UNO IT
NEWSLETTER

University of New Orleans Information Technology

INFORMATION MEDIA AND TECHNOLOGY

Inside this issue

Information Media and Technology (IMT) is now under the Information Technology department. This section of IT supports UNO's needs for presentation media equipment by maintaining, scheduling, and circulating equipment throughout campus. IMT services and equipment include *speaker systems, microphones, video monitors and projectors as well as on-campus traditional A/V support* for student organizations, faculty and staff. Some portable multimedia equipment is also available for delivery to classrooms as well as offices. Reservations for these services need to be requested via the IT Helpdesk (helpdesk@uno.edu) at least 48 hours in advance.

The department has recently completed a survey of all the media rooms on campus and will be speaking with the departments, colleges, and administrative sections to come up with a plan for those classrooms that may need upgrades or new projectors. IMT can assist colleges and departments with consulting, planning, budgeting, designing, and/or equipment specifications. We will also assist in contracting the physical installation of equipment, programming, and documentation working with Facility Services, as needed.

We highly recommend that instructors schedule an inspection of the equipment available in classrooms prior to the beginning of a semester and communicate any needs to IMT. The department also welcomes suggestions from the community on how to improve the multimedia experience on campus.

My Apps Portal – Access All Your Applications

Information Technology is excited to announce the launch of the *myapps* portal for students, faculty, and staff. This portal allows you to access all of your applications like email, PeopleSoft/WebSTAR, and Moodle from one location.

With the current version of *myapps*, several systems like email, Moodle, and Qualtrics are available single-sign on (no need to re-enter your user name/password). In upcoming versions of the portal, several other systems will also become single-sign on. This portal is not designed to replace the UNO website, but instead to be used as a single repository of the most commonly used applications. These applications are accessible through tiles that are individually customized to the user depending on her UNO role (student, faculty, staff) and account permissions; therefore, each user may see a different look depending on these roles and permissions.

An example of the portal look can be seen in the following figure.
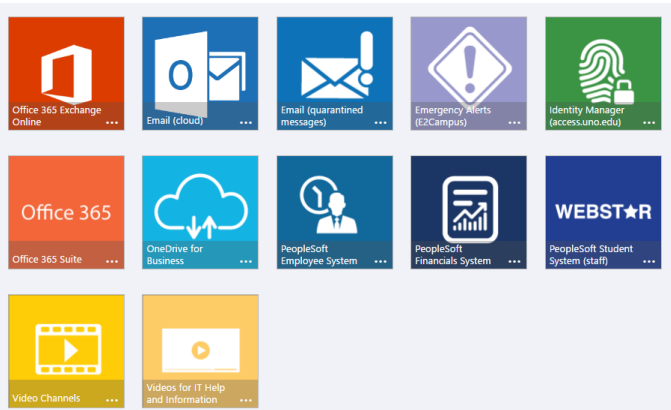
The *myapps* portal is available by going to **myapps.uno.edu** using any computer browser or mobile device. The *myapps* project is the first project of its kind at UNO that involves the implementation of UNO services using state-of-the-art Cloud technologies. With the advent of Cloud computing, applications can be accessed through the Internet without the need of downloading software on a computer or server. Many of you have already been using *myapps* to access email, but the use of the portal includes several other benefits such as:

- Easy password reset features
- Global availability in a mobile-friendly platform
- Free download of Microsoft Office Suite and access to Office 365 software
- Free cloud storage that allows you to access and share files on- or off-campus

One of the most important benefits of implementing Cloud services is the access to critical systems through *myapps* in case of emergencies such as hurricane evacuations. Other benefits of using Cloud computing include:

- *Flexibility*: allows increase/decrease of services as they are needed; for instance, memory, storage, or processors to accommodate the use of applications.
- *Improved mobility*: work from anywhere with access to applications from off campus, anywhere in the world through an Internet connection. Accessibility is also possible using mobile devices.
- *Disaster recovery*: for backup and recovery solutions
- *Security*: added security systems that highly reduce the effects of network attacks that could adversely affect UNO connectivity.

For questions or comments about this new service, please contact oit@uno.edu.

IT Training

The department will be offering several training sessions starting this November. Among the topics provided will be an introduction to the major services and systems most users encounter on their daily work. Whether you are a seasoned or new employee to the University, you will find this session very helpful and informative. The topics covered include:

- Maintaining your software and equipment
- Windows 10
- Outlook
- Skype for Business
- Storage (I: S: and One Drive)- UNO data
- Myapps.uno.edu Portal
- Printers
- Purchasing computers
- Desktop Support and Help Desk services
- Q&A section

The first sessions are scheduled as follows

- Tuesday, Nov. 15th – 9:00am – 10:00am
- Wednesday, November 30th – 2:30pm – 3:30pm
- Monday, December 12th – 9:00am – 10:00am

These will be held in the Faculty Staff a & Resource Center (FSRC) located in the Computer Center building, 101F. At the end of your IT Training , feel free to ask any question you want! We want to help you with any issues you are having. Also, there will be more sessions offered in the Spring along with new subjects.

To register, go to www.SignUpGenius.com/go/10C0B4AACAB29A0FF2-intro