FALL 2021 New 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
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
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](https://software.Tulane.edu)

Other Labs - [https://it.tulane.edu/computer-labs](https://it.tulane.edu/computer-labs)
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
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.
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](#).
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
Questions?

 EMAIL: sphhelp@tulane.edu
 Visit us on the 18th floor of the Tidewater building Suite 1800

Thank you!