Tulane SPHTM
Information Technology (SPHTM-IT)
Summer 2021

http://sph.tulane.edu/it

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.service-now.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](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 Campus 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 Campus)

- 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](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
- 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 SPHTM-IT 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](https://it.tulane.edu/information-security)

• Phishing - [https://it.tulane.edu/phishing](https://it.tulane.edu/phishing)
  • Forward suspicious e-mails to [security@tulane.edu](mailto:security@tulane.edu)

• Password change - [https://password.tulane.edu](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/it](http://sph.tulane.edu/it)
Questions?

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

Use chat to ask your questions