



UNO IT NEWSLETTER

Spring 2018
Year 3, Issue 1



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 In many instances, an un-secured, outdated single machine could comprise the entire campus; it is then critical for proper desktop support to keep all systems up-to-date with bug fixes, patches, and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 week-

"it is critical for proper desktop support to keep all systems up-to-date with bug fixes, patches, and security updates."

ends 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.

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Special points of interest

- Windows 10 Updates
- Results from IT 2017 Annual Service Satisfaction Survey
- New Spring training workshops
- IT office moves
- GoPrint tips



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.

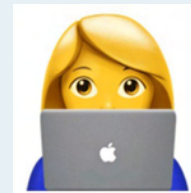


Office Moves

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

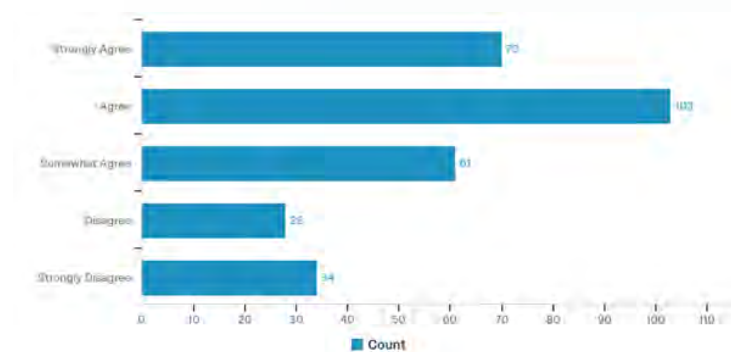


IT Annual Service Satisfaction Survey

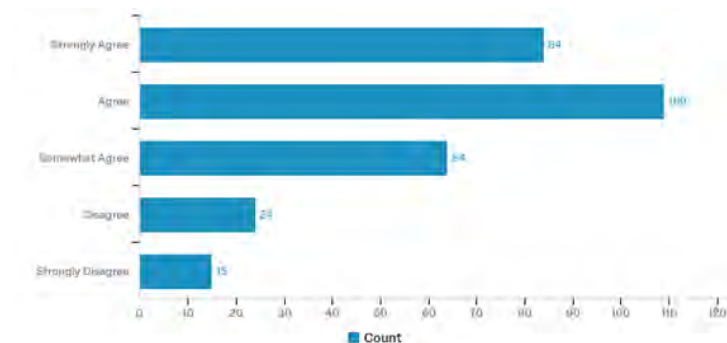
UNO Information Technology is conducting its annual (6-question) 2018 service-satisfaction survey. The purpose of the survey is to assess the level of computing systems services provided by IT support units: Administrative Computing, Enterprise Servers and Networks, and User Training and Support. Please 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.



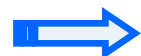
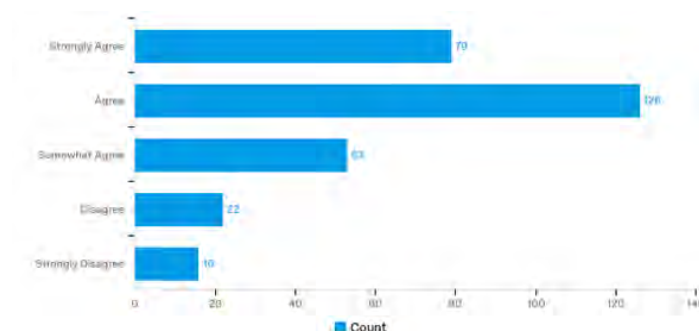
Q1 - Overall, I am very satisfied with the computing services and facilities maintained by the Information Technology Department.



Q2 - Overall quality of customer service is excellent

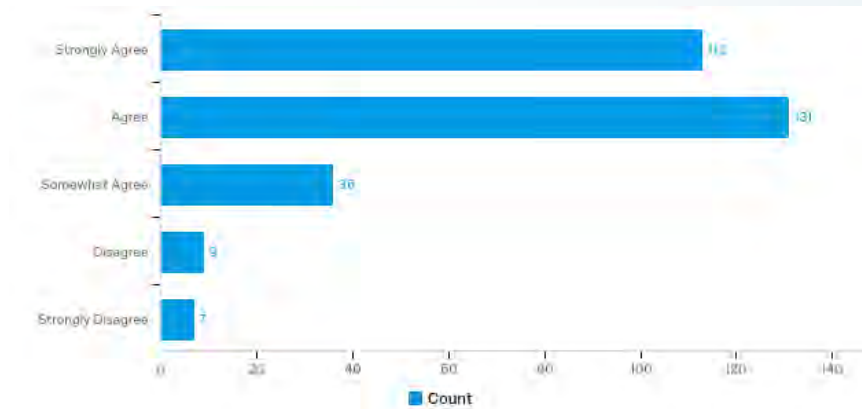


Q3 - My request for services or questions are handled correctly the first time

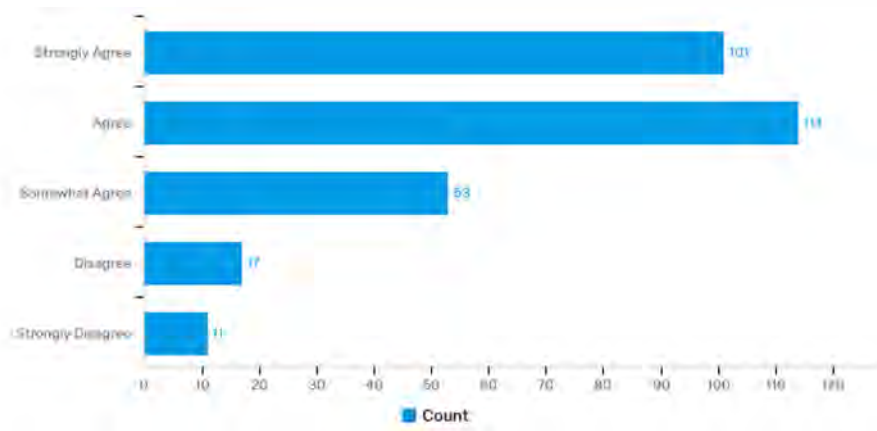


IT Annual Service Satisfaction Survey (cont.)

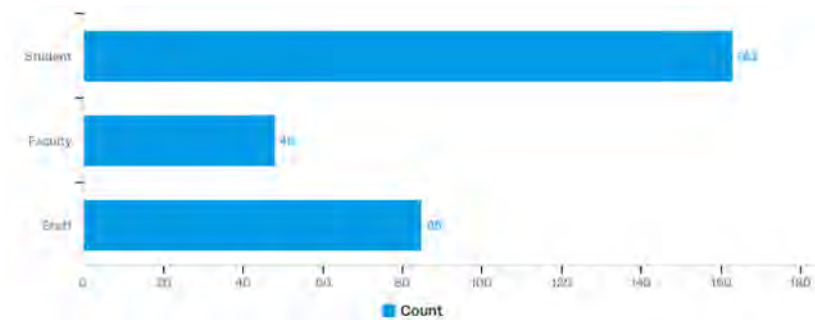
Q4 - Staff responds in a polite and professional manner



Q5 - Staff listens and accommodates services to my needs



Q6 - My UNO role is:



Student's Corner



Managing your GoPrint account

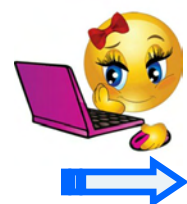
Adding money and checking your balance in GoPrint is easy following these simple steps:

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.

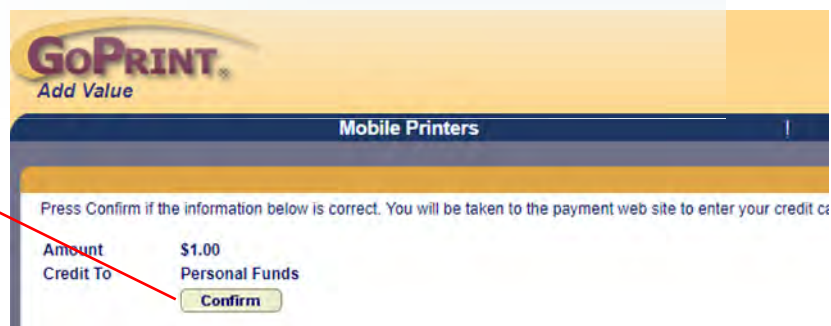
3. Enter the desired amount of money you would like to deposit on your account.

Note: You may deposit between \$0.75 and \$10.00.



Managing your GoPrint account (Cont.)

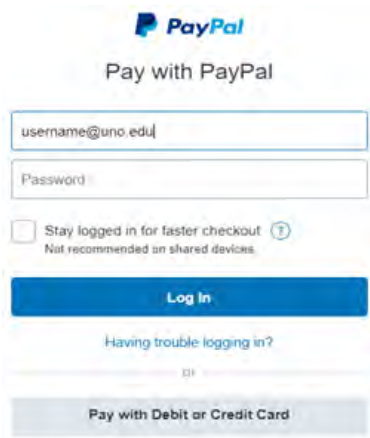
4. Click the **“Confirm”** button to ensure that the desired amount you want to add to your account is correct.



The screenshot shows the GoPrint 'Mobile Printers' interface. At the top, it says 'GoPRINT Add Value'. Below that, a message reads: 'Press Confirm if the information below is correct. You will be taken to the payment web site to enter your credit ca'. The form displays 'Amount \$1.00' and 'Credit To Personal Funds'. A red arrow points from the instruction in step 4 to the 'Confirm' button.

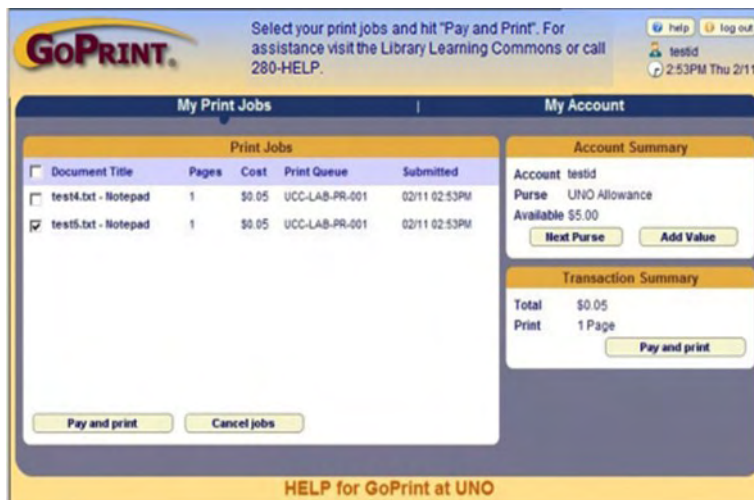
Amount	\$1.00
Credit To	Personal Funds
Confirm	

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



The screenshot shows the PayPal login page. It features the PayPal logo and the text 'Pay with PayPal'. There are input fields for 'username@uno.edu' and 'Password'. Below these is a checkbox for 'Stay logged in for faster checkout' with a note 'Not recommended on shared devices.' and a 'Log In' button. At the bottom, there is a link 'Having trouble logging in?' and a button 'Pay with Debit or Credit Card'.

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.



The screenshot shows the GoPrint dashboard. At the top, it says 'GoPRINT' and 'Select your print jobs and hit "Pay and Print". For assistance visit the Library Learning Commons or call 280-HELP. There are links for 'help' and 'log out'. The dashboard is divided into two main sections: 'My Print Jobs' and 'My Account'. The 'My Print Jobs' section contains a table with columns: Document Title, Pages, Cost, Print Queue, and Submitted. It lists two jobs: 'test4.txt - Notepad' and 'test5.txt - Notepad'. The 'My Account' section contains an 'Account Summary' with fields for 'Account testid', 'Purse UNO Allowance', and 'Available \$5.00'. It also has a 'Transaction Summary' showing 'Total \$0.05' and 'Print 1 Page'. Buttons for 'Next Purse', 'Add Value', 'Pay and print', and 'Cancel jobs' are visible.

Document Title	Pages	Cost	Print Queue	Submitted
test4.txt - Notepad	1	\$0.05	UCC-LAB-PR-001	02/11 02:53PM
test5.txt - Notepad	1	\$0.05	UCC-LAB-PR-001	02/11 02:53PM



Help Desk Hours

8:00 AM to 4:30PM

Monday thru Friday

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