

## ITA Meeting Announcements July 2009

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### OIT's New CIO

The UTSA CIO search committee has announced the selection of Kenneth Pierce.

Mr. Pierce comes to UTSA from the University of Texas at El Paso (UTEP), where he was Chief Information Officer. Mr. Pierce is scheduled to begin work at UTSA in late July.

### Telephone Bills Now Online

The Office of Information Technology Telephone Services group has implemented myTelBill, a new online telephone billing system.

myTelBill will provide billing information to designated staff in each department who will be able to access the application on a 24/7 basis from any computer with an Internet connection.

There are a few ways that designated staff can share billing information **electronically** to their departments:

- Request access to myTelBill for unit heads/managers who approve the telephone bill for their area. This access will allow approvers to go in and review their own bill. To request access send an email to [telephone.services@utsa.edu](mailto:telephone.services@utsa.edu).
- Upload their bill to RowdySpace and share it via a link in an email.
- Use the export as PDF feature in myTelBill and send as an attachment.

Users who have access can now view their bill by logging in to myTelBill (<http://mytelbill.utsa.edu>) with their network ID and password.

#### myTelBill Training

We encourage users to attend a hands-on training class. If you are interested, please send an e-mail to [telephone.services@utsa.edu](mailto:telephone.services@utsa.edu). The following classes have been scheduled:

Dept name begins with:	Date	Time	Location
A-C	July 13	9:00 – 10:30	BB 3.03.04
D-H	July 14	9:00 – 10:30	BB 3.03.04
I-S	July 16	9:00 – 10:30	BB 3.03.04
A-Z	July 17	9:00 – 10:30	BB 3.03.04

### RowdySpace Update

The following features are now available in RowdySpace:

- o Advanced Upload
- o Quick Search
- o RowdySpace Wikis

In-person **training is still available** for groups of up to 25 people. E-mail us at [oit@utsa.edu](mailto:oit@utsa.edu) to request a training session.

### Help Desk is now called OIT Support Services

The Help Desk has changed its name to OIT Support Services. The new email address is [oit.supportservices@utsa.edu](mailto:oit.supportservices@utsa.edu).

**\*\*\* For more information or questions, e-mail us at [oit@utsa.edu](mailto:oit@utsa.edu). \*\*\***