School of Allied Health Professions

New Student IT Orientation

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Office Locations: SAHP/Nursing Bldg., Room 6A14
                 HDC Bldg., Room 228
Hours: 8:00AM – 5:00PM, Monday - Friday

http://www.lsuhsc.edu
http://alliedhealth.lsuhsc.edu
Important!
http://alliedhealth.lsuhsc.edu/Admin/ComputerSupport.aspx
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/
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

Welcome to the
LSU Health Remote Access Portal

Please sign in to begin your secure session

Help -- For password issues please go to https://www.lsuhsc.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
Remote Access -> Network Connect
Connecting to Citrix Desktop
citrixweb.lsuhsc.edu
Click on Desktop-New
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.lsuhsce.edu/admin/computersupport.aspx](http://alliedhealth.lsuhsce.edu/admin/computersupport.aspx)
- After hours 504-568-HELP (568-4357) (used for password reset only)

Change/unlock password
[http://www.lsuhsce.edu/changepassword](http://www.lsuhsce.edu/changepassword)

Cox internet service discount
[https://intranet.lsuhsce.edu/coxinternet/](https://intranet.lsuhsce.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 <m hernandez@cityofblueisland.org>
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)

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

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.lsuhsc.edu/changepassword

Please visit the Allied Health Computer Support webpage.