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.

COMPUTER LABS

CITE runs two general purposed labs on the main campus of Prairie View A&M University.

At this point, for student safety, all computer labs are closed.

See hours at www.pvamu.edu/its/computer-lab/

STUDENT PRINTING

PantherPrint uses uniFLOW by Canon as a PVAMU Student Printing Solution. Students access multi-function devices (MFD) that has print, copy and scan options.
- ✓ Each registered PVAMU student receives a printing balance of $120.00 at the start of a semester.
- ✓ When a balance reaches $0.00, additional printing units are purchased at the cashier in W.R. Banks or by calling 936-261-1895.

For Frequently Asked Questions:
http://www.pvamu.edu/its/student-services/pantherprint-faqs/

WIRELESS NETWORK

The PV wireless network is available to PVAMU students. Wireless Network access on all PVAMU campuses provided by using **Safe Connect**.
- ✓ PVAMU Wireless Services offers fast and reliable data connection speeds.
- ✓ Wireless Internet access is available, includes residence halls.

PVAMU Mobile Net Register mobile devices at:
http://www.pvamu.edu/its/wireless-services/pv-mobile-net/

TRAINING OPPORTUNIITES

CITE offers computer based training, Quick references, and a vast training library to learn different technologies open throughout the campus.

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/

VIRTUAL DESKTOP

Panther Virtual Desktop Program are applications traditionally available in department computer labs now available anywhere at any time with an internet connection using compatible devices

- ✓ Option 1: HTML Web access version
- ✓ Option 2: Download full-featured VMware Horizon Client

Virtual Desktop details visit: http://www.pvamu.edu/its/vdi/

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 students.
- ✓ Hours are Monday-Friday 9am-noon and 1pm-5pm.
- ✓ Review IT policies and procedures for your devices with SAFE CONNECT installation
- ✓ Communicating to the students about CITE initiatives and educating them about the various resources available.

For details call and/or leave your 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), and Google (PV Gmail, Docs, Google Drive)
- ✓ SPSS, EndNote, GIS, Adobe and **Grammarly Premium** are freely available
- ✓ Share tools https://www.pvamu.edu/its/syncplicity/, http://studentfiles.pvamu.edu

To login to the Student Software Store review our steps at:
https://www.pvamu.edu/its/student-services/student-software-store-2/

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-student.webex.com