

PANTHER TECH

CITE NEWSLETTER



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Tony Moore
Chief Information Officer

Dear Panther Nation,

I am pleased to announce that we have recently begun the journey to complete a major overhaul of our campus technology infrastructure, and we believe that these upgrades will significantly

enhance the experience of all our faculty, staff, and students.

[Read More](#)

Upcoming Events

- Northwest Houston Center Technology Training starts Sept. 4th
- Cybersecurity Awareness Month - October 2023
- Cybersecurity Casino - Oct. 18th
- Homecoming Week - October 29 - November 4
- MSC CITE (Homecoming Edition) - Nov. 1st

ANNOUNCEMENTS

Phish Alert Button

The "Phish Alert" button (PAB) is a Windows Outlook feature that helps users immediately report phishing emails to our Information Security Team. Phishing messages often look legitimate but have deceptive links that open fake websites, steal your credentials and sensitive information, or download malicious code onto your device. What should you do once you receive a suspicious email with questionable content, even if you know the sender? Hit that Phish Alert Report Button in your Outlook email app or the Outlook web version.



[PAB Instructions](#)

New Wi-Fi Names



PVAMU is launching **PV-Faculty/Staff**, **PV-Student**, and **PV-Guest** to access the campus wireless system. These new networks will be available across all PVAMU campuses - Main campus, Northwest, and the Nursing campus. This modification will substantially enhance the distribution of wireless traffic across the campus, ensuring students, staff, and faculty enjoy faster and more dependable connectivity. The network team is still transitioning some buildings from PVMobilenet to the new Wi-Fi names. **If the new Wi-Fi names have not yet reached your building, please continue using PVMobilenet until Sept. 8.**

[Want the Password?](#)

[Remaining Buildings](#)

Cybersecurity Awareness Month - October 2023



CYBERSECURITY AWARENESS MONTH
October 2023

Join CITE for a month full of Cybersecurity learning opportunities, events, and many chances to win prizes. This year our focus will feature the topics below.

- ✓ Enabling Multi-Factor Authentication
- ✓ Using Strong Passwords and a Password Manager
- ✓ Updating Software
- ✓ Recognizing and Reporting Phishing



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WELCOME TO OUR TEAM



Dr. Larry Mendez
Deputy Chief Information Officer
CENTER FOR INFORMATION TECHNOLOGY EXCELLENCE

Dr. Larry Mendez
Deputy Chief Information Officer

LEARNING OPPORTUNITIES



“Excellence Lives Here”

You have FREE access to world class on-demand courses to learn professional skills that will make your resume and online profile stand out.

Professional
Pick up skills you can highlight for prospective employers will love. Learn how to manage time, projects, business technology, and more.

Quality Content
Taught by the best in the business with real world examples you can put into practice right away

On All Your Devices
Available anytime, anywhere



Scan to activate



LinkedIn Learning

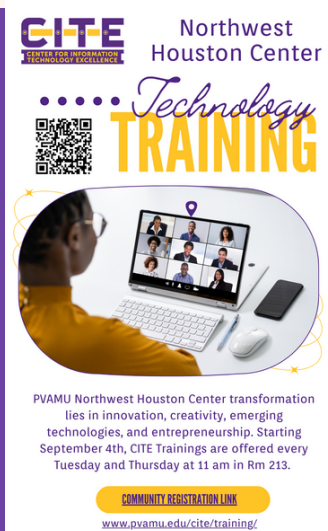
The Center for Information Technology Excellence has collaborated with Human Resources to bring LinkedIn Learning to the PVAMU Campus Community. This tool is available for students, faculty, and staff. Users do not need to have a LinkedIn profile to access PVAMU LinkedIn Learning. LinkedIn Learning is not mandatory but available to you as a free resource for professional development.

[More Information](#)

Northwest Houston Center Technology Training


PVAMU Northwest Houston Center transformation lies in innovation, creativity, emerging technologies, and entrepreneurship. Starting September 4th, CITE Trainings are offered every Tuesday and Thursday at 11 am in Rm 213.

[Register Here](#)



CITE Northwest Houston Center
CENTERS FOR INFORMATION TECHNOLOGY EXCELLENCE

Technology TRAINING



PVAMU Northwest Houston Center transformation lies in innovation, creativity, emerging technologies, and entrepreneurship. Starting September 4th, CITE Trainings are offered every Tuesday and Thursday at 11 am in Rm 213.

[COMMUNITY REGISTRATION LINK](#)
www.pvamu.edu/cite/training/

Operational Excellence Program

Business Affairs created the Operational Excellence Program. A year-round program on Wednesdays that allows support staff to take courses like;

- o **Microsoft Outlook & Cybersecurity**
- o **Microsoft OneDrive**
- o **Microsoft Teams**
- o **Banner**

These sessions were previously closed to the campus community but have since opened up to everyone to reduce the number of duplicate or overlapping pieces of training taking place.

www.pvamu.edu/cite/training/

SUPPORT AT-A-GLANCE

Faculty/Staff

Faculty & Staff
CITE Support At-A-Glance

Helpdesk & Support Services
To submit a ticket, visit www.pvamu.edu/helpdesk or call (936) 261-2525. To submit a ticket via email ONLY, please email servicesdesk@pvamu.edu.

Learning Opportunities
To sign up for training, visit www.pvamu.edu/cite/training or in-person group training, please email techtraining@pvamu.edu.

Enterprise Services
For assistance with Ellucian Banner, Argos, PV Place, Panther Tracks, Degree Works, Laserfiche & Dynamic Forms and other Digital Applications, please email erp@pvamu.edu.

Loaner Laptops
Complete the Loaner Lateral Request Form to submit a request. Must be approved by supervisor.

Microsoft Office 365
Office 365 is a cloud-based set of applications by Microsoft. For more details on 365, visit www.pvamu.edu/office365.

Information Security
If you have clicked on a link in a suspicious email, opened a suspicious attachment, or noticed unusual pop-ups and activity on your computer, contact informationsecurity@pvamu.edu.

Virtual Communication
The suggested primary method for external virtual communication is Microsoft TEAMS. PVAMU also supports ZOOM as an external communication tool. For more details on ZOOM at PVAMU, please visit www.pvamu.edu/zoom.

Infrastructure
For the Service Catalog for assistance for network issues, please email network.admin@pvamu.edu or for server issues, please email server.admin@pvamu.edu.

www.pvamu.edu/cite

Students

CITE SUPPORT AT-A-GLANCE
Students, Here's where you go & what you should know

Wireless Network
To register mobile devices on the PVAMU Wireless Network, visit www.pvamu.edu/wirelessnetwork.

Helpdesk & Support Services
Visit www.pvamu.edu/helpdesk to submit a ticket or call (936) 261-2525. To submit a ticket via email ONLY, please email servicesdesk@pvamu.edu.

Loaner Laptops & Chromebooks
Complete the Loaner Laptop Request Form to submit a request. Chromebooks are also available at the Tech 15 Out Room in the library. MCO, College of Business, and College of Technical Engineering.

Information Security
If you have clicked on a link in a suspicious email, opened a suspicious attachment, or noticed unusual pop-ups and activity on your computer, contact informationsecurity@pvamu.edu.

Computer Labs & Printers
CITE Services in Argos Lab is on the 3rd floor inside of J.B. Coleman Library in room 270. Use your PantherID and Password to gain access. Xerox paper printers are available for printing, scanning, copying, and faxing. For more details on how to print using PantherID, visit www.pvamu.edu/lib/argos-lab/printing.

Panther Virtual Desktop
Allows students to access applications traditionally only available in department computer labs from anywhere at any time. Visit www.pvamu.edu/vd for more Virtual Desktop details.

Virtual Communication
The suggested primary method for external virtual communication is Microsoft TEAMS. PVAMU also supports ZOOM as an external communication tool. For more details on ZOOM at PVAMU, please visit www.pvamu.edu/zoom.

Learning Opportunities
To sign up for training visit www.pvamu.edu/cite/training or to request group training, please email techtraining@pvamu.edu.

www.pvamu.edu/cite

Training Catalog

CITE
CENTER FOR INFORMATION TECHNOLOGY EXCELLENCE

Prairie View A&M University
"Ignite Your Passion"

EXCLUSIVE GUIDE TO CHOOSING THE RIGHT TOOL

A guide to knowing which tool will best suit your business needs.

www.pvamu.edu/cite/training

Contact Us

Helpdesk & Support Services

Provide technical support and manage incoming incident and service requests.

Email: servicesdesk@pvamu.edu

Website: www.pvamu.edu/helpdesk

Phone: (936) 261-2525

Information Security

Provides users and system administrators with the tools and information they need to secure their systems and assistance with suspicious email links and attachments, or unusual pop-ups and activity on your computer.

Email: informationsecurity@pvamu.edu

Website:

www.pvamu.edu/cite/informationsecurity

Phone: 936-261-9374

Network

For assistance with the PVAMU Wired and Wireless Network

Email: network_admin@pvamu.edu

Server

If you need assistance creating a server, Sharepoint - sites and access, OneDrive - Groups, Access, and data recovery, File Share - files recovery, Enterprise App for Azure SSO, Exchange - Shared mailboxes and calendar, mail recovery, display name changes, and needing a server created

Email: server_admin@pvamu.edu

CITE Training

To sign up or request group training for CITE resource tools

Email: techtraining@pvamu.edu

Website: www.pvamu.edu/CITE/TRAINING

Enterprise Services

For assistance with Ellucian Banner, Argos, PV Place, Panther Tracks, Degree Works, Laserfiche & Dynamic Forms and other Digital Applications

Email: ERPservices@pvamu.edu

Website:

www.pvamu.edu/cite/digital-applications-solutions

Project Management

Serves as a guide in project selection, planning work, providing oversight, and reporting to executives related to information resource projects.

Email: pmo@pvamu.edu

Website:

www.pvamu.edu/itgc/project-management

Phone: 936-261-9360

Audio Visual

For assistance with Classroom, Conference Room, and Digital Signage technology

Email: avsupport@pvamu.edu

Phone: 936-261-9379



www.pvamu.edu/cite