

# Information Resources & Technology



June 2018 Newsletter

## Latest News

### New Hardware Catalog

We launched a new online system on July 1 that makes purchasing new computers, tablets and other hardware at Rowan University nearly as simple as ordering from Amazon.

Employees may access the new system by logging in to [support.rowan.edu](http://support.rowan.edu).

There, you will be able to shop our hardware catalog, add what you want to your cart and then check out when you're done — just as if you were shopping online at home.

### How to Order from Hardware Catalog



Visit [go.rowan.edu/hardware](http://go.rowan.edu/hardware) for instructions on how to order from our new hardware catalog.

After you submit your order, we will finalize the quote and send it to the person who manages financial transactions for your area for review and approval.

A requisition must also be placed in Banner before the order will be fulfilled.

Please note that IRT will continue to manage all technology purchased through the University's trade-in cycle.

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

## Tip of the Month

### Learn to Spot Job Offer Scams



The summer months are a prime opportunity for college students to earn some extra cash, but if you fall victim to a common job offer scam you may end up losing money, rather than making it.

College students around the country have been targeted by this employment scam, which often comes with the promise of good pay for part-time work. These offers may be tempting, but always be skeptical of unsolicited job offers.

The FBI offers the following tips to help you protect yourself from potential employment scams:

- Never accept a job that requires depositing checks into your account or wiring portions to other individuals or accounts.
- Many of the scammers who send these messages are not native English speakers. Look for poor use of the English language in emails such as incorrect grammar, capitalization and tenses.

If you receive an email that seems suspicious, please let us know. You can email [support@rowan.edu](mailto:support@rowan.edu) or call 856-256-4400.

# Welcome, Class of 2022!

Rowan University kicked off its first Freshmen Orientation in June. As the class of 2022 prepares for life on campus, we recommend students and parents review the following pages to learn how to connect to the many digital resources and services that are available at Rowan University.



## Getting Started Guide

There are several steps every new Rowan University student should take to digitally prepare themselves before they arrive on campus.

We have a guide to help you get ready.

Our step-by-step online tutorial includes information about connecting to the University's secure wireless network, downloading free software and protecting personal data.

Get started at [rowan.edu/go/techguide](http://rowan.edu/go/techguide).



## Laptop Buying Guide

**Q:** Do Rowan University students need to bring a laptop to campus?

**A:** We recommend that all students bring a laptop to campus.

**Q:** What type of laptop is recommended?

**A:** It depends on the student's major and personal preferences.

Visit [rowan.edu/laptop](http://rowan.edu/laptop) for more details and recommendations.

## Improved RIMS Features

We launched new features in the Rowan Identity Management System (RIMS) in June in order to streamline the approval process for employees.

Based on valuable feedback from our end users, we reduced the number of approvals needed when creating an organization and assigning end users to positions within the application. We listened to your input and combined the approvals into one step.

For training and support materials, visit [go.rowan.edu/RIMS](http://go.rowan.edu/RIMS).

We appreciate your continued feedback as we make every effort to improve end user functionality within this application.

## New Transfer Credit Tool

Want to find out how a course from another college will transfer to Rowan University?

Check out the new Transfer Credit Equivalent Database, an online tool we created in partnership with the Office of the University Registrar.

Anyone can access the database, which is updated on a daily basis, to review how a specific course that has been previously evaluated by academic departments will transfer to Rowan University.

Visit [go.rowan.edu/transferdata](http://go.rowan.edu/transferdata) to access the database.

Please note that course equivalents listed in the database are unofficial. Students will be awarded the most recent equivalent on file when official transcripts are evaluated by the Registrar's Office.

# 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 May, we detected and blocked 40 virus attacks and 68,700 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 - Friday: 9 a.m. to 5 p.m.

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