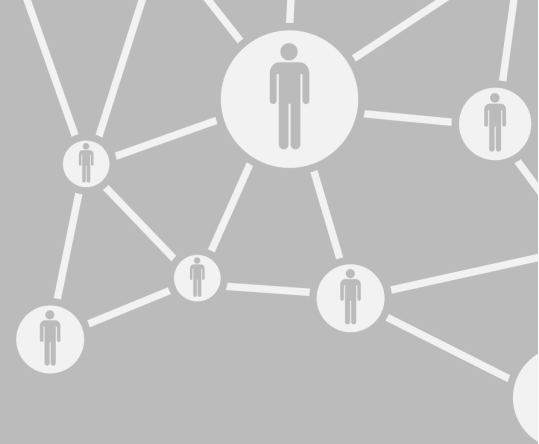# Information Resources & Technology

May 2019 Newsletter

Check Out Our New Status Page

You can now get access to unplanned and planned outage notifications, scam alerts and technology news in one place: go.rowan.edu/status.

At go.rowan.edu/status, you'll find:

- Recent IRT news articles & monthly newsletters
- A link to a list of our upcoming maintenance events
- A link to the @RowanIRT Twitter account, where we post unplanned outages
- A link to a list of known email scams we've blocked

Get Technology News & Notices

Find out what's happening with Rowan University technology in one place: go.rowan.edu/status.

We encourage students and employees to use this page to check if a service may be down or if a suspicious email lands in your inbox and you're not sure if it's a scam. It's also a great place to learn about what we've been up to recently.

Check out the page and the resources it links to, and let us know what you think! You may reach us at 856-256-4400, or give us your feedback at support.rowan.edu.

'Yes' Scam Calls Targeting Employees

TAKE NOTE!

Several employees have recently reported receiving calls on their work phones that appear to come from a Rowan University number. During these calls, the caller poses a question that would prompt a "Yes" response, such as "Can you hear me?" or "Am I speaking to John Doe?" When the recipient of the call answers "Yes," the caller hangs up.

These calls are alleged to be part of a scam the federal government has issued warnings about that records the voice of the person who answers the call. The scammers, according to officials, may later attempt to use that recording for fraudulent purposes; for example, by using your "yes" response as proof that you agreed to a purchase or credit card charge.

Our recommendation is that if you receive this type of call, immediately hang up. If you suspect that you may already have fallen victim to this scam and responded "Yes" to any of their questions, keep an eye out for any suspicious charges on your accounts. While there are not widespread reports of scammers using these recordings to make fraudulent charges with the few companies that allow voice verification, it's better to be extra vigilant. For tips on preventing unwanted calls, visit go.rowan.edu/yesscam.

Get Free Software, Training in MATLAB Portal

Rowan University now offers a campus-wide license for MATLAB that allows students, faculty and staff to download MATLAB and Simulink software through an online portal. Through the Rowan University MATLAB portal, students, faculty and staff may also access free training, contact support and discover additional resources.

Access Rowan University MATLAB Portal

1. Go to the Rowan University MATLAB Portal at go.rowan.edu/matlab
2. Click **Sign in to get started** under the Get MATLAB section and log in with your Rowan Network username and password
3. You will be asked to create a MathWorks Account. Once you do that, you will be associated with Rowan University's MATLAB license and will be able to:
   - Download and activate software on your personal computer
   - Start using MATLAB Online, which provides access to MATLAB from any standard web browser

Existing MATLAB users are also encouraged to download the latest version of MATLAB from the portal. Existing software licenses will continue to work but updating your software will ensure you have access to all of the benefits of the University's new campus-wide license.

If you need more help, please contact the Technology Support Center at 856-256-4400, or submit a ticket by logging in to support.rowan.edu and clicking **Get Help**.

Download Office 365 on Your Personal Computer — for Free!

Did you know that current Rowan University students, faculty and staff can download the entire Office suite on up to five personal devices for free?

> TIP OF THE MONTH

If you need to use Word, Excel, PowerPoint or any of the other Office suite applications, save money and skip a trip to the computer lab. Visit go.rowan.edu/office to learn more.

You can also access the Office suite through an online portal. Visit portal.office.com and use your Rowan University email address to access the applications via a web browser.

New Policy Affects Rowan Network and Email Access for Alumni

Rowan University adopted a new policy in May that that affects how long alumni maintain access to their Rowan Network and email accounts when they graduate from the University.

Per the Alumni Offboarding Policy, Rowan University graduates will only maintain access to their Rowan Network and email accounts for 12 months following graduation.

The Alumni Offboarding Policy is intended to help protect University data by only providing active students, faculty and staff with access to Rowan Network resources. This new policy was developed by the Division of Information Resources & Technology and the Offices of Alumni Engagement and Internal Audit after an internal review of how the University manages access to various systems.

To review the entire Alumni Offboarding Policy and other IRT policies, visit go.rowan.edu/irtpolicies.

IRT POLICY SPOTLIGHT

Security Threats

In April, we detected and blocked **126** virus attacks and **86,100** 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 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 the IRT Support Portal to request help by double-clicking on the support icon 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

Check Our Status

Visit go.rowan.edu/status for the latest technology news and information about upcoming maintenance, current outages and known phishing scams.

Follow @RowanIRT

Rowan University
INFORMATION RESOURCES & TECHNOLOGY

Please join us in celebrating the following accomplishments of members of the IRT staff:

EMPLOYEE SHOUT OUTS

- **Marc Fleischner** received a 2019 Wall of Fame award for excellence in advising
- **John Lyden** received the March 2019 PROFessional of the Month award
- **Dannia Amico** received a B.A. in Liberal Studies
- **Jennifer Savage** received an M.A. in Higher Education Administration
- **Bharathwaj Vijayakumar** received a Master of Business Administration