Developing with Technology

We dedicate this issue of the SAHP newsletter to Information Technology. Computers and software affect all of us on a daily basis and the School of Allied Health would like to assist you in answering questions and informing you about new developments.

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LAPTOPS

The School of Allied Health Professions IT department has logged issues for laptops brought into the office. One of the main occurrences is related to changing passwords. There are two suggestions to prevent being locked out of your account:

1. When you receive a notice that your password will soon expire, change your password on campus before you leave for the day. While logged on Press <Ctrl + Alt + Del> a list will appear, you should select Change Password. Give your old password and type a new password in twice. This will change your password on the network and synchronize with the wireless network and Guardian Edge at the same time.
2. If you change your LSUHSC password on your laptop away from campus only your network ID password is changed. You will need that to access email and any resource on campus. Your laptop and Guardian Edge password will remain the same as it was the last time you logged on your machine on campus. Once you return to campus you need to hard wire your laptop to the network to force it to synchronize.

Either alternative can decrease the likelihood of your account being locked out.

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"Somebody broke into your computer, but it looks like the work of an inexperienced hacker."

MOODLE

We have created an email account specifically for Moodle issues. If you are having problems or have suggestions for improvements, please email *SAHPMoodle@lsuhsc.edu* The link to the email address is located on the SAHP Computer Support homepage and can be accessed in the Outlook global address book.

There are several reasons why a student may not be able to access their Moodle courses:

1. The instructor may have not made the course available to students.
2. The student can be blocked for student health, tuition, or compliance training issues
3. The student may have registered for the incorrect course

MAC USERS and LSUHSC CONNECTION

The SAHP IT department has noticed an increase in the number of MAC laptops that have difficulty connecting to the LSUHSC system. We have created a link available on the SAHP Computer Support homepage that will offer step-by-step instructions on how to connect to the wireless system. *https://intranet.lsuhsc.edu/security/* has wireless and wired instructions.

STUDENT-PURCHASED LAPTOPS

Students who have laptops purchased through the School have also purchased a warranty. Therefore, if you are experiencing hardware issues, such as the AC adapter or battery, you should take your laptop directly to Microsystems and they will assist you.

AVOIDING VIRUSES

There has been an increase in the number of viruses found on SAHP computers. Viruses are showing up on laptops and desktops that belong to students as well as those belonging to staff and faculty and units in the departmental computer labs. Please be aware of pop-up boxes that ask you to update a software. Problems with infections vary greatly and it is best to see a member of the IT staff to help clean your system.

COURSE & FACULTY EVALUATIONS

The SAHP recognizes that students have a difficult time accessing CoursEval from off-campus. In order to resolve this issue, the SAHP is working with LSUHSC IT to move the location of the server. We hope this issue will be resolved for Summer 2011 surveys. Our next step is to have CoursEval accessible through Moodle, which will provide a more seamless connection for students that need to complete surveys.
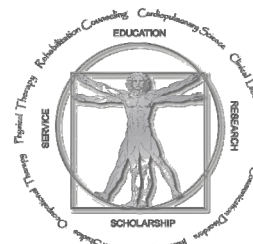
Promoting Leadership & Collaboration within an Interdisciplinary Network