



the **EAGLEwire**

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



FROM THE VICE PRESIDENT & CHIEF INFORMATION OFFICER, DAVE SWARTZ

GREETINGS FACULTY & STAFF



I would like to welcome you to campus for the 2017-18 academic year. It is our goal to provide you with technology services and support to enable you to be successful. Please take a few minutes to review the newsletter, which features some of the essential news every member of the community should know. Have a great year; and remember we are here to help.

Regards,
Dave Swartz

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Please connect with us to learn about Technology@AU. In addition to the usual OIT updates, you will begin to see Cyber Security tips and messages this fall.

Phone: 202-885-2550
Email: helpdesk@american.edu

Visit our site for
more information:
help.american.edu



**FACULTY/STAFF
EDITION
FALL 2017**

GETTING HELP

The answers to your technology questions are just an email, instant message, or phone call away. Contact the OIT Help Desk at 202-885-2550, helpdesk@american.edu, or chat using our web interface at help.american.edu to reach one of our professional staff. The Help Desk is available 24 hours a day, but the best time to contact us is 8 AM to 6 PM on Monday through Friday.

Alternatively, in-person IT support is available throughout the year at our Technology Support Desk, see the article below for our new location.



WALK-IN TECHNOLOGY SUPPORT DESK RELOCATES

As a result of the summer renovation of the Bender Library, our Technology Support Desk relocated from the first floor to the lower level, around the corner at the bottom of the main entrance stairwell. The primary goals of the renovation were to create more student space at the front of the building, streamline service points like ours to make them easier to locate, and create a better environment for the way modern students and faculty work.

Stop by to see us in our new location--same friendly faces, same expertise, same hours, just down one level. We are eager to assist you from 10 AM to 6 PM on Monday through Friday throughout the year with your technology questions. Visit www.american.edu/oit/TechnologySupportDesk.cfm for more information.



ANNOUNCING OIT'S SELF SERVICE PORTAL

One of the primary benefits of the Office of Information Technology's successful transition to ServiceNow, as our new Enterprise Service Management solution, is the launch of the Self Service Portal. We expect this simple and intuitive site will dramatically change the way that you interact with our office to receive help, whenever and wherever you need.

Visit <http://help.american.edu> to access the multitude of self-help features, from your mobile device:

- Search a comprehensive collection of hundreds of knowledge articles, which address our most frequently asked questions.
- Submit online requests for help or report a problem.
- Check real-time System Status information.
- Review the status of your support requests and provide updates.
- Chat with the Help Desk.

For the best experience, you should log in to the Self Service Portal via the **LOGIN** link at the top right of the page, using your **@AMERICAN.EDU** email address and **MYAU PORTAL PASSWORD**. All internet browsers should work, with the exception of Internet Explorer.

NETWORK INFRASTRUCTURE CHANGES SIMPLIFY ACCESS

Over the summer, we made a number of network changes to simplify the way in which you connect to the network.

First, the AU wired network is being reconfigured to utilize a different method of authenticating your devices, although it is the same authentication method used on the eagle-secure wireless network. By enabling 802.1x through a building-by-building approach, we are improving the university's security posture, while simplifying network access. All residence halls are expected to be complete by the beginning of the semester, with the remaining buildings expected to be completed by the end of the Fall semester. As a result of this change, the SafeConnect network authentication system will be retired.

Secondly, thanks to the partnership with internet service provider, RCN, a new wireless network, named AUGuest-byRCN, simplifies the wireless access experience for guests in all on-campus and off-campus buildings, as well as on the Quad. No sponsor approval is required for access.

Students, faculty, and staff should continue to use eagle-secure for wireless network connections and access to AU resources, since it is faster and more secure than the guest network. However, the new guest network should be used to connect game consoles, TVs, and other devices that cannot be supported by the current eagle-secure wireless network. Please contact the IT Help Desk at 202-885-2550 or helpdesk@american.edu with any questions or concerns.

SERVICE DIRECTORY

In July, the Office of Human Resources and Office of Information Technology announced the launch of a new mobile-friendly, online University Directory, which was developed as a collaborative effort between the two offices with support from the campus content publishers group. The new online directory allows members of the community to search by name, department, or service offering. In support of AU's sustainability initiatives, this directory will replace the Information Guide that has traditionally been printed each year in the fall. If you have any questions or suggestions, please submit them to infoguide@american.edu. We hope that you enjoy the new online directory.

MULTIFACTOR AUTHENTICATION OFFERS ADDED SECURITY TO VPN USERS

To reduce the risk of unauthorized access to university systems, all users of AU's virtual private network (VPN) will soon be required to utilize a secondary form of authentication, in addition to their username and password. This change offers a second layer of security to prevent anyone but you from logging into university systems remotely, even if they have obtained your password. Once enrolled, you may use a smartphone, tablet, or landline telephone to obtain an additional single-use access code to use to log in.

Over the next several months, the new multifactor authentication system, known as Duo Secure, will be rolled out to faculty and staff VPN users through a department-by-department approach. Read more about Duo in our online Knowledge Base @ <http://help.american.edu>.



MICROSOFT CHANGES TO WINDOWS UPDATES

Microsoft has announced they will be releasing feature updates for Windows 10 twice-per-year. Every year, in or around March and September, your Windows 10 workstation will download and install a large software update to introduce new Windows features. The updates can take longer than usual to install, as compared to regular Windows 10 security updates and patches, which will still be downloaded and installed each month. Please make sure you do not shut down or power off your Windows computer, when these updates are being installed, as this can cause significant problems on your computer. Note: these new feature updates do not apply to Windows 7.

Additionally, Microsoft is making a change to how monthly Windows patches are delivered to both Windows 10 and Windows 7 computers. Currently, when Windows patches are installed, restarting your computer can be delayed indefinitely. With the new change, workstations will reboot overnight, when Windows patches are installed (usually on the second Tuesday of every month). The reboot should take place at 5 AM on the night patches are installed; however, in some cases, the reboot could happen overnight later in the week. Please be sure to save any documents or emails you are working on around this time, so you do not lose any unsaved work, if your computer restarts.

G DRIVE TO ONE DRIVE MIGRATION

The Office of Information Technology has been busy moving the files and folders stored on your personal network G: drive to Microsoft OneDrive, which is the cloud-based secure storage space associated with your AU Office 365 account. OneDrive makes it much easier to access your files and data from any device with an Internet connection. You can read more about OneDrive in our online Knowledge Base @ <http://help.american.edu>.

Please note: You should not use your G: drive or OneDrive to store or share confidential or sensitive information. If you have confidential AU data in your G: drive or OneDrive, OIT recommends this data be stored on your department's restricted K: drive. More information can be found in AU's Data Classification policy where confidential data is defined, starting at the end of page 2. Please contact the IT Help Desk at 202-885-2550 or helpdesk@american.edu with any questions or concerns.

