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 STUDENTS

Welcome to American University. I hope the onboarding process for your technology has gone well. If you need any assistance, please turn to our excellent Help Desk at 202-885-2550 or helpdesk@american.edu or to our walk-in help on the lower level of the Library. I am pleased that they have done an excellent job in getting over 1,000 new users on our network and systems at the annual Tech Fair.

This newsletter is designed to give you up to date information on improvements and changes to our IT services. Please take a moment to go through the newsletter. In addition, feel free to drop me a note, if there is an issue you would like to bring to my awareness.

Regards,

Dave Swartz

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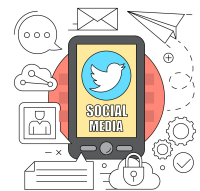
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Please connect with us to learn about Technology@AU. In addition to the usual OIT updates, you will begin to see Cyber Security tips and messages this fall.

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

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

STUDENT 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.

WIFI ZONE

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 though 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 you enjoy the new mobile-friendly, online directory available at http://www.american.edu/directory.

ARE YOU HAVING PROBLEMS PRINTING TO AU PRINTERS?

- Be sure that you are connected to the eagle-secure network, as the guest network cannot access the printers.
- Make sure you have activated your ID card, by swiping it on an AU printer and entering your **USERNAME** and **PASSWORD**.