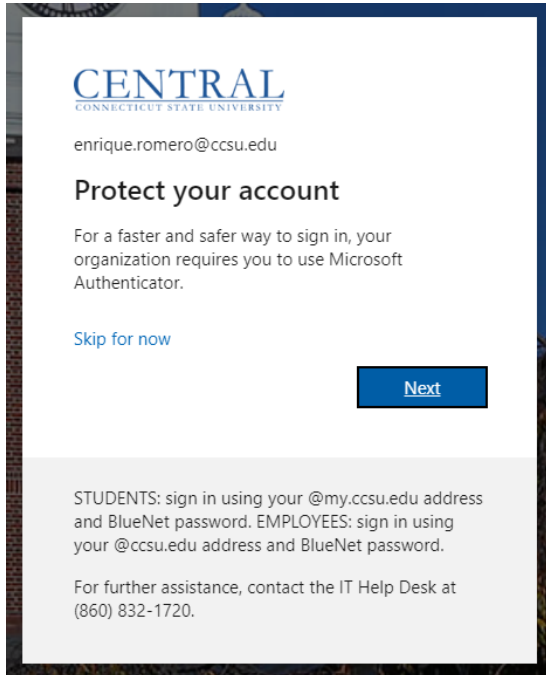




Microsoft Authenticator App Nudge Campaign



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.



Proposal to Separate Global Address List

Select Names: Search Results - Global Address List

Search: All columns Name only Address Book: Search Results - Global Address List

Name	Title
Smith, Jason C. (Student)	
Smith, Jason R. (Student)	
Smith, Jason T. (Student)	
Smith, Jayden (Student)	
Smith, Jennifer A. (Student)	
Smith, Jeremiah M. (Student)	
Smith, Jessica (Biomolecular Sciences)	
Smith, Jessica A. (Student)	
Smith, Jessica E. (Student)	
Smith, Jiana M. (Student)	
Smith, John (FacMgt)	Construction Tech
Smith, Jonah M. (Student)	
Smith, Jonathan D. (Student)	
Smith, Jonathan M. (Student)	
Smith, Jonell C. (Student)	
Smith, Jordan B. (Student)	
Smith, Jordan O. (Student)	
Smith, Jose (Student)	
Smith, Joseph J. (Student)	
Smith, Joy (Student)	
Smith, Julia L. (Student)	

The Global Address List (GAL) in Outlook is a combination of employees and students. There have been more instances where an employee and a student has the same first and last name, causing emails to go to the wrong person. We are proposing separate GALs, one for employees and one for students.



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>

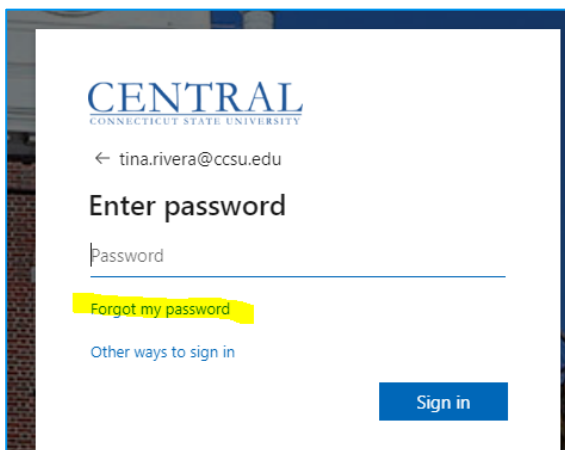


▶ Reminder: macOS Ventura Upgrade

Apple releases a new version of its computer operating system every year; we are striving to get all CCSU-owned Apple computers updated to Ventura this fall (we are not ready for Sonoma at this time*). For more information on the features of Ventura, please visit <https://www.apple.com/macOS/ventura/features/>. Included are instructions for updating your Mac yourself. The benefit of performing the update yourself is that you can do this at a time that is most convenient for you with minimal downtime. We recommend that make sure all of your files are [backed up to OneDrive](#) before the update, have your computer connected to the wired campus network and then start the update before you leave the office at the end of the day. If you prefer that IT does the OS upgrade for you, please navigate to our service request portal at <https://itrequests.ccsu.edu> and submit the Apple Reimage Request form (note that if we do the upgrade for you, you may be without your computer for 5 days or longer).

**If you update a CCSU-owned Apple to Sonoma on your own and run into issues, the only current solution is to reimage your computer back to a supported OS.*

▶ Reminder: Microsoft Self-Service Password Reset



Microsoft self-service password reset (SSPR) gives students, faculty, and staff the ability to change or reset their password directly on the Microsoft log in screen. If the account is locked or you forget your password, you can follow prompts to unblock your account. This feature eliminates the need to use Accounts Management and the wait time to sync between Accounts Management and Microsoft.

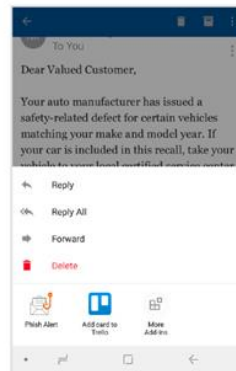
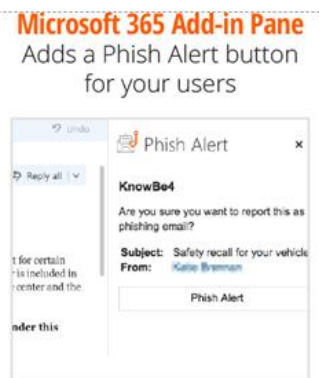
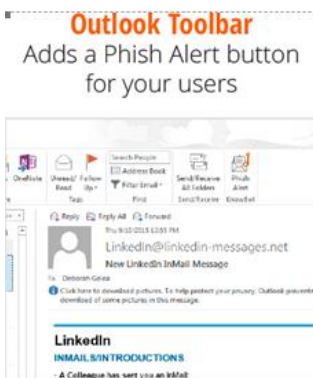


▶ Reminder: KnowBe4 Security Training

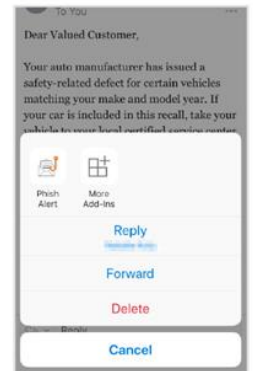
The CSCU System Office is implementing a new security awareness system for all colleges and universities:

- The new system, KnowBe4, encompasses security awareness training modules and user education via simulated phishing emails.
- All employees (full and part-time faculty and staff, as well as student workers) are required to complete the security awareness training.
- You will receive an email from email from "CSCU - Information Security Program Office, do-not-reply@commnet.edu with details and instructions.
- You will have 3 weeks to complete the training.

Additionally, the "Report Phishing" button will be updated in Outlook to allow you easily report spam/phishing emails to both KnowBe4 and Microsoft simultaneously.



Outlook Mobile (Android)



Outlook Mobile (iOS)



ITC Updates

Support Statistics

Tickets by Source	Jul23	Aug23	Sep23
Phone	704	1360	1167
E-Mail	293	528	463
Walk-in	23	75	149
Service Request	556	1267	847 *
Chat/VM	5	16	17
Internal	101	91	88
BB Help Desk	30	37	27
Total	1712	3374	2758

Top Incident Services	Jul23	Aug23	Sep23
Systems	612	1018	812
Desktop	182	383	468
Defect Report	69	24	17
Facility	34	133	222
Network	24	109	84

Top Incident Categories	Jul23	Aug23	Sep23
BlueNet	321	504	345
Computer	112	258	361
Office365	45	119	105
Instructor Workstation			110

**Includes student loaner laptop requests (208 in Aug, 77 in Sep)*

Ventura In-place upgrade

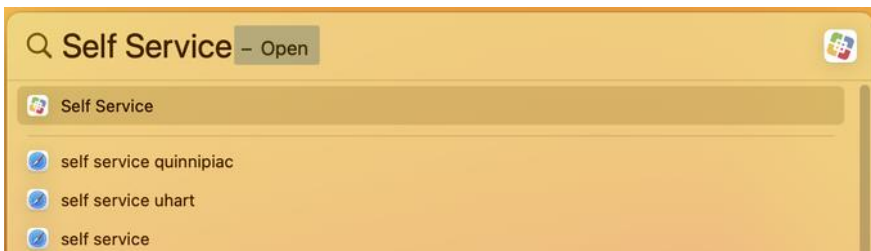
Before you upgrade, we recommend that you ensure your data is backed-up to One Drive. Please check you have at least 30GB of storage available of you Mac (system Settings-General-Storage).

The upgrade will take about 1-2 hours to complete. During this time, you will not be able to use your Mac. If the install fails at any point, restart your Mac and try to upgrade again from Self Service. We recommend starting the process after you have completed your work for the day.

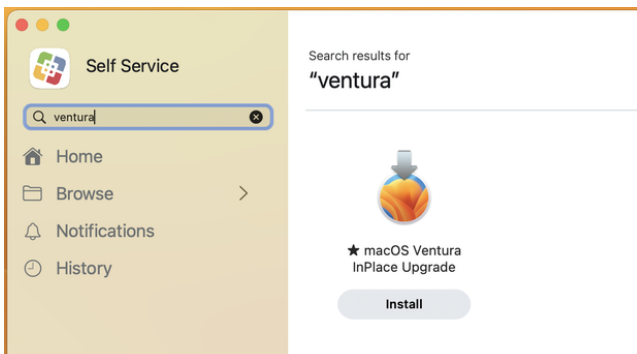
1. Open the Self Service app (quickest way is command + Space bar and type self-service) or you can click on the magnifying glass icon in the top right hand corner near the clock to access Spotlight Search



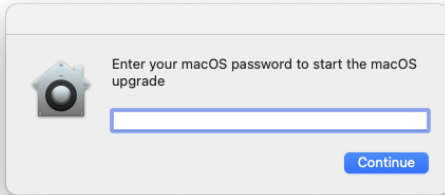
2. Type Self Service in the search bar



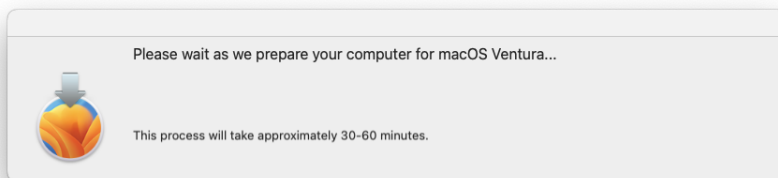
3. Open Self Service and search for Ventura



- Click Install, read the note, and click the Install button again.
- When prompted enter the password you use to login to your Mac.



- You will be asked to confirm your password, and then the install will start when you see the following screen.



- Allow installation to be completed.** Please allow installation to be completed without putting your Mac to sleep or closing the lid. Your Mac will restart multiple times and show a progress bar or show a blank screen several times as it installs both macOS and related updates to your Mac firmware. When the updates are complete, your Mac will restart to the login screen where you can enter your login password.

Please note: if you have hardware that is not compatible with Ventura, you will not see the option to upgrade in your Self-Service app. If you have specialty software your department use, please check the vendor's website for information on compatibility with the newest Mac operating system.