ITC Updates

Information Technology

▶ Installation of Central Marketing/Branding Fonts

ROBOTO REGULAR

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890
.,;:""?!

MONTSERRAT BLACK

**ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890
.,;:""?!**

The Roboto and Montserrat Fonts that are included in the Media kit from Institutional Marketing & Communications were installed on all CCSU-owned Windows and Macs computers overnight on 11/2/2023. If your computer does not yet have these fonts, they will be installed the next time you leave your computer powered on and connected to a network overnight on a Thursday.

▶ Proposal to Implement "Safe Attachments" Feature

The "Safe Attachments" feature of Microsoft 365 scans attachments in emails sent to you ensure the attachments are malware free before delivering them to your inbox. We are proposing enabling this feature for emails sent to you from external email addresses (emails from CCSU accounts will not be impacted). If an attachment is flagged, you will be notified via the quarantine email from Microsoft and you may request to have the emailed released.

More information: https://learn.microsoft.com/en-us/microsoft-365/security/office-365-security/safe-attachments-about?view=o365-worldwide

Information Technology

WebEx Updates

Two upcoming changes:
1. The WebEx administrative system is being upgraded. This new version will allow us to implement single sign-on with our Microsoft 365 accounts. We are working with Cisco to gather details about how existing accounts will be impacted after the upgrade.
2. The current WebEx licensing is set to expire in October of 2024. A decision will need to be made about continuing WebEx licensing in the next budget cycle:
    *   To continue the existing level of licensing next fiscal year (every employee has an account), the cost is approximately $50K.
    *   To change to a named-user license, the cost is approximately $72/year per user (this models current Zoom licensing, where a license needs to be approved/requested before an account is created).

We currently have 650 active accounts, of these 176 are student accounts. In the last 3 months, 137 users have hosted meetings.
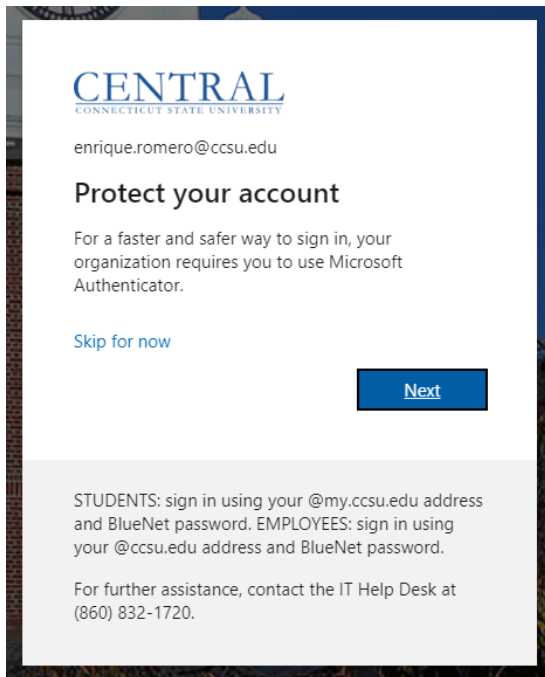
Whitelisting Senders to Remove "External" Flag

IT will whitelist a sender email addresses that are internal to CCSU and end in "@ccsu.edu" (examples include CRO@ccsu.edu and directdeposit@ccsu.edu).

External systems such as Adobe, Blackboard, Taskstream, Interfolio, and KnowBe4 are used at CCSU and other institutions, therefore it is best to leave the External flag enabled for these email addresses.

► Reminder: Microsoft Authenticator App Nudge Campaign

CENTRAL
CONNECTICUT STATE UNIVERSITY

enrique.romero@ccsu.edu

Protect your account

For a faster and safer way to sign in, your organization requires you to use Microsoft Authenticator.

Skip for now

Next

STUDENTS: sign in using your @my.ccsu.edu address and BlueNet password. EMPLOYEES: sign in using your @ccsu.edu address and BlueNet password.

For further assistance, contact the IT Help Desk at (860) 832-1720.

Note: You may choose to "Skip for now" if you are not ready to set up the Authenticator App.

The Microsoft Authenticator app is the safest method to authenticate into your account, and it does not rely on cellular service. To encourage its use, we will be implementing a "nudge campaign" which will prompt you to set up the Microsoft Authenticator app with your account. When you see this prompt, click Next to walk through the process of setting up the Authenticator app. Once configured, it is highly recommended that you set this up as the primary method for authentication.

Please see this link for full instructions to set up Authenticator on your device.

About the Authenticator App
With the Authenticator app configured, when entering your CCSU Office 365 email address/password to access your account, a number will be displayed on the screen. Open the Authenticator app and enter this number to confirm that you are the person accessing your account. If you get prompted for a number when you are not attempting to access your account, select "No, it's not me." to indicate that there was an unauthorized attempt to access your account.

Information Technology

Network Certificate Renewal – Week of 11/27/24

The root network certificate, which is used to connect to wireless and the virtual private network (VPN) on CCSU-issued computers, will expire on December 4, 2023. During the week of November 27, 2023, we will deploy a group policy to update this certificate on Windows 10 and Mac computers. If you have a CCSU-owned laptop, or a desktop that you keep off campus, it must be on campus and connected to the campus network sometime during the week of November 27 to receive this required update. If your computer does not receive the update before it expires, you will have connection problems to campus wireless and the VPN will no longer work.

Classroom Technology Support Web Page

We have a new Classroom Technology Support web page with instructional documents for classroom technology: https://www.ccsu.edu/it/classroom-technology

Requesting Support While in the Classroom
There is a "Help" button at the bottom of the Crestron control panel which will display options for how to get support.
- **Expedited Support:** Call the **IT Help Desk at (860)832-1720**. Let them know you are in a classroom, provide the building and room number. Let them know whether or not it's okay for a technician to come into the room while you're teaching.
- **Non-urgent Support: Email** techsupport@ccsu.edu – these are responded to within 1 business day, Monday through Friday.
- **Chat Support:** This is available from most teaching stations in classrooms. Look for the **icon with the orange "B." on the teaching station's computer desktop.** This is a handy option in buildings that have poor cell phone coverage. This option is also considered expedited support.

Information
Technology

Tickets by Source	Aug23	Sep23	Oct23
Phone	1360	1167	953
E-Mail	528	463	440
Walk-in	75	149	106
Service Request	1267	847	633
Chat/VM	16	17	19
Internal	91	88	132
BB Help Desk	37	27	23
Total	3374	2758	2306

Top Incident Services	Aug23	Sep23	Oct23
Systems	1018	812	773
Desktop	383	468	442
Defect Report	24	17	50
Facility	133	222	128
Network	109	84	40

Top Incident Categories	Aug23	Sep23	Oct23
BlueNet	504	345	300
Computer	258	361	338
Office365	119	105	108
Instructor Workstation		110	
Email			103