FALL 2021New Student Orientation

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Agenda

1. Tech Support Options
2. Computer Labs
3. Security, E-mail, and Wi-Fi
4. Software
5. Poster Printing
6. Important websites

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Tech Support Options

Search the IT Knowledge Base: https://tulane.service-now.com/tulaneit

Uptown/Downtown Campus IT Help:
- Email: help@tulane.edu
- Submit a ticket online at: http://support.tulane.edu
- Help Desk Hours are 7am to 9pm Monday – Friday
  - 8:30am to 5pm Saturday and Sunday
- Contact the Service Desk at (504) 988-8888

TechConnect: https://techconnect.tulane.edu
- Tulane University owned and operated store that assists students, faculty, and staff with their personal and institutional hardware, software, and accessory purchases
- Hardware recommendations: https://techconnect.tulane.edu/content/detailed-recommendations

SPHTM Campus IT Help:
- Email: sphhelp@tulane.edu
- Visit us on the 18th floor of the Tidewater building Suite 1800

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The SPHTM Computer Labs

Our Labs Provide:
- Microsoft Word, Excel and PowerPoint
- Statistical Software: SAS, SPSS, STATA, ARCGIS
- Adobe Software and other software used by your classes

Located in the Tidewater Building on the 12th Floor
- Rooms 1216, 1218, 1220
    - Monday – Friday 8am to 10pm
    - Saturday and Sunday 10am to 4pm

Virtual Lab
- Designed to allow students to access the software on our computer labs while working remotely
- https://software.Tulane.edu

Other Labs - https://it.tulane.edu/computer-labs

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Security, E-Mail, and Wi-Fi

Your digital security is important to us.
- Information Security Office – https://it.tulane.edu/information-security
- Phishing Information – https://it.tulane.edu/phishing
  - Forward suspicious e-mails to security@tulane.edu
- Password Changes – https://password.tulane.edu

Tulane Email:
- https://it.tulane.edu/email
- 25 GB of mailbox storage

Tulane Wi-Fi:
- Access to the Tulane EDUROAM network on all campuses
- https://it.tulane.edu/wifi for details and instructions

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Software

Microsoft Software for all Students:
- Available for Mac and Windows computers
- Includes Microsoft Word, Excel, PowerPoint, Outlook and Teams
- 1 TB of online storage via Microsoft OneDrive
- For more information and how to install visit:
  - https://it.tulane.edu/Microsoft-office-365

Other Tulane University software licenses are available through e-Academy.
- Different software suites are available, depending on your Tulane affiliation and the license requirements of your purchase.
  - Recommend you get Trend Micro anti-virus(free) if you don't already have an anti-virus solution.
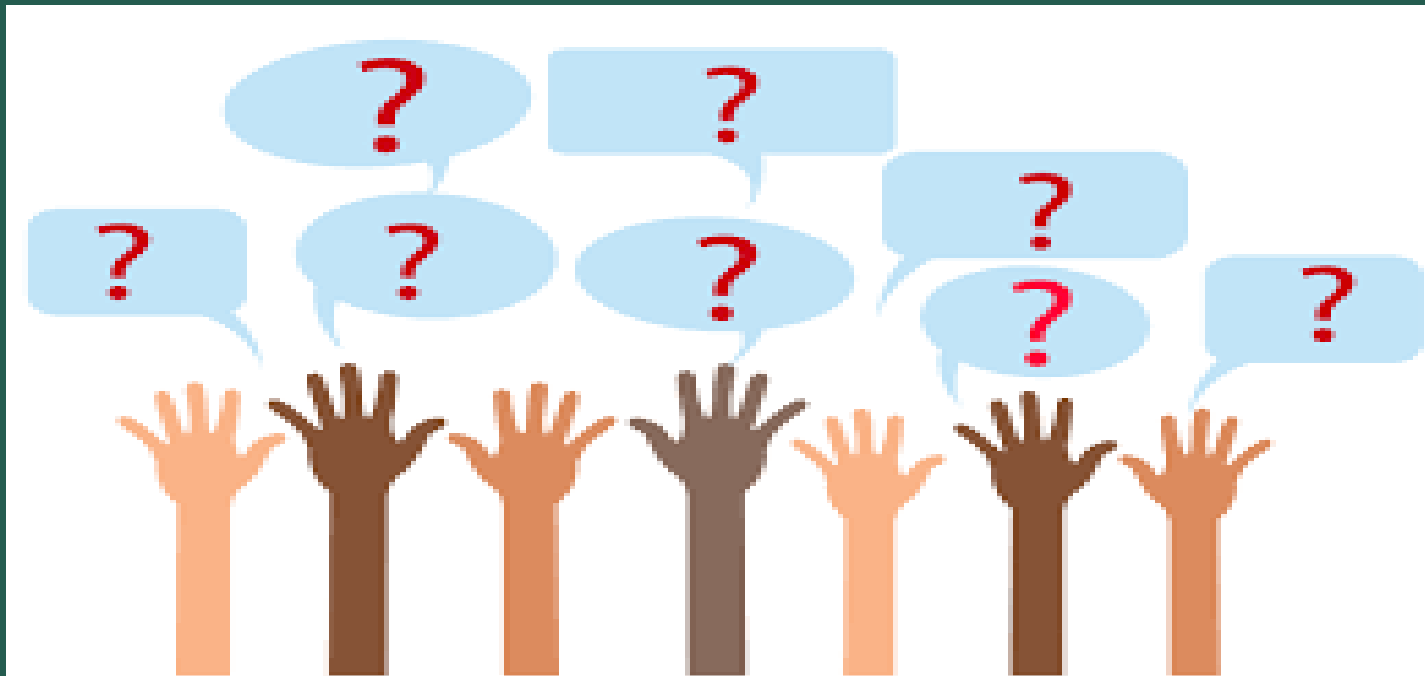
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Poster Printing

- Size: The printer can accommodate a variety of poster sizes. However, one side of the poster cannot exceed 42 inches

- Format: Please, format the poster to the exact size dimensions. SPHTM-IT will not make any changes to your poster

- File Type: PowerPoint or PDF

- Rates: Glossy Posters - $5/sq ft. Fabric Posters - $10/sq ft.

- Payment Type: Cash, check, or an Interdepartmental Order form (IT Order)

- For details visit us on the 18th Floor of the Tidewater building, email sphhelp@tulane.edu, or submit it by going here.

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Important Websites

- IT Guide: https://it.tulane.edu/guide

- Laptop Loaning Program: https://gapsa.tulane.edu/content/laptop-loaning-program

- Canvas: http://Tulane.instructure.com

- Gibson: https://Gibson.Tulane.edu/tulane

- Rudolph Matas Library: http://medlib.Tulane.edu

- SPHTM Website: http://www.sph.Tulane.edu

- SPHTM-IT: http://sph.Tulane.edu/it

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Questions?

Thank you!

Email: sphhelp@tulane.edu
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Tidewater building Suite 1800

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