



# THE EAGLEWIRE

BRINGING YOU THE LATEST NEWS AND TIPS TO ASSIST YOU WITH YOUR TECHNOLOGY NEEDS DURING YOUR TIME AT AMERICAN UNIVERSITY.



OFFICE OF  
INFORMATION  
TECHNOLOGY

FROM THE VICE PRESIDENT & CHIEF  
INFORMATION OFFICER, DAVE SWARTZ

## WELCOME STUDENTS

I would like to welcome you to campus for the 2015-16 academic year. It is our goal to provide you with the technology services and support necessary to enable you to achieve your academic goals. Please take a few minutes to review this student newsletter, featuring some of the essential news and tips every student should know. Have a great year and remember that we are here to help.

## I have some questions but where can I get IT help?

The answers to your technology questions are just an e-mail, instant message, or phone call away. Contact the OIT Help Desk at 202-885-2550, [helpdesk@american.edu](mailto:helpdesk@american.edu), or [AskAmericanUHelp](#) to reach one of our professional staff who can answer your questions and provide general troubleshooting assistance. The Help Desk is available 24 hours a day, but the best time to contact us is 8 AM - 8 PM on Monday - Friday.

Alternatively, in-person IT support is available throughout the academic year at our Technology Support Desk in the Bender Library from 10 AM - 6 PM on Monday - Friday. Visit [www.american.edu/oit/TechnologySupportDesk.cfm](http://www.american.edu/oit/TechnologySupportDesk.cfm) for more information.



202-885-2550

[AskAmericanUHelp](#)

[helpdesk@american.edu](mailto:helpdesk@american.edu)



VISIT OUR SITE FOR  
MORE INFORMATION:  
[HELP.AMERICAN.EDU](http://HELP.AMERICAN.EDU)



ISSUE ONE

## OIT TECH FAIR 2015

Once you have finished moving in, please stop by the 2015 Tech Fair on the first floor of Bender Library to have your technology questions answered, request assistance, or have your laptop or other mobile devices configured to use eagle-secure, AU's wireless network. Please bring your laptop, power cord, and other mobile devices, when you visit us during the below dates and times:

**August 22 - September 04**  
**(Weekend) Sat-Sun: 11AM-6PM**  
**(Week 1) Mon-Fri: 9AM-6 PM**  
**(Week 2) Mon-Fri: 9 AM-8 PM**

BEGINS  
**AUG 22**  
11 AM  
6 PM

ENDS  
**SEPT 04**  
9 AM  
8 PM

## MICROSOFT OFFICE AVAILABLE FOR FREE TO CURRENT STUDENTS

You are eligible, as an AU student, to obtain a free subscription to Microsoft Office 365 ProPlus through Microsoft's "Student Advantage" program. To subscribe to the service and download Microsoft Office, follow the instructions at [www.american.edu/oit/software/Student-Discount.cfm](http://www.american.edu/oit/software/Student-Discount.cfm).

## DON'T RUSH TO UPGRADE TO WINDOWS 10 & EL CAPITAN!

At the end of July, Microsoft released the latest version of the Windows operating system, Windows 10. Apple also plans to release the latest version of OS-X later this fall, named El Capitan. Rest assured that both operating systems will be fully supported at AU; however, we would like to caution you from rushing to upgrade to a new operating system within the first few months of its release. It is generally good advice to allow time for the almost inevitable bug fixes and updates that follow a major release.

## ATTENTION MAC USERS

One of the most common issues encountered last year, by students using Macs, was a sudden inability to connect to the wireless network, usually due to an expired or recently changed password. If you are a Mac user and experience this problem, you can follow these steps to fix it:

- 1) If you recently changed your password, proceed to step 2.
  - a) If not, your password may be expired. To reset it, visit the myAU portal login page and click the **RESET AN EXPIRED OR FORGOTTEN PASSWORD** link.
  - b) Alternatively, call the OIT Help Desk at 202-885-2550 to have an analyst verify your identity and reset your password.
- 2) Click on the **WIFI** icon on the menu bar of your Mac, and click **OPEN NETWORK PREFERENCES...**
- 3) Click the **ADVANCED** button. Locate **EAGLE-SECURE** in the list of Preferred Networks, click on the entry, and then click the minus - button to remove it.
- 4) Click **OK**, and then **APPLY**.
- 5) From the list of available wireless networks, click **EAGLE-SECURE** to attempt to rejoin the network. Enter your AU portal **USERNAME** and **PASSWORD**, when prompted. You should now be connected to eagle-secure again!

## UNLIMITED STORAGE WITH GOOGLE DRIVE

Did you know that your AU-sponsored Gmail account (your @student.american.edu account) offers unlimited file storage through Google Drive? Once you open Google Drive through your AU email account, you can backup all of your files to one online location and access them from a variety of devices. For an optimal experience, we recommend that you download and install the Google Drive client to your computer, which will synchronize your files to the cloud automatically from folders on your hard drive.



## REPORT ALL IT ISSUES!

Despite the fact that we monitor our network 24 hours per day, issues can sometimes be encountered, when you are trying to connect to eagle-secure. At times, problems may be related to a configuration issue on your specific device, a problem with a particular access point, or a broader issue with the system. OIT strongly recommends you report **ALL** IT issues that you experience to the Help Desk, so we can resolve them for you. If you have a weak wireless signal in your room or any other sort of wireless issue, please let us know. We can't help, if we don't know you are having a problem.

## AU CABLE TELEVISION GOING DIGITAL

In October, the AU campus television system will be upgraded to full digital HD. All channels will be broadcast in HD, which will result in minor changes to the current AU channel lineup. See the channel listing online at [www.american.edu/oit/network/Cable-TV.cfm](http://www.american.edu/oit/network/Cable-TV.cfm). Please note that anyone using an analog TV will need an analog-to-digital converter box, in order to receive channels after the upgrade.

## VIRTUAL DESKTOPS AVAILABLE SAVE YOU TIME & MONEY

Using a virtual desktop through [vcl.american.edu](http://vcl.american.edu), you can remotely access software applications that you don't have installed on your computer, even applications which require a different operating system (for example, Mac users can run Windows applications). The best part is that you can run these programs anywhere, anytime, from on or off-campus, without the need to visit a campus computer lab, as long as you have a reliable Internet connection. More information and connect instructions are online at [www.american.edu/vcl/](http://www.american.edu/vcl/).



## FREE TRAINING RESOURCES

Did you know that you can register for any of our FREE technical workshops? Upcoming classes are listed on the AU calendar at [www.american.edu/calendar/](http://www.american.edu/calendar/). You can also take advantage of Lynda.com, which provides access to training on over 900 software and design topics, with a library of over 55,000 video tutorials. That is literally thousands of hours of instruction for you – all free of charge.

## CONSIDER 365-DAY PASSWORD

Did you know that you have the option of choosing between an 8-character password that expires every 90 days, or a 16-character password that expires every 365 days. To enjoy the best wireless connection experience, we recommend you opt for a 16-character password, by choosing a passphrase or small sentence in natural language. It ends up being faster to type, more secure, and easier to remember than a cryptic password. With this option, you will only have to update all of your wireless devices with your new password once a year. A video tutorial with more information on our password policies is available at [w.american.edu/training/Password%20video/American%20University%20Password%20Policy.htm](http://w.american.edu/training/Password%20video/American%20University%20Password%20Policy.htm).

## IMPROVED PROCESS FOR REGISTRATION OF GAME CONSOLES & TVs

The SafeConnect network access control system has been enhanced to make it much easier to connect your smart devices to AU's wired network. SafeConnect will now automatically recognize smart devices, such as: TVs, Game Consoles, Apple TVs, and most other devices with an ethernet connection, and allow them to connect to the internet.

## VERIZON PARTNERS WITH AU TO IMPROVE CELLULAR COVERAGE ON CAMPUS

Have you heard the news? Verizon has already begun the installation of equipment in all AU buildings, including the residence halls, to boost cellular voice signals. Work is expected to be completed by early 2016 to ensure coverage in every campus building.