Windows 10 System Updates
The growth in Windows Operating System (OS) 10 PC systems throughout campus has been one of the goals for the IT department. Our campus has many diverse disciplines that require different types of equipment and applications, and we provide support for those clients that may require the use of operating systems below Windows 10; however, the wide use of a consistent and current operating system results in improved security and efficient maintenance and support services.

Currently, the University network system supports about 2500 client machines with approximately 1900 running on Windows and 600 on Linux, Macs, or virtual machines. The distribution of Windows machines includes about 66% for OS 10 and the rest for OS 8 and 7, with the latter scheduled for retirement in January of 2020.

One of the goals of Windows 10 is to improve functional and security features through periodic software updates. In many instances, an un-secured, outdated single machine could comprise the entire campus; it is then critical for proper desktop support to keep all systems up-to-date with bug fixes, patches, and security updates.

Windows 10 is a big and sophisticated OS that is constantly being tweaked. Some of the updates are small and inconspicuous; others however, as many of you have noticed, are big and could take a long time to install. We are aware of these inconveniences, and have implemented maintenance strategies designed to minimize the impact on the community while still providing services effectively. In most instances, the IT department has no control on the size of these updates, but we may have some control on its timing. To minimize interruptions, we will push installation of major OS revisions between semesters during weekends preceded with a campus notification from the IT-Helpdesk and will install smaller updates monthly. Several factors may affect the amount of time it takes for your machine to complete these updates, but you can make the process easier by leaving your machines on (still logging off) and by rebooting weekly.

We hope that by improving the management of updates and by following the steps previously mentioned, the on-going process of Operating System updates will be easier and less disruptive for the UNO community.
IT Training Workshop Schedule

The Information Technology department is offering the following workshops for the Spring semester. All workshops take place in the FSRC Lab in the Computer Center building, room 101-F.

To register, please visit: Workshop Registration and click on Add New Item (at the bottom of the page) to fill out the form.

An Introduction to IT Systems and Services
Instructor: Irene R Bray

This workshop introduces Faculty and Staff to the Information Technology department systems and services. Participants will learn what the different units in the IT department do and how you may use its services. New and seasoned employees will benefit. There will be a short Question and Answer session during the last fifteen minutes of the workshop.
Prerequisites: Active UNO
Duration: 90 minutes

Dates:
- Tuesday, March 6th, 2pm-3:30pm
- Friday, March 23rd, 9:00 am-10:30pm
- Tuesday, April 10th, 9:00 am-10:30pm
- Monday, April 23rd, 2pm-3:30pm
- Thursday, May 3rd, 9:00 am-10:30pm
- Friday, May 18th, 2pm-3:30pm

Account Security

The security of your account is important. To better protect your computing account, do not reuse your UNO passwords on other sites. The reuse of passwords makes your account more vulnerable to hacking.

Office Moves

The IDs and Keys office has moved to a more spacious location in the Computer Center in Room 112.
The Desktop Support unit of IT has moved to LA 150.

These moves are part of our strategy to provide more efficient services to the UNO community.
IT Training Workshop Schedule (Cont.)

Desktop Familiarization

_Instructors: Terrell Calvin and Nick Cutrera_

Offered to Faculty and Staff and especially aimed to New Hires to familiarize clients on the use of Windows 10 operating system and certain computer applications within the UNO environment. The workshop provides a brief overview of software applications such as Skype for Business, OneDrive, and Microsoft Outlook Mail Clients (Web and Desktop). During the session, you will also have the opportunity to inquire about specific issues you or your department commonly face when using these applications.

**Prerequisites:** Active UNO login credentials.

**Duration:** 90 minutes

**Dates:**
- Thursday, March 22nd, 2pm-3:30pm
- Friday, April 27th, 2pm-3:30pm

Excel Basics - For Beginners

_Instructor: Terrell Calvin_

This workshop introduces the basic features of Microsoft Excel and spreadsheet concepts to design and create accurate professional worksheets in the UNO business environment. Topics include: entering data; creating formulas; professional formatting; creating charts; creating, sorting, and filtering lists; creating and using templates; and working with functions.

**Prerequisites:** Active UNO login credentials.

**Duration:** 90 minutes

**Dates:**
- Thursday, March 22nd, 9:30am- 11:00am
- Friday, April 27th, 9:30am- 11:00am

Introduction to Qualtrics

_Instructor: Terrell Calvin_

This workshop is designed for beginner-level users to introduce you to the web based, research surveying software for the creation of online surveys which can be distributed bearing the UNO logo. Participants will gain the skills and knowledge necessary to create and distribute surveys.

**Prerequisites:** Must be able to access Qualtrics through MyApps.uno.edu.

**Duration:** 90 minutes

**Dates:**
- Thursday, March 22nd, 1pm- 2pm
- Friday, April 27th, 1pm- 2pm
UNO Information Technology is conducting its annual (6-question) 2018 service-satisfaction survey. The purpose of the survey is to assess the level of computing systems services provided by IT support units: Administrative Computing, Enterprise Servers and Networks, and User Training and Support. Please help us serve you better by taking a minute to complete this online survey located at ITSurvey2018. Survey results will serve as a basis for improvements to our computing support and services. During our latest survey, we received close to 300 responses and we are pleased to share the results shown next.

Q1 - Overall, I am very satisfied with the computing services and facilities maintained by the Information Technology Department.

Q2 - Overall quality of customer service is excellent

Q3 - My request for services or questions are handled correctly the first time
Q4 - Staff responds in a polite and professional manner

Q5 - Staff listens and accommodates services to my needs

Q6 - My UNO role is:
Managing your GoPrint account

Adding money and checking your balance in GoPrint is easy following these simple steps:

1. Go to the GoPrint login screen and input your UNO Credentials (your UNO Login ID & password)

2. At the GoPrint dashboard screen, click on the “Add Value” button, located under the Account Summary section.

3. Enter the desired amount of money you would like to deposit on your account.

   Note: You may deposit between $0.75 and $10.00.
4. Click the “Confirm” button to ensure that the desired amount you want to add to your account is correct.

5. Use your Paypal Login information or select the “Pay with Debit or Credit Card” button.

6. Once you have completed the transaction via Paypal, you can view your balance amount by clicking the “Next Purse” button on your GoPrint Dashboard page.

Help Desk Hours
8:00 AM to 4:30PM
Monday thru Friday

2000 Lakeshore Drive | 1st Floor, Computer Center
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