UNO IT
NEWSLETTER

University of New Orleans Information Technology

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STUDENT CORNER

DEPARTMENT OF INFORMATION TECHNOLOGY

Information Technology provides comprehensive and synergistic IT services to support the core mission of the University of New Orleans. This newsletter is part of an outreach program to let you know what we are doing, and to receive feedback about how we can support you. We'd love to hear from you!

In the last year, we changed our name from University Computing and Communications to Information Technology. This change is intended to improve clarity about services we provide as well as to eliminate confusion with the University Center (UC). Our building name is not changing, it will remain the Computer Center.

If you have any questions about our services, or suggestions for a column, or just a general comment, please send them to us at ITNewsletter@uno.edu

Dave Dupree

Chief Information Officer

Information Technology

UNO IT is glad to announce the deployment of the new Office 365 service for all active faculty and staff in the upcoming weeks. Although this service has been available to students for some time now; during the last few months, IT has been engaged in setting up the needed platform to make this available to the rest of our UNO community. Normally, Office 365 is available to users and businesses by subscription (monthly or yearly,

> *One major application that UNO users will see when Office 365 is deployed is* **OneDrive**."

with current prices at $12.50 per month, per user and with annual commitment); however, as part of UNO's Microsoft campus license agreement all active faculty and staff are now eligible to receive applications from the Office 365 suite at no cost to individual users. But what is Office 365 and how does it compare to the desktop Microsoft Office suite you are used to using? The main difference lies in the availability of several office applications "in the cloud" (yet another popular term); that is, with Office 365 you are able to access your documents and applications such as Word and Excel from anywhere at any time with a desktop, cellphone, or mobile device. The service works well if you have multiple machines at work or at home, if you need to access documents while away from work, or if you need to switch between a Mac and a PC.   UNO IT will continue to offer Windows and Mac users the opportunity to upgrade to the newest version of Office for their desktops. Currently, Office 2016 is the

newest version of the suite (Word, Excel, PowerPoint, etc.) and is accessible using a desktop. Office 2016 is stand-alone software and you do not get new features until a new version is installed; on the other hand, as just mentioned, Office 365 is cloud-based, and new versions and features are available as soon as these are released by Microsoft.   One major application that UNO users will see when Office 365 is deployed is OneDrive. This application is a document hosting service that will replace your I: drive (and eventually the S: drives) and will allow you to sync any of your files and access them from a Web browser or mobile device. As a benefit to our UNO community, the amount of storage space available to individual users is unlimited. The management of data through OneDrive will also allow UNO to stay compliant with data management regulations as Drop Box, Google Drive, and similar services will not be allowed to host UNO data. UNO IT is also working in creating proper documentation that will inform you on the best and most efficient way to use this new service as well as others available through Office 365.

WHAT IS **PHISHING**

PHISHING

The term "phishing" or "phishing attack" has become a very popular term in the past few years. According to Merriam-Webster, it 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". You may have noticed the increase of phishing email volume you get using your UNO or non-UNO emails. The increase also shows the level of sophistication in the email content which sometimes looks and feels as a legitimate UNO email. You may have also noticed that the current Merriam- Webster definition only mentions e-mail users; however, as you may know by now, these attacks also may target pop-up messages, instant messaging, or even texts, with some disguising as bills or invoices.

HOW TO AVOID PHISHING?

▸ Do not reply to or click on any link in the message. UNO IT and other legitimate company will never ask for personal or financial information such as password, SSN, computer or bank accounts, etc. Also, do not download files or open any attachments. If you are in doubt, contact us by phone at 280-HELP or by email at helpdesk@uno.edu.

▸ Look carefully for misspelled words, bad grammar, or faked department names

▸ Do not cut and paste any of the links that came in the message to forward to us of any other user, nor try to open it in another browser.

▸ Change your password regularly and follow the guidelines provided by UNO IT so that the passwords are not easy to guess

▸ If you need to submit personal information through a Website, make sure the site is secure. If the site you are visiting resides in a secure server, it should start with https:// (where the "s" stands for security) rather than http://. Also look for a lock icon or a green highlighted web address

▸ Send any phishing email you receive in your UNO e-mail to abuse@uno.edu and delete the original email as well as any copies.

HOW CAN IT BE PREVENTED?

Our department is constantly updating our services in order to prevent these attacks. Some of the measures we are taking include:

▸ Automatically updating and patching your Web browser.

▸ Automatically updating your desktop protection software (which protects your UNO-domain desktop from viruses, malware, and other vulnerabilities)

Remember to keep your home computer and/or notebooks updated with the latest antivirus software and browsers. There are several reasons why in spite of all the efforts put in place to prevent this problem some emails still may bypass our preventive measurements and allow the receipt of phishing messages, but by becoming aware of this problem and following the guidelines suggested above, you can keep your account and personal information secured.

WINDOWS DESKTOP
OPERATING SYSTEMS

Since April of 2014 Windows XP is no longer supported by Microsoft. As far as Windows 7, mainstream support (non-security updates, driver updates, and others) has ended since January 2015 and Microsoft will still provide security updates until January 2020. However, the end of mainstream support for Windows 7 indicates that UNO should be looking into upgrading to the next available Operating System, which is Windows 10 (by the way, in case you are keeping track, Windows 8 never really took off). As of today and for security reasons, no Windows XP machines are allowed in the UNO domain and the same fate is waiting for Windows 7 desktops in the near future. That is why UNO IT is moving to update desktops to Windows 10. UNO IT expects this change to take place within the next 18 months in order to prevent any potential issues with

new software packages or hardware. Any new PC machine that is ordered comes already installed with Windows 10 and any machine that is serviced by IT Desktop Support (and needs the Operating System upgraded) will be updated to Windows 10. Windows 10 comes with several new features including a new browser called Edge that includes pre-viewing of web pages, multiple windows resizing, easier folder managing, etc.; it also includes Cortana, Microsoft's digital assistant (similar to Apple's Siri), as well as better security and performance features. If you are running a specialized software package or hardware, the IT department recommends that you look at compatibility with Windows 10. If you need assistance or have any questions, please contact us 280-HELP or at helpdesk@uno.edu.
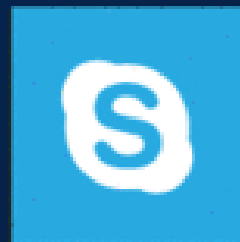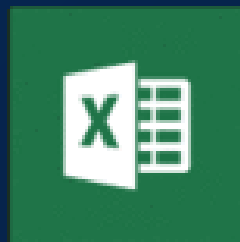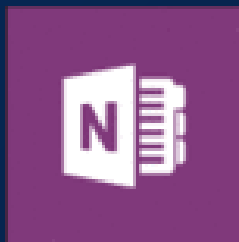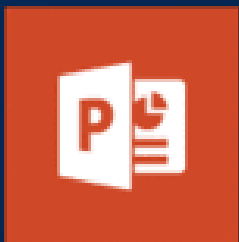
The "DIY" method to reset your UNO Password
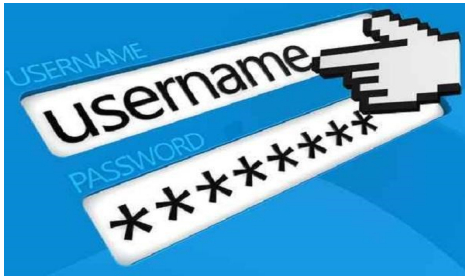
Many of us have faced the challenge of resetting expiring passwords. Some feel like their password will expire during an inopportune time. Well, to curtail such an inconvenience, the UNO IT department has created a self-service password reset feature.

This lovely "do-it-yourself", or DIY, method allows you to use your alternate email address or cell phone number to start the password reset process. A security code will be sent to you to confirm your identity and then you can use that code to change your password **BY YOURSELF!** This method no longer requires phone calls for manual password resets.

To use the self-service password reset feature, please visit *reset.uno.edu*. For questions or concerns about this method, you can also contact us at helpdesk@uno.edu or 280-HELP.

Enjoy!

As a UNO student, have you noticed a certain change in your email account? Doesn't it look different? If the answer is "YES", then you're correct! We've rolled out Microsoft Office 365 for student use. Microsoft 365 is a cloud-based service that is designed to help meet the student's need for robust security, reliability, and user productivity.

What features does Office 365 offer?

Now, even though Office 365 is a cloud-based service, Office applications don't run in the cloud. Instead, users download Office applications from the Office 365 portal and install them on their local computers. Microsoft uses Click-to-Run technology to make the download and installation of Office applications fast and simple. Click-to-Run uses virtualization technology to run Office applications in a self-contained environment on a local computer, which allows users to run Office applications side-by-side with earlier versions of Some of the popular applications that UNO students can use include Microsoft Word, Excel, and PowerPoint. Office 365 will also students a huge amount of storage space via the One Drive app.