



Athletics IT Support Website

Have a problem that you believe you can solve yourself or one that you've asked us in the past but can't quite remember how to fix? Our Intercollegiate Athletics IT Support website can help! We offer frequently-asked questions, self-help walkthroughs, access to all of your previously submitted support tickets, password support, links to Penn State training opportunities, Athletics technical alerts, and even the weather. There is also a link to view your email on the web!

<http://support.athletics.psu.edu>

Traveling Internationally?

If you are traveling outside of the continental US this holiday season, we ask that you please fill out the form on the following link [prior to leaving](#). Voice, data and text on cell phones used while outside the country can accrue significant charges to your department's budget if not set up on an international plan!

<http://support.athletics.psu.edu/phone/travel>

Cold weather is coming!

It's no surprise that with winter approaching, cold air is not far behind. Follow these simple steps for protecting your electronic gadgets during these harsh winter months.

- * Most cell phones will stop working at 20°F. Some older models stop as high as 30°F! Do not leave your phones in your car overnight to prevent screen and board damage.
- * Laptops may be damaged in the cold as well. When powered on after being cold, condensation may form around hot components, batteries don't produce proper voltages, LCD screens may contract and crack. Your best bet is to never leave them in the cold and to let them warm up before powering them on if you have.
- * Electrostatic discharge into a computer can cause damage. Due to the way we heat our homes, air inside houses in the winter contribute to much more static discharge. Touch metal surfaces prior to touching your computer to prevent damage.

Learn Your Jargon

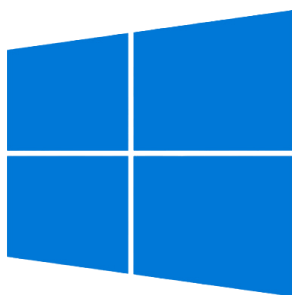
Hardware (noun):

'/hɑrd,wer/

"The parts of a computer system that can be kicked."

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Fall Semester IT Upgrades

With fall semester comes upgrades. Here are a few things we're working on that make Penn State events the best around.

Beaver Stadium Wi-Fi Upgrades

Working closely with AT&T, we have tweaked the deployment of access points to cover more of the stadium. Providing access for fans is still a rare thing. Beaver Stadium was one of the first to offer internet access for all of its fans.

Pegula Wi-Fi Upgrades

We've upgraded some of the hardware that drives the wireless in Pegula as well as added more access points to overlap existing coverage for fans.

Media Access

Incoming media now have more access points and Ethernet jacks to use during events in our facilities.

New Conference Rooms

New televisions and computers have been installed in all the conference rooms. Presentations have never been easier.

BJC Stat Tables

Setup and dismantling of the stat tables was made easier by redesigning the network connections and installing new network switches within the tables themselves.

Windows 10, Office 2016, and El Capitan Testing Begins

Recently, you may have heard that Microsoft has released newer versions of Windows and Office and Apple releasing El Capitan, its latest operating system. In fact, your personal computers may already have them installed! And you may have asked why we have not yet begun to upgrade users to these new platforms as soon as they became available.

The answer is simple - testing. We will spend a substantial amount of time smoothing out the wrinkles in these products after which we will determine how best to implement a rollout to users within the department. While these software platforms may function properly within a home environment, it is part of our duty as an IT department to make your experience as bug free as possible. First version releases of major software upgrades always contain issues, some major and some minor. And because we have numerous departments in Athletics which utilize their systems in vastly different manners, we will make sure that we have spent adequate time with each one before changing what already works.

We currently do not have any estimates on when or if any Athletics PCs or Macs will adopt the new platforms. But when we do, we will make arrangements with departments and users individually making the transition as smooth as possible.

“Never let a computer know you're in a hurry.” ~Author Unknown

Need Assistance?

Do you feel that technology may enhance a particular operation you perform but really aren't sure how or where to begin? Do you wish to automate a task that you may have to routinely perform that takes up more time than it should? Just curious whether a certain type of product even exists?

Give us a ring!

Technology can seem scary at times. It's always changing, getting faster and smaller. Luckily, we specialize in keeping up with the new whiz-bang fancy gadgets and are more than willing to offer suggestions to help you complete your tasks in the most efficient way possible.

Outage Alerts via Twitter

Subscribe to our Twitter feed for instant alerts



Photo Caption

Did you Know?

We Loan Hardware

We have a small stash of hardware that can be signed out for your department's use. Most popular, there are two projectors that can be used for presentations. We have a few laptops to use - both Mac and PC, a GoPro camera, external DVD burners, a travel scanner, a MiFi to use for remote cell service for your PC, a DVD replicator and other various pieces of equipment. Just shoot us a line to sign out what you need.

Not All Fonts are Free

If you need that special font for your next project, be prepared that not all fonts are free for use. Some developers require a payment if used for non-personal use. The grey area between personal use and commercial use in Intercollegiate Athletics is pretty large. We will do everything we can to legally obtain and install fonts for your use.

Athletics Events Calendar Available

If you would like to have access to every Intercollegiate Athletics event, both home and away, head on over to <http://www.gopsusports.com> and download it directly to your mobile device or to Outlook on your PC!

"The Internet? Is that thing still around?"
~Homer Simpson

Welcome IT Interns

If you've had a visit from IT recently, or if you've stopped by our offices, you may have noticed two new faces in our office. Alex and Zac have spent their fall semesters learning the ins and outs of what it takes to run an athletics IT office. If you've gotten a new computer recently, chances are that one of them helped to build it and configure it for you, and even possibly install it. Their help was invaluable to us during the fall season. As the spring sports begin, keep your eyes out for the two of them and make sure to say 'Hi.'



Athletics IT Glossary

Integrate frequent headlines to announce different sections of your story. Consider writing your content in a personal tone, in the same way you might talk to someone sitting across from you at a restaurant.

U: Drive - On Windows PCs in the Athletics department, most employees will receive a network drive mapped as "U:". This storage space is located on our file servers, rather than your PC so that your files are not lost if your PC decides to take a day off. We urge the use of this space for your important documents. Files in the U: drive cannot be seen by anyone else but yourself. If you're using a Mac, you may need to contact us to connect to the U: drive.

W: Drive - On Windows PCs in the Athletics department, we offer a shared resource for storage of department files which is mapped as "W:". Files in this drive can only be seen by other members of your department. We urge the use of this as the primary way to share files between members. If you're using a Mac, you may need to contact us to connect to the W: drive.

Folder Redirection - This term is used by us to refer to your files being available on any computer in which you log into. Your Desktop and My Documents will roam with you if you log into another machine within Athletics.

VPN - If you wish to see your U: and W: drives from outside Athletics, you may use the VPN client installed on department laptops. Simply open the Cisco VPN, log into Athletics with the username and password you normally use to log into a PC, and voila!

Wi-Fi - In Athletics facilities, we offer two wireless networks for departmental use - Athletics and GoPennStateWPA. The first, Athletics, is what laptops automatically connect to when they are mobile. Only Athletics-issued computers can connect to this wireless network. GoPennStateWPA is used for visitors that require an internet connection. Contact us if you require access to this network.

Contact Us

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Visit us on the web at:
support.athletics.psu.edu

"Any sufficiently advanced technology is indistinguishable from magic." - Arthur C Clarke
