TECH TALK

August 2017

IN THIS EDITION

Fall 2017

About

Tech Talk is published once per semester for Duquesne University faculty, staff, and students. Content in Tech Talk may be printed without permission, but it is required to credit the source.

CTS Mission Statement

Computing and Technology Services provides a critical set of services enabling Duquesne University's teaching, learning, research, business, image, and campus life. Computing and Technology Services partners with the entire campus community to meet our common goals through the University's Spiritan Mission of Service.

DUQUESNE UNIVERSITY
Computing and
Technology Services

TECHLIFE
World Tech Tour

Wednesday August 30 10 AM to 2 PM

Duquesne Union • 2ⁿᵈ Floor Atrium

Sponsored by SGA & CTS   www.duq.edu/tech-life

ATP

Advanced Threat Protection

New Email Protection Tools

On August 8th, CTS implemented Microsoft Advanced Threat Protection (ATP), which will help combat the influx of phishing messages, email spoofing, and malicious email that Duquesne University receives.

There are two components to Microsoft ATP that will protect against phishing attempts and malicious email attachments: **Safe Links and Safe Attachments**.
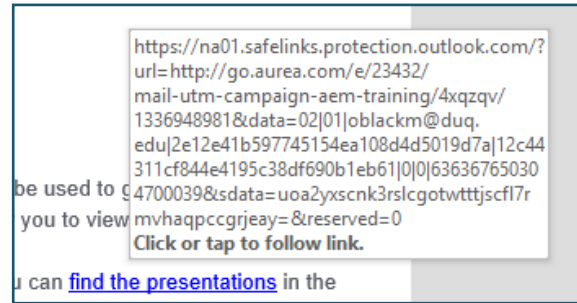
Safe Links

Safe Links evaluates all links in an email message to determine if they point to safe or harmful content and replaces all links in incoming messages with URLs that begin with "https://na01.safelinks.protection.outlook.com".

Safe Links evaluates links from external email addresses only. It does not evaluate links in email messages that have been sent from an @duq.edu email address. However, Microsoft will provide this functionality at a later date.

Example of a Safe Links URL

https://na01.safelinks.protection.outlook.com/?url=http://go.aurea.com/e/23432/mail-utm-campaign-aem-training/4xqzqv/1336948981&data=02|01|oblackm@duq.edu|2e12e41b597745154ea108d4d5019d7a|12c44311cf844e4195c38df690b1eb61|0|0|63636765030 4700039&sdata=uoa2yxscnk3rslcgotwtttjscfl7r mvhaqpccgrjeay=&reserved=0

Click or tap to follow link.

When you click on a link, Safe Links evaluates the web address and will adhere to the following protocols:

- If the link is safe: You will be taken directly to the intended site.

- If the link is unsafe: You will be warned not to visit the site and will be informed that the site has been blocked. This will help combat the dangers caused when cyber criminals duplicate our site in order to steal your credentials.

Safe Attachments

Safe Attachments protects against harmful email attachments. Before a message is delivered, all attachments are analyzed for malicious content.

- If the attachment is safe: the attachment will be delivered to you along with the original email message

- If the attachment is harmful: You will not receive the message or the attachment. If you were expecting an email message with an attachment and did not receive it, please contact the CTS Help Desk, who can verify if your message was quarantined. If the message does not pose a threat to Duquesne's email environment, the Help Desk can release it

Please note: the attachment scanning process may cause a brief delay (a few minutes) in the delivery of messages with attachments.

Although this service improves email security, you will always remain our best defense against online threats. Please continue to exercise the safe computing practices found at **http://duq.edu/about/campus/computing-and-technology/safe-computing.**

Eduroam
Education Roaming

CTS is proud to participate in Eduroam (education roaming), a secure, world-wide internet access service developed for the international research and education community.

Overview

Eduroam enables you to use your Duquesne University account credentials (email address and password) to obtain wireless access to the internet at participating institutions around the world. Others from participating institutions can also enjoy the same benefit when visiting Duquesne University.

Eduroam service is currently available at more than 2,000 institutions worldwide. Visit the Eduroam web site to learn more about it and to view a comprehensive list of all participating campuses and universities: **https://www.eduroam.us/**

Connecting to Eduroam

For instructions on how to connect to Eduroam when traveling other institutions, please visit http://duq.edu/about/campus/computing-and-technology/network/eduroam

Remember, the institution that you are visiting must participate in Eduroam in order for you to use the service.

Eduroam FAQs

Who do I contact for support if I am unable to connect to Eduroam?

If you are a member of Duquesne University:

Contact the CTS Help Desk for assistance.

If you are visiting from another university:

Contact Duquesne's CTS Help Desk first. They can confirm if the Eduroam service is available on Duquesne's campus. If the service is available and you are still unable to connect, please contact your university's technical support department for further assistance.

**What sort of internet access does Eduroam provide?**

Eduroam will provide different network access depending on whether you are a member of the Duquesne community or a visitor to Duquesne's campus. These different types of access are explained below.

	On Duquesne's Campus	On Participating University's Campus
Member of Duquesne	Eduroam will provide access to Duquesne's online resources as though you were on DuqNet	Eduroam will provided access to internet resources that are determined by participating university's IT department
Visitor from Particiapting University	Eduroam will provide access to internet and will allow for internet browsing and VPN capabilities	Eduroam will provide access to internet resources that are determined by participating university's IT department

What are the service requirements for connecting to Eduroam?

Those connecting to Eduroam are held to the same network guidelines and policies as those connecting to DuqNet. This includes the Wireless Airspace Policy and the general Network service requirements, viewable on CTS's website, here: **http://duq.edu/about/campus/computing-and-technology/policies**.

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Computer Labs and Classroom Podiums Now Allow Multipass Login
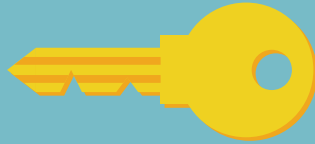
Over the past several months, Computing and Technology Services (CTS) has been making improvements in our computer labs to allow members of the Duquesne community to log into the computers using their MultiPass credentials. This improvement will provide additional security to your sessions while you work in the labs and ensure that only authorized users are using Duquesne's resources. In addition, logging in with your MultiPass credentials will create a temporary user profile for your account, which will grant an extra layer of privacy to your data.

Office

As a member of the Duquesne community, Microsoft Office 2016 is available to download through your Duquesne email account. You are limited to 10 installations for both PC and Mac. Additionally, unlimited downloads are available on your mobile devices.

For assistance with downloading and installing Microsoft Office 2016, please visit **www.duq.edu/ms -office.**

Running Low on Printing Pages?

All members of Duquesne University receive an annual print quota of $90 = 3,000 pages of printing. These pages are good from July 1st - June 30th of each year. If you use all your pages, you can purchase additional printing pages at the Computer Store in the Union. Please visit **http://webprint.duq.edu** to check your printing quota.

DuqNet IoT Ready For Liftoff!

Last spring, CTS launched a pilot network called "DuqNet IoT," which allowed students to connect gaming consoles and streaming devices to Duquesne's wireless network. For the first time on Duquesne's campus, students could connect devices like AppleTV, Xbox, PlayStation, and ROKUs to the campus wireless network.

Due to the positive feedback CTS received regarding the pilot phase, we have decided to move the network to a production environment. Now, instead of only two devices, students can register up to four devices on DuqNet IoT. *Any devices registered during the pilot phase will need to be re-registered.*

Remember, DuqNet IoT is an unsecured wireless network. Before you register your device onto the network, please review the frequently asked questions and privacy policy on CTS's website, here:

http://duq.edu/about/campus/computing-and-techn ology/network/duqnet-iot.

CYBER SECUIRTY TRAINING
Available For Faculty & Staff

Computing and Technology Services (CTS) is offering online cyber-security training to all Duquesne employees as part of a partnership with the SANS institute.

This training consists of a number of short videos that have been curated by CTS to answer the specific cyber-security challenges faced by Duquesne University. Most videos are only minutes long and provide great insight into how to protect yourself and your information online.

Employees should have received welcome emails and reminder emails from the CTS Help Desk in July with steps for how to access the training. The return address was listed as *noreply@securethehuman.org*

Here are just a few of the sample titles:
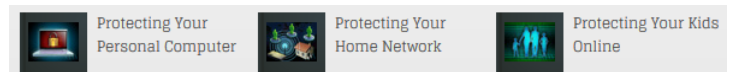
Those who complete the training by September 30th will be entered into a drawing for a chance to win prizes.

If you have any issues accessing the site, please reset your password here:

https://vle.securingthehuman.org/auth/forgotpassword.php

BE ON THE LOOKOUT FOR

Updated Office 365 Duquesne Email Login Page

Computing and Technology Services (CTS) has implemented a new login page for Duquesne Office 365 Email. This new web login page features an image of Duquesne's Administration building as well as the important login information that is common to most other Duquesne applications.

All information regarding Duquesne's authentication services can be found on CTS's website, here: **http://duq.edu/about/campus/computing-and-technol- ogy/safe-computing/authentication.**

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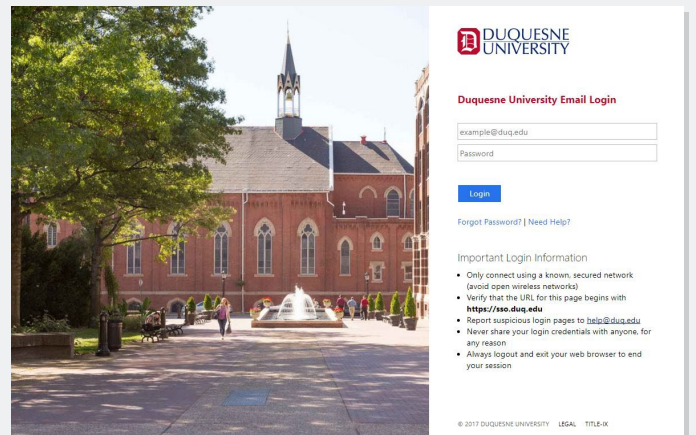
Xfinity On Campus
Comes To Duquesne

Computing and Technology Services (CTS) and the Office of Residence Life have partnered with Comcast to bring students XFINITY On Campus!

What is Xfinity On Campus?

Xfinity On Campus is designed for students living in on-campus housing, and is included as part of the students' housing fees. Additionally, you can use your school credentials to login to over 90 "TV Everywhere" apps when off-campus. You can use this service to stream live TV and thousands of Xfinity On Demand shows and movies directly to your laptop, desktop, and mobile devices. Including Apple, Android, and Kindle, all while staying connected to your campus network.

How Do I Access It?

For full access, students must be connected to either DuqNet or DuqNet-IoT*. However, some free TV content (TV Go & TV Everywhere) is available off campus as long as the student is registered as an on-campus resident.

*Please note: DuqNet-IoT is unsecured network and not recommended for financial transactions.

You can access streaming TV and content from any supported browser. Start by going to xfinityoncampus.com, select Duquesne University as your school, and enter your MultiPass username and password when prompted.

Who Do I Contact For Support?

For technical assistance, please contact the CTS Help Desk at 412.396.4357 or email **help@duq.edu.**

For billing or subscription assistance, please go to support.xfinityoncampus.com. Feel free to browse their Help Center or submit a ticket for additional help.

For a full FAQ guide, please visit **http://duq.edu/ assets/Documents/cts/pdfs/XOC%20CTS%20 Documentation.pdf**.

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