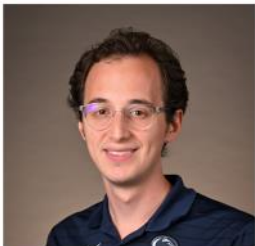>behind the wires_

Athletics IT Support Website

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

support.athletics.psu.edu

Welcome New IT Staff

Our department welcomes two new staff members, Luke and Dalton. You've probably met them already if you've interacted with IT recently. But if you haven't, welcome them aboard!

Greetings! My name is Luke Heidel, and I'm a new Support Specialist here in the Athletics department. My hometown is Mount Union, Pennsylvania, where I attended Mount Union Area High School and graduated in 2015. I recently graduated from Lock Haven University with a Bachelor's in Applied Computer Science, where I also worked as an IT Help Desk technician. I love learning about new tech and working on pet projects in my spare time. I hope to continue learning and building new relationships during my time at Penn State!

Hey everyone, I'm super excited to be working here in Penn State Athletics with IT. I'm a recent graduate from here at Penn State with a B.S. in Cybersecurity. While I was a student at Penn State, I was a member and officer of the Penn State University Marching Blue Band. It's amazing to experience Athletics from this perspective compared to being a student. I'm excited to continue getting to know all of you within Athletics. We Are!!

Contact Us

support@athletics.psu.edu
Phone: 814-865-4348
All voicemails will be transcribed to email.
Office: 123 East Area Locker Building

Other Support

Cisco VoIP Phones
ENCS: 865-1696

Workday, SIMBA & Other PSU Services
Penn State IT Service Desk: 865-HELP or itservicedesk@psu.edu
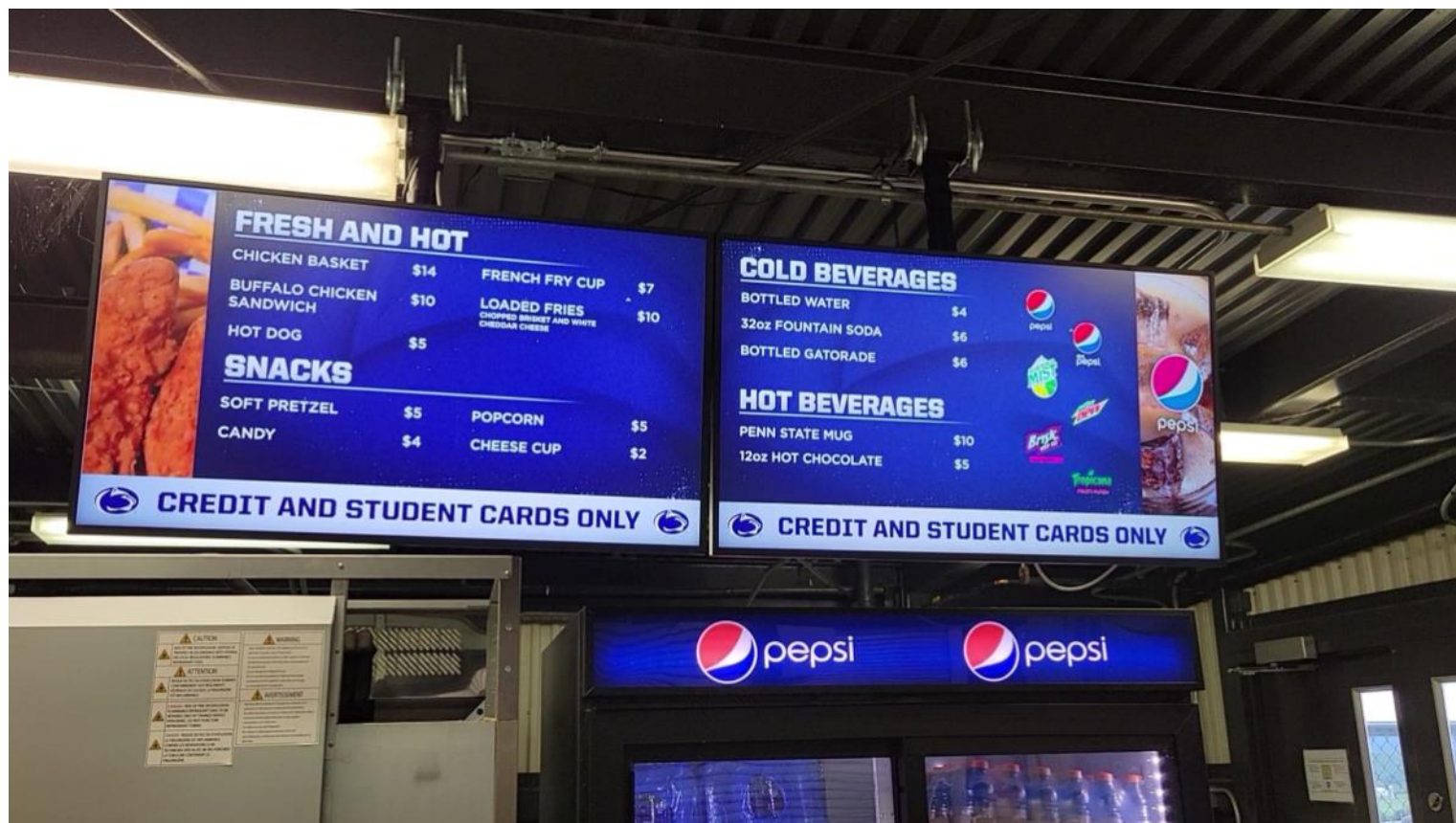
In This Issue

New Concessions Menu Screens

One of the more taken-for-granted aspects in the Athletics world is that selling food and beverages is easy. Sure, there's the buying and storage of food prior to the events and the logistics of bookkeeping it all. But it could be argued that when a fan stands in line deciding what to buy, how the menus are presented ultimately influences their decision and satisfaction.

Penn State Athletics has recently deployed a new platform for all concessions screens across our venues. MagicINFO is a new Samsung endeavor where the display screens (the hardware) and the software that runs them are one. MagicINFO eliminates the need to have a separate computer behind each screen and provides users with a very simple interface to create and manipulate the content being shown. From an IT infrastructure standpoint, this simplifies installation, maintenance, and replacement in major ways. From a user standpoint, quick edits and ease of use is game changing, pun intended.

We've rolled out MagicINFO screens to all concessions stands in Beaver Stadium, Rec Hall, Multisport, Beard Field, and the Pegula Ice Arena. We've begun coordinating with Creative Services, Concessions, and Marketing departments on a workflow that allows everyone to use the software from anywhere they want. One of the most immediate perks this creates for the staff is the ability to quickly change prices or availability across an entire venue in a very short period of time (e.g. if we run out of the extremely tasty chicken fingers at a football game.) With one simple change from the backend, all signs will update in real-time.

From the IT perspective, if a sign needs to be replaced, it only takes a simple in-place swap to integrate the new sign into the MagicINFO database. Downtime is minimal compared to prior platforms we've used. New venues or concessions stands can be added without much effort and all of the existing graphic templates can be reused. We can also grant staff permissions with much greater granularity (per screen, per venue etc.) As teams grow and needs change, we can adapt far more easily and quickly than before.
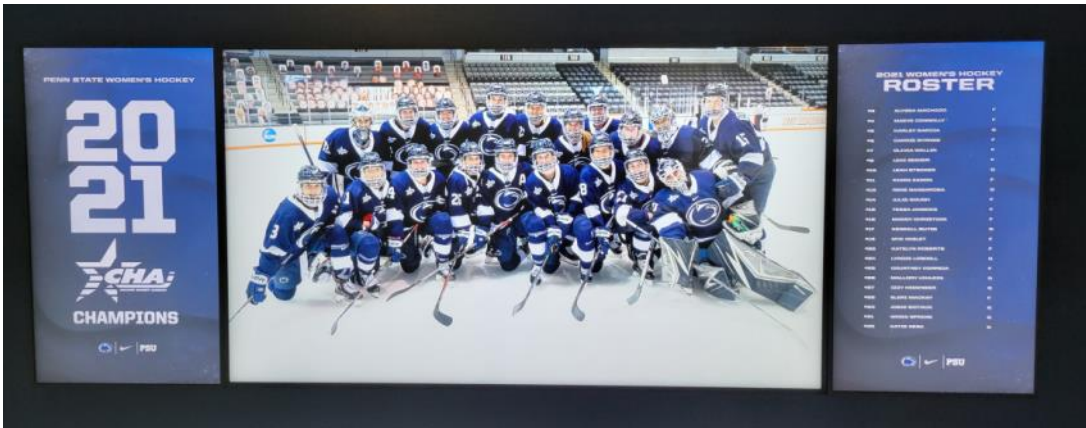
Other Project Updates

New Camera Systems

Jeffrey Field received a new camera system this summer called Spiideo. Its cameras can automatically track the ball and players, providing useful analysis for both Men's and Women's Soccer. The south gymnasium in Rec Hall is in the design phase for a camera replay system as well, potentially being ready by end of year.

Wireless Point of Sale in Beaver Stadium

The initial rollout of a new wireless point-of-sale system in Beaver Stadium happened last month. Nearly five hundred wireless devices were required for this to occur. With the help of Penn State's Auxiliary Business Services, we were able to order and configure these devices quickly and test them ahead of time. New wireless networks were created and many new wireless access points are still planned for installation to deal with what will be an increasing demand for this type of infrastructure. Fan reception has been positive and we are happy with how well the project was managed.

New Video Screens

You may have seen a few new digital signs appearing around Athletics. Pegula Ice Arena received a few new digital mosaics currently displaying the team rosters. The Lasch Building received upgrades to replace some aging TVs. Rec Hall has a new welcome screen and Multisport has received upgrades as well. If you're interested in a digital screen replacement or upgrade, please let us know.

Duo Mobile

If you've recently gotten a new phone, you will need to connect it to Penn State's Duo 2FA platform to receive the two-factor notifications. Head to their 2FA website to reauthenticate the phone.

Cold Weather & Your Gadgets

Technology hates cold weather. As winter approaches, please be aware that extra care should be taken to avoid damage to your devices.

Never leave laptops in cars overnight.

Don't turn on gadgets that were in the cold until they warm up.

Avoid static discharge around computers in dry houses by touching something metal before your laptop or PC.

Many vendors will not honor warranties if damaged by cold.

Athletics IT Support Website: support.athletics.psu.edu

Important Information

Cisco AnyConnect Replacement for Windows Coming

The Cisco AnyConnect client that allows you to connect to Athletics shared drives is being decommissioned soon. Penn State moved away from the Cisco client when Global Protect was adopted. Athletics usage of the software continued though.

The Forticlient VPN will be the new VPN client used within Athletics and is similar in use. You can even install it on your Athletics laptop without requiring IT administrators to do it. More information will be distributed by email soon. But if you'd like to switch to the new Forticlient VPN yourself, instructions can be found here in the orange box.

The Forticlient VPN for Mac is currently still in testing.

Wifi Network changes

Certain wireless networks will be changing in our venues. The 'Pegula' network broadcast in the Pegula Ice Arena has been removed and replaced with 'psufan' to be consistent with other venues.

In the coming months, other redundant networks used for staff will be removed and collapsed into fewer broadcast SSIDs to simplify both the backend infrastructure and staff access. We will communicate by email and coordinate with facility coordinators ahead of any changes.

Training Opportunities

IT Learning & Development
https://itld.psu.edu/services/
Whether you are Penn State faculty, staff, or students, Penn State IT has the technology training solutions to best suit your needs. Learn more about the live training, videos, learning paths, and documentation we offer to support Penn State services:

Office 365	Zoom	Qualtrics
Kaltura	iTwo	Simba

LinkedIn Learning (formerly Lynda.com)
Quick Start Guide for Staff
LinkedIn Learning (LIL) is an online, self-paced learning platform that offers video courses and learning paths (including all of the content from Lynda.com) to help you increase your technology, creative, and business skills. LIL analyzes the latest in industry trends, job postings, and user activity to ensure their content is accurate, relevant, and up-to-date.

Adobe Creative Cloud

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.

Traveling Internationally

If you are traveling outside of the continental US this holiday season, we ask that you please fill out this form 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!
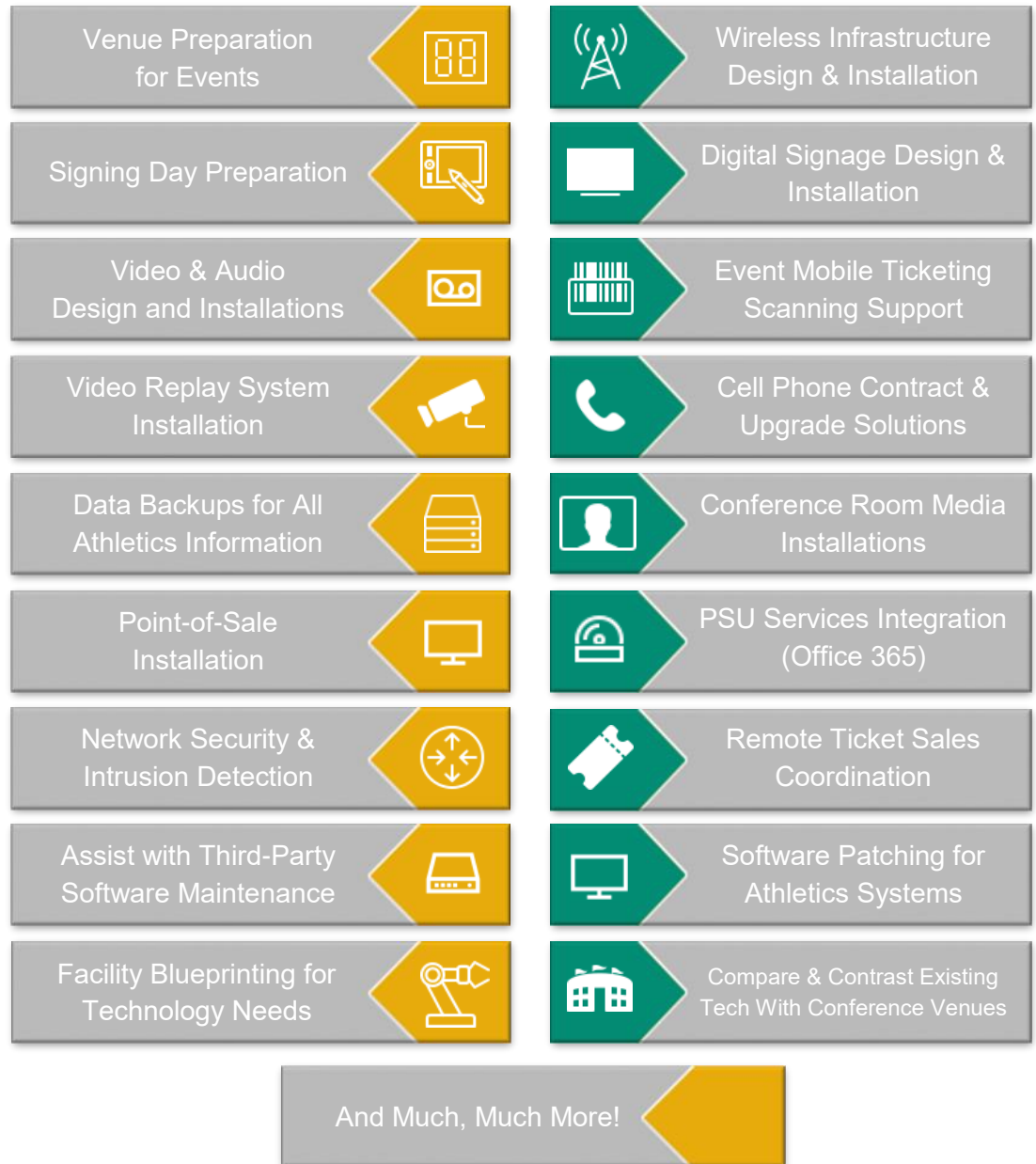
What Else Does Athletics IT Do?

Venue Preparation for Events	Wireless Infrastructure Design & Installation
Signing Day Preparation	Digital Signage Design & Installation
Video & Audio Design and Installations	Event Mobile Ticketing Scanning Support
Video Replay System Installation	Cell Phone Contract & Upgrade Solutions
Data Backups for All Athletics Information	Conference Room Media Installations
Point-of-Sale Installation	PSU Services Integration (Office 365)
Network Security & Intrusion Detection	Remote Ticket Sales Coordination
Assist with Third-Party Software Maintenance	Software Patching for Athletics Systems
Facility Blueprinting for Technology Needs	Compare & Contrast Existing Tech With Conference Venues

And Much, Much More!

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/