

Tulane SPHTM Information Technology (SPHTM-IT) FALL 2019

<http://sph.tulane.edu/grit>

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Agenda

Download our presentation at: sph.tulane.edu/grit

- Information Technology Guide for New Students
- Tech Support Options
- SPHTM Computer Labs
- Wireless Access
- WaveMail
- Office 365
- Software from e-academy
- 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

TS Service Desk: <https://it.tulane.edu/service-desk>

- **Online:** enter a support ticket at <http://support.tulane.edu> or write help@tulane.edu or search the Knowledge Base at <https://tulane.service-now.com/kb>
- **Chat:** <http://support.tulane.edu>
- **Call us:** From the Downtown Campus call Monday through Friday 7AM - 7PM at **504-988-8888** or extension **8-8888**.
 - From the Uptown Campus call Monday through Friday 7AM - 7PM at **504-862-8888** or extension **2-8888**.

Technology Connection: Established partnerships with Apple, Dell, and Microsoft Surface - <https://techconnect.tulane.edu/>

- **Hours:** 9am – 5:30 pm M-F and 11 – 3 pm Saturday
- **Phone:** 504-862-8059 **Toll free:** 877-623-0023
- **Email:** tcorders@tulane.edu
- **Address:** 104 Lavin-Bernick Center

Tech Support

- The Technology Service Center
 - Howard Tilton Memorial Library Technology Support Desk. 9 am to 5 pm, Monday through Friday, laptop support.
 - Learning Commons on the first floor of the Howard-Tilton Library: password, laptop, wireless access and software support
- SPHTM-IT
 - **Email:** sphhelp@tulane.edu
 - **Phone:** 504-988-2685
 - **Walk-In:** Tidewater Bldg. Suite 1800 (18th Floor)
 - **Hours:** 8:30am – 5 pm M-F

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

- Matas Library

- <https://matas.tulane.edu/services/computers-networking>

SPHTM Computer Labs

Lab computers provide

- Internet Access
- Microsoft Applications: Word, Excel, Access, PowerPoint
- Statistical Packages: SAS, SPSS, STATA
- ARCGIS, EndNote
- Other socio-economic/demographic software
- Printing: Printers are located in 1214, 1220, 1819
 - Wireless printing – pharos.tulane.edu

Wireless Access

- Visit <https://it.tulane.edu/wireless-services>, or
- Call the Technical Support and Network Operations Center (TSNOC) at (504) 862-8888, or
- Visit the service desk at the [Technology Connection](#) in the Lavin-Bernick Center, or
- Come see us (SPHTM-IT) on the 18th floor suite 1800

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 unless otherwise noted

<http://tulane.onthehub.com>

- Free anti-virus software
- MATLAB
 - <https://it.tulane.edu/matlab>
- SAS
- SPSS
- STATA
- Reference Manager
- Endnote (Free)
 - <http://libguides.tulane.edu/endnote>
- Zoom (Free)
 - <https://it.tulane.edu/zoom-video-conferencing>

Poster Printing

Available from SPHTM-IT department

<https://sph.tulane.edu/grit/services/it-services>

- 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>
- **Antivirus /Malware software**
(Download free anti-virus software (Trendmicro))
<https://tulane.onthehub.com>

Other sites

- **Canvas:** <http://tulane.instructure.com/>
- **Gibson:** <https://gibson.tulane.edu/>
- **Rudolph Matas Library:** <https://matas.tulane.edu>
- **SPHTM Website:** <https://sph.tulane.edu>
- **SPHTM-IT:** <https://sph.tulane.edu/grit>



Questions?

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