Helpdesk Contact Information

Help Desk Contact Info:

215-4111

Option 1

ELP.Helpdesk@ttuhsc.edu

Support Hours:

- Monday – Friday
- 7:00am – 6:00pm

Help Desk locations:

CSB– Room BO8A
MEB - Room 2160

Submit a ticket:

https://ttuhscep.teamdynamix.com/TDClient/Home/

Helpdesk Functions

Information Technology Department's first line of support

Assist with computer hardware and software related issues/questions

Responsible for routing work orders to appropriate IT Sections related to: Client Computing, Clinical Systems, Academic Services, Application Development, Infrastructure Technology, Classroom Technology, Web Services and Information Security.

Manage eRaider accounts, Provide WebEx assistance, In the near future they will be supporting the Box Cloud Storage File Solutions

Responsible for activating, disconnecting, and replacing pagers

Provide software quote requests for PCs and MACs. Current supported operating system for PCs is Windows 7

Assists in the set up for Wi-Fi and Outlook Exchange on mobile devices

PC Support

Provide technical assistance for software, hardware and basic network issues

Repair, replace, install, maintenance and upgrade of all TTUHSC El Paso systems. Included: computers, laptops, printers, scanners and associated peripherals

Installation and upgrade of TTUHSC El Paso applications and 3rd party approved software

Maintain the security and protection of electronic information resources to include: computers, network, software and data

Provide hardware quotes

Academic Technology

Focus extensively on the curricular needs as outlined by the School Deans and the Information Technology Department

Provide timely technical analysis related to the curriculum solution and curriculum end-user. Maintain expert knowledge of relevant software/hardware to the school curriculum

Offer end user learning sessions and related IT materials (user guides and manuals)

Assist developers testing application modifications, defect corrections, revisions, and updates

Acts as liaison between PC Support, Classroom Technology and IT department to resolve technical problems and deficiencies.

Contact us at:

ELP Academic Services ELP_Academic_Services@ttuhsc.edu

Submit a ticket : https://ttuhscep.teamdynamix.com/TDClient/Home/

Classroom Technology

Classroom Technology is responsible for the configurations, operations, monitoring, and supporting the use of current and future videoconferencing network systems providing distance learning, telemedicine, and satellite broadcasting services. Personnel is also responsible for video conferencing equipment, operation of data projectors, microphones, speakers, screens, audio and video recordings and general audio.

Contact us at

215-4111 Option 2

Submit a ticket : https://ttuhscep.teamdynamix.com/TDClient/Home/

Room reservation must be submitted at least 48 hours in advance.

Special events may require overtime charges and will need approval at least 1 week prior to the event.

All non-TTUHSC El Paso special events may be charged for Classroom Technology equipment use.
Email us at : ELP_ClassroomTech@ttuhsc.edu

Clinical Information Systems

Provide support and training for the Centricity EMR, Cerner EMR, and all clinical applications integrated with our EMR systems. Training is offered after HIPAA Privacy and IT Security, and Billing Compliance trainings are completed.

Analysts team:
Provides support and training on clinical applications that are integrated to the Centricity EMR application.

Programming team:
Develops and supports in-house clinical applications used by the clinical departments.

Contact us at:

915.215.4020 Option 3

ElPasoEMR@ttuhsc.edu

Hours of Operation: M – F from 8:00 am – 6:00 pm

Information Security

Usernames and Passwords:

Do not share usernames and passwords.

Not only eRaider usernames/passwords, but EMR, or other TTUHSC-related.

Lock your computer every time you walk away from it, even if you will be gone for less than a minute.

Anything that happens under your login is your responsibility. Sharing user names and passwords is prohibited.

To lock your computer:

       Ctrl+Alt+Delete, then select "Lock Computer"

       or

       Window Key + L

Information Security

Email Security and Cloud Storage

Sending PHI through Email

If you need to send PHI to a third party, use [ss], or [Send Secure] in the Subject to send to the external party. If you are unsure whether a BAA exists with a company/domain, do not send the email before ensuring an agreement exists.

Unsecured Email Accounts

Using non TTUHSC Email accounts for TTUHSC purposes is prohibited, especially for PHI.

Using public domains such as gmail, Hotmail, Yahoo, AOL, etc. for PHI is a HIPAA violation.

Cloud Storage

Using cloud storage for PHI is prohibited, and for official TTUHSC El Paso purposes is not allowed without approval.

We do not have BAA's with these companies, which constitutes a HIPAA violation when data is stored in their environment.

Information Security

Mobile Devices

Do not save PHI on mobile devices (phones, iPads, etc.) or unencrypted removable drives.

Use approved TTUHSC servers to store PHI. Avoid storing PHI on local hard drives, especially on laptops.

Devices synced with TTUHSC email will be prompted to encrypt. Apple mobile devices with a pin or fingerprint are encrypted and will not receive a prompt. Encrypting mobile devices will protect your/our data if your device is lost, and will prevent us from declaring a HIPAA violation/breach.

Downloads – Be cautious of what you download. Downloads are a common vector of infection which could negatively impact the TTUHSC network.

Information Security

To prevent accidental/malicious virus and malware infections, users are not provided with administrator access to TTUHSC systems. Helpdesk/PC Support are available to assist with all software installations.

All users are bound by Acceptable Use: The use of TTUHSC IT resources may be temporarily or even permanently revoked at any time for a violation of the Acceptable Use Policy.

IT Policy is found at: http://elpaso.ttuhsc.edu/it/policies/

TTUHSC EP internal resources can be accessed remotely (off-site, at home) by VPN. For assistance, contact the helpdesk at elp.helpdesk@ttuhsc.edu

IT Security Contact Information:

Nick Bradburn

Senior Director Information Security and ISO

ElPasoITSecurity@ttuhsc.edu

Project Management Office

Provides oversight and facilitates the coordination of all IT projects from start to finish through the use of project management tools and processes.

For any new project requests or questions concerning IT projects please contact the following:

Contact
Email: El Paso IT PMO EPPMO@ttuhsc.edu **Website:** http://elpaso.ttuhsc.edu/it/campustechnology/pmo/default.aspx