

PANTHER TECH

CITE NEWSLETTER



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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

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.**

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• 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](#)

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Cybersecurity Awareness Month October 2023



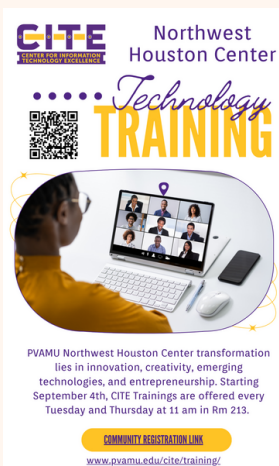
Join CITE for a month full of Cybersecurity learning opportunities, events, and many chances to win prizes. This year our focus will feature the topics below.

- 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](#)

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](#)

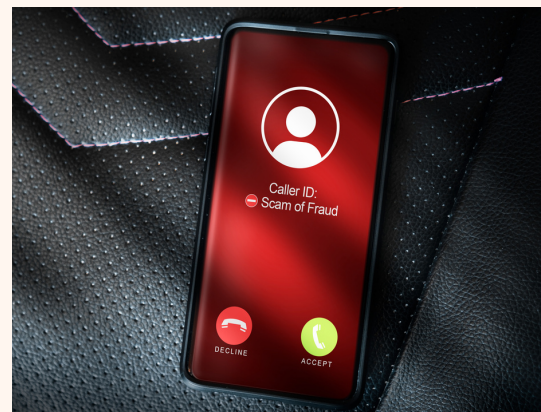
These sessions were previously closed to the campus community but have since opened up to everyone to reduce the number of duplicate or overlapping pieces of training taking place.

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

Faculty & Staff CITE Support At-A-Glance

- Helpdesk & Support Services**
To submit a ticket, visit www.pvamu.edu/cite/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 to request 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 infosec@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/itgc/zoom.
- Infrastructure**
For the Service Catalog for assistance for network issues, please email network@pvamu.edu or for server issues, please email server@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/cite/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 infosec@pvamu.edu.
- Computer Labs & Printers**
CITE Services in Argos Lab is on the 3rd floor inside of J.B. Coleman Library in room 210. 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/itgc/campus-services.
- Panther Virtual Desktop**
Allows students to access applications traditionally only available in department computer labs from anywhere at any time. Visit www.pvamu.edu/itgc/virtual-desktop 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/itgc/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