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://alliedhealth.lsuhsc.edu
How We Can Help

• Assist with personal account issues
• Assist with network connectivity issues
• Clean infected computers
• Tune-up computers
• Print posters
• Present at all electronic exams
Investing in Tomorrow’s Healthcare Professionals

70% of Louisiana physicians trained at LSU
Below are solutions for accessing LSUHSC resources from your mobile device.

**Citrix**
- Download and use Citrix Receiver to connect to LSUHSC resources.

**Email**
- Documentation on configuring LSUHSC email on your mobile device.

**LSU Shield**
- Download LSU Shield to improve your safety and security.

**Wi-Fi**
- Instructions to set up LSUHSC wireless network on your mobile device.

**VPN**
- Documentation to access LSUHSC resources from your mobile device while outside of the network.
Important!

http://alliedhealth.lsuhsc.edu/Admin/ComputerSupport.aspx
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.lsuhsnet.edu/administration/nrh/adminpasspage.aspx

LSUHSC Change Password Application
https://www.lsuhsnet.edu/passwordchange/

LSUHSC Security Questions
https://intranet.lsuhsnet.edu/passwordprotect/
Network Access

Wireless access throughout all buildings on campus
  Wireless Network Name: LSUHSC-Secure
  (Not LSUHSC-Visitor or Eduroam)

Student Computer Labs & Print Stations
  – Located in nearly all department areas of SAHP
    • 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
    • Room 303 in HDC for Clinical Rehab & Counseling

Library
  • Located on 3rd floor of Resource Center Building
Network Access (Continued)

LSUHSC Remote Access (Web Connect)
LSUHSC Remote Access (Network Connect)
Citrix
Key Processes/Applications

Personal Homeshare (O: drive)
Pay For Print
One Drive for Business (part of Office 365)
Software

Microsoft Office 365 – Free Download
- For PC or Mac
- Login at: https://portal.microsoftonline.com

Microsoft Office 2011 Standard (Mac) - Limited
- Available at the LSUHSC bookstore ($35 + tax)

Antivirus/antimalware 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.lsuhsc.edu/admin/computersupport.aspx
• After hours  504-568-HELP (568-4357)
  (used for password reset only)

Change/unlock password
http://www.lsuhsc.edu/changepassword

Cox internet service discount
https://intranet.lsuhsc.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 (Spotify, Songza, Pandora, etc.)
- No Netflix, Hulu, Amazon 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