*behind the wires*

Athletics IT Website - Stay On Top of Things

Our website provides various information that you may find useful including not only FAQs and how-to's, but links to PSU Training Services, system alerts, and even the weather. Head on over and bookmark it!

http://support.athletics.psu.edu

We believe in having more than one way to deliver important updates to you regarding service outages. This becomes difficult when your email is unavailable. In order to provide you with timely information when it is critical, we have implemented a few other ways in which we are able to share them.

Windows PCs in Athletics have an RSS Reader built into the system tray that we utilize for immediate pop-ups. An example of the pop-up looks like this.
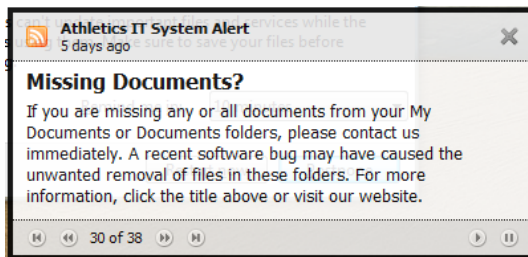
We have also created a Twitter feed! For Mac users or those on the road, we will be updating the Twitter feed with the same updates that the RSS feed get. Within minutes of the post, you'll be alerted to whatever information we wish to share.

Before you can see it, you need to be authorized to view the Twitter feed. Head on over to @PSUAthleticsIT and click Follow!

We can also mass text cell phones to get our alerts out. However, due to costs, this method is not utilized as much as the others above.

If you have any other ideas on how we can achieve this, please share them with us.

Traveling Internationally?

Prior to leaving, please click below and fill out the form telling us where and when you are travelling. We will provide you with options for international voice calls, data, and text messaging. If you don't, you may rack up significant charges to your department's budget and/or suspend your cell service!

support.athletics.psu.edu/phone/travel/

Inside this issue

Newly Installed Nimble Storage Array is Just for You!

Recently, we completed a substantial upgrade to the Athletics infrastructure. In order to maintain the best uptime possible, we have installed redundant servers to house both the Athletics emails service and file storage. What does this mean for you?

Immediate Failover
Less Downtime

In the event of a server crash, the backup servers will immediately step up to take its place with no discernable downtime for you. Email will continue to flow as normal and your documents on the U: and W: drives will also be available.

Faster Performance
Less Waiting

The new Nimble storage system is light-years faster than our old storage arrays. The end result for you will be immediately noticeable. Outlook is much more responsive. Loading and saving files from the U: and W: drives are quicker. No more waiting!

Video Storage
Available

The newly installed arrays will be able to store far more data than the previous one. As a result, we are prepared to offer each department a portion of the available storage for team video. More details will become available in the upcoming months.

"Folks in the US and UK spend around five days a year waiting for slow computers."

Box at Penn State

Penn State has recently collaborated with Box to bring PSU a secure, cloud-based, storage and sharing service. Any current faculty, staff member, or student is eligible for 50GB of free space. You use your Penn State Access ID and password to log in, which makes it ideal for students. Box makes it easy to collaborate on a project with your co-workers, other departments, and share information with your athletes. Box is also open to people outside of Penn State who have obtained a free account at box.com.

There is also an option to have a Non-Person account. For example, some of our sports have a Non-Person account which the coaches can upload video to and the students can review the video before their next game. The Non-Person accounts start at a limit of 300GB of space but can be increased to 1TB of space.

For more information on Box, please feel free to email us any questions you may have or visit the link below.

To link your Penn State login to Box and receive your 50GB of free space, visit:

http://box.psu.edu

Did you know that…

Both the Samsung Galaxy S5 and the iPhone 6/6+ have fingerprint readers in them? The reader can be used to unlock your phone, pay for purchases, and tie into logins on certain applications.

How to Save Battery Life on your Cell Phone

Do you feel that you are not getting enough juice out of your cell phone battery? Making changes in a few simple settings may actually make a big difference in your battery life. Take a look at the tips below to see what changes you can make.

- **Turn Bluetooth and GPS off.** Both are power-hungry features so disable them when they're not needed.
- **Lower screen brightness.** You can set the screen to auto-adjust the brightness within the display settings. Saves considerable battery power over the course of a day.
- **Close applications.** Apps consume battery as long as they are open. Close non-essential apps running in the background as often as you can. You can do this on a Samsung Galaxy S 5 by tapping the recent apps button and then tapping the X to close all or swipe to close them individually. iPhone users can double tap the Home button to access recent apps.
- **Reduce push notifications.** Various apps (Email, Facebook, Twitter, etc.) are set to push notifications to your phone instantly. If the phone is constantly 'listening' for these updates, it will consume more battery.
- **Delete unnecessary widgets and live wallpaper.** Widgets are incredibly handy on Android devices such as the Galaxy S5 but can impact the overall battery performance by always 'being on'.
- **Use Airplane mode.** If you are going to be in a meeting for an hour and do not need your phone, switch it to airplane mode. This keeps the phone turned on but it will not search for service, receive calls or texts.
- **Use power saving mode.** The Galaxy S5 has an Ultra Power Saving and Extreme Power Saving modes. This limits the phone to only certain applications but this can give you an extra few hours of life in a pinch.
- **See what is sucking the most juice.** On the Galaxy S5, navigate to Settings-Battery to see a breakdown of what's consuming your battery. The screen and the OS should always be at the top of the list. If there is an app on there that you barely use but it is using a lot of your battery, simply uninstall the pesky app.

Every 42 cell phones recycled saves enough energy to power an average household for a year.

Useful Cell Phone Apps

There are plenty of fun apps that you can install on your phone. There are also plenty of useful apps that you can install as well. Here is a short list of apps that can help you make the most out of your life line.

- **Usage Manager:** This comes pre-installed on the Galaxy S5. This gives you an overview of your battery usage, running apps, mobile data and wi-fi data usage. Looking at these three categories may give you an idea on why your phone is acting sluggish, why you have been going over your monthly data allowance, or why your battery is dying in such a short time.
- **WhatsApp:** An alternative to the native messaging app on your phone which allows you to group chat with up to 50 participants at one time.
- **Viber:** Travelling internationally and want to call home? Have the person at home download Viber on their phone as well and you can call and text for free* (it uses your data plan rather than voice and messaging plan.)
- **Box:** You have access to 50 GB of free space through Penn State's collaboration with Box. You can now access your Box files through your phone.
- **Evernote:** Note-taking to the max. Evernote supports a variety of note types-text, audio and images with powerful searching capabilities. Supports a share-by-email feature and also lets you sync your notes with their online platform.

Do you have a favorite app that you think someone else in the department will love? Let us know and we will share!

Did you know that…

On the Samsung Galaxy devices, you can take a screenshot with just the swipe of your palm? Set this up in the Motions and Gestures settings menu.

What's this Athletics VPN you keep hearing about?

Part of our jobs in the Athletics IT department is to keep your information safe. Whether it's salary information stored in Excel sheets, or presentations you have created, it's our job to keep prying eyes out of your personal data.

In order to do this, we run many firewalls - devices which monitor incoming and outgoing network traffic - within our environment. These firewalls keep those outside the Athletics networks from seeing inside it. This has a side-effect of not letting you, a legitimate Athletics employee, access your data while you are at home, in a hotel, or on vacation in the Caribbean.
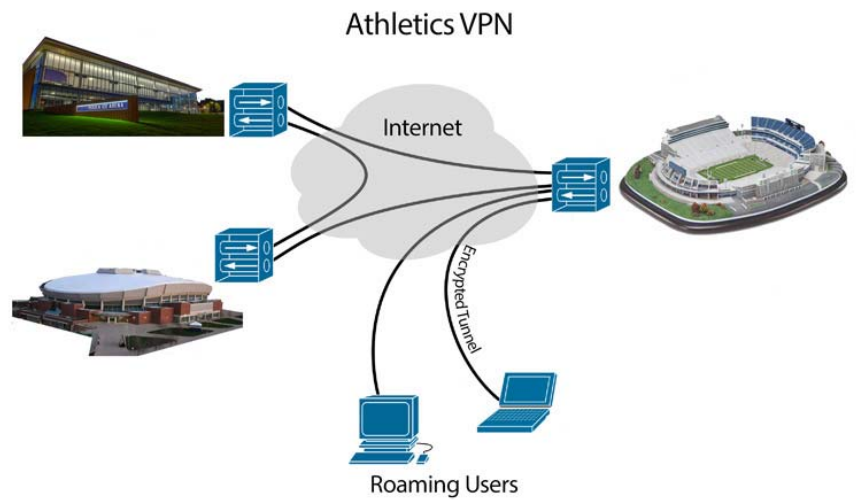
The Athletics VPN allows you access to the Athletics network from anywhere in the world. For instance, you may print to your department's printer even if you're not in the office! Employees with laptops have the software installed on their computers already and are free to use it when they need to. If you would like an overview on how it works or a brief tutorial from us on how to use it, please feel free to ask.

What else do we do?

Other than replacing dead mice and print heads when they fail, we have our technological tendrils in many other areas within the Athletics department. Here are a few things we've done recently.

Conference Room Wiring of TVs	Scoreboard Assistance During Events	Poster Printing
Student Scanning for Football	Media/Press Networking for Events	Construction Project Consultation
Register Payment for Golf Course, Tennis Center, and Pegula Ice Arena	Work with Departments for Specialized Software such as: Heart Rate Monitors at Field Hockey TORO at Field Maintenance Telos at Event Operations Right View Pro at Softball	Work with Football for Signing Day Arrangements
Worked with the Design of the New Basketball Scorer's Table		Create & Maintain Database for HR to track Background Check Compliance
Concessions Stand Networking	Student Scanning for Hockey	Weight Room Music & Video

Did you know that…

You can transfer data (like a photo or a web address) from one Galaxy phone to another by holding the phones back to back? This is called NFC, near-field communication. Turn on NFC in the Settings menu and then "bump" phones. This technology can also be used in lieu of a credit card swipe at some register terminals!

Snipping Made Easy!

Need to send us a screenshot of your error message? Use the Snipping Tool! Windows includes an easy-to-use tool for capturing parts of your screen. We really like error messages when submitting help tickets (hint, hint).

Click Start and type in "Snip" and choose the Snipping tool. Drag a box around the area of the screen you wish to capture. Then click Save! Attach the saved screenshot to your support email to us and you'll not only earn big points with the Athletics IT team, but you're one step closer to receiving a faster solution.

Pin Your Most Frequently Used Documents
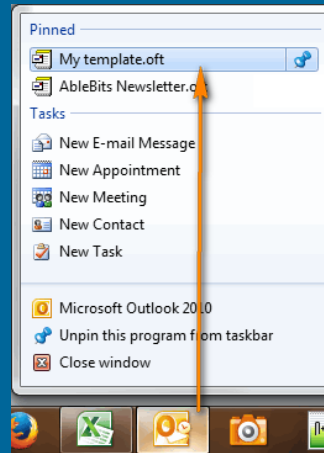
Do you dislike re-opening the same folders over and over to access the files you use the most? Simple pin them to your taskbar and they'll be one click away!

Open up a file you frequently use. Then right-click on the icon in the taskbar (as shown to the left) and click the pushpin next to the file name. That file will always be available by right-clicking on the icon on the taskbar!

Penn State Intercollegiate Athletics IT

123 East Area Locker Room
Phone: **814-865-4348**
Website: **http://support.athletics.psu.edu**
E-mail: **support@athletics.psu.edu**

We offer IT support for every unit within Penn State Intercollegiate Athletics. Some support services we offer:

Desktop, Laptop, & Printer Repair

Software Installation & Support

Network Installation & Service

Network Security

File, Print, Email, Web, & Backup Services

Cell Phone Setup & Support

Training

In addition to these, we also offer consultation. Intercollegiate Athletics employees can meet with us to discuss anything from website design, multimedia needs, database design, audio/video needs, data storage, and any other special project. We may not have the answers, but we certainly can help you find them. Athletics IT also handles all purchasing of technology for Intercollegiate Athletics. Please contact us for all of your software and hardware purchases so that we can make the best recommendation and find the best prices.

We also have a small selection of equipment on loan. These include laptops, projectors, DVD burners, travel scanners, USB multi-card readers and the like. Call for availability as they are first come, first served.

"Did you turn it off and on again?"