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

Webpage

- https://alliedhealth.lsuhsc.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.lsuhsc.edu/administration/ocp/password_help_page.aspx

LSUHSC Change Password Application
https://www.lsuhsc.edu/changepassword/

LSUHSC Security Questions
https://intranet.lsuhsc.edu/passwordprotect/

Phishing Email

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

LSU Health

Dear --------@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.
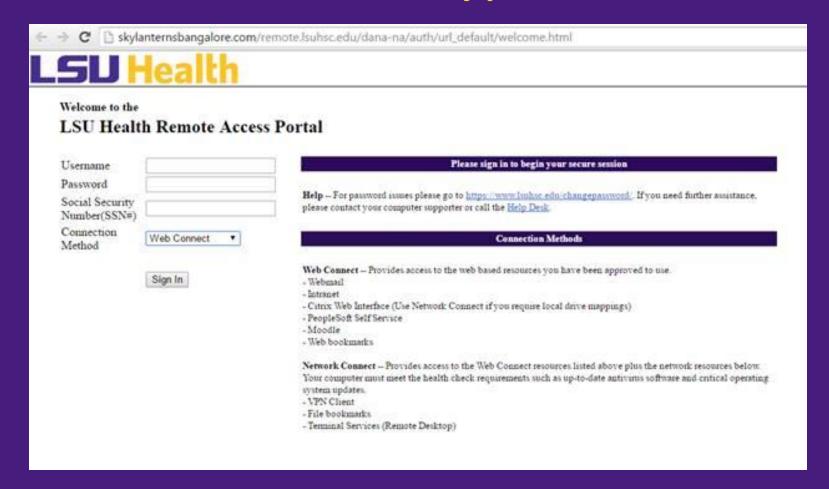Use **this link** and **this link** to login and confirm your account activity.
Failure to update might process your account(s) as inactive, and you may experience interruption of services or undue errors. Please kindly comply.

Thanks,
IT Help Desk
LSU Health New Orleans
LSU Health

Beware of Hyperlinks

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 3rd 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?