

Tulane SPHTM Information Technology (SPHTM-IT) SPRING 2021

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

Tidewater Building, Suite 1800

- Oscar Davila – IT Director - odavila@tulane.edu
- Jason Chamberlain - jchambe2@tulane.edu
- John Gerone – gerone@tulane.edu
- Mir Islam – mislam1@tulane.edu
- Rob McDougald – rmcdouga@tulane.edu
- Ken Tyrolf – ktyrolf@tulane.edu

Agenda

- Information Technology Guides for New Students
- Tech Support Options
- SPHTM Computer Labs (Virtual and On-Ground)
- Wireless Access (On-Ground)
- WaveMail
- Office 365
- Available Software
- Poster Printing
- Security
- Other sites
- Q & A

Information Technology Guides for New Students

Guides for students of what Tulane IT has to offer. This includes tech support, wireless access and restrictions, password reset, canvas, etc.

<https://it.tulane.edu/resources-students>

Guide for students to help navigate learning remotely.

<https://it.tulane.edu/guide>

Tech Support Options

- Tulane Technical Support and Network Center Services Support.
 - Customer Support - <https://it.tulane.edu/customer-support>
 - Search the Knowledge Base at <https://tulane.servicenow.com/tulaneit>
 - Submit a ticket online at <http://support.tulane.edu/>
 - E-mail help@tulane.edu
 - A live agent will assist you at (504) 988-8888 from 7am to 9pm Mon-Fri and 8:30am to 5pm Sat-Sun.
 - Email SPHTM-IT sphhelp@tulane.edu or visit us in suite 1800

SPHTM Computer Labs

- Tidewater Building 12th Floor
- Rooms 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 our Virtual Lab
 - <https://software.tulane.edu>
 - Designed for students to replace computer labs and provide a single source of access to available software applications for Tulane students.

SPHTM Computer Labs

On-Ground and Virtual

- Lab computers provide
 - Internet Access (On-Ground)
 - Microsoft Applications: Word, Excel, Access, PowerPoint
 - Statistical Packages: SAS, SPSS, STATA, ARCGIS
 - Adobe Software
 - Other standard software

Wireless Access (On-Ground)

- Visit <https://it.tulane.edu/wifi>

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 Teams
 - [What is Microsoft Teams?](#)
- 1 TB of OneDrive Storage
- For more information and how to install visit <https://it.tulane.edu/microsoft-office-365>

Software

Available from the Tulane e-academy online store <http://tulane.onthehub.com> or the virtual lab <https://software.tulane.edu> (unless otherwise noted).

- ArcGIS (Free)
- Trend Micro anti-virus software (Free)
- MATLAB (Free) - <https://it.tulane.edu/matlab>
- SAS – Free for now (Windows only)
- SPSS – Free for now
- STATA – E-mail us @ sphhelp@tulane.edu to purchase
- 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/>
- **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/grit>

Questions?

Download our presentation at:

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

Use chat to ask your questions