

PANTHER TECH

CITE NEWSLETTER



PRAIRIE VIEW
A&M UNIVERSITY

**DECEMBER
20th**

BANNER 9 SELF- SERVICE

WWW.PVAMU.EDU/CITE/BANNER9

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Banner® 9 Self-Service by Ellucian is a major modernization to the university's primary administrative information systems. It delivers a fresh user experience, many new tools, and significantly improved capabilities across all Banner components, and eliminates the existing web browser restrictions to allow access via mobile devices. We are pleased to announce that we are on track for a successful go-live on December 20th, 2023. This launch marks a significant milestone in our commitment to delivering exceptional student services. We can't wait to explore the many ways that Banner 9 will benefit Prairie View A&M University, improving our ability to support our students and faculty effectively. Visit www.pvamu.edu/cite/banner9 for more updates as we prepare to unveil this exciting enhancement to our university's technology.

Upcoming Events

- Winter Break - Dec. 25 & Jan. 1



ANNOUNCEMENTS

Audio/Visual Classroom Upgrades

This semester, CITE successfully completed emergency classroom upgrades at E.E. O'Banion A101 & AG/BUS 127 Auditorium. Those two rooms are only the beginning of CITE's effort to modernize a total of 30 designated rooms with audio-visual technology. We have an additional 17

locations, including classrooms and auditoriums, scheduled to occur while the students begin their winter break. Areas targeted are AG/BUS, College of Nursing, Woolfolk, Hobart-Taylor, S.R. Collins, Juvenile Justice/Psyche, and Architecture. Our commitment remains strong to provide modern, easy-to-use educational technologies for our students and faculty. Virtual or face-to-face training is provided to assist with using these new technologies.



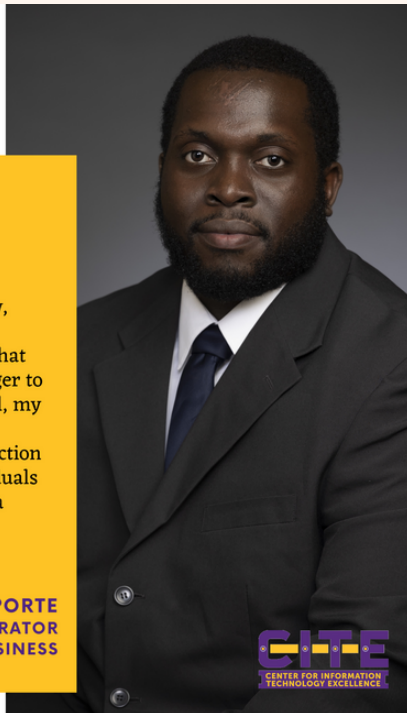
New Hires

Welcome to the Team



Adapting to the PV environment has been an incredible journey. Initially, stepping into significant responsibilities felt somewhat intimidating, but I was eager to embrace the role. Above all, my goal is to streamline the communication and interaction challenges between individuals and technology, ensuring a smoother experience for everyone involved.

LAKEEM DUPORTE
SYSTEM ADMINISTRATOR
COLLEGE OF BUSINESS



Welcome to the Team



It has been an invigorating experience thus far working for PV, as this is my first affiliation with an HBCU. The feedback I have already received from many of the end users I support at PV's College of Education and School of Public & Allied Health have felt like I "fit right in" and so for that I am very humbled and excited as well to be working here at PVAMU!

MARIO BURTON
SYSTEM ADMINISTRATOR
COLLEGE OF EDUCATION



Beware of Holiday Phishing

'Tis the season for gathering and getting sweet deals. Make sure you and your family don't fall victim to cyberattacks this holiday season.



HOLIDAY DISCOUNTS

Scammers will surely take advantage of the holiday sale noise by sneaking in phishing emails to masquerade as merchants offering blowout deals.



CHARITY PHISHING

Unfortunately, attackers take advantage of charities receiving a high volume of donations in December. Please keep in mind that there may be spoofed emails from notable charities.



HOLIDAY e-CARDS

Who doesn't love to receive a friendly holiday greeting? But is that link to an e-card actually from your coworker, manager, HR, family member, etc., or is it something sinister? Disguising a phishing email as a holiday greeting card is a simple and effective annual attack.



OFFICE PARTY INVITATIONS

Many companies plan an office holiday party and send invitations over email. Attackers can spoof invitations and craft compelling holiday-themed phishing emails. Be sure to verify the sender before clicking any links.



TRAVEL NOTIFICATIONS

Travel-related emails need to be viewed with suspicion. An email warning of flight itinerary changes will undoubtedly grab the attention of an employee eager to get home for the holidays.



PACKAGE DELIVERY

An email warning of problems with a package delivery attempts to play on the recipient's emotions and makes for an incredibly effective phishing email during the holiday season.

You are the first line of defense against phishing.
If you receive a suspicious email, report it immediately to
informationsecurity@pvamu.edu

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 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 Laptop 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
Visit 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 10 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 Support Lab is on the 3rd floor inside of J.B. Coleman Library in room 210. Use your PantherTrackID and Password to gain access. Xerox patron printers are available for printing, scanning, copying, and faxing. For more details on how to print using Panther, visit www.pvamu.edu/cite/campus-access-helpdesk.

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