

# Information Resources & Technology



## February 2018 Newsletter

### Latest News

#### Changes to VPN Service

As part of our effort to further protect Rowan University's data, Information Resources & Technology upgraded the University's Virtual Private Network (VPN) service in February.

The upgrade included the addition of a second password field to the login screen for the VPN, which allows authorized users to remotely connect to on-campus resources. That password field will eventually be used to support two-factor authentication.

#### What Is Two-Factor Authentication?



Two-factor authentication adds an extra layer of security to your online accounts. See page 2 for more information.

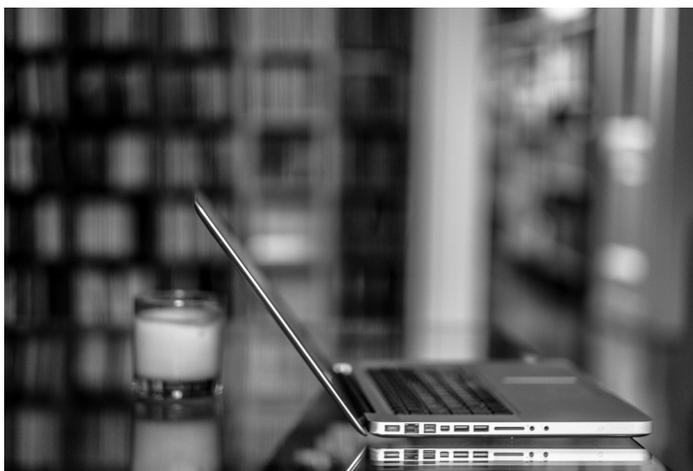
Users will be notified when two-factor authentication becomes a requirement for their account.

At this time, only a small group of employees are enrolled in two-factor authentication as part of a pilot program.

For more information about accessing Rowan University's VPN service, visit [go.rowan.edu/vpn](http://go.rowan.edu/vpn). To request access to the VPN, visit [id.rowan.edu](http://id.rowan.edu).

### Tip of the Month

#### Staying Cybersecure — At Home



We need your help to keep the Rowan University network secure, but you should also consider ways to protect your data while off campus, including at home. With the rapid expansion of devices that are capable of connecting to the internet, securing your home network may present a challenge.

Security experts from SANS Security Awareness suggest you take the following steps to create a cybersecure home.

- **Secure Your Network:** Change the default administrator password to your internet router or wireless access point and require a password for people to connect a device to your wireless network. Don't use the same password twice.
- **Identify the Devices on Your Network:** Smartphones, baby monitors and speakers may be among the internet-connected devices in your home. Make sure those devices are secure by enabling automatic updates whenever possible.
- **Use Unique Passwords:** Use unique passwords for each of your devices and online accounts.
- **Backup Important Information:** Make sure you can recover important data if it's lost by performing regular backups.

# Two-Factor Authentication

Today, even a good password isn't sufficient security for information you don't want to share with the world.

You need to protect your online accounts with an additional piece of information that only you can provide. This is done through a process called two-factor authentication, which means you take something you know (your password) and add a unique, one-time code from something you have (your phone or a hardware token that can link to the system) or something you are (your fingerprint).

Here at Rowan, we are implementing two-factor authentication using Duo, which is popular at universities around the country. A Duo app on your smartphone will generate the one-time code, and even let you know if someone is trying to log in to your account so that you can deny access if it isn't you. For those who don't have a smartphone or don't want to use the app, a hardware token will be available that will be set up to provide you the one-time code.

Starting later this year you'll see Duo login challenges on many and eventually all of Rowan's online services. You'll enter your network credentials as usual, but then you'll be asked to provide the Duo code as well.

You'll be seeing information soon letting you know how to set yourself up with Duo or get our help with getting started. By the end of 2018, two-factor authentication using Duo will be required throughout Rowan's online services.

# Windows 10 Upgrade



We will be installing a new operating system on Windows computers in technology enhanced classrooms and computer labs on the Glassboro campus and in the Camden bank building starting this summer.

In addition to the upgrade to Windows 10, we will also be equipping those computers with Office 2016.

Please consider this upcoming change when planning for the fall 2018 semester, as the upgrade may require ordering new textbooks with updated references and upgrading specialty software to ensure compatibility with Windows 10.

Computers in the technology enhanced classrooms and labs that will be upgraded this summer are currently running Windows 7 and Office 2013.

We started installing Windows 10 and Office 2016 on new computers provided to faculty and staff in Glassboro in 2017.

We will be rolling out Windows 10 and Office 2016 to other Glassboro employees when a computer is due for replacement or if a computer requires an update.

# IRT Policy Spotlight

## Acceptable Use Policy

Are you familiar with the University's Acceptable Use Policy?

That policy requires that users, at minimum, will ensure that they do not do the following:

- Distribute information classified as Confidential or Private, or otherwise considered or treated as privileged or sensitive information, unless they are an authoritative University source for, and an authorized University distributor of that information and the recipient is authorized to receive that information.
- Share their passwords with other individuals or institutions or otherwise leave their passwords unprotected.
- Attempt to uninstall, bypass or disable security settings or software protecting the University's electronic information, information systems, or computer hardware.

To review the entire Acceptable Use Policy and other IRT policies, visit [go.rowan.edu/irtpolicies](http://go.rowan.edu/irtpolicies).

## Security Threats



In January, we detected and blocked 35 virus attacks and 76,700 emails with malicious URLs sent to our network.

Universities are prime targets for cyberattacks due to the amount of personal data and sensitive research material stored on their networks.

Please immediately contact the Technology Support Center if you think you have clicked on a malicious link or attachment in an email. Acting quickly will minimize the risk to the University.

## Request Support Help

Visit our support portal to request help and search our knowledge base for answers to common questions.

Double-click on the support icon shown below from a Rowan-managed computer, or go to [support.rowan.edu](http://support.rowan.edu).



You may also call, email or visit us in Memorial Hall for help.

**Phone:** 856-256-4400

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

**Walk-In Help Available in Glassboro:**

Monday - Thursday: 9 a.m. to 7 p.m.  
Friday: 9 a.m. to 5 p.m.

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