

# UNC IT NEWS



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## Did You Know?

The Center for the Enhancement of Teaching and Learning (CETL) offers professional development workshops including workshops on Microsoft Office 2007. CETL also offers SkillSoft online training modules and certifications. To view the calendar of workshops please visit <http://www.unco.edu/cetl/workshops/workshops.html>.

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## Next Generation of Anti-Virus Protection

The IT department will be migrating from Symantec Antivirus to Symantec Endpoint Protection this summer. Symantec Endpoint Protection will replace the current Proventia Desktop firewall application. This is an all-in-one product that protects known and unknown threats to your computer. Every Windows PC on campus will be affected by this change. For more information about Symantec Endpoint Protection, please visit [http://www.symantec.com/business/products/overview.jsp?pcid=2241&pvid=endpt\\_prot\\_1](http://www.symantec.com/business/products/overview.jsp?pcid=2241&pvid=endpt_prot_1).

Some faculty and staff have inquired about the blue and white icon on the lower right side of their computer screen. That icon is the Proventia Desktop firewall application. It is always running silently in the background protecting information from intruders trying to gain access into your networked computer.



## Home Use Program from Microsoft

UNC employees will soon be eligible to participate in the Home Use Program (HUP). This program enables employees to get a licensed copy of Microsoft Office Professional 2007 or Microsoft Office 2008 for Macintosh to use on their home computer. Employees are limited to one copy and may use the HUP software as long they are em-

ployed by the University of Northern Colorado. Microsoft Office software will be \$15 and is expected to be available May 30, 2008. Contact Bear Logic at (970) 351-1361 for more information.

## Blackboard Grade Book Integrates with URSA

The IT department conducted a mid-term grade pilot program this spring. The pilot allowed instructors to post grades to Ursa from Blackboard.

The application is fairly simple. Faculty will add three columns to their Blackboard grade book (midterm grades, final grades, and withdrawal dates). When midterm or final grades are due, IT will extract the required column(s) from the Blackboard grade book and will post the grades in Ursa. As always, grade changes must go through the Registrar's office. Provided that the spring pilot goes as planned, all faculty may use this feature summer 2008 and beyond.

## Long Distance Dialing Changes

Starting fall semester 2008, the way to dial a long distance call on campus is changing. Instead of dialing 56-authorization code-1-area code-phone number, the new process is 8-1-area code-phone number-(wait for beep)-authorization code-#. This is shortening the dialing process making it easier for everyone.

## Textbook Process Changes

After receiving feedback from faculty regarding the textbook process, improvements are being made to ensure accuracy. Beginning June 2008, a summation will be regularly emailed to faculty detailing textbook additions and deletions for their course(s). The goal is to help ensure that the textbook(s) required for a course is up-to-date and correct. Nothing about the textbook application is changing; this is just a service that is being provided to ensure accuracy. If faculty discover their textbook information has been deleted or is not accurate, they will simply update the information using the same textbook application in Ursa.

## Better BearMail

On August 1, 2008, a new and improved version of BearMail is coming. The new version of BearMail will include: increased storage capacity of 2-5 gigabytes; an improved and easier to use address book, contacts tab, and calendar; modern graphic user interface and enhanced customization capabilities; and better accessibility to users with disabilities. The new version of BearMail will not include the automatic forwarding of incoming email messages. UNC's Information Technology Committee will use student input in tailoring the new web-based student email product.



## Self Service Solutions

Have you ever had questions about the availability, use of, or changes to Ursa, Email (OWA or Bearmail), or Blackboard? The Technical Support Center (TSC) provides information you may need by posting messages about maintenance or unscheduled outages on the SupportU portal (<http://www.unco.edu/it/supportu.htm>).

On the SupportU site, you will see information about scheduled and unscheduled maintenance which could impact your use and/or access to a particular computing service. The SupportU site consists of a complete knowledge base for computer support (i.e. instructions, troubleshooting steps, etc.), self-service solutions (password reset), and a ticket submission option if you would like to report a problem and need assistance. Additionally, you can use the SupportU portal to track the status of a request and communicate with the technician assigned to you. If for some reason you cannot access the SupportU portal and you have a question, comment, or concern please call (970) 351-HELP and a customer support representative will be there to SupportU 24.7.365. The average hold time is less than two minutes. To view other statistics please visit <http://d2.parature.com/ics/support/default.asp?deptID=8017>. Every month, the TSC does training sessions for SupportU services and are offered through the Center for the Enhancement of Teaching and Learning (CETL). For more information about training sessions, please visit the CETL page at <http://www.unco.edu/cetl/>.

## H: Drive for Faculty and Staff

The H: drive is an electronic file storage space on a central server for faculty and staff. Every night, the files stored on the H: drive are backed up. This backup allows IT to recover files which may have been accidentally deleted or are no longer available due to a hardware failure. When using the H: drive, only the user that creates the file can open the file, but the name of the file can be seen by those who have access to the H: drive. Therefore IT recommends, when naming the files, faculty and staff should be as general as possible, particularly if the subject is of a personal or private matter. If you cannot operate in this fashion there are other solutions which will hide the file name. Please contact the

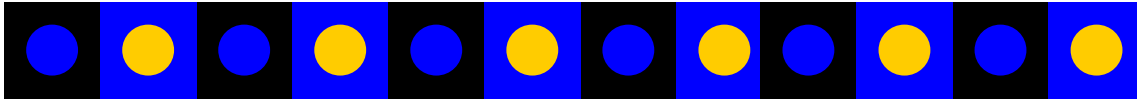
Technical Support Center at (970) 351-4357 if you would like to have software installed on your computer which will hide your file names.

## BearDrive—File Storage Application

The University of Northern Colorado's Information Technology department is introducing an individual file storage space for faculty, staff, and students to safely access from any internet location using a web browser, on or off campus beginning fall 2008. UNC faculty and staff currently use drive (H:) and students use the shared drive (T:).



A problem with the student shared drive (T:) is that anyone who has access to a computer on campus can view the files saved on the T: drive. BearDrive is the replacement for the T: drive used by students. BearDrive will offer many advantages including: safe and secure web access and file storage, facilitates academic collaboration, and is open standards-based. BearDrive is a Xyθος product called the Digital Locker and it is designed to work together with the applications and processes that users already know and use—accelerating user adoption, aiding compliance, and reducing training requirements. Other universities that use Xyθος Digital Locker are: Salve Regina University in Newport, Rhode Island; Loyola Marymount University in Los Angeles, California; and the University of Memphis in Memphis, Tennessee. Those universities have found Xyθος Digital Locker very useful in expanding learning for higher education. Xyθος is a product that provides security the university needs.



### Exam Scanning & Grader

Faculty now have two locations to scan their exams. The new self-service location, although still in pilot phase, is on west campus in Candelaria 2140. This location should be more convenient for faculty who teach on west campus. Written instructions are available and Pepper Mueller in Candelaria 2200 can help if you require assistance. If you prefer to have someone scan your exams (not self-service), you may continue to take your exams to Information Technology in the Carter Hall basement.

### Protecting Your Personal Information

Social engineering has been a problem throughout the virtual world. But what exactly is social engineering? Social engineering is when someone attempts to gain access to information on computers or computer systems through deception and manipulation. People become victims of social engineering by believing that a hacker is really a fellow employee or a person that is authorized to gain access to sensitive information or computer equipment. The most common form of social engineering is phishing. Hackers use e-mail or malicious websites to solicit personal, often financial information. These attackers send e-mails that seem to be from reputable financial companies or online retailers requesting account information, often suggesting that there is a problem. If users respond to these e-mails with the information requested, attackers can gain access to personal accounts.

There are many ways a person can protect themselves from such attacks. The first way someone can protect themselves is to verify the identity of the person making the request before providing any information. Second, verify whether the person is authorized to receive this information that they are requesting. Last, remember that reputable financial institutions and online retailers don't ask their customers to provide sensitive personal information via e-mail or links in e-mails. If anyone should receive a phone call or e-mail that makes them suspect it is social engineering, please report it to the Technical Support Center at (970) 351-4357. For more information regarding social engineering, please visit <http://www.unco.edu/cybersecurity>.

### SafeGuard

SafeGuard is a powerful software application used to protect confidential information against attacks or loss, and helps organizations comply with the growing number of privacy laws. Individuals who use SafeGuard Encryption on their PC will soon be able to encrypt USB flash drives and Optical media using SafeGuard. Optical media refers to media devices such as CDs and DVDs, which hold content in the digital form and that is written and read by lasers. This allows users to safely and securely use and transport sensitive data with these types of media storage devices. If you would like more information about SafeGuard please contact the Technical Support Center at (970) 351-4357.

### Media Disposal

Ever wonder how to dispose of old CDs, DVDs, floppy disks, and USB

drives? Disposing digital media containing personal and confidential information must be done in a secure manner. The IT department has developed processes and procedures to help dispose of media storage devices safely. CDs, DVDs, and floppy disks can be securely dropped off at the office of Information Technology which is located in the basement of Carter Hall. More information about this process and a map of IT's location please visit <http://www.unco.edu/it/security/mediadisposal.htm>.

### Educational Corner

What is a Web browser? A web browser is a software program that displays and allows you to interact with a webpage on a website. Some of the more popular browsers include:

- Internet Explorer 
- Mozilla Firefox 
- Safari 

Since each browser displays and interprets webpages differently, you may want to try a different browser if you are having trouble viewing or interacting with a webpage.

Sometimes you may be asked by the Technical Support staff to try a different browser when you are experiencing problems with applications such as Blackboard and Ursa.

### IT Mission Statement

Information Technology supports faculty, staff, students and administrative departments in their use of information technology to successfully achieve their assigned missions. This is accomplished through the application of technical expertise, consulting, and training; to maintain and enhance the network, telecommunications and computing infrastructure of the university.

### Newsletter Suggestions Are Welcome!

Please contact Kate Kenley (IT's Graduate Student and Newsletter Editor) at (970) 351-1450 or [katherine.kenley@unco.edu](mailto:katherine.kenley@unco.edu).

### Technical Support Center: (970) 351-HELP(4357)

Information Technology Department  
Carter Hall Room 14  
Campus Box 19  
Phone: (970) 351-2341  
Fax: (970) 351-1650  
[www.unco.edu/it/](http://www.unco.edu/it/)

### Latest Virus Threats

On the IT website, there is a link that faculty, staff, and students can access that gives them virus, adware, and spyware alerts. This



site is updated when a new virus, adware, or spyware alert becomes available. Currently, the IT department offers antivirus information, Symantec Antivirus, and a free download for students. When a student encounters a virus on their computer, they can come to

the IT website and find removal tools to help remove their virus. On April 20, 2008 a new threat was brought to IT's attention. This virus is called W32.Sality.AE. The risk is low, but can still affect anyone. W32.Sality.AE is a virus that spreads by infecting executable files and attempts to download potentially malicious files from the Internet. The systems that this virus affects are: Windows 2000, Windows NT, and Windows XP. To keep you and your computer stay safe, visit the Virus, Adware, and Spyware site at [http://www.unco.edu/it/virus\\_alert.htm](http://www.unco.edu/it/virus_alert.htm).

### Password Changes

On February 23, 2008, Information Technology (IT) updated the self-service password option used to reset access to student, faculty, and staff UNC accounts. When logging on to Ursa, everyone was

prompted to provide case-sensitive answers to 5 new security questions. These questions and their answers will be used when selecting the "Forgot Your Password" link from the Ursa logon screen. You can use this option if you have forgotten your password and need to re-establish one that will allow you access into OWA, Bearmail, Blackboard, and Ursa. We hope that improving this process will enable you to more efficiently and effectively manage your account and access to it. If you have questions or concerns please visit [www.unco.edu/it/supportu.htm](http://www.unco.edu/it/supportu.htm) or call (970) 351-HELP.