

Technology Resources for Faculty @ PVAMU Support At-A-Glance

<http://www.pvamu.edu/telecommuting>



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/academicaaffairs/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 faculty to access email and share files in a secure and easy-to-use 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 OPPORTUNITIES

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 faculty.

- ✓ 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>

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Application Team

contact at app_admin@pvamu.edu

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|---|---------------------------------------|-----------------------------------|---|
| ✓ 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

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| ✓ 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

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| ✓ Fax Services | ✓ Phone Services | ✓ VPN |
| ✓ Network | ✓ Voicemail | ✓ Wireless |

Server Administrators

contact at Server_Admin@pvamu.edu

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| ✓ Department & Home Drive File Shares | ✓ Email | ✓ WebEx |
| ✓ DUO | ✓ Virtual Desktops | |

Desktop Services

contact at desktopservices@pvamu.edu

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| ✓ Desktop Issues | ✓ Office Applications | ✓ Software Installation |
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At this point, for student safety, there are no labs open on campus.

Audio Visual Services

contact at mjwest@pvamu.edu

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| ✓ Classroom technology issues | ✓ Conference Room technology issues | ✓ Visix – Digital Signage |
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Information Security

contact at informationsecurity@pvamu.edu

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| ✓ Phishing emails | ✓ General information security concerns |
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