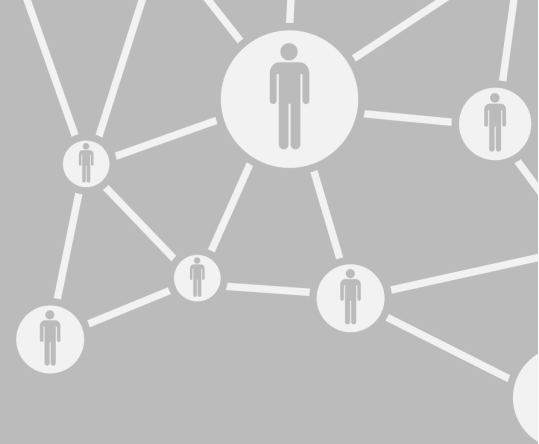# Information Resources & Technology

February 2019 Newsletter

FBI Warns of New Email Scam

A new email scam that aims to gain access to student accounts and change direct deposit information has targeted several universities across the country in recent months, according to the FBI.

In one instance, a number of students at a university received an email requesting their login credentials for an internal website. Using that information, the scammers were able to steal roughly $75,000 in financial aid disbursements from 21 students by rerouting direct deposit payments.

Help Protect Your Data With Duo

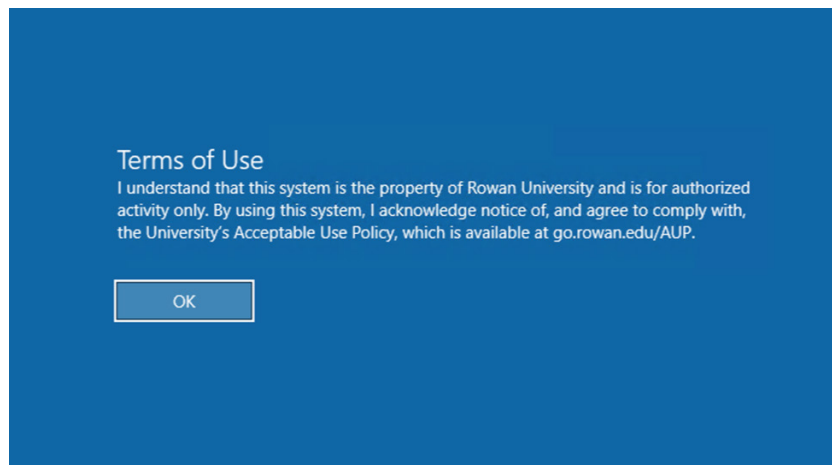Two-factor authentication adds an extra layer of security to your account. Enroll at duo.rowan.edu.

Similar scams have been reported across the country, including ones that invited students to view and confirm their updated billing statements by logging in to the school's student portals.

Please be on the lookout for these types of scams and use these tips to help protect yourself:

- **Verify before you click.**
- **Look for red flags.**
- **When in doubt, throw it out.**
- **Safeguard personal information.**

Policy Notice to Show on Rowan Computers

TAKE NOTE!

Terms of Use
I understand that this system is the property of Rowan University and is for authorized activity only. By using this system, I acknowledge notice of, and agree to comply with, the University's Acceptable Use Policy, which is available at go.rowan.edu/AUP.

OK

A notice regarding Rowan University's Acceptable Use Policy will be displayed on all University-owned and managed computers starting on March 1.

This message is intended to raise awareness about how Rowan University expects employees and students to access and use the University's technology and information systems. To review the University's Acceptable Use Policy, visit go.rowan.edu/AUP.

Windows Users

When logging in to a University-owned Windows computer, you will see the message before you are prompted to enter your password. You will need to click OK in order to proceed. You will be prompted to click OK when logging in to a Windows computer after rebooting and when switching users on a shared machine.

Mac Users

When logging in to a University-owned Mac computer, you will see the message on the login screen when you are prompted to enter your password. No other action is necessary.

Request Our Technology Consultation Services

We're now offering technology consultation services to the University community.

As part of this new service, we will work with faculty and staff to find technology solutions that best fit specific academic or administrative needs. This may include evaluating and selecting new software or hardware or matching a college or department with a service we already offer.

We are currently providing consultation services for the following areas:

- Hardware
- Software
- Technology for Research
- Learning Space Design for classrooms and other teaching spaces
- Meeting Space Design for conference rooms and collaboration spaces
- Audio Visual Design for digital signage and presentation areas

Please fill out the IRT Consultation Request form at support.rowan.edu to request a consultation in one of those areas.

If you need consultation in an area not listed above, we may still be able to help. Please fill out the IRT Consultation Request form with as much detail as possible, and we will contact you to determine whether we can assist with your request.

This new consultation request service will be incorporated into an updated ITAP process we plan to roll out later this year. Stay tuned for announcements about that in the coming months.

Outlook Address Book Information Improved, Thanks to RIMS

We recently improved the quality of information available to employees in the Outlook address book using data from the Rowan Identity Management System (RIMS).

The department and title fields on employee contact cards in Outlook are now automatically filled in using RIMS data. RIMS data is also being used to show other key organizational details in Outlook, including each employee's manager and direct reports.

This improvement to the Outlook address book is one of the first examples of the benefits that can be reaped from the data collected in RIMS and demonstrates why it is important for you and your supervisor to keep your information in that system up to date.

Any errors in the department, title, manager or direct reports fields in the Outlook address book can be updated directly in RIMS by a supervisor. See go.rowan.edu/rims for more help.

Acceptable Use Policy Sets Standards for Accessing Rowan Systems

A notice regarding the University's Acceptable Use Policy will begin displaying on University-owned computers on March 1.

Are you familiar with the policy? You can read it in full at go.rowan.edu/AUP.

The Acceptable Use Policy sets standards for all members of the University community who access and use the University's electronic information and information systems. The "Prohibited Actions" section of the policy requires that users, at minimum, will ensure that they do not do the following:

- 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 all other IRT policies, visit go.rowan.edu/irtpolicies.

Security Threats

In January, we detected and blocked **331** virus attacks and **19,100** 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.

You may also call or email us for help.

Phone: 856-256-4400
Email: support@rowan.edu

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