PANTHER TECH

CITE NEWSLETTER

INSIDE THIS ISSUE

- **PVMobilenet Has Been Removed**
- **Banner 9 Update**
- **Cybersecurity Awareness Month – October 2023**
- **Stop Scam Phone Calls**
- **CITE Support At-A-Glance**

Banner 9 Self-Service UPDATE

We are excited to provide you with the latest update on our Student Information System (SIS) at Prairie View A&M University. We are currently in the process of implementing Ellucian Banner 9 is the latest version of our student information management system. We are focused on making this project a smooth transition. To achieve this, we have taken several significant steps in Training, Infrastructure Enhancement, and User Acceptance Testing and Fine-Tuning. We are pleased to announce that we are on track for a successful go-live in early December. This launch marks a significant milestone in our commitment to delivering exceptional student services. **Read More**

Upcoming Events

- **Cybersecurity Awareness Carnival - October 18th**
- **Homecoming Week - October 29 - November 4**
- **MSC CITE (Homecoming Edition) - Nov. 1st**

CITE
CENTER FOR INFORMATION
TECHNOLOGY EXCELLENCE

ANNOUNCEMENTS

PVMobilenet Has Been Removed

PVMobilenet has been removed from the Prairie View A&M University wireless environment. **The new networks PV-Faculty/Staff, PV-Student, and PV-Guest have replaced PVMobilenet across all PVAMU campuses** - Main campus, Northwest, and the Nursing campus. **Please connect to the new networks to guarantee uninterrupted internet access.**

• **Instructions for Students**
Students must log into PVPlace with their PV credentials to get the password for PV-Student.

Instructions for Faculty/Staff
Faculty/staff must visit the PVAMU Intranet to get the password for PV-Faculty/Staff.

Instructions for Guest
After accepting the university's acceptable use policy, guests can register using a non-PVAMU email account and mobile phone number to access PV-Guest for basic internet access.

Wireless Website

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

www.pvamu.edu/cite/cybersecurityawareness/

LEARNING OPPORTUNITIES

PVAMU Northwest Technology Training

Register Here

Linked in Learning
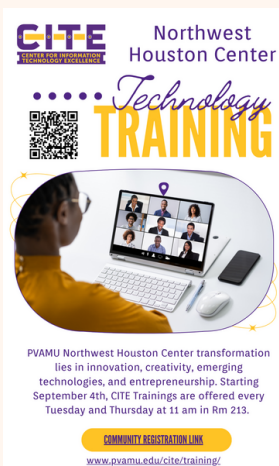
Operational Excellence Program

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

- **Microsoft Outlook & Cybersecurity**
- **Microsoft OneDrive**
- **Microsoft Teams**
- **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/

Beware of Vishing: STOP Scam Phone Calls

There are several steps you can take immediately to protect yourselves:

- Configure your phone to only allow calls from trusted numbers in your phone's Contacts or Address Book. This will make calls from anyone you do not know go directly to voicemail. The vast majority of scammers will not even bother leaving a voice message, and for the ones who do, it is easier to determine if it's a scam and delete.
- Some service providers also have call screening service which you can enable.
- Be cautious when speaking to someone or answering numbers you do not know. If they are pressuring you into taking an action, it's most likely a scam.
- Never provide the caller with personal or sensitive information that they should already have. If your bank calls you, they should already know your name, address, and account number.
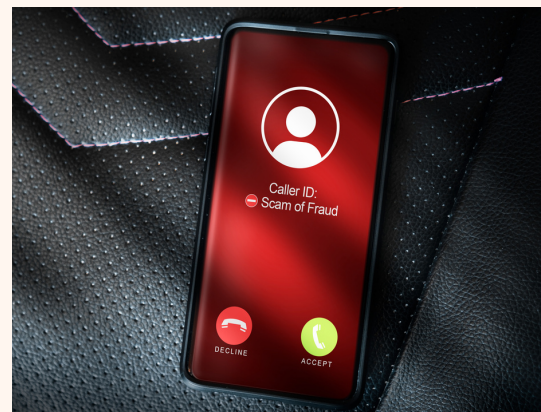
Always verify the number of the caller before handing over any sensitive information. If they say it's your bank or the government calling, hang up and use a trusted phone number to call your bank back, such as the number on your bank card or go to that government department's website and find a trusted phone number to call back.

The longer they have you on the phone, the more likely they can trick you. For more tips on how to stop scam phone calls, check out the **SANS OUCH! Newsletter - July 2023**.

www.pvamu.edu/cite/informationsecurity

SUPPORT AT-A-GLANCE

Faculty/Staff

Students

Training Catalog

Contact Us

Helpdesk & Support Services
Provide technical support and manage incoming incident and service requests.

Email: servicedesk@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