Windows 7 Support Ends Next Fiscal Year

Rowan-Owned Windows 7 Computers to be Blocked from Rowan Network When Support Ends

Microsoft has announced plans to end support for the Windows 7 operating system during the next fiscal year.

Using a computer with an unsupported operating system puts those machines — and any network those machines connect to — at risk. For that reason, Rowan-owned and managed computers running Windows 7 will be blocked from connecting to the Rowan Network when Microsoft ends support for the operating system on Jan. 14, 2020.

In 2017, we started installing Windows 10 on new Rowan-owned computers, as well as older machines that required updating. Now, any employee using a Rowan-owned computer with Windows 7 may request an upgrade to Windows 10.

Schedule an Upgrade to Windows 10

Please email support@rowan.edu to request an upgrade to Windows 10 for your computer, and we will work with you to schedule an appointment to complete the upgrade.

Please note that it’s possible we may not be able to install Windows 10 on some computers. Often, these will be computers that are more than five years old. We are currently compiling a list of computers that fall into this category, and we will publish it when it’s ready so employees can look up whether their computer may be affected.
Ellucian, the software vendor for Banner, is ending support for Banner 8 INB (Internet Native Banner) at the end of this year and will no longer be providing patches, fixes or regulatory updates for that system. Due to this termination of support by Ellucian, we are shutting down Banner 8 INB on Monday, Dec. 31.

Rowan University employees will no longer have access to Banner 8 INB and all business processes will need to be completed in Banner 9 Administrative Pages as of that date. To access Banner 9 Administrative Pages, visit banner.rowan.edu.

Since we first implemented Banner 9 Administrative Pages in spring 2017, we have worked with Ellucian to address concerns that were raised about the new system. We will continue to do so as Banner 8 INB is decommissioned, and we complete the transition to Banner 9 Administrative Pages.

This is one of the first steps in the University’s phased upgrade to Banner 9. For more information about the upgrade, visit the Banner Upgrade page on the IRT website.

Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any questions.
Strong passwords are essential, but they aren’t enough to protect your account. That’s why you should start using Duo today.

Duo is a two-factor authentication service that adds an additional layer of security to your Rowan Network account. You may already be using two-factor authentication in your personal life to verify your identity through a text message or email when logging in to your bank account. Now, you can get this extra protection at Rowan too.

**How Two-Factor Authentication With Duo Works**

1. **Password**
2. **Proof**
3. **Access**

Visit [go.rowan.edu/duo](go.rowan.edu/duo) for FAQs about Duo and other resources.
Security Threats

In October, we detected and blocked 50 virus attacks and 52,700 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.

New Policy Impacts Rowan Network Access for Separating Employees

In November, Rowan University started enforcing a new policy that impacts how long employees who are resigning, retiring or otherwise separating from the University maintain access to their Rowan Network accounts. Under the University’s Separated and Retiring Employee Offboarding Policy:

- Lecturers, tenured and tenure track faculty, staff and administrators are not eligible to maintain access to their Rowan Network accounts after separating or retiring from the University. These employees will no longer have access to their Rowan Network accounts after their last day of employment.
- Adjuncts and ¾-time faculty may maintain access to their Rowan Network accounts for one year after the scheduled end of their contract.
- Professors Emeriti may maintain access to their Rowan Network accounts indefinitely.

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

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

Hours:
Monday - Thursday: 8 a.m. to 8 p.m.
Friday: 8 a.m. to 5 p.m.

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