Information Resources & Technology

Latest News

Windows 10 Update in 2018

We will be rolling out Windows 10 and Office 2016 on Windows computers in technology enhanced classrooms and computers labs on the Glassboro campus and in the Camden bank building in the summer of 2018. Computers in those classrooms and labs are currently running Windows 7 and Office 2013.

Please consider this upcoming change when planning software and textbook needs for the fall 2018 semester.

macOS High Sierra

The new Mac operating system released in September is not compatible with certain applications and services that provide access to the Rowan Network.

Please do not install macOS High Sierra on your computer until we certify that our systems are able to support the new operating system. If you update your computer, you may be prevented from accessing the Rowan Network.

Tip of the Month

Protect Your Data After Equifax Breach

A massive breach at Equifax, one of the three major credit reporting agencies in the U.S., potentially exposed the personal information of roughly 143 million Americans. While no Rowan University data was involved in this breach, our team wants to ensure you take steps to determine whether you are at risk.

Visit www.equifaxsecurity2017.com while on a secure computer and network, click on the "Am I Impacted?" button and enter the requested information to find out if your data may have been compromised. Either way, you will receive an offer to enroll in a free credit monitoring service.

The Federal Trade Commission also suggests consumers go to annualcreditreport.com to check their credit report for suspicious activity, closely monitor existing financial accounts and consider placing a credit freeze or fraud alert on your files.

Visit identitytheft.gov/databreach to learn more about protecting yourself if your personal information has been lost or stolen.

Stay Safe on Social Media

Facebook, Twitter, Instagram, Snapchat and other social media platforms are powerful and engaging tools for building communities, fostering new relationships and staying in touch with friends, family, classmates and colleagues. Billions of people use these platforms every day to share their thoughts and experiences, post photographs and videos and provide updates on their lives. But social media users should be careful about what they post.

Stay Safe Online, an internet safety campaign that is powered by the National Cyber Security Alliance, provides a number of tips to consider the next time you log into your favorite social media platform.

- **Privacy and security settings exist for a reason:** Take control of the information you share. Learn about the privacy and security settings on the social media networks that you use and adjust those settings so only people who you want to see your posts are able to do so.

- **Once posted, always posted:** The internet has a long and robust memory. Before you post something to social media, ask yourself, "Would I want my parents or future employer to see this?" If the answer is no, refrain from sharing that content.

- **Your online reputation can be a good thing:** Many employers screen candidates' social media presence and look favorably on those with a positive online persona. In addition to avoiding posts that may reflect negatively on you, showcase your professional qualifications and unique talents.

- **Keep personal info personal:** Be wary about how much personal information you share on social media networks. The more information you make public, the easier it may be for a criminal to steal your identity, access your data or commit other offenses.

- **Know and manage your friends:** Keep tabs on who you have connected with on various social media platforms and take steps to manage the information you share with particular groups. If you're trying to develop a public persona, consider creating an open profile or a "fan" page with limited personal information. Then use a personal page or account to stay in touch in with your close friends and family.

- **Be honest if you're uncomfortable:** If someone posts something about you that you don't like or that makes you uncomfortable, tell them about it and ask them to take it down, and do the same for others if you receive a request about something you've posted.

- **Know what action to take:** What should you do if you're being harassed or threatened on social media? Learn how to remove people from your list of connections, block them and report them.

Project Updates

PageUp

We helped launch a new applicant tracking and recruitment system in September that streamlines the hiring process for prospective employees.

PageUp, which was rolled out in coordination with Human Resources, automates the request to hire, offer and onboarding processes. The system also gives applicants the ability to check the status of an application and save an incomplete application to finish at a later date.

The Housing Director

Working with Residential Learning & University Housing, we rolled out the new version of Adirondack's The Housing Director, a comprehensive system that handles room assignments, room access, wait lists, maintenance and billing.

This housing management system will allow the University to more effectively serve the thousands of students living in residence halls and apartment communities throughout the Glassboro campus.

Innosoft Fusion

In order to help manage the many recreational facilities and programs that are available to students, staff, faculty and community members, we worked with Campus Recreation to launch Innosoft Fusion.

This new software, which is used by many of the leading schools in the U.S. and Canada, comes with an array of features that will make it easier to manage reservations for facilities and classes, control access and track equipment.

Get Office 365 for Free

Don't pay for Excel, OneNote, Outlook, PowerPoint or Word. The entire Office suite is available for students, faculty and staff to download for free on up to five personal devices.

How to Install Office 365

To install Office 365 on your personal computer, go to portal.office.com and enter your Rowan University email address. You will be redirected to the University's login portal. Enter your Rowan Network username and password and you will be sent back to the Office 365 portal. Select "Install Office 2016" and then follow the steps to install the suite on your machine.

For more information, visit rowan.edu/go/office.

IRT Policy Spotlight

Electronic Media Disposal Policy

Planning to get rid of an old hard drive? Make sure you are following the University's standards for disposing of electronic media.

Members of the Rowan community who access and use the University's electronic information systems must adhere to certain rules to protect sensitive data before throwing away storage devices, like hard drives.

Before disposal, operable hard drives must be overwritten. That process replaces previously stored data with a random pattern of meaningless information and effectively renders the data unrecoverable.

Different rules apply if you are giving a hard drive to someone in your department or sending a hard drive out for repair.

For more information about this University policy, visit irt.rowan.edu/display/POLICY/Electronic+Media+Disposal.

Security Threats

In August, we detected and blocked 73 virus attacks and 18,600 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. Acting quickly will minimize the risk to the University's network.

Need computer help?

Visit our new 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, email or visit us in Memorial Hall for help.

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

Walk-In Help Available:
Monday - Thursday: 9 a.m. to 7 p.m.
Friday: 9 a.m. to 5 p.m.

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