

School of Allied Health Professions

New Student IT Orientation

Steve Hubbard

Quang Tran

Johnny Huynh

Jonathan Populis

Office Locations: SAHP/Nursing Bldg., Room 6A14

HDC Bldg., Room 228

Hours: 8:00AM – 5:00PM, Monday - Friday

<http://www.lsuhs.edu>

<http://alliedhealth.lsuhs.edu>

Important!

<http://alliedhealth.lsuhschool.edu/Admin/ComputerSupport.aspx>

LSU Health New Orleans
School of Allied Health Professions

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SCHOOL OF ALLIED HEALTH PROFESSIONS | SCHOOL OF DENTISTRY | SCHOOL OF GRADUATE STUDIES | SCHOOL OF MEDICINE | SCHOOL OF NURSING | SCHOOL OF PUBLIC HEALTH | LSU PATIENT CARE

Wednesday, December 17, 2014 11:05 AM | 54°F

Administration
Administration Home
Administrative Council
Organizational Chart
Room Reservation Request

Departments
Office of the Dean
Academic Affairs
Student Affairs
Computer Support
Faculty Resources
School Committees
Compliance
Student Fundraising Form

Computer Support

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IT Support group email ahnopcsupport@lsuhsc.edu
New Orleans Campus Helpdesk: (504) 568-HELP

[Password Requirements](#)
[Change Password](#)
[Wireless for Mac](#)
[Wireless for Windows](#)
[Setting up email on mobile devices](#)
[Email Archiving \(Archive LSUHSC\)](#)
[LSUHSC Remote Access \(PC\)](#)
[LSUHSC Remote Access \(MAC\)](#)
[iPhone/iPad Remote Access \(Junos Pulse\)](#)
[Mapping Homeshare for Windows \(O: drive\)](#)
[Mapping Homeshare for MAC \(O: drive\)](#)
[Mapping P: drive for MAC](#)
[Mapping P: drive for Citrix](#)
[Printing Instructions for PC's](#)
[Printing Instructions for MacOS](#)
[Moodle Exam Checklist](#)
[IT Orientation](#)
[Frequently Asked Questions](#)
[Moodle Archive](#)
[Moodle Training Videos](#)
[Turnitin Training Video \(Enrollment Key: turnitin@lsuhsc\)](#)
[Turnitin PowerPoint Presentation](#)
[Social Media Policy](#)

Sign In
© 2014 LSUHSC-NO
Privacy Policy

Password Policy

LSUHSC Password Policy

1. The password must contain characters from three of the four following categories:
 - English upper case letters (A-Z)
 - English lower case letters (a-z)
 - Base 10 digits (0-9)
 - Non-alphanumeric characters: @, #, \$, _
2. The first character must be a lower case or an upper case character (a-z, A-Z).
3. The password must be no less than 10 characters.
4. The password must be different from the previous 14 passwords used.
5. The password must be changed at least every 70 days, and will remain valid for 70 days.
6. The password cannot be changed more than once in 24 hours.
7. The password cannot contain the UserID as a substring.
8. The password cannot contain any token from the user's display name field as a substring. A token is defined as a string of consecutive letters delimited by any non-letter character. Only entire tokens that are at least three characters long are checked; parts of longer tokens are not checked.

Useful Links

Password Creation Tips

http://www.lsuhs.edu/administration/ocp/password_help_page.aspx

LSUHSC Change Password Application

<https://www.lsuhs.edu/changepassword/>

LSUHSC Security Questions

<https://intranet.lsuhs.edu/passwordprotect/>

Network Access (On campus)

Wireless access throughout all buildings.

Student Computer Labs & Print Stations

- Located in each department area of SAHP
 - Room 6B2 for Cardiopulmonary Science
 - Room 7B10 for Physical Therapy
 - Room 8A14 for Occupational Therapy
 - Room 9F1 for Communication Disorders
 - Room 10F9 for Clinical Lab Science
 - Room 229 in HDC for Physician Assistant

Library

- Located on 3rd & 4th floor of Resource Center Building

Key Processes/Applications/Files

LSUHSC-Secure Wireless

(Not LSUHSC-Visitor)

Personal Homeshare (O: drive)

Pay For Print

LSUHSC Remote Access (Web Connect)

LSUHSC Remote Access (Network Connect)

Citrix

Connecting to Remote Access

remote.lsuhsc.edu

The screenshot shows a web browser window with the URL https://remote.lsuhsc.edu/dana-na/auth/url_default/welcome.cgi. The browser's address bar shows the URL, and the page title is "LSU Health Remote Access ...". The browser's toolbar includes a back button, a forward button, and a search icon. The page content features the "LSU Health" logo in blue and yellow. Below the logo, the text reads "Welcome to the LSU Health Remote Access Portal". There are three input fields: "Username", "Password", and "Connection Method" (set to "Web Connect"). A "Sign In" button is located below the input fields. To the right of the input fields, there is a dark blue banner with the text "Please sign in to begin your secure session". Below this banner, a "Help" section provides instructions for password issues, directing users to <https://www.lsuhs.edu/changepassword/> and the "Help Desk". Another dark blue banner titled "Connection Methods" lists two options: "Web Connect" and "Network Connect". The "Web Connect" section lists resources such as Webmail, Intranet, Citrix Web Interface, PeopleSoft Self Service, Moodle, and Web bookmarks. The "Network Connect" section lists resources such as VPN Client, File bookmarks, and Terminal Services (Remote Desktop).

Username

Password

Connection Method

Please sign in to begin your secure session

Help -- For password issues please go to <https://www.lsuhs.edu/changepassword/>. If you need further assistance, please contact your computer supporter or call the [Help Desk](#).

Connection Methods

Web Connect -- Provides access to the web based resources you have been approved to use.

- Webmail
- Intranet
- Citrix Web Interface (Use Network Connect if you require local drive mappings)
- PeopleSoft Self Service
- Moodle
- Web bookmarks

Network Connect -- Provides access to the Web Connect resources listed above plus the network resources below. Your computer must meet the health check requirements such as up-to-date antivirus software and critical operating system updates.

- VPN Client
- File bookmarks
- Terminal Services (Remote Desktop)

Remote Access → Web Connect

Welcome to the LSU Health Remote Access Portal, shubba.

Web Bookmarks

 [Juniper Help](#)

 [Webmail](#)

 [Intranet](#)

 [Help Desk Support Services](#)

 [intranetest](#)

 [Citrix Web Interface](#)

Note: Use Network Connect if you require local drive mappings.

 [Employee Self Service](#)

 [Help Desk Tickets](#)

 [OCS On Call List](#)

 [BlackBerry Contact List](#)

 [Moodle](#)

 [CoursEval](#)

 [HDC Sharepoint](#)

Terminal Sessions

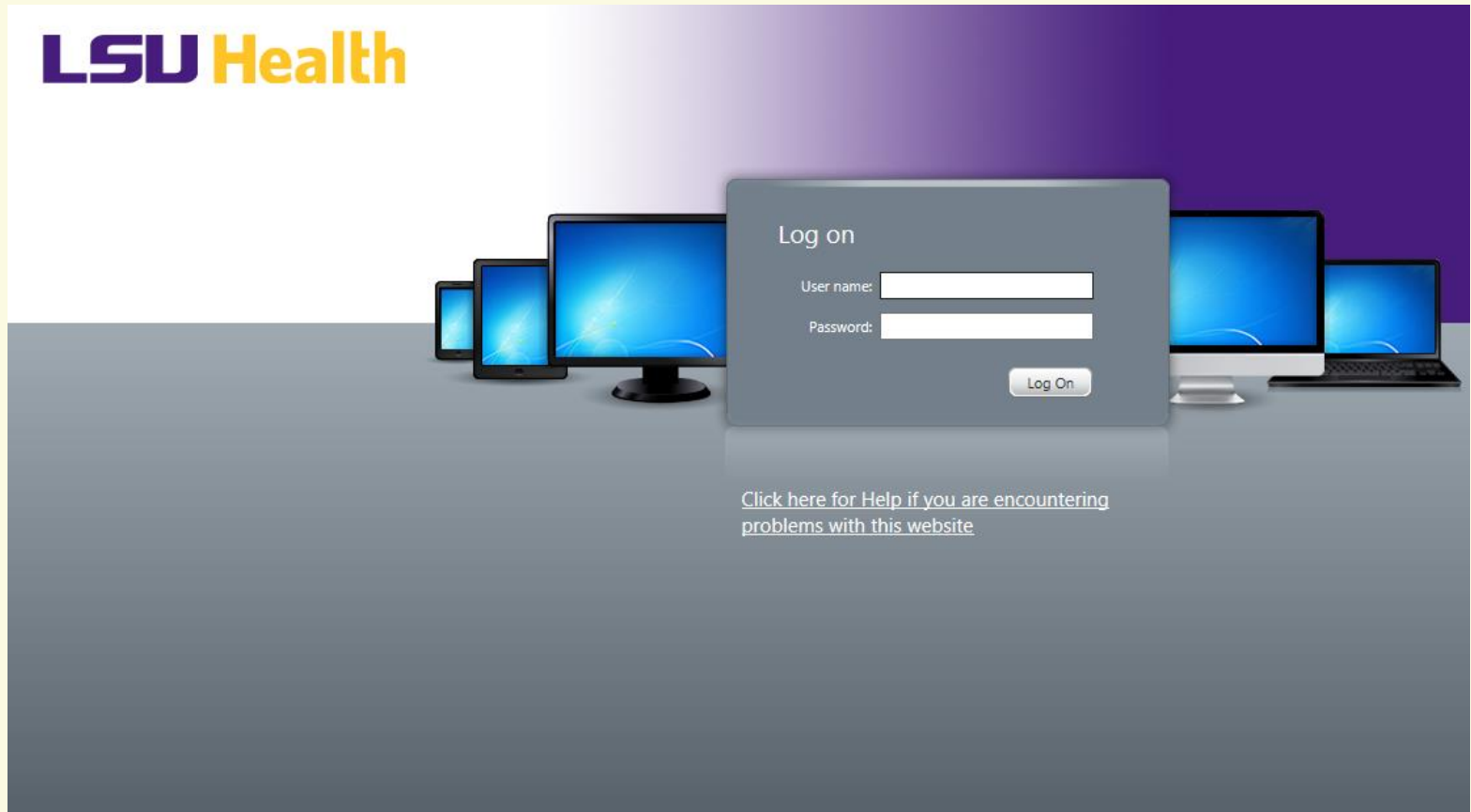
You don't have any terminal sessions.

Remote Access → Network Connect

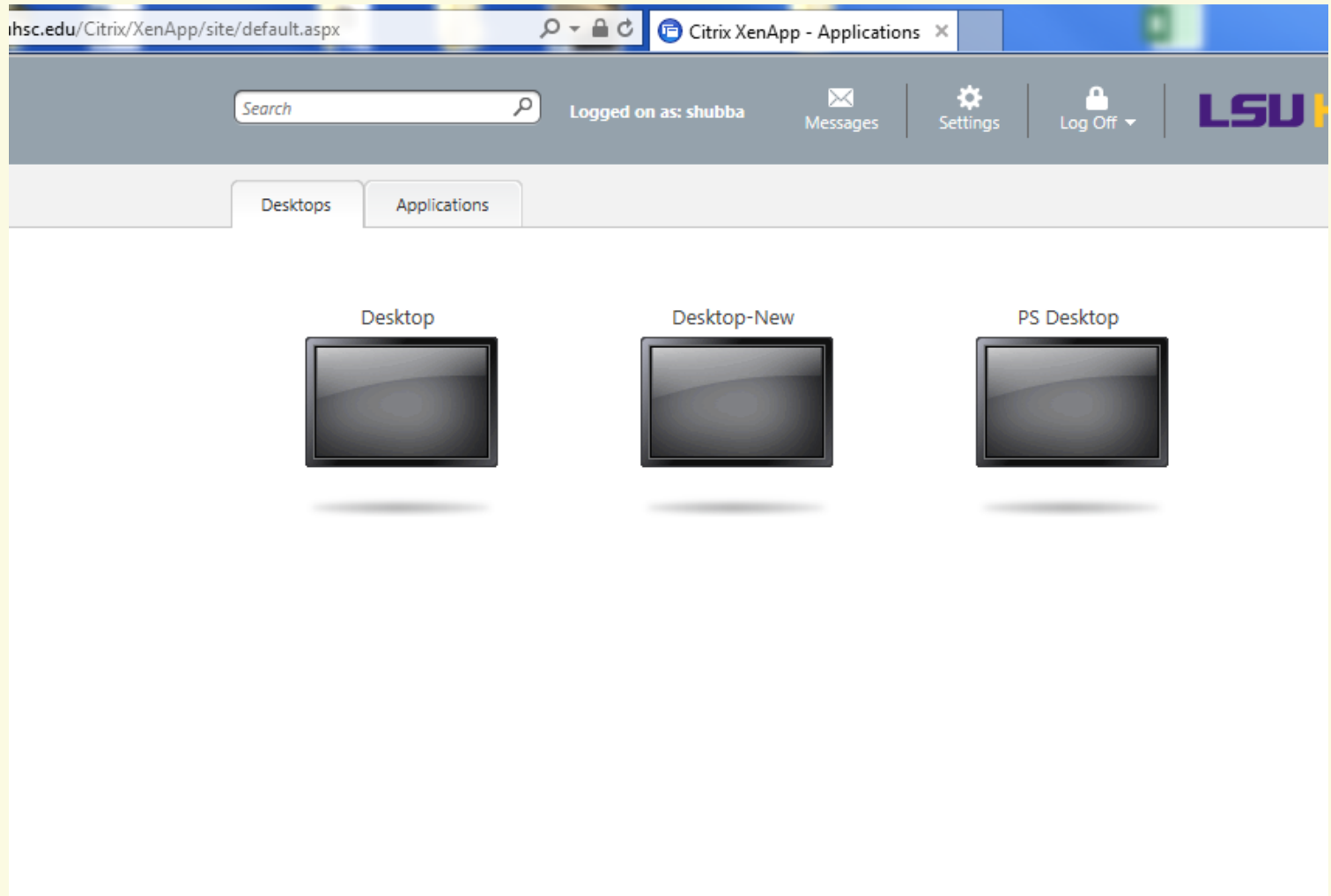
The screenshot displays two sections of a Windows Explorer window. The top section, titled "Web Bookmarks", contains a list of ten links, each with a small icon and a trash icon on the right. The bottom section, titled "Files", shows four drive locations: O Drive, P: drive (Admin P: drive), R: Drive, and T: Drive, each with a trash icon on the right.

Section	Item	Icon
Web Bookmarks	Juniper Help	📄
	Webmail	📄
	Intranet	📄
	Help Desk Support Services	📄
	Citrix Web Interface	📄
	Employee Self Service	📄
	Help Desk Tickets	📄
	OCS On Call List	📄
	BlackBerry Contact List	📄
	Moodle	📄
Files	O Drive	📁
	P: drive Admin P: drive	📁
	R: Drive	📁
	T: Drive	📁

Connecting to Citrix Desktop citrixweb.lsuhscc.edu



Click on Desktop-New



- Recycle Bin
- CRS
- Adobe Reader X
- ESAWeb
- CLIQ
- LinkBlue
- EPIC
- MCL Formulary
- SUHSC Citrix Applications
- Micromedex
- Microsoft Outlook 2010
- Microsoft Windows Se...
- Clinical Package
- NetMeeting
- My Documents
- Shortcut to shubba's...
- SMS
- StudentITO...
- Active Director...
- StudentITO...
- Charge Entry
- StudentITO...


Health Sciences Center
Desktop Server
 Windows 2008-XenApp 6

UserID: shubba
 Domain: LSUMC-MASTER

 Computer: APP167
 Logon Server: DC04



Software

Microsoft Office 2013 Professional (PC)

Microsoft Office 2011 Standard (Mac)

- Available at the LSUHSC bookstore (\$35 + tax)

Microsoft Office 365 – Free

- Login at: <https://portal.microsoftonline.com>

Antivirus software – PC and Mac

Respondus Lockdown Browser

Resources

Technical support team

- M-F 8:00am to 5:00pm 504-568-4422 , 504-568-5514 or 504-556-3410
- <http://alliedhealth.lsuhscc.edu/admin/computersupport.aspx>
- After hours 504-568-HELP (568-4357)
(used for password reset only)

Change/unlock password

<http://www.lsuhscc.edu/changepassword>

Cox internet service discount

<https://intranet.lsuhscc.edu/coxinternet/>

Network Rules of Use

- Be aware of e-mail viruses/hoaxes
- Never email your account password
- Surf responsibly
- No file sharing/streaming through P2P apps:
BitTorrent, Pirate Bay, FrostWire, etc.
- No internet radio (Songza, Pandora, etc.)
- No Netflix, Hulu, Amazon Prime, etc.
- No mass emailings

Testing Center

- HDC Building room 332
- 92 seats with terminals (virtual environment)
- Noise cancelling earmuffs at each seat
- IT support presence at each exam
- Moodle, web-based, and essay exams

Example of Phishing Scheme email

From: Marks Hernandez <mhernandez@cityofblueisland.org> Sent: Tue 7/22/2014 5:23 AM
To: desk-helpIT@outlook.org
Cc:
Subject: *Important Message from ITDesk !

*Important Message from ITDesk !

A Trojan SVV2876//=2013 virus have been detected on your OUTLOOK WEB ACCESS webmail, your email account is running at risk and this is affecting other accounts on the web mail system.

You are to Authenticate your Email account immediately to avoid deactivation and this will enable us rectify this problem. Please click on the link below and fill the form to Authenticate:

CLICK HERE <<http://karada.ge/updates/owa/>>

Failure to do this will immediately render your email address deactivated from the web mail database.

THIS IS AN AUTOMATIC NOTIFICATION. PLEASE DO NOT REPLY TO THIS MESSAGE.

Thank You.

The Outlook Mail Team

Example of Phishing Scheme email

From: LSU Health New Orleans [<mailto:helpdesk@lsuhsc.edu>]
Sent: Monday, April 20, 2015 5:59 PM
To: Davis, Sylvia
Subject: Important update for sdavis2@lsuhsc.edu (Action Needed)
Importance: High

LSU Health

Dear sdavis2@lsuhsc.edu,

Due to high number of inactive accounts on the server, all users are advised to sign in to their account(s) within 24 hrs of receiving this notice, using the links below to confirm their account activity.

Use [this link](#) and [this link](#) to login and confirm your account activity.

Failure to update might process your account(s) as inactive, and you may experience interruption of services or undue errors. Please kindly comply.

Thanks,
IT Help Desk
LSU Health New Orleans

LSU Health

The information transmitted is intended only for sdavis2@lsuhsc.edu and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any computer.

A Few Pointers

Macs – after changing password, sometimes cannot connect to the network.

Macs/PC's – may freeze during Moodle exams taken outside of the testing center.

Visit your department's Facebook pages.

Many new laptops do not have DVD drives.

Best way to reset/change password while away from campus: Go to www.lsuhsu.edu/changepassword

Please visit the Allied Health Computer Support webpage.

