



## Welcome New Staff

The world of Intercollegiate Athletics is always changing. New technology arrives alongside new staff members. This issue of Behind the Wires will highlight some of the resources that Athletics IT can provide for you, whether you're new to the team or have been here for longer.

## IT Holiday Hours & Support Information

The Athletics IT office will not be open during the Penn State holiday break. All voicemails left on our support line 814.865.4348 will be transcribed to email and entered into our ticket system. Please use the [support@athletics.psu.edu](mailto:support@athletics.psu.edu) email address to request assistance during this period.

## Athletics IT Support Website

Our support website is always open for FAQs and quick fixes on the most common requests we receive.

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

## Farewell, Ian

After eight years with Intercollegiate Athletics in various roles filling numerous job duties, Ian Sheakoski has accepted a position with the Eberly College of Science and leaves the department with big shoes to fill. We all wish him well in his journey forward.

With his absence, we are in the process of hiring a new employee to assist in the Athletics IT department. During this period, please excuse us if our response times are longer than normal.



## Other Support

**Cisco VoIP Phones**  
ENCS: 865-1696

## Workday, SIMBA & Other PSU Services

Penn State IT Service Desk:  
865-HELP or  
[itservicedesk@psu.edu](mailto:itservicedesk@psu.edu)

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# What Can We Help You With?

## Athletics IT FAQ

Computers, printers, and networks. This is usually what people automatically assume Athletics IT manages if asked. And they'd be right. These are now ubiquitous in every environment of modern business. We aim to make sure your computers are performing well, stay up to date, and allow you to perform your tasks. And in today's glorious world of technology, computers rarely remain isolated, often connected to peripherals like printers, the internet, and external storage.

But what if I told you that beyond that, beyond the screen, beyond the desktop, beyond the wires lies a vast landscape of technology, a cyberspace that continues to evolve and change, adapting to the shifting infrastructures of data manipulation, all in which Athletics IT has their hands. Data storage solutions now include the cloud. Wireless communications is a must-have. Information flows over invisible channels, magically appearing in the device in your pocket. Our reliance on technology is ever expanding.

## Athletics IT Support Website

If you're the type of person who likes to attempt to solve things yourself, the [Athletics IT Support website](http://support.athletics.psu.edu) has all of the most requested information that we get asked. The link is displayed in the footer of every page of this newsletter. Give it a bookmark! We are always open to adding more features and welcome any ideas you have to improve it.

## Contacting Us for Assistance

Athletics IT is centered in the East Area Locker Building, next to the Lasch Football building and Holuba Hall. It's often hard to find but walk-ins are welcome during normal work hours, 8am - 5pm, Monday through Friday.

**Email:** [support@athletics.psu.edu](mailto:support@athletics.psu.edu)

This is the preferred method by which we request you contact us. All members of the Athletics IT staff receive these emails and the requests are logged into our ticketing system. This helps us keep track of your issues so we can prioritize and coordinate support for all the incoming requests. Weekend requests are monitored frequently.

**Phone:** 814-865-4348

Feel free to call us during normal workday hours, 8am - 5pm, Monday through Friday. All voicemails are transcribed to emails. Please leave a voicemail if we cannot pick up the phone.



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

# Athletics File Storage

## Local and Cloud Storage Options

How and where to store your files can be confusing at times, especially if you work on a laptop and roam frequently. How do you share files with coworkers? What folders do I have access to? In Athletics, we allow you to choose how and where you store & share your files so you can find them no matter where you are.

## Desktop/Documents Folders on your PC/Mac

**Windows:** Your Desktop and Documents folders are mirrored on OneDrive. In essence, as long as you have internet access, your Desktop and Documents folders exist both on the laptop & in OneDrive, so in the event of a PC failure, your files are safe. These locations sync in real-time to OneDrive and you may access them anywhere in the world on any device by [logging into OneDrive on the web](#).

**Mac:** Due to how macOS handles their operating system storage, we currently do not have an automated backup solution for Macs. As a result, all files stored locally on the Mac (Desktop/Documents etc.) are at risk of being lost if the machine is damaged or lost. We recommend using any of the solutions mentioned below to protect your files.

## OneDrive, Teams, Sharepoint

OneDrive is available to all staff members at PSU at no charge with no storage quota. Feel free to use OneDrive to store anything you wish other than sensitive documents. OneDrive is the preferred method to share files with other departments on campus. OneDrive, Teams, and Sharepoint all share the same foundational storage pools and are often interchanged in how they're used.

As mentioned above, Windows PCs in Athletics are set up so that your Desktop and Documents folders are automatically synced to OneDrive.

OneDrive is not fully integrated into macOS. You must manually install the OneDrive application from the App Store and copy your files manually to OneDrive.

## U: DRIVE

This is your personal space provided by Athletics. Use this to store personal files for your daily work. This storage cannot be shared with other users. This storage is backed up nightly.

**Macs:** You can connect to your U: drive by clicking Go...Connect to Server... and typing in: `smb://ad.psu.edu/i1/users/[userID]`

## W: DRIVE

The W: drive is a shared folder for your department. You can access and share files within this drive with co-workers. This storage is backed up nightly.

**Macs:** You can connect to your U: drive by clicking Go...Connect to Server... and typing in: `smb://ad.psu.edu/i1/Shared`

## Athletics Composite Schedule

If you would like to have access to every Intercollegiate Athletics event, both home and away, head on over to [GoPSUSports](#) and download it directly to your mobile device or to Outlook on your PC.

## Wi-Fi

The typical Wi-Fi broadcasts you can expect to see are:

### Athletics

Athletics Wi-Fi is used strictly for Athletics owned laptops and tablets. No credentials are needed to do so. You can access U: and W: drives and printers on this network.

### GoPennStateWPA

This can be used for all personal phones, tablets, laptops, etc. You will not have access to U: and W: drives or printers on this network. Please contact us for the password.

### Psmedia

This is broadcast anywhere media members will need access to the internet, usually in press box areas at the major venues. This password changes yearly and only incoming press and Athletics Strategic Communications have access to this network during events.

## V: Drive

Team video storage is available. Each team/department can store video both for short term and long term archiving on the Athletics storage cluster. If you need access to your team's V: drive, please [contact us](#).

**G SUITE** – Penn State has partnered with Google to bring G Suite for Education, a cloud-based collection of applications, to the University that will help enhance teaching, learning, and research. Available at no cost to Penn State students, faculty, and staff members. Go to <https://gsuite.psu.edu> to learn more.

# Project Updates

## EAD Migration

The final steps of the EAD migration are upon us. Only a handful of departments are remaining to be migrated from the Athletics domain to the central Penn State domain. For those unaware, Penn State has requested that all computer & user accounts be centralized for security awareness. For those that have been migrated, you will no longer require a separate Athletics account login on your computer, for instance. We will be contacting the final departments soon with scheduling for their EAD migration.

## Printer Changes Coming

Microsoft has changed the way it allows printers to be managed on Windows computer and servers. This new platform will cause significant alterations in how Athletics presents printers to its users. While current printers may continue to operate without issue, we are aware that many printers have stopped functioning without our intervention. We are in the process of developing and testing a new method by which users will install printers on Athletics PCs without needing to contact Athletics IT. When this process is complete, we will communicate the new process to you.

## More Departmental Storage Available

We have upgraded our storage capacity in Athletics to match the growth needed for Athletics operations. You will no longer see the red warning bar in the storage for your U: and W: drives. There are no quotas for storage usage. Feel free to use the storage as you see fit. If you have any other needs regarding storage, please let us know.

# 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!

<https://support.athletics.psu.edu/forms/request-for-international-travel/>

## Default Apps

If you need to change which application opens up a specific file type in Windows 10, simply click the Start Button, type "Default Apps". You can easily choose your default web browser, media player, from there.

Click "Choose default apps by file type" to set the default application for PDFs for example.

## Adobe CC

An Adobe Creative Cloud (CC) account is available to all Penn State students as well as faculty and staff members, at no additional cost! Through the full suite of Adobe CC products, you have access to a host of creative tools for digital imaging, design, web, and video, as well as online services including 20GB of storage.

Simply head over to the [Adobe CC website](#) and sign up for the service. Once approved, you will be given access to download the individual Creative Cloud applications onto your PC and one other machine without the need for Athletics IT to assist.

# When Should I use the VPN?

## What is a VPN?

In short and for our purposes, and to be as non-technical as possible, a VPN (“virtual private network”) is an encrypted connection established between one computer network and another. Both Penn State and Athletics maintain resources that exist behind strict access controls, such as usernames, passwords, physical location, and firewall rules. In order to access these resources, your computer must comply with these rules. One such rule is that the computer needs to be located on a Penn State network. While working remotely, access to these resources is not allowed simply because that rule has not been met.



By activating the Penn State or Athletics VPN, you are establishing a secure connection between your remote computer and these networks. By successfully connecting through the VPN software, your computer is now considered on a valid Penn State or Athletics network and access to these resources can be established.

## VPN Software

Penn State uses the GlobalProtect VPN client to protect their resources. Athletics uses the Cisco AnyConnect client to protect its own resources. Depending on what services you wish to use, your use of the appropriate client is required.

## Athletics VPN

You will need to connect to the Athletics VPN if you wish to access:

- The U: drive (your personal storage drive), the W: drive (the shared departmental storage), the V: drive (video drive, if you have one)
- Printing to your office printers
- Connecting through remote desktop to your PC in your office (if you have been authorized)
- SIMBA

## Penn State VPN

The Penn State VPN is required when accessing the following applications

- SIMBA
- Jabber
- AdvanceWeb (AWA) and other Development resources
- LIAS and all Libraries resources

Instructions on how to connect to the Athletics or Penn State VPNs can be found [on our support website](#).

## Software you do not need the VPN to access

- Email
- OneDrive
- Teams
- Zoom
- RealVNC to remote into your PC in your office (if authorized)
- Workday

If you have any questions/comments about the VPN and how to use it, please visit our [Working Remotely resource](#) on our Support website.

## Digital Signage Needs?

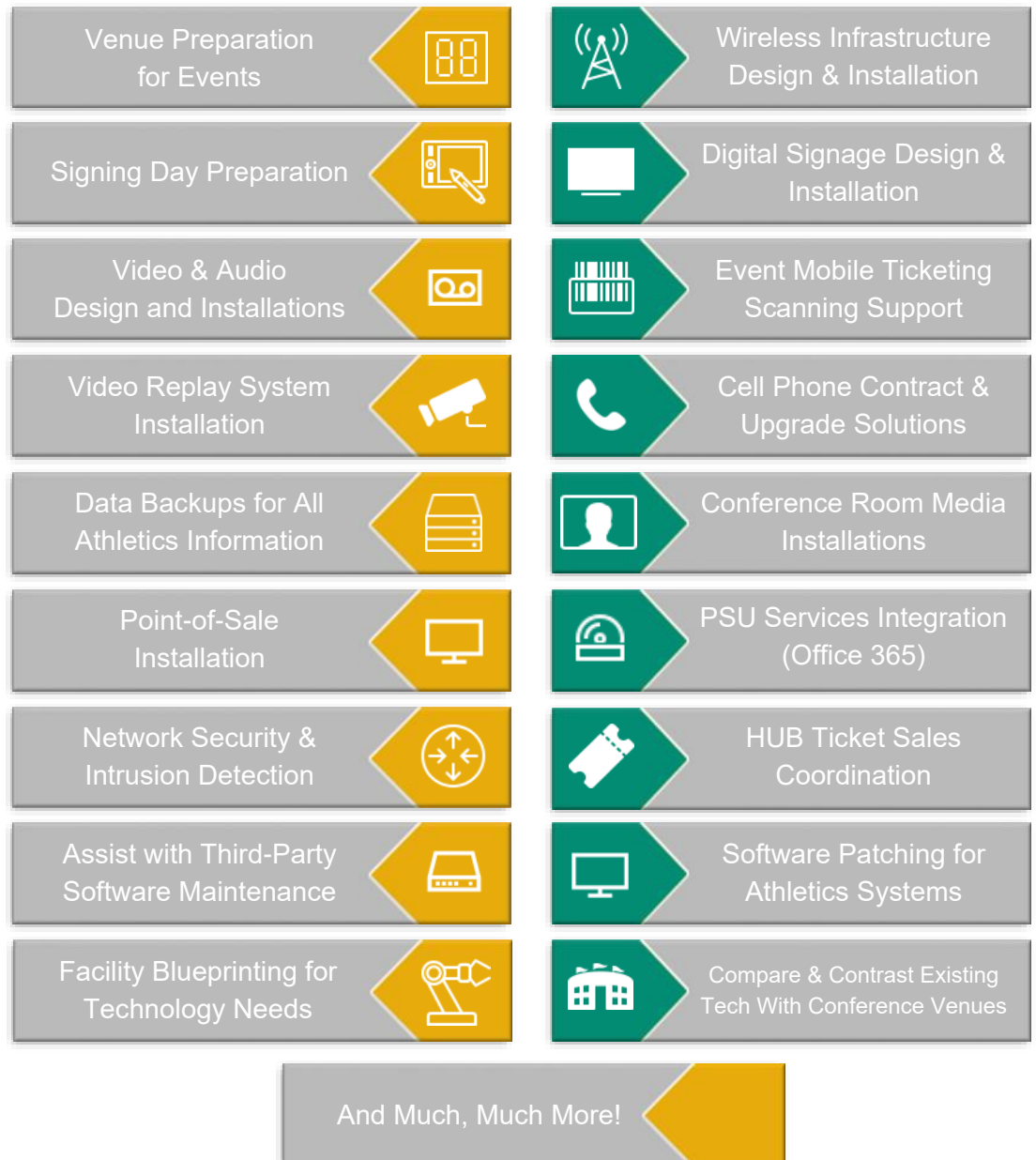
The last few years have seen an explosion of digital signage across the Athletics department. Menu boards in most concessions stands are now fully digital. Team locker rooms now display their schedules, weather and news for the athletes to see in real-time. Public facing signs announce upcoming events.

Do you have a need for a digital sign in your department? You can either email the help desk with questions or fill out the [Digital Signage Request Form](#) with specifics.

## PSU ITS Alerts

Curious if there's an outage across all of campus or if it's just you? [Penn State's Service Status page](#) shows the status of all hosted platforms at Penn State. All planned outages are mentioned here as well.

## What Else Does Athletics IT Do?



## Penn State's Phishing Campaign

Phishing is an attempt to steal your personal information, usually via a fraudulent email message or phone call. The people behind phishing scams pose as representatives of trusted, well-known organizations and ask for information that will allow them to impersonate their victims. Phishing can cause serious financial damage, especially if you surrender your personal information to an attacker.

**Remember: Penn State will NEVER ask you for your password, Social Security number, or other sensitive information via email.**

<http://phishing.psu.edu/what-is-phishing/>