



## 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>

## Welcome Nick to Athletics IT

As the years pass, the necessity for new technologies continues to grow in every sport within Penn State Athletics. To stay ahead of the curve, we sought for someone who could provide not only two more hands but also some new perspectives on emerging technologies.



Nick comes to us most recently from The Institute for CyberScience (ICS-ACI) at Penn State where he provided Linux/Windows systems support to faculty and researchers. Before coming to Penn State, Nick worked at X-Pert Communications where he helped provide and install IT, Structured Cabling and security infrastructure to clients in the surrounding areas. Nick is from Philipsburg, where he attended Philipsburg-Osceola High School and graduated in 2011. He graduated from The Pennsylvania College of Technology with a Bachelor's Degree in Network Specialist Concentration and a minor in Management.

## 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>

## Learn Your Jargon

### Bloat-ware

*/'blōt,wər/*

Unwanted software included on a new computer or mobile device by the manufacturer.

## In This Issue

2. Digital Displays Coming to Athletics
3. Adobe Software Licensing Changes
3. PCI Systems
4. Rec Hall Replay System Installed
5. Phishing & You
6. Contact us
6. Did You Know?

# Digital Displays Coming to Athletics

The menu boards at your favorite fast food place, the check-in queue when you visit the doctor, and the advertisement signs throughout the grocery store are all examples of visual communication. Visual communication is about to make a strong appearance in Penn State Athletics with the help of Four Winds Interactive. Four Winds Interactive is a Denver based company that can claim 90% of the digital signs on the Las Vegas strip, every sign in the Amway Center - home of the Orlando Magic - and recently helped Colorado State University with a revamp in their athletic facilities.

We have recently chosen Four Winds Interactive as our digital signage software provider. Four Winds and Penn State have been long time partners as they service the digital signage solutions in the HUB, Libraries and other buildings across campus. Penn State Athletics is using the software for a number of slated projects such as a revamp on the All-Sports Museum, video end caps in the Lasch Locker Room, concessions boards in Rec Hall, Multi-Sport and Beard Field.

The Four Winds software has been created to be as simple to use as possible. Essentially, there are two halves to the software – one half creates and manages the sign information while the other half is physically connected to the display screens to play it. The creation software uses templates and regions to display 19 different forms of contents, including video, images, HTML, live data, and live TV. The player can be a small computer mounted to the back of the display or it can be a computer housed in a nearby location such as an AV closet. Four Winds supports touchscreens as well so content can be much more rich and inviting.



Sign building has never been easier. Four Winds provides an App Store that provides a variety of free content, templates and different apps to make your signs easier and faster to build. They are constantly adding content to the store and welcome suggestions.

Four Winds also includes a variety of reporting data such as interactivity reports which that track touch interactivity. You can analyze the sign for relevance or eye-catching content. The software also allows you to schedule your content to maximize impact. For example, you could have a game mode for venue signs where they display all game-related content before, during and immediately after the game but switch back to general information afterwards. With prior planning, the signs can have immeasurable impact.

Athletics IT encourages everyone to stop by our office to take a look at our demo interactive sign and our triple-screen message board. Rand and Steph recently visited the Four Winds headquarters in Denver for a conference for some hands-on interaction with the system. As you can imagine, a digital signage software company has many signs throughout their offices. Some signs project sales quotas and HR info; others show the local traffic; some incorporate social media platforms; all of them switch to pictures of employees and their pets for 5 minutes at the end of every hour. Visual communication is a way to engage our fans, inform our co-workers and incorporate fun into the work place and our venues.

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*"Some things Man was never meant to know. For everything else, there's Google."*

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# 2017 Adobe Software Licensing Changes

In the next few months, Adobe software licensing will be changing within Athletics and Penn State as a whole. All current Adobe Creative Cloud users will be receiving emails to create accounts with Adobe that will be linked with their employment to Intercollegiate Athletics. With that account, they will be able to use pre-loaded Creative Cloud Software to install all currently available Adobe products without the need to contact an I.T. administrator.

You can use the PSU sponsored account on 2 machines, one of which must be PSU Owned. That means this account will also allow you to install Adobe software for Work at Home on a personal machine! Yay! Please feel free to ask any questions about the changes.

Non-full time and student machines will continue to use their old style licensing.

If you have any questions about the new software implementation process or how it will affect your department, please contact us. We will be sending out more information as it becomes available.

Currently Available Products	
Photoshop	Bridge
Lightroom	Audition
Illustrator	Media Encoder
InDesign	Flash Bulider
Premiere Pro	InCopy
After Effects	SpeedGrade
Dreamweaver	Story Plus
Muse	Phone Gap

## PCI Systems

Within Athletics, we have specific computer systems that require a substantially more scrutinized security profile to protect the data on those machines. Examples include:

**Archtics** - TicketMaster's ticket sales PCs

**MaxGalaxy** - Pegula Ice Rink PCs

**GolfNow** - Penn State Golf Courses PCs

Penn State's Office of Information Security requires quarterly security scans to ensure that these machines are closed to outside access and aren't running vulnerable software. These scans run independently and require no interaction by employees. Athletics IT is responsible for enforcing these scans and remediating any vulnerabilities found.

In doing so, customer information such as credit card numbers, addresses, phone numbers, and other personally identifiable information is kept more secure from the prying eyes of the internet.

You may have noticed the ability to issue shutdowns on these machines has been limited. When PCI machines are offline, they cannot receive their security updates and are flagged as vulnerable when restarted. In order to stay ahead of potential vulnerabilities, [Athletics IT requires that PCI machines remain powered on at all times.](#)

If any of your PCI machines requires maintenance, please contact us.

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*"Technology is the answer, but what was the question?"*  
-Cedric Price

## 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 regarding outages.



Men's Volleyball team practicing prior to their match with St. Francis University

## Rec Hall Replay System Installed

Over the summer of 2016, a new replay system was installed for use for sports played in the Rec Hall main gym. Designed with Volleyball in mind, four cameras have been installed to watch both side and end lines. As well as an additional camera situated to view the top of the net. Utilizing the DVSports hardware similar to Football and Basketball, Penn State Volleyball continues to provide the best possible competitive atmosphere.

The four ceiling mounted cameras are full PTZ (Pan-Tilt-Zoom) HD cameras delivering a crisp detailed picture for where they are set. They can be controlled remotely and separately to provide video of anywhere needed within the gym. The net camera is same kind used by the NFL [inside pylons in the end zone](#).

For Volleyball's challenge system, Head coaches are allowed three challenges per match. Once a challenge is lodged, the number of permitted challenges is reduced by one, regardless of the outcome of the challenge. This has no effect on the number of allowed timeouts, and only one challenge can be used per rally. Coaches can challenge:

- A ball ruled in or out (including pancakes and antennas).
- A ball contacting a player (including four hits).
- Net faults by a player.
- Service foot faults.
- For more information please visit: [www.ncaa.com](http://www.ncaa.com)

# Phishing & You

## How to Protect Yourself Against Identity Theft

You've heard the term. But do you really know what it means? According to Merriam-Webster, phishing is defined as, "a scam by which an e-mail user is duped into revealing personal or confidential information which the scammer can use illicitly."

Both Penn State and Athletics use sophisticated filters on our email servers designed to filter out unwanted emails. Unfortunately, this cat and mouse game can be a difficult one. Occasionally, messages sneak through our software asking for personal information such as credit card information, social security numbers, or passwords. These emails are known as "phishing lures".

We have seen an uptick in the last few years of incoming emails attempting to phish information from Penn State employees. These are something so well crafted that we, in Athletics IT, have trouble scrutinizing their sincerity. Here are a few key things to look for when attempting to determine the legitimacy of an email asking for personal information:

- **Spelling and/or grammatical errors** - Official emails from large entities like Google, Yahoo, or Amazon will not contain spelling errors. This is a sure sign that the email is probably fake.
- **Links to foreign countries or odd websites** - If an email from a company comes from a country you've never heard of, it's probably fake.
- **Emails without specifics** - If the signature on an email from a help desk signs it "the Help Desk", be suspicious.
- **Penn State's policies** - Penn State will *never* ask for your password or username through email. Your email will *never* expire and it will *never* run out of space in Athletics. Emails asking for any of these are definitely fake.



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The Office of IT Infrastructure has <http://site9289675.92.webydo.com/> Click or tap to follow link. increase the protection of data assets and system performance Click on: [Faculty & Staff Email](#) to upgrade storage

©2016 Helpdesk

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As you can see, the above email violates nearly every rule in the list. Not only does the example come from "The Office of IT Infrastructure", which isn't a real Penn State department, but the link points to a website online which does not belong to Penn State. By *hovering over the links but not clicking on them*, you can determine where they lead without any risk. The email also contains inadequate grammatical checking. Most importantly, Penn State will never ask you to upgrade your storage or to validate your email.

Further information can be found on Penn State's Phishing website located here:

<http://phishing.psu.edu/>

If you have any questions about whether an email is legitimate or not, please do not hesitate to call us or send the email in question to our help desk.

**Athletics IT Support Website: <http://support.athletics.psu.edu>**

# Contact Us

## Office Hours

Monday - Friday 8am -5pm

## Phone Support

814.865.4348

If we are not available, please leave a message. We check our voicemail system multiple times daily.

## Email Support

The best way to reach us is to email our help desk at [support@athletics.psu.edu](mailto:support@athletics.psu.edu) or [helpdesk@athletics.psu.edu](mailto:helpdesk@athletics.psu.edu). By emailing the help desk, all Athletics IT staff can see and respond to your tickets. We urge you to email the help desk rather than individuals within Athletics IT for this reason.



## 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.

### You Can Print to Any Athletics Printer

On a Windows PC, you can view and browse all of the printers in Athletics and print to them directly from your machine. Simply press Start, then type in "\\printers" (without the quotes) and double-click the printer to install it. Voila.

### 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!

### Box at PSU

Box at Penn State offers secure, content-rich, and user-friendly content sharing. Box allows content to be stored online, so it can be accessed, managed, and shared from anywhere. All Penn State faculty, staff, and students are given a Box at PSU account. Simply head on over to <http://box.psu.edu>, log in with your PSU credentials and get started. For more information, Penn State provides full documentation of the service at <http://box.psu.edu/general-info/>