

SHRS Faculty and Staff,

I'd like to inform you of some of the updates, policies and procedures regarding technology within SHRS for the upcoming fall term.

THE SHORT LIST - New for Fall Term 2013

- The [SHRS website](#) has been updated! Please explore the new interface.
- SHRS offers new desktop (Windows and Macintosh) based system recording service called [My Mediasite](#) . Record a lecture using a webcam and computer from your office or classroom!
- SHRS Forbes Tower now uses [PITT Self Service Student Printing](#) (Printing from 6th floor computer lab and 4th floor LRC). SHRS Students can now take advantage of their 900 page per term printing quota and can submit their print jobs and retrieve them from [various locations on campus](#).
- CSSD now offers [walk-in tech support](#) for students at the University Store on 5th Ave.
- [New online technology](#) training available to the University community
- [Password changes](#) are required twice a year
- Catch up with PITT's technology direction with the new [CSSD Strategic Plan](#)

Helpful Hints and Links

- Need the latest version of SPSS or Adobe Professional? More than 75 Academic Applications available to Faculty at no additional cost to Department from the [Pitt Portal Software Download Service](#).
- Looking for a way to collaborate with other faculty or institutions? 25gb of [Cloud storage/online collaboration](#) is available to Faculty, Staff and Students at <http://pitt.box.com>
- Bringing in a guest speaker? Faculty and Staff can request a [Guest Wireless Account](#) for visitors.
- Traveling to other institutions? Consider [EduROAM](#) , a World-wide Roaming Internet Access Service
- Need to have a phone conference or a web-conference with other colleagues? You can use the University's [Tele-conferencing and Videoconferencing](#) systems.

Course and Lecture Recording

- [My Mediasite](#) is a desktop based recording system .Please contact [SHRS Support](#) for more details
- Room 4060 in Forbes Tower is equipped with interactive video conferencing equipment and the Mediasite Live system, which can record lectures, seminars and presentations, and broadcast them live over the internet or for viewing "on demand". SHRS also has a portable unit that can setup in specific classrooms like 5073 and 4014. View presentations at www.shrs.pitt.edu/mediasite
- You **must** [Reserve the Mediasite recorder](#) and [reserve the room](#) for recording.
- [Panopto Coursecast](#) is available and supported by Center for Instructional Development and Distance Education. Faculty can [contact CIDDE](#) directly.

THE LONG LIST

Accessibility

- Accessible computer workstations are available in the Learning Resource Center 4011 and Computer Lab 6048.
- Accessible instructor stations are available in room 4014, 4015,4016, 4017,4060, 4065, 5047 , 5073 and 6081
- Assisted Listening Systems are available in room 4014, 4060, 4065, 5047, and 6012.

Computer lab and classrooms

- All SHRS classrooms and conference rooms are equipped with a computer, laptop hookup, data projector, VCR and network access.
- Please insure you turn OFF the data projectors in order to prolong lamp life.

Reserving Classrooms and Conference Rooms

- Classroom/Conference room reservations can be made [online](#). All rooms in Forbes Tower must be reserved [via the online system](#)

Academic Software for Computing Lab

Any software needed for academic coursework in the 6th floor computer lab, LRC and/or classrooms must meet the following requirements;

- Windows 7 compatible
- Appropriately licensed by requesting department
- Request made to IT Support no later than 3 weeks before software is needed for class use.

Learning Resource Center

The Learning Resource Center (room 4011) contains addition public computers, models, quiet study area and treatment tables for student practice. Multimedia computer stations are also available for digitizing video and document scanning.

Keep our Classrooms Clean and Orderly

Please do you part to keep our classrooms clean and orderly.

- There is to be **NO FOOD or DRINK** in any of the classrooms
- Please have your students **return chairs to original positions** at the end of class
- *Do not under any circumstances move chairs from one classroom to the other.*

Faculty Web Resources

[Faculty and Staff Resources](#). such as Class Photos, Classroom Schedules and Room Requests, Governance and other are available under the Quick Links heading on the footer of each [SHRS webpage](#) . University Faculty and Staff resources can be found at the main [CSSD Technology site](#).

Student Computing Resources

Please direct students to the new [University web page for Students](#) .

Student Computer Support and Software

University Site License requires that the students pick up their own copy of Microsoft Windows and the Office suite. The versions we distribute to departments are covered under a different Site License and only apply to the faculty and staff in the departments.

Students who live on campus can use the *CSSD [ResNet](#) (Residential Networking) Service* for computer install and hardware support. Students who live off campus can use the *CSSD OSCAR (Off-campus Student Computer Assistance and Resources Service)* for [software and hardware support](#)

Course Reserve Materials

Please direct course materials to the [Falk Health Science Library](#) or you can submit your reserve request [via the web](#).

Email Distribution Lists

IT Support maintains faculty, staff and student distribution lists for users of the SHRS Exchange/Outlook mail system. These lists are only accessible to SHRS primary faculty and staff. Access is also available from [Mobile Devices](#).

Blackboard/Courseweb

Faculty are strongly encouraged to use the [Courseinfo BlackBoard](#) system for course related materials. Contact [CIDDE](#) for training courses

A/V/ requests

Please direct any request you have for audio and video equipment reservation, delivery or setup to [CIDDE's Instructional Media Services](#)

Remote Access for Faculty and Staff

Do you need to access the SHRS network remotely? Contact SHRS Support for information on VPN (Virtual Private Networking) and Secure Remote Access access via the <http://sremote.pitt.edu> web site.

Software for Home or Personnel Use

[Software for Faculty & Staff](#) home use is provided at a discounted cost. In order to enroll, visit Software Licensing Services at 105 Bellefield Hall.

Software Licenses and Anti-Piracy

[Software piracy](#) is the unauthorized copying or distribution of copyrighted software.

Respect Appropriate Laws and Copyrights!

It is the policy of the University to respect the copyright protections given to authors, owners, and publishers under Federal law including the Digital Millennium Copyright Act. It is against policy for any student, faculty or staff member to copy, reproduce, or distribute any software, music, games, or movies on University computing equipment except as expressly permitted by a software license or with the written consent of the copyright holder or as otherwise permitted under Federal law.

New computer equipment purchases

Any purchase of computer equipment (desktops, laptops) and peripherals (such as printers, scanners, etc...) must adhere to current requirements *and be approved by SHRS Support* regardless of funding source. Please direct ALL computer purchase requests to the SHRS Support group for approval and processing.

Connecting computer equipment to the SHRS network

Please contact SHRS Support before connecting any computer equipment to the network. Computers may NOT share data ports. Please consult the [University Network](#) guidelines for more details. **Please contact SHRS SUPPORT before moving any computer.**

Computer Security

As a student, faculty, or staff member, you have access to a [wealth of security services and tools](#) that will help you protect your computer, safeguard personal information, and secure sensitive University data.

Network storage

SHRS maintains network shares for each department and research lab. Faculty and staff also have access to their own private home folder. The University also supports <http://pitt.box.com> cloud service

Logout, Reboot or Shutdown?

Please Logout at the end of the day. Do NOT Shutdown as SHRS Support will update security patches during the off hours. Reboot your computer at least once a week to insure maximum performance.

Weekly server maintenance period

SHRS servers will be rebooted weekly on Fridays between the hours of 6am – 7am.