



Greetings and thank you for choosing Texas Tech University Health Sciences Center (TTUHSC) - the most diverse health sciences center in the State of Texas and possibly, the nation.

With a commitment to education, research, services, and patient care, TTUHSC serves as the model for primary health care delivery and education for the nation.

TTUHSC uses a wide range of information technology (IT) resources to facilitate its mission of teaching, research, providing health care, and public service.

To that end, the Information Technology Division was created to provide support to the regional campuses, associated clinics, and the Health Sciences Center's outreach to rural communities and Texas Department of Criminal Justice's correctional facilities.

This IT welcome packet was developed to provide you with some basic information about the IT Division and the various departments within it, as well as, the many services available to the students, faculty, and staff of TTUHSC. In this packet, you will find a list of some of the services offered by the IT Division, a list of supported hardware and software, hours of operation, contact information, and a brief How-To-Guide for the more commonly requested support issues.

We hope the information contained herein will help you access all the technology services available to you and aid in making your integration into the TTUHSC community a smooth one. For more news from the IT Division, read the IT Quarterly at www.ttuhscc.edu/it/newsletter.

What Is The Information Technology (IT) Division?

The IT Division is the Institutional information resources support unit under the leadership of Chief Information Officer, Chip Shaw. The IT Division consists of four departments, which provide a diverse array of support services in multiple specialties:

- Technology Services manages the network and systems infrastructure; provides data security and desktop support and operates TTUHSC's distance learning infrastructure (HealthNet Network Services).

- The Information Services Department provides application and web programming support, as well as, data management.
- HealthNet Education Services produces and provides accredited and non-accredited education programs for 19 healthcare disciplines as well as Continuing Education Credits to 775 Hospitals and Military bases around the world.
- The Office of the Chief Information Officer (CIO) is the finance, administration, and strategic planning and policy component of the IT Division.

IT Policies

IT policies and standards have been implemented to provide a common framework for adopting and deploying information technology resources within TTUHSC.

These policies and standards have been established in order to:

- Provide constituents with an integrated IT environment that supports the mission of TTUHSC,
- Safeguard privacy, confidentiality, and reliability of data,
- Protect and maximize TTUHSC's investment in IT resources,
- Reduce TTUHSC's business and legal risks, and
- Define the responsibility and the requirements for the use of IT resources within the TTUHSC environment.

Violation of any policies subjects the user to disciplinary action at TTUHSC and/or referral to the appropriate law enforcement or investigative agency. For more information on the Institution's IT policies, visit the TTUHSC IT Policies web page at www.ttuhscc.edu/it/policy or email itpolicy@ttuhscc.edu.

IT Services Available

The IT Division provides many services to the students, faculty, and staff of the Institution. These services are:

IT Help Desk

Help Desk technicians are available on all campuses, Monday through Friday from 8am to 5pm, to answer any technical or computer-related questions or concerns you may have.

Help Desk contact information for each campus is as follows:

- **El Paso Campus**
(915) 545-6800
E-mail: elp.helpdesk@ttuhsc.edu
www.ttuhsc.edu/elpaso/it
The El Paso Help Desk is available Monday through Friday from 7:30 am to 5:30pm (MST)
- **Lubbock and Dallas Campuses**
(806) 743-2875
E-mail: ithelpdesk@ttuhsc.edu
www.ttuhsc.edu/it/helpdesk
The Lubbock Help Desk is available Monday through Friday from 8am to 6pm.

PC Support

For technical issues that cannot be resolved over the phone by the Help Desk, each campus has PC Support technicians to provide advanced desktop support. Additionally, PC Support is available for hardware and software consultation, if needed.

Work orders can be submitted by contacting the Help Desk at the respective campuses or online. For instructions on submitting a work order online, please refer to the How-To-Guide.

IT Training

Empower yourself with free online training. Computer Based Training (CBT) is now available 24/7 for students, faculty, and staff via Skillport. Training is available on more than 340 IT, personal enrichment and professional development courses. This includes introductory and advanced web programming courses.

Skillport can be accessed whether you are on campus or off campus. Use your eRaider account to log in and begin your free online IT training at www.cbt.ttu.edu.

Instructor-led IT short courses are also available through the Technology Support department of TTU's IT Division in Lubbock. For more information on the courses available and their schedules, go to www.depts.ttu.edu/itts/training/shortcourses.

Microsoft Campus Agreement (MCA)

Through an exclusive licensing agreement, TTUHSC students, faculty, and staff can now obtain many Microsoft software products by downloading it free from the official TTUHSC - MCA site or by purchasing it from the Advanced Technology Learning Center (ATLC) in the TTU Library basement on the Academic campus for \$5 per CD (to cover material cost).

The MCA licensing agreement also grants students, faculty, and staff work-at-home rights, whereby they may install MCA software on their computers at home to perform TTUHSC-related work.

Graduating students are granted a perpetual right to run the version of the software that is installed on their computer at the time they graduate.

Available MCA software:

- Windows OS upgrades
- Office Suites
- FrontPage
- Visual Studio

To download your MCA software, go to www.ttuhsc.edu/it/mca.

Summus/Dell Premier

TTUHSC has entered into a special contract with Dell Corp. to make quality Dell products, upgrades, software, and peripherals available at competitively discounted prices. Bundles specifically configured for TTUHSC, are priced well below normal purchasing channel rates.

Access the TTUHSC Summus/Dell Premier page at www.ttuhsc.edu/it/dell.

Wireless Classroom Cart

In order to make more efficient use of classroom space, the Information Technology Division acquired Wireless Classroom Carts with wireless-enabled laptops. The wireless capabilities of this system will convert any available classroom into a computer lab.

Wireless Classroom Carts are available in Lubbock, Amarillo, El Paso, and Odessa. For more information or to make a reservation on your campus, please contact:

- **El Paso Campus**
(915) 545-6800
Educational Media
IT Help Desk
E-mail: elp.helpdesk@ttuhsc.edu

TechLink

TechLink is the Institutional videoconferencing network supporting distance learning, telemedicine, and general business applications.

To schedule free training on the use of the Teaching Podium and related classroom technologies, call HealthNet Education Services at (806) 743-1555.

For technical support at each TTUHSC campus, see the TechLink Contact Information at the end of this packet.

To schedule TechLink services such as the audio bridge, videoconferencing facilities, or satellite uplink/downlink, contact the Network Scheduling Office at (806) 743-9200 ext. 277 or 266 or e-mail Brenda Thomas at brenda.thomas@ttuhsc.edu.

To schedule the use of other TechLink facilities such as distance learning classrooms and networkable conference rooms, contact:

- **El Paso Campus**
(915) 783-5130 ext. 270
Student Affairs
Lorenzo Morales
E-Mail: lorenzo.morales@ttuhsc.edu

Web Site Design and Programming

Students are given 40MB of free web space for their personal use.

Students and student organizations wanting to set up their web accounts need to submit an online request at student.ttuhsc.edu.

The TTUHSC Lubbock Web Team has helped several students and student organizations, including the Student Senate and Emergency Medical Student Association, set up their web sites and will be available to assist students and student organizations with their basic web publishing needs. Assistance is provided by appointment.

Questions or requests for more information should be directed to it.webmaster@ttuhsc.edu or call (806) 743-2870 and ask to speak to a web programmer. For El Paso use elp_webmaster@ttuhsc.edu or call (915) 545-6800.

VPN

A Virtual Private Network (VPN) account is also available for students, faculty and staff at no charge.

VPNs allow a secure, encrypted connection over a shared public network, typically the Internet, which simulates the behavior of a local area network (LAN) connection. For more information about VPN accounts, visit www.ttuhsc.edu/it/helpdesk/vpn.

To set up an account, please contact your campus IT Help Desk.

eRaider

Efforts are underway at all campuses to implement a single, Institution-wide login process that will allow students, faculty, and staff authenticated access to IT online information and services at Texas Tech.

Faculty, staff, and students will need to go to eraider.ttuhsc.edu and click on the link **Activate Account** to set up your eRaider account. This process requires an 'activation code', which if you have not already received can be obtained by contacting your IT Help Desk. During the initial activation process you can select a randomly generated password or create your own.

You can change your password by signing in to the eRaider account manager at eraider.ttuhsc.edu. Your eRaider password will expire every 90 days and you will be notified that it needs to be changed at that time.

List of Supported Hardware and Software

Hardware

- Dell
- Hewlett Packard (for printers and scanners)

PC Software

- Windows 2000 and above
- Outlook 2000 and above
- Office 2000 and above
- McAfee Antivirus
- Adobe Acrobat and Reader
- Internet Explorer 6.0 and above
- Terminal emulators (IDX Term, HostExplorer)

Generally, Information Technology supports most PC hardware and software. However, the IT Division has adopted a set of recommended computer, printer, and other hardware configurations. These recommendations can be found at www.ttuhsc.edu/it/helpdesk/configurations.aspx. For more information or help, please contact the Information Technology Help Desk on your respective campuses.

Information Security

Protecting the integrity of Institutional data is the responsibility of each student, faculty and staff member. This includes medical, scientific, academic, administrative, financial, and other Institutional information on your state-owned computers.

Every TTUHSC workforce member is required to complete "IT Security Awareness Training" biennially. This training is required to comply with federal, state and Institutional statutes and policies, which includes the HIPAA Security Rule, Gramm-Leach-Bliley Act, and the Texas Administrative Codes.

To complete the IT Security Awareness Training online, go to www.ttuhs.edu/it/training. Questions about the training can be directed to Yung Ng at (806) 743-9200 ext. 274 or by emailing yung.ng@ttuhsc.edu. For El Paso contact Pete Hernandez at (915) 545-8946 or by email pete.hernandez@ttuhsc.edu.

How-To-Guide

Access Your Exchange Account on the Web via Outlook Web Access (OWA)

Outlook Web Access instructions are as follows:

Navigate to mail.ttuhs.edu using a standard Web browser, such as Internet Explorer.

Enter your log on credentials:

ttuhsc\user name: ttuhsc\eRaider_username

eRaider Password: eRaider_password

And then click the button 'Log On'.

Submit a Computer Work Order

If you require IT assistance, requests can be submitted into the IT work order system STARS (Support, Tracking, And Reporting System) via the following methods:

El Paso Campus

- Call the Help Desk at (915) 545-6800.
- E-mail your request to elp.helpdesk@ttuhsc.edu
- Submit the work order online at www.ttuhs.edu/elpaso/it

Lubbock Campus

- Call the Help Desk at (806) 743-2875.
- E-mail your request to ithelpdesk@ttuhsc.edu.
- Submit the work order online at www.ttuhs.edu/it/helpdesk

The status of your work orders can be monitored online by logging into www.ttuhs.edu/IT/STARS and checking 'My Requests'.

Submit a TechLink Work Order

Work orders can be submitted to your campus HealthNet Network Services via the following methods:

El Paso Campus

- Call HealthNet Network Services at (915) 545-6407.
- E-mail your request to hnet.elpaso_sub-hub@ttuhsc.edu.

TechLink Hours of Operation

Monday – Friday

7am – 5pm (and all other scheduled broadcast periods).

TechLink Contact Information

El Paso Campus

HealthNet Network Services

4800 Alberta Avenue

El Paso, TX 79905

(915) 545-6407

E-mail: hnet.elpaso_sub-hub@ttuhsc.edu

IT Help Desk Hours of Operation

Monday – Friday

7:30am – 5:30pm (El Paso only)

8am – 6pm (Lubbock only)

IT Contact Information

Lubbock Campus

Technology Services & Information Services

3601 4th Street - MS 9083

Lubbock, TX 79430

(806) 743-2870 - Reception

(806) 743-2875 - Help Desk

E-mail: ithelpdesk@ttuhsc.edu

www.ttuhs.edu/it

Office of the CIO & HealthNet Education Services

3601 4th Street - MS 7755

Lubbock, TX 79430

(806) 743-1500 - Reception

(806) 743-1555 - HealthNet Education Services

www.ttuhs.edu/it

El Paso Campus

Information Technology

4800 Alberta Avenue

El Paso, TX 79905

(915) 545-6800

E-mail: elp.helpdesk@ttuhsc.edu

www.ttuhs.edu/elpaso/it