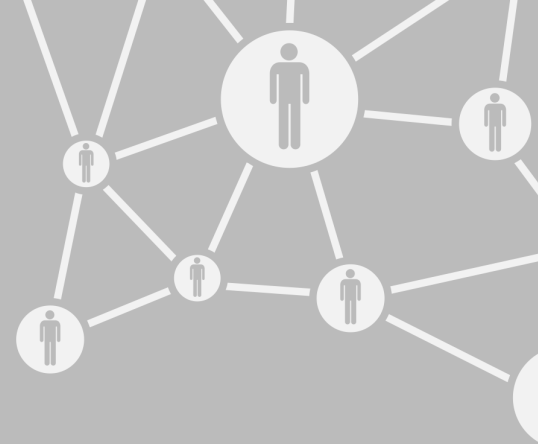


Information Resources & Technology

March 2019 Newsletter



New Report Shows Announcer Clicks

Have you ever wondered how many people read a message you submitted to the Rowan Announcer (aka Rowan Daily Mail)? Now you can find out.

We recently created a Cognos report that allows employees to view the number of clicks on Rowan Announcer messages that you submitted or approved in the daily digest and how many of those clicks came from mobile clients.

Want a Custom Cognos Report?



Visit support.rowan.edu to request a custom report or dashboard for your department or business unit.

If you have a Cognos account, you can access the report by going to **Rowan Offices Reporting > Rowan Announcer > Rowan Announcer Metrics**. Messages that you have either submitted or approved will be displayed. (Note that Extra Editions are included to show history, but metrics on click-through rates for those messages are not available.)

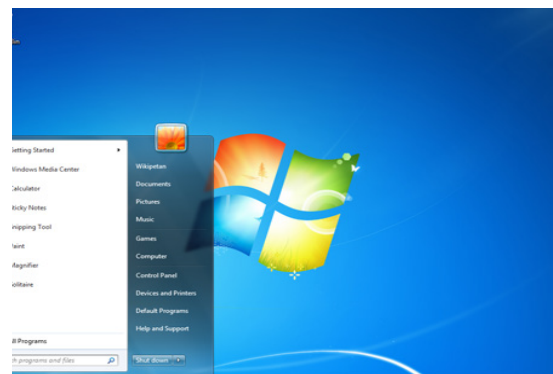
If you do not have a Cognos account, you can request a new account by emailing cognos-administrators@rowan.edu. Cognos is the University's official reporting platform for institutional reporting and for custom, business analysis reports and dashboards.

Support for Windows 7 Ends in January 2020

TAKE
NOTE!

Windows 7 Computers in Glassboro Now Under Evaluation for Upgrade, Replacement Options

Microsoft has announced plans to end support for the Windows 7 operating system next year. Using a computer with an unsupported operating system puts that machine — and any network that machine connects to — at risk.



For that reason, we are working on removing the Windows 7 operating system from the Rowan Network. As part of that effort, we are evaluating whether existing Windows 7 computers can be upgraded or will need to be replaced.

We have started to reach out to employees on the Glassboro campus with Windows 7 computers regarding the status of their computers.

If a computer can be upgraded to Windows 10, we will schedule a time to pick up the computer and perform the upgrade. The computer will be returned within two business days. For faster service, you may also bring your computer to the Technology Assistance Center in Memorial Hall during normal operating hours.

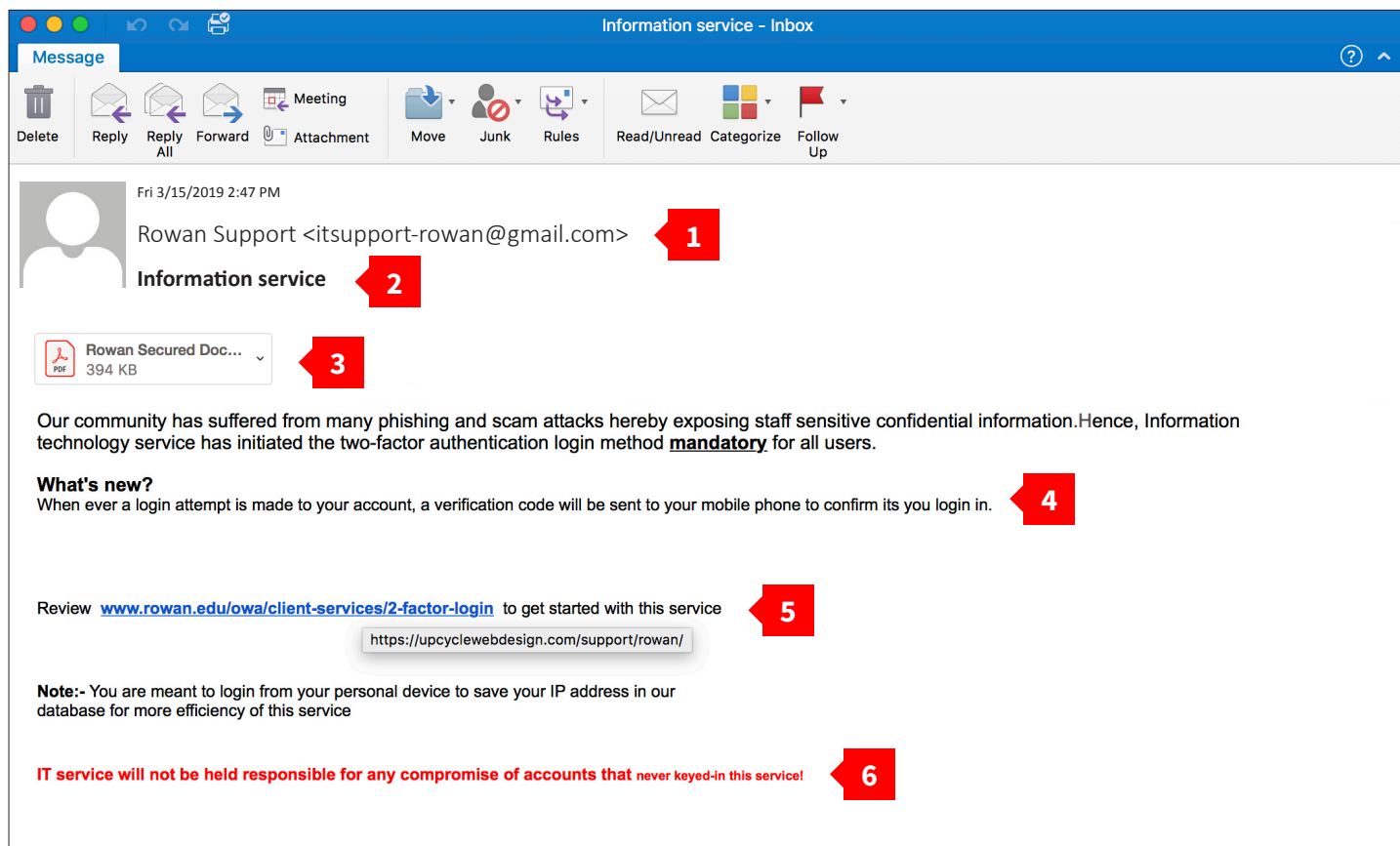
If a computer cannot be upgraded to Windows 10, we will provide information on your options for replacing that computer.

For more information about this project, please see go.rowan.edu/windows.

Please contact the Technology Support Center at 856-256-4400 with any questions, or submit a ticket at support.rowan.edu.

Learn How to Spot a Phishing Email

TIP OF THE MONTH



1 From Field

STOP & ASK YOURSELF:
Do I know the sender? Do I normally communicate with the sender? Is the email from a suspicious domain, like microsoft-support.com?

2 Subject Line

STOP & ASK YOURSELF:
Does the subject line create a sense of urgency? Does the subject line match the content of the email? Would the sender use this subject line?

3 Attachment

STOP & ASK YOURSELF:
Was I expecting to receive an attachment? Do I normally receive attachments from this sender? What type of file is the attachment?

4 Use of Language

STOP & ASK YOURSELF:
Does the email include obvious spelling and grammatical errors? Does the language in the email seem out of the ordinary for the sender?

5 Hyperlinks

STOP & ASK YOURSELF:
Does the text of the link match the link's destination? Does the link include a misspelling or slightly modified version of a known URL?

6 Sense of Urgency

STOP & ASK YOURSELF:
Am I being asked to click a link or open an attachment immediately to avoid a negative consequence or gain something of value?



Do you have questions about a “phishy” email? Contact IRT before you click!
Support specialists are available to help you determine how to respond to a suspicious email. Call 856-256-4400 or email support@rowan.edu for assistance.

Security Awareness Training Required for Rowan Community Members

Cyber security is everyone's responsibility. That's why every member of the Rowan Community who has access to information assets is required to complete Security Awareness Training upon arrival at Rowan University.



IRT POLICY
SPOTLIGHT

That training is mandated by the University's Security Awareness and Training policy.

That policy also states that:

- All members of the Rowan Community who have access to information assets must annually complete refresher training.
- Remedial training will be required for any user whose account has been reported to be compromised.
- The manager is responsible for ensuring that each of their direct reports have completed the Security Awareness Training.

To review the entire [Security Awareness and Training policy](#) and other IRT policies, visit go.rowan.edu/irtpolicies.

Security Threats



In February, we detected and blocked 150 virus attacks and 30,000 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 at 856-256-4400 or support@rowan.edu 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

Follow [@RowanIRT](https://twitter.com/RowanIRT)



RowanUniversity

INFORMATION RESOURCES & TECHNOLOGY

“Just sitting here at home on Spring Break trying to google chicken coop plans and info with my wife. We are using her laptop instead of mine and it struck me how thankful I am for all the work you guys do to protect our computers.



The number of random ads and websites that we get directed to on her MacBook Air is crazy!!!

Thanks for you and your team! I never get this stuff on my Rowan laptop! “

- Professor Bryan K. Appleby-Wineberg