Tulane SPHTM
Information Technology (SPHTMIT)
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http://sph.tulane.edu/grit

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Agenda

• Information Technology Guide for New Students
• Tech Support Options
• SPHTM Computer Labs
• Wireless Access
• WaveMail
• Office 365
• Software from e-academy
• Technology Services
• Security
• Other sites
• Q & A
Information Technology Guide for New Students

A guide for students of what Tulane Technology has to offer. This includes tech support, wireless Access and restrictions, password reset, canvas, etc.

Visit https://it.tulane.edu/resources-students
Tech Support

- Tulane Technical Support and Network Center Services Support.
  - Search the Knowledge Base at https://tulane.service-now.com/kb/
  - Submit a ticket online at https://tulane.service-now.com/.
  - E-mail help@tulane.edu.
  - A live agent will assist you at (504) 862-8888 or toll-free at (866) 276-1428 from 7am to 7pm Mon-Fri
  - Email SPHTM-IT sphhelp@tulane.edu
SPHTM Computer Labs

- Tidewater Building
- Rooms 1214, 1216, 1218, 1220
  - Monday 8 am to 6 pm
  - Tuesday-Thursday 8 am to 8 pm
  - Friday 8 am to 6 pm
  - Saturday, Sunday 10 am to 4 pm
- To access Remote Virtual Lab (need internet access)
  - E-mail us @ sphhelp@tulane.edu
SPHTM Computer Labs

- Lab computers provide
  - Internet Access
  - Microsoft Applications: Word, Excel, Access, PowerPoint
  - Statistical Packages: SAS, SPSS, STATA, ARCGIS
  - Other socio-economic/demographic software
Wireless Access

• Visit https://it.tulane.edu/wireless-services
Tulane WaveMail

- Tulane WaveMail accounts feature a 25GB mailbox and enhanced calendar and contact sharing.

- Visit the Tulane Email site at https://it.tulane.edu/email for further information.
Office 365

- Available for Windows and Mac
- Includes Microsoft Word, Excel, PowerPoint, Outlook and OneNote
- 1 TB of OneDrive Storage
- For more information and how to install visit https://it.tulane.edu/microsoft-office-365
Software

Available from e-academy online store unless otherwise noted http://tulane.onthehub.com

• Trend Micro antivirus – (Free)
• MATLAB - https://it.tulane.edu/matlab (Free)
• SAS – Free for now
• SPSS – Free for now
• STATA – E-mail us @ sphhelp@tulane.edu
• Reference Manager
• Endnote - https://libguides.tulane.edu/endnote (Free)
• Zoom (Free)
  • https://it.tulane.edu/zoom-videoconferencing
Poster Printing

Available from SPHTMIT department

- Submit file to sphhelp@tulane.edu
- Fabric Posters $10/sqft
- Glossy Posters $5/sqft
- Please submit 1 day prior to deadline
- PDF or PowerPoint files only
- Maximum width 42”
Security

• Information Security Office - https://it.tulane.edu/information-security

• Phishing - https://it.tulane.edu/phishing
  • Forward suspicious e-mails to security@tulane.edu

• Password change - https://password.tulane.edu
Other sites

- **Canvas:** [http://tulane.instructure.com/](http://tulane.instructure.com/)
- **Gibson:** [https://gibson.tulane.edu/tulane/](https://gibson.tulane.edu/tulane/)
- **Rudolph Matas Library:** [http://medlib.tulane.edu](http://medlib.tulane.edu)
- **SPHTM Website:** [http://www.sph.tulane.edu](http://www.sph.tulane.edu)
- **SPHTM-IT:** [http://sph.tulane.edu/grit](http://sph.tulane.edu/grit)
Questions?

Download our presentation at: https://sph.tulane.edu/GRIT

Use chat to ask your questions