Information Resources & Technology

Latest News

Job Offer Email Scam

An email sent to Rowan University users in March asked recipients to apply online for a part-time job working for a member of the "University Office for Students with Disabilities."

The email had the subject line "Re: Your Application" and claimed to be offering a job that paid $620 a week. This email was a scam.

If you responded to this email and provided personal information, please contact us at support@rowan.edu.

We would like to remind students and employees to be on the alert for these kind of email scams, which are designed to steal your personal and financial information.

These scams come in many forms. Here are ways you can protect yourself:

- Investigate links in emails before clicking on them, even if you think you recognize the sender.
- Do not open any attachments you were not expecting to receive.
- Never share your personal or financial information.

For more tips about protecting yourself online, visit **rowan.edu/go/security**.

Tip of the Month

Protecting Yourself at Tax Time

"Tax season is primetime for online scams," according to the National Cyber Security Alliance and the Identity Theft Resource Center. The two groups have joined together again this year to help consumers stay safe ahead of this year's April 17 tax filing deadline and warn you about the following known tax time scams.

- **IRS-Impersonation Phone Scams:** Callers impersonating IRS employees may call you, demand you owe money and ask you for an immediate payment. The real IRS won't do this; in general, the IRS will mail you a bill if you owe money.
- **Phishing, Email & Malware Schemes:** Be even more vigilant when you receive an unsolicited email that asks you to click on a link or has an unexpected file attached.
- **Fraudulent Tax Returns:** To help prevent fraud, the Federal Trade Commission strongly recommends taxpayers file their tax returns as soon as possible.
- **Tax Preparer Fraud:** Remember that tax preparers must sign your return with their IRS preparer identification number.

Visit **staysafeonline.org** for more information.

System & Software Upgrades

New Anti-Virus Software for Rowan-Owned Computers

In March, we started upgrading the anti-virus software we use to protect Rowan University-owned computers to McAfee Endpoint Security. We are installing the new McAfee software in phases.

Our current schedule and additional details about this upgrade are available at **go.rowan.edu/mcafee**.

We are also providing weekly updates to employees about this roll out in the Rowan Daily Mail.

What Do You Need To Do?

During the week your building is scheduled for the upgrade, restart your computer every day before you leave work. Do not log back in.

When you see McAfee has been installed on your computer, you can resume logging out like you normally do.

Keeping your computer on will allow us to push out the new McAfee software to your computer overnight. Your computer will automatically re-start again when the installation is complete.

What's Changing?

Symantec Endpoint Protection will be removed from your computer. McAfee Endpoint Security will be installed.

When the update is complete, you will notice a new red icon, like the one pictured below, in your computer's taskbar.
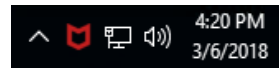
Unless you manually run anti-virus scans on your computer, you should notice no other changes.

Where Can You Get Help?

If you have any questions, please contact the Technology Support Center at support@rowan.edu or 856-256-4400.

New Clinical Systems Features

We are updating the University's electronic medical records (EMR) system to provide new features to RowanMedicine clinicians.

These changes include efficiency improvements in processing incoming and outgoing prescription refills, which means fewer clicks!

We expect to launch these new features in April, and we will be offering WebEx training classes to help users get familiar with the updated system.

To sign up for training, please send an email to **somirttraning@rowan.edu**.

Windows 10/Office 2016 Upgrade

We will be installing a new operating system on Windows computers in computer labs and technology enhanced classrooms on the Glassboro campus and in the Camden bank building this summer.

In addition to the upgrade to Windows 10, we will also be equipping those computers with Office 2016.

Please consider this upcoming change when planning for next semester, as the upgrade may require ordering new textbooks with updated references and upgrading specialty software to ensure compatibility with Windows 10.

Computers in the technology enhanced classrooms and labs that will be upgraded this summer are currently running Windows 7 and Office 2013.

IRT Policy Spotlight

Workstation Use Policy

Rowan University provides desktop computers and laptops for business, academic and research use. These workstations must be used in accordance with the University's Workstation Use Policy.

Among the requirements included in that policy are:

- Connecting personal removable media, particularly portable hard drives and USB thumb drives, to Rowan workstations is prohibited.
- Users must not save on workstations information classified Confidential, Private or otherwise considered sensitive or privileged information, unless it is appropriately secured against theft or loss.
- Users must logoff or lock their workstations when not in use.

To review the entire Workstation Use Policy and other IRT policies, visit **go.rowan.edu/irtpolicies**.

Security Threats

In February, we detected and blocked **50 virus attacks** and **81,600 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 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, email or visit us in Memorial Hall for help.

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

Walk-In Help Available in Glassboro:

Monday - Thursday: 9 a.m. to 7 p.m.
Friday: 9 a.m. to 5 p.m.

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