

# VALPO VIRAL

## News and Updates from the Office of Information Technology

*Contactless  
OneCards*

*Campus  
Upgrades*

*New Camera  
Installs*

*IT Tickets*

### CONTACTLESS CARDS NOW AVAILABLE

Your OneCard upgrade is now available!

Our new Valpo ID cards give you the ability to tap instead of swipe at most of the doors on campus including residence halls, and at the checkout of The Bell and Beacon. Plus you can still swipe through The Founders Table or be scanned to pick up packages at the Mail Center.

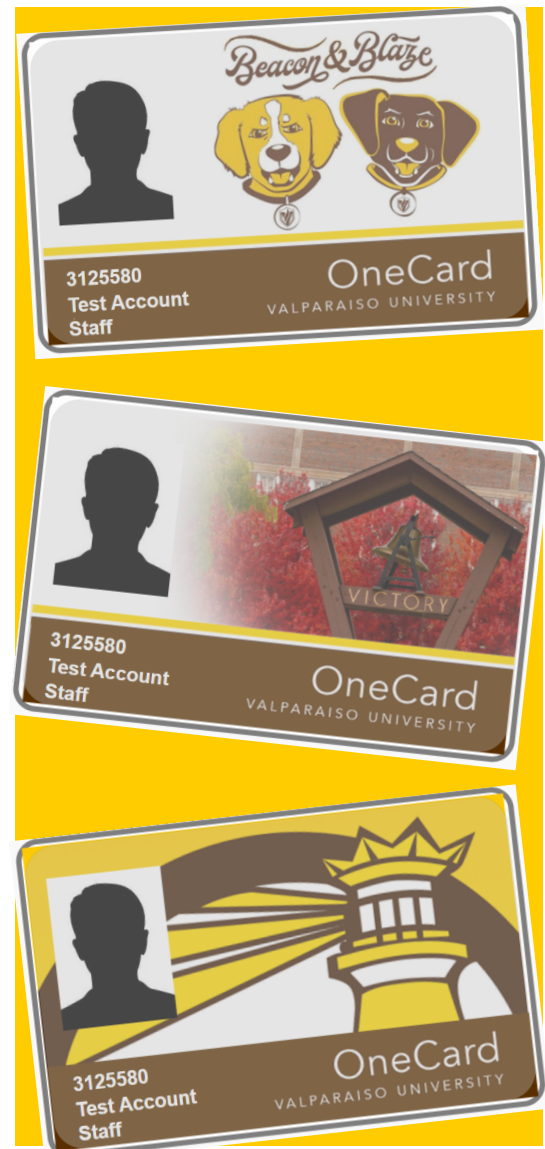
In addition to the contactless feature, with this upgrade you get your choice of a cool new image! Choices for images include our mascots, Beacon and Blaze, our Victory Bell, or our Beacon logo! While we will replace cards for free if they are worn from regular use, replacement cards will continue to be \$15

If you're in need of a new OneCard, stop by the IT Help Desk on the ground floor of the Christopher Center and get upgraded to our new contactless cards!

#### Our Spring IT Help Desk hours are as follows:

- Sunday 12pm-8pm
- Monday-Thursday 8am-9pm
- Friday 8am-6pm
- Saturday 10am-6pm

Don't forget to "like" and "follow" us on socials, too!  
@ITatValpo





## Campus Upgrades

When it comes to technology, change is a constant! We are always working to assess, retire, upgrade and replace computers, screens and more across campus. Here are a few of the things we have been working on:

- Replacement lab printers for all residence halls
- New contract for printer toner and maintenance across campus (though the IT Help Desk will still be where supplies and request are collected.)
- Office upgrades right now are focused in the Harre Union for staff and Lebein Hall for Faculty.
- Discussion for summer lab upgrades are underway.

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## New Cameras Installed in Residence Halls

Safety is always a priority and the Office of Information Technology is happy to help support the safety of our campus.

Since there have been incidents in the residence halls that have caused safety concerns, our office, the VU Police Department and the Office of Residence Life have worked together to make some changes in the first two halls on the list: Guild and Memorial. The IT Networking team has completed the installation of new cameras to help VUPD better track happenings in those two building and the Tech Support Team has installed contactless OneCard Readers to access restrooms. Additional residence halls we be completed in the near future.

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## IT Tickets

Between the professional and students staffs, the IT Team handled 10,116 tickets last year!

Tickets are requests, issues, technology orders and questions from campus members that come via our [helpdesk.valpo.edu](https://helpdesk.valpo.edu) portal, emails and phone calls.

Our ticket system is called Jira Help Desk and several areas of campus utilize their own projects within the Jira system. For example: the Office of the Registrar, ITDA, and Starfish all have their own projects that help their staff manage requests. Interesting in exploring if Jira could help your area process requests? Email [Jessica.Wilson2@valpo.edu](mailto:Jessica.Wilson2@valpo.edu) for more information!