HELPDESK & CUSTOMER SUPPORT SERVICES

Contact us if you have any IT-Related problems or requests
- ✓ https://www.pvamu.edu/its/support-services/helpdesk/.
- ✓ Email servicedesk@pvamu.edu, to submit a ticket: call (936) 261-2525, for Tier 2 Support: call 936-261-9361, or drop by JB Coleman 2nd Floor

HARDWARE

The Computer Replacement Program warrants that employee computers five years and older are traded for new devices to support their work.
- ✓ Replacements are Dell Desktop or laptop w/docking station. Apple is excluded
- ✓ View requirements, computer specifications and contact info for any questions at:

https://www.pvamu.edu/academicaffairs/wp-content/uploads/sites/20/Computer-Replacement-Program.pdf

SOFTWARE

CITE offers a wide array of technology resources to its employees. Our web-based applications allow staff to access email and share files in a secure and environment.
- ✓ Avecto is a solution that empowers users to manage their applications with privilege management and security.
- ✓ For more information about qualifications and software titles see:

https://www.pvamu.edu/its/support-services/pc-software-applications/

Microsoft Office 365

Office 365 is a cloud-based set of applications by Microsoft. PVAMU has deployed online Email (Outlook), and will deploy additional applications such as OneDrive, & Teams shortly.
- ✓ Instructions for Microsoft Exchange Desktop Client.
- ✓ Instructions for Microsoft Exchange for MACs
- ✓ Instructions to configure your mobile device
- ✓ Instructions on How to Access Shared Mailbox

For more details on 365: http://www.pvamu.edu/its/faculty-staff-services/office-365/

TRAINING OPPORTUNIITES

CITE offers computer based training on how to use enterprise-wide applications and software tools through online, printed documentation, and remote training sessions.

Take the following steps:
- ✓ Open a ticket with 935-361-2525 to request to Online Training
- ✓ Receive a confirmation with your username and password (takes 24 hours)
- ✓ Once you received your Online Software Training username and password, go to:

http://login.customguide.com/PrairieViewAMUniversity **to start your training**

COMPUTER SECURITY

To maintain security, Safe Connect requires that computers:
- ✓ Connecting to the PVAMU wireless are updated with the latest security patches
- ✓ Run an updated virus software.

Review Phishing and ID theft https://www.pvamu.edu/its/phishing/

PHONES & DUO

VoIP Services includes Cisco Phone Guides, and Call Manager via speed dial and voice mail feature through the browser using myphone.pvamu.edu. Dialing instructions are found at:

http://www.pvamu.edu/irm/telephone-office/dialing-instructions/
- ✓ Learn how to use the Meet Me Conference Call Feature on the Cisco IP Phone
- ✓ Add DUO Two factor Authentication Solution to protect the login and data

Service Cost details visit: http://www.pvamu.edu/irm/telephone-office/rates/

COMPUTER SERVICE CENTER

Assistance with **SAFE CONNECT** and **PVMobile Network** in 106 in S.R. Collins Bldg. is a free source for computer help provided by CITE and available to all currently registered staff.
- ✓ Hours are Monday-Friday 9am-noon and 1pm-5pm.
- ✓ Review IT policies and procedures for your devices with SAFE CONNECT installation
- ✓ **For details call and/or please leave your best contact information at:**

936-261-9330 or email the same at itsmail@pvamu.edu

SERVICE PORTAL

CITE Provides the best of software applications and options in shared drives
- ✓ **Microsoft 365** (PowerPoint, OneDrive)
- ✓ Share tools https://www.pvamu.edu/its/syncplicity/, http://myfiles.pvamu.edu
- ✓ VPN allows connection to PVAMU resources securely from home or any other remote connection.

To go over PVAMU Software or login to the Software Store review our steps at

http://www.pvamu.edu/its/faculty-staff-services/software-store-for-faculty-staff/

WEBEX ENTERPRISES

WebEx Cisco's online, cloud-based conferencing service Meeting Center, Training Center and Support Center. Download Tools to start, schedule, and join through Outlook 365
- ✓ Conventional telephone (voice/audio) conferencing
- ✓ Web-based conferencing in a collaborative session sharing audio, video, and the desktop and setup with Cisco WebEx Meetings App
- ✓ **Review the link** https://www.pvamu.edu/its/wp-content/uploads/sites/46/WebEx-Enterprise.pdf

To join your scheduled meeting go to https://pvamu.webex.com

https://www.pvamu.edu/helpdesk

Application Team			
contact at app_admin@pvamu.edu			
✓ Alumni E-Mail	✓ Banner Self-Service (Panthertracks)	✓ Degree Works	✓ Operational Data Store
✓ Argos Reporting	✓ Banner Workflow	✓ EDI.Smart	✓ Parchment
✓ Axiom – PantherPass	✓ Clean Address	✓ Ellucian Mobile App	✓ Password Reset - mypassword.pvamu.edu
✓ Banner 9	✓ CRM Advise	✓ Ethos Identity (Single Sign On)	✓ Student Gmail
✓ Banner Document Management	✓ CRM Recruit	✓ Forms Fusion / MAPS	✓ Touchnet
✓ Banner Integrations with any other system		✓ Luminis - PV Place	✓ UC4 Process Automation

Web Services		
contact at webservices@pvamu.edu		
✓ House Bill 2504	✓ PVAMU Mobile App	✓ SiteImprove
✓ Panther Alert (Emergency Alert System for PVAMU)		✓ WordPress website management
Support link : https://www.pvamu.edu/irm/webservices/		

Network Administrators		
contact at network_admin@pvamu.edu		
✓ Fax Services	✓ Phone Services	✓ VPN
✓ Network	✓ Voicemail	✓ Wireless

Server Administrators		
contact at Server_Admin@pvamu.edu		
✓ Department & Home Drive File Shares	✓ Email	✓ WebEx
✓ DUO	✓ Virtual Desktops	

Desktop Services		
contact at desktopservices@pvamu.edu		
✓ Desktop Issues	✓ Office Applications	✓ Software Installation
At this point, for student safety, there are no labs open on campus.		

Audio Visual Services		
contact at mjwest@pvamu.edu		
✓ Classroom technology issues	✓ Conference Room technology issues	✓ Visix – Digital Signage

Information Security	
contact at informationsecurity@pvamu.edu	
✓ Phishing emails	✓ General information security concerns