is accessible now at <http://portal.shsu.edu>.

For questions regarding the new employee dashboard, contact the Payroll Office at payroll_office@shsu.edu or 936-294-1273.

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November Training Schedule

Several technology training sessions are available during the month of November.

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 to cancel in [Talent Management](#). This will allow those on the waiting list the opportunity to register for the class.

One-on-one assistance and department training is available upon request. For questions, or to schedule a training, contact our Training Staff at ITTraining@shsu.edu.

Date	Time	Title
November 1	9:00 – 11:00 am	Excel 2016 – Introduction
November 2	2:00 – 4:00 pm	Photoshop CC 2015 - Intermediate
November 3	9:00 – 10:30 am	WebCMS
November 13	2:00 – 3:00 pm	How to Maintain a Professional Image
November 14	9:00 – 11:00 am	Word 2016 – Introduction
November 14	2:00 – 3:00 pm	Office 365 – Introduction
November 15	2:00 – 4:00 pm	Outlook 2016 – Introduction
November 16	9:00 – 10:30 am	WebCMS
November 16	2:00 – 3:00 pm	Skype for Business 2016 – Introduction
November 28	2:00 – 3:00 pm	Prezi & Sway - Introduction
November 29	9:00 – 11:00 am	Excel 2016 – PivotTables & PivotCharts

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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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December 2017



[From the Desk of the VP](#)

In this month's issue, Mark Adams reflects on the accomplishments of 2017 and looks forward to collaborating in ways that will enable student success and your goals in 2018 and beyond.

[>>Read More](#)



[Elfis on Campus](#)

Elfis Dock Gigaflop, IT's magical scout Elf has returned! Watch for him in different locations throughout campus in December. If you spot him, be sure to snap a picture and post to social media using #ElfisOnCampus

[>>Read More](#)



[Holiday Reminder](#)

Remember to save your work and log off of your workstation (do not simply lock or shut off your computer) during the University's winter break.

[>>Read More](#)



[Telephone System Upgrade](#)

On Thursday, December 14, the campus telephone system will be upgraded.

[>>Read More](#)



[Off-Campus Login Screen Changing](#)

The off-campus login screen for several services will look slightly different and respond to screen dimensions beginning December 1.

[>>Read More](#)



[Security Tips for Travelers](#)

Simple tips to keep you safe online when traveling.

[>>Read More](#)



[Tech Tip: Sharing a OneNote Notebook](#)

Learn more about how to share a digital notebook.

[>>Read More](#)

[My Sam Portal & Banner Goes Live](#)

The My Sam Portal and Banner updates will go live on Friday, December 15.



[>>Read More](#)



[December Training Schedule](#)

Visit Talent Management to register for classes in WebCMS, Qualtrics, Adobe Acrobat, Skype for Business, Photoshop, OneNote or Office 365.

[>>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 the IT@Sam Communications Staff at 936-294-4497 or ITComms@shsu.edu.

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From the Desk of the VP



2017 has been a productive year for Sam Houston State University. Contributing to that productivity was the upgrade to Windows 10 and the facelifts to My Sam (SHSU's portal) and Banner as well as a new data center. 2018 promises to be equally productive with new and exciting technology endeavors across campus.

As we look toward the New Year, remember that IT@Sam is here to collaborate with you in providing the tools, services, and resources that will continue to enable student success and extend your capabilities to accomplish your goals.

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

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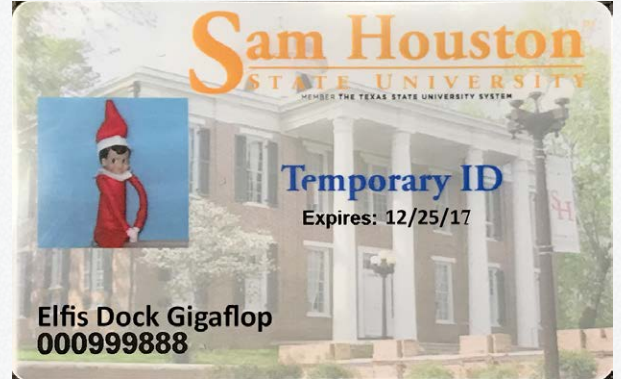




Elfis on Campus

The Elf on the Shelf® is a magical holiday tradition recognized in households around the world. Last year, IT@Sam introduced the magical scout elf, Elfis Dock Gigaflop.

Throughout December, Elfis will return from the North Pole and perch in a different location around campus to watch students, faculty, staff, and visitors. If you spot him, be sure to snap a picture and post it on social media using #ElfisOnCampus.



1 2 3 4 5 6



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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 computer workstation (do not simply lock 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 Start button and select the SH logo (or your profile picture) and choose [Sign Out](#).

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

For up-to-date information, please view the announcements section in the [Cherwell Portal](#).

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Telephone System Upgrade



On Thursday, December 14, beginning at 8 pm, and concluding on Friday, December 15, 2017 at 5 pm, the telephone system will undergo maintenance. This maintenance will cause a brief outage of telephone services including office telephones, emergency towers, and voicemail. The service outage will be rolling and is expected to last less than five minutes per telephone device. Please make appropriate plans around this scheduled maintenance.

As always, please contact us if you have any questions or concerns.

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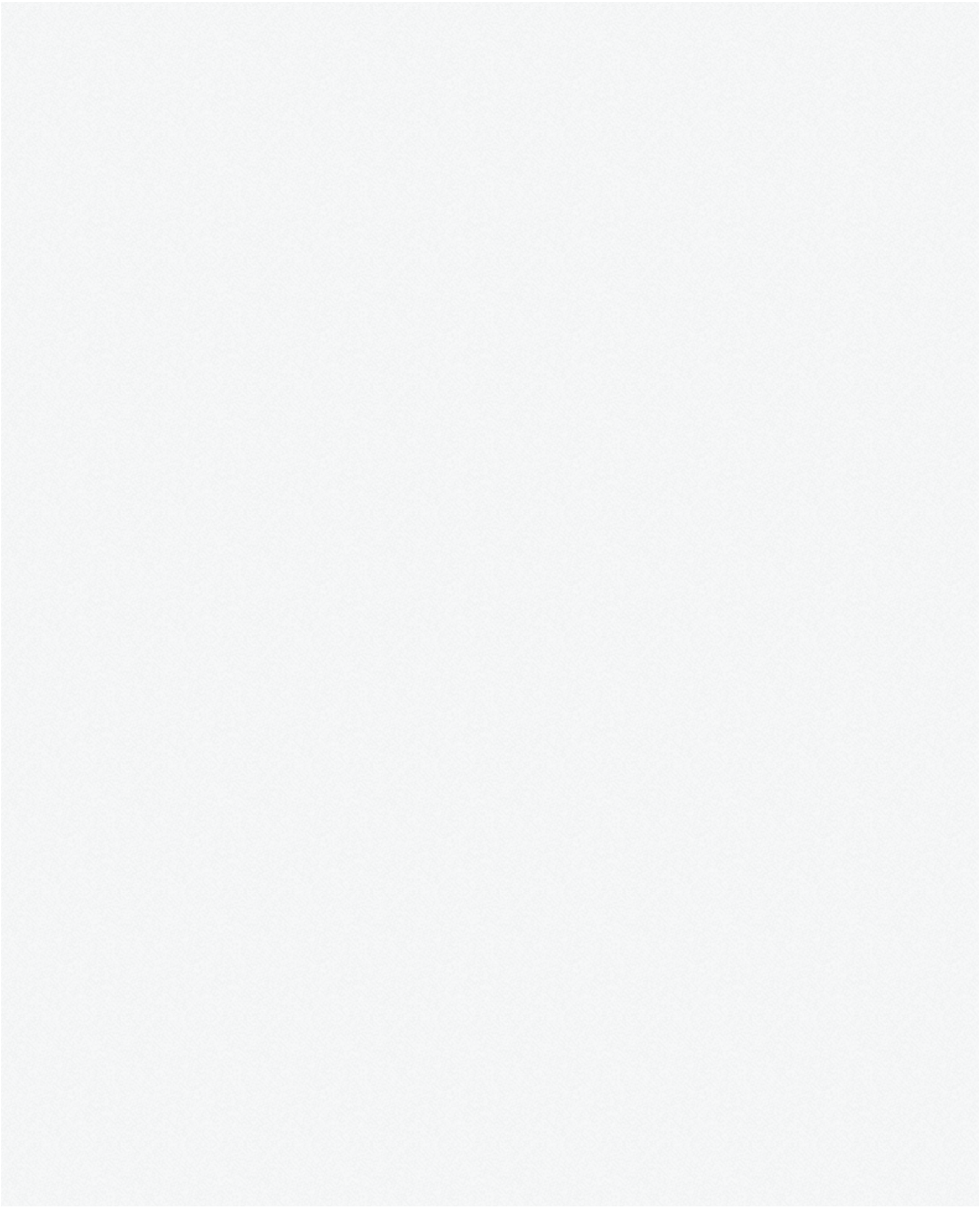
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Off-Campus Login Screen Changing

On Friday, December 1, 2017, a new login page is scheduled for go-live. This means that over the coming weeks as you log on to services such as SamWeb, Ad Astra, Banner, Blackboard, Cognos, DegreeWorks, etc. from off campus, the look and feel will be slightly different.





Sam Houston
State University

Username:

Password:

LOGIN

- [Forgot your password?](#)
- [Need to Activate Your Account?](#)
- [Need to Change Your Password?](#)
- [Account/Access FAQ](#)

For security reasons, please [log out](#) and exit your web browser when you are done accessing services that require authentication!

Authorized Access

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

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

Should you ever have any cybersecurity concerns, please do not hesitate to contact the Service Desk at servicedesk@shsu.edu or (936) 294-4357.

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Security Tips for Travelers

Cyber security should not be limited to the home, office, or classroom. It is important to practice safe online behavior and secure our Internet-enabled mobile devices whenever we travel, as well. The more we travel and access the Internet on the go, the more cyber risks we face. No one is exempt from the threat of cyber crime, at home or on the go, but you can follow these simple tips to stay safe online when traveling.



IT@Sam recommends users of portable computing devices to take the following measures:

- All reasonable precautions to prevent data compromise should be taken when using portable computing devices (e.g., shield screen from passive viewing, password protected screen saver).
- Ensure the device is shut down or secured when not in use (e.g., password protect devices offering such capabilities).
- Physically safeguard the devices. Keep portable computing devices within view or securely stored at all times. Unattended portable computing devices must be physically secure (e.g., locked in an office, desk drawer or filing cabinet; in an automobile, secure in a non-visible location).
- Use encryption to safeguard all storage media, (e.g., hard drives, USB flash drives, flash memory cards).
- Confidential information should not be stored on a portable computing device.
- Do not allow unauthorized persons to access SHSU portable computing devices or media. You are responsible for any misuse of the information by persons to whom you have given access.
- Promptly notify IT@Sam if any portable computing device or media has been lost or stolen.
- If you are a two-factor authentication user and will be out of range for cellular services, [request a block of codes](#) for use in case they are needed.

**Additional information can be found in the [SHSU Information Security User Guide](#).*

Stop.Think. Connect., a national public cyber security awareness campaign, has published the following travel tips:

Before You Go

- Update your mobile software. Treat your mobile device like your home or work computer. Keep your operating system software and apps updated, which will improve your device's ability to defend against malware.
- Back up your information. Back up your contacts, photos, videos and other mobile device data with another device or cloud service.
- Keep it locked. Get into the habit of locking your device when you are not using it. Even if you only step away for a few minutes, that is enough time for someone to steal or destroy your information. Use strong PINs and passwords.

While You Are There

- Stop auto connecting. Disable remote connectivity and Bluetooth. Some devices will automatically seek and connect to available wireless networks. And Bluetooth enables your device to connect wirelessly with other devices, such as headphones or automobile infotainment systems. Disable these features so that you only connect to wireless and Bluetooth networks when you want to.
- Think before you connect. Before you connect to any public wireless hotspot – like on an airplane or in an airport, hotel, train/bus station or café – be sure to confirm the name of the network and exact login procedures with appropriate staff to ensure that the network is legitimate. Do not conduct sensitive activities, such as online shopping, banking, or sensitive work, using a public wireless network. Only use sites that begin with https:// when online shopping or banking. Using your mobile network connection is generally more secure than using a public wireless network.
- Think before you click. Use caution when downloading or clicking on any unknown links. Delete emails that are suspicious or are from unknown sources. Review and understand the details of an application before installing.
- Guard your mobile device. To prevent theft and unauthorized access or loss of sensitive information, never leave your mobile devices—including any USB or external storage devices—unattended in a public place. Keep your devices secured in taxis, at airports, on airplanes, and in your hotel room.

Common Cybersecurity Threats While Traveling

- Unsecured wireless networks. While public wireless networks provide great convenience, allowing people to connect to the Internet from almost anywhere, they are unsecure and can allow cyber criminals access to your Internet-enabled devices. Beyond the typical public wireless networks found at airports, restaurants, hotels, and cafes, they are increasingly available in other places, such as on airplanes and in public parks.

- Publicly accessible computers. Hotel business centers, libraries, and cyber cafes provide computers that anyone can use. However, travelers cannot trust that these computers are secure. They may not be running the latest operating systems or have updated antivirus software. Cyber criminals may have infected these machines with malicious viruses or install malicious software. One example is keylogger malware which, when installed, captures the key strokes of the computer's users and sending this information to criminals via email. Through this malware, criminals are able to receive users' personal information, such as name, credit card numbers, birthdates, and passwords.
- Physical theft of devices. Thieves often target travelers. Meal times are optimum times for thieves to check hotel rooms for unattended laptops. If you are attending a conference or trade show, be especially wary — these venues offer thieves a wider selection of devices that are likely to contain sensitive information, and the conference sessions offer more opportunities for thieves to access guest rooms.

[Tips](#) provided by Homeland Security and Stop. Think. Connect.

Stop.Think.Connect.™ is a national public awareness campaign aimed at increasing the understanding of cyber threats and empowering the American public to be safer and more secure online. The Campaign's main objective is to help you become more aware of growing cyber threats and arm you with the tools to protect yourself, your family, and your community. For more information visit www.dhs.gov/stopthinkconnect.



Homeland Security

www.dhs.gov/stopthinkconnect



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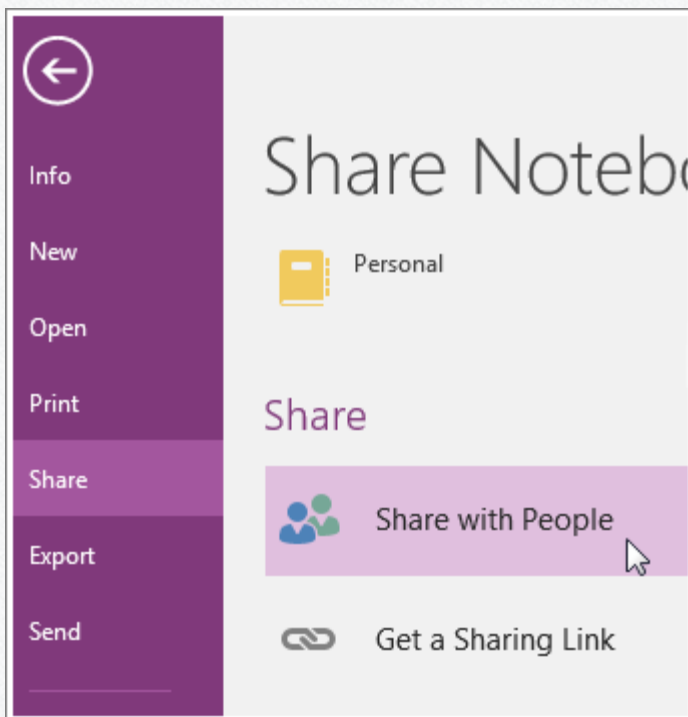


Tech Tip: Sharing a OneNote Notebook

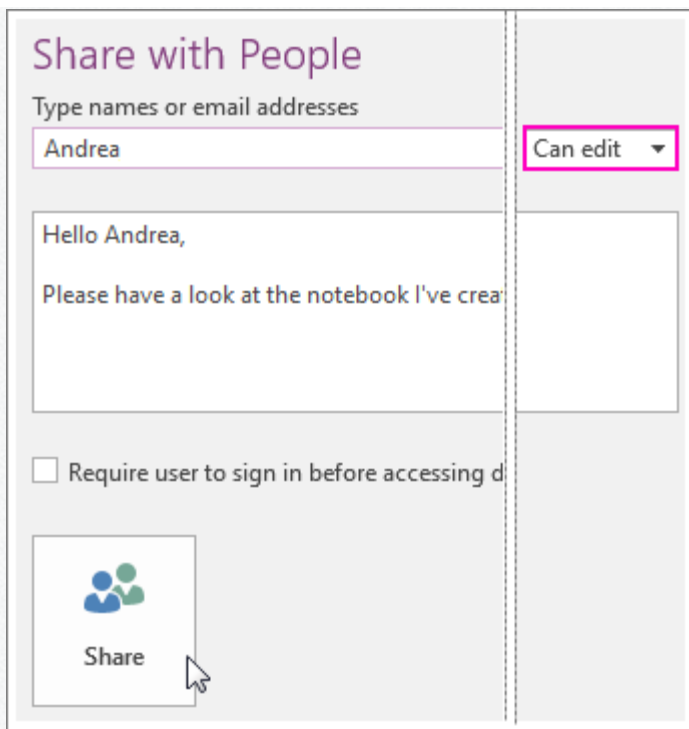
Microsoft OneNote is a digital notebook. So, whether you're at home or in the office, you can use OneNote to take notes, wherever you go. And OneNote automatically saves and synchronizes your notes. OneNote also has its own sharing feature.

Sharing can be done through the Share feature on the menu on the left in backstage view or by selecting Invite people to this notebook below the file location.

1. Choose File > Share.



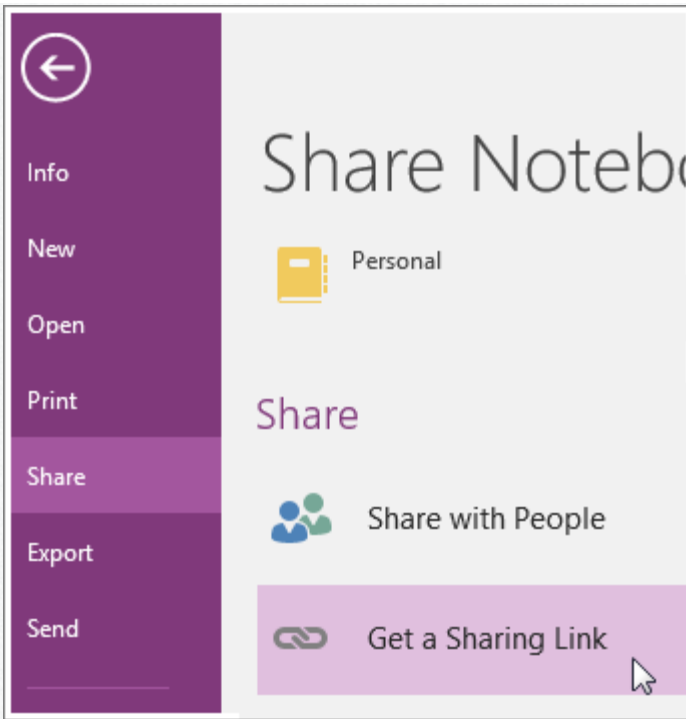
2. Under Share with People, type the names or email addresses of people you'd like to share your notebook with.



3. In the drop-down box on the right, choose whether each person can edit or just view your notebook.
4. Add a personal note, if you'd like, and choose Share. The people you've selected will get an email invitation to open your notebook.

You can also generate a link to your notebook so others can view or edit it. If someone forwards the link to another person, they will also be able to see your notebook.

1. Choose File > Share > Get a Sharing Link



2. Next to View Link or Edit Link, choose Create Link.

If you use OneDrive, it is important to know that OneNote has its own sharing feature and therefore, notebooks should be shared directly from the OneNote application. Sharing a OneNote notebook using OneDrive can cause errors and can corrupt the file.

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My Sam Portal & Banner Goes Live

[My Sam](#), SHSU's portal, and Banner Administrative Applications (formerly known as Banner INB) has gotten a digital facelift and will go live on Friday, December 15, 2017.

In addition, there are [new](#) Banner keyboard shortcuts.

My Sam Portal

Banner Administrative Applications (formerly known as Banner INB)

To learn more about the updates, read the [September](#), [October](#), and [November](#) issues of the IT@Sam Newsletter.

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December Training Schedule

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One-on-one assistance and department training are available upon request. For questions, or to schedule a training, contact our Training Staff at ITTraining@shsu.edu.

Date	Time	Title
December 4	2:00 - 3:30 pm	WebCMS
December 5	9:00 - 10:00 am	Qualtrics - Introduction
December 5	2:00 - 4:00 pm	Excel 2016 - Advanced
December 6	9:00 - 10:00 am	Adobe Acrobat DC - Introduction
December 8	9:00 - 10:00 am	Skype for Business 2016 - Introduction
December 12	9:00 - 11:00 am	Photoshop CC 2015 - Introduction
December 12	2:00 - 3:00 pm	OneNote 2016 -Introduction
December 13	9:00 - 10:00 am	Office 365 - Introduction

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