

# LSUHSC New Orleans

Department of Information Technology

Allied Health New Orleans IT Support

# IT Organization

## Central IT

- Enterprise Support
  - Web, Email, Network, Server, Security, AV

## Local IT

- Quang Tran
- Johnny Huynh
- Ryan Ramsey



# How To Find Assistance

## Office Locations

- Quang Tran – Allied Health 642
- Johnny Huynh – HDC 229
- Ryan Ramsey – HDC 404

## Email

- [ahnopcsupport@lsuhsc.edu](mailto:ahnopcsupport@lsuhsc.edu)

## Webpage

- <https://alliedhealth.lsuhs.edu/Admin/ComputerSupport.aspx>

## Help Desk

- 504-568-HELP(4357)

# Computer Policy

## CM-42 – Information Technology Infrastructure

- Applies to all devices that connect to the LSUHSC Network
- You are responsible for everything done with your User ID/User Credentials
  - Do you give out your password
  - Log out or lock your computer when you leave the computer
  - Do not respond to phishing emails
  - Do not waste LSUHSC resources (playing games, streaming audio/visual content shopping, social media, crypto mining, etc.)
    - You can do the above if it is school related like a research project
- Compromised accounts are disabled and are not enabled immediately.
- Students have been expelled from the university in the past for egregious violations of CM-42

# 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](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/>

# Phishing Email

**From:** LSU Health New Orleans <[helpdesk@lsuhsc.edu](mailto:helpdesk@lsuhsc.edu)>  
**Date:** April 20, 2015 at 5:56:14 PM CDT  
**To:** <[-----@lsuhsc.edu](mailto:-----@lsuhsc.edu)>  
**Subject:** Important update for [-----@lsuhsc.edu](mailto:-----@lsuhsc.edu) (Action Needed)

# LSU Health

Dear [-----@lsuhsc.edu](mailto:-----@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

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The information transmitted is intended only for [-----@lsuhsc.edu](mailto:-----@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.

# Beware of Hyperlinks

The screenshot shows a web browser window with the address bar displaying the URL: `skylanternsbangalore.com/remote.lsuhsac.edu/dana-na/auth/url_default/welcome.html`. The page features the LSU Health logo at the top left. Below the logo, the heading reads "Welcome to the LSU Health Remote Access Portal".

On the left side, there is a login form with the following fields and options:

- Username:
- Password:
- Social Security Number(SSN#):
- Connection Method:
- Sign In:

On the right side, there are two dark blue header bars:

- The first bar contains the text: "Please sign in to begin your secure session".
- The second bar contains the text: "Connection Methods".

Below the first bar, there is a "Help" section:

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

Below the second bar, there is a "Web Connect" section:

**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

Below the "Web Connect" section, there is a "Network Connect" section:

**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)

# LSUHSC Resources

## LSUHSC Homepage

- My LSUHSC and Quicklinks
  - Office 365
  - Self Service
  - Citrix Storefront
  - Moodle

## Student Computer Labs

- AH 7B10 for Physical Therapy
- AH 8A14 for Occupational Therapy
- AH 9F1 for Communication Disorders
- AH 10F9 for Medical Laboratory Science
- HDC 228 for Physician Assistant
- HDC 303 for Counseling (no print station)
- LSUHSC Library on 3<sup>rd</sup> floor of Resource Center Building
  - Only color printing station



# LSUHSC Wireless

## LSUHSC-Secure

- Only network you should be connecting for wireless access

## Other Wireless Networks

- LSUHSC-Visitor
  - Reserved for guest speakers or training events
  - Not for use in clinic waiting areas
- eduroam
  - Former LSU students should delete this wireless network from their devices
  - Intended for partner universities to share Internet access when visiting each other's campus.
    - Tulane University
    - LSU Baton Rouge
    - University of New Orleans

# Computers

## Minimum Required

- Windows PC
  - Windows 10 Home, Pro, Enterprise, or Education
- Apple Computers
  - MacOS 11.7.5 (Big Sur) or later

## Not Supported

- Any version of ChromeOS

Questions?