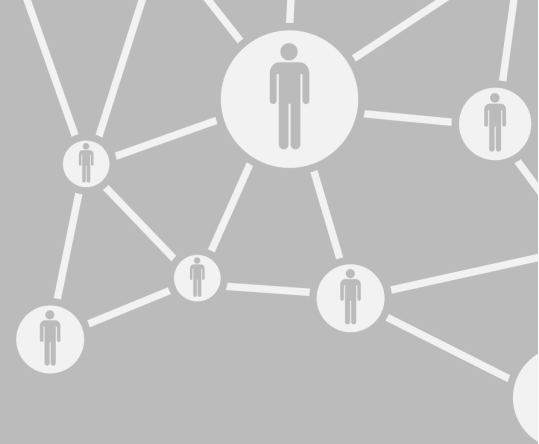# Information Resources & Technology

November 2018 Newsletter

Don't Wait — Enroll in Duo

During the spring 2019 semester, all Rowan University students and employees who are not yet enrolled in Duo will be required to sign up when they change their password.

But you shouldn't wait to get this extra protection for your Rowan Network account, since you'll need to use Duo to log in to Blackboard, Google Apps and more.

If you haven't heard of Duo yet, it's a two-factor authentication service that adds an extra layer of security to your Rowan Network account.

### Visit Our Duo Page for More Info

Check out go.rowan.edu/duo for more information about Duo two-factor authentication.

To enroll in Duo:

- Log in to duo.rowan.edu
- Click **Register New Device** and add the devices you want to use with Duo.
- Done! After you have registered your devices, you will be prompted by Duo to verify your identity when logging in to various University applications and websites.

For more information about Duo at Rowan, visit go.rowan.edu/duo.

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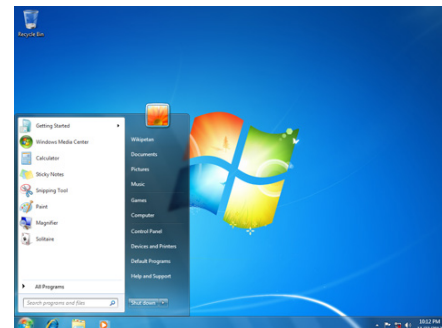
Rowan-Owned Windows 7 Computers to be Blocked from Rowan Network When Support Ends

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.

Learn a New Skill for Free With Lynda.com
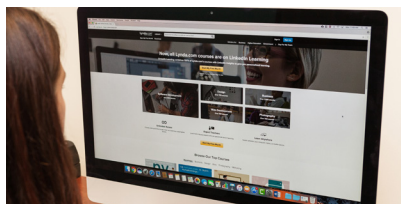
Did you know that Rowan University students and employees have access to thousands of online courses through Lynda.com for free?

With Lynda.com, you can develop skills in software development, design, business, photography and more on your own time. The online courses are taught by industry experts, and you can follow along on your computer, tablet or phone.

Check out a few popular Lynda.com classes at Rowan University below, or visit rowan.edu/lynda to get started on your own today.

Popular Lynda.com Classes at Rowan University

- Excel 2016 Essential Training: Learn how to best enter and organize data, perform calculations with simple functions, work with multiple worksheets and more.
- SPSS Statistics Essential Training: Learn how to use SPSS to calculate descriptive and inferential statistics, create data visualizations like scatterplots and other charts and more.
- DSLR Video Tips: Cameras & Lenses: Explore the different camera and lens option for digital video, including learning about the difference between cropped and full-sized sensors.

Sign Up for a Training Class

Our Training & Instructional Support team offers one-on-one training and group classes for Rowan University employees throughout the year on Banner, Blackboard and more.

Visit marketplace.rowanonline.com/irt to register. Some of the training opportunities we're offering in December, include:

- Introduction to Kaltura: Learn about the Kaltura MediaSpace environment and interface, the Kaltura environment inside of Blackboard, how to upload videos, making caption request for videos and creating voice-over-slide presentation videos.
- Introduction to Poll Everywhere: Learn how to use a device to respond to an activity or poll, the basics of the Poll Everywhere interface and how to create activities or polls from within the Poll Everywhere site that others will respond to.
- Rowan Applications Trainings: In one-on-one training, discuss applications like Confluence, Google Drive, Lynda and Qualtrics. Participants are welcome to bring samples of their work to the training session.

Banner 8 INB Will Shut Down on 12-31-18

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

SECURE YOUR ROWAN NETWORK ACCOUNT.

GET DUO.

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.
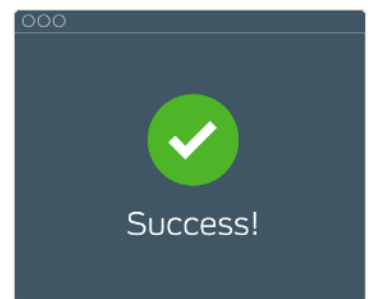
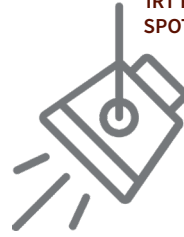## How Two-Factor Authentication With Duo Works
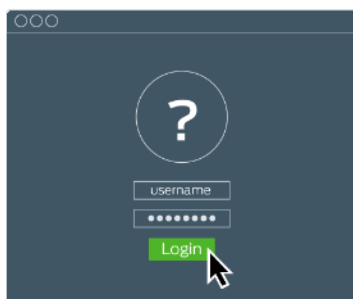
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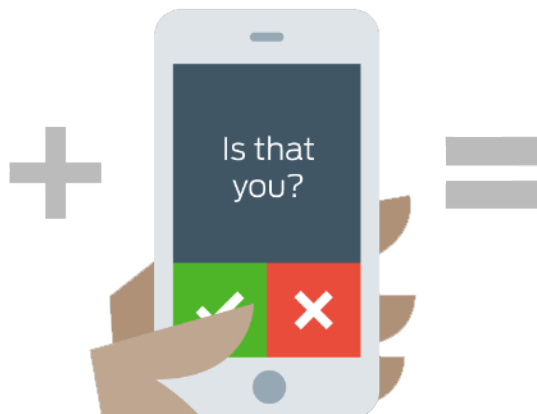
PROOF

ACCESS

More Duo Help

Visit **go.rowan.edu/duo** for FAQs about Duo and other resources.

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.

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.

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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