



Classroom Upgrades over Summer

LanSchool Air

In August 2023, a new version of LanSchool was installed. This new version is called LanSchool Air and is accessed via a website, rather than locally. The class management software enables instructors to access students' computers in order to monitor and restrict activity during classes. In addition to other features, the applications running on instructors' computers can be broadcast on each student's computer. For more information, visit

<https://ccsu.makekb.com/index.php?View=entry&EntryID=123>.

macOS Ventura

Classrooms with Apple computers were upgraded to the macOS Ventura operating system. With this upgrade, the log in is now Microsoft 365 email address instead of BlueNet username.

Classroom Computer Upgrades

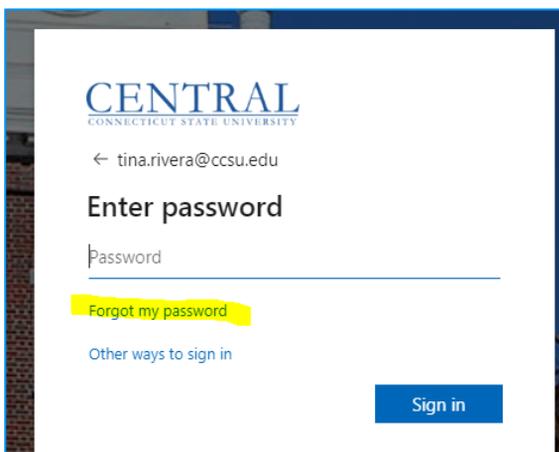
- Computer replacements were completed in 40 fully-computerized classrooms, totaling 442 computers.
- Instructor Workstation (IW) computers were upgraded in 45 classrooms. This includes 42 new Dell computers and 3 new iMac computers.



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 this fall. 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).

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.

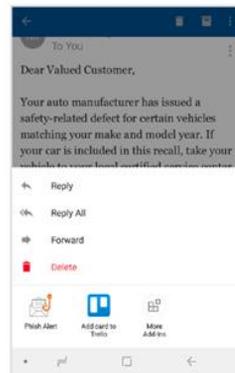
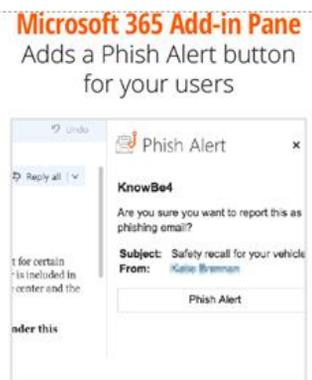
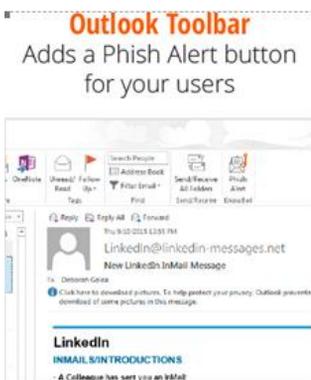


▶ KnowBe4 Security Training

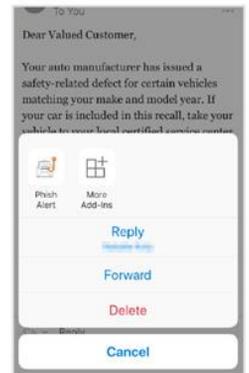
The CSCU System Office is implementing a new security awareness system for all colleges and universities:

- 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" the week of 9/20/23 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

September 2023

Listserv Replacement

Our current solution has become too costly, therefore we need to move to a new provider. Over the next fiscal year, we will request your help with evaluating, testing, and approving a new solution. Contact Sean McNickle if you would to volunteer.

New Central Logo on Computer Screens

Marketing and Communications has requested that we update the computer lock screen for classroom and employee computers to match the new branding. The change will be rolling out over the next month.



Enhanced Account Security with the Microsoft Authenticator App



Multi-Factor Authentication (MFA), also known as 2-Step Authentication, is a required Microsoft feature that protects your account by requiring additional steps when signing in to your CCSU Office 365/email account. MFA requires something you know (your password) and something you have (a mobile device or phone) to sign into your account. We highly recommend using the Microsoft Authenticator app as your primary authentication method, as it is the safest method and does not rely on cellular service. 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. The Authenticator app is available for iOS and Android devices. Please see [this link](#) for instructions to set up Authenticator on your device.



ITC Updates

Support Statistics

Tickets by Source	May23	Jun23	Jul23	Aug23
Phone	943	753	704	1360
E-Mail	294	343	293	528
Walk-in	18	10	23	75
Service Request	450	394	556	1267 *
Chat/VM	11	13	5	16
Internal	79	82	101	91
BB Help Desk	23	29	30	37
Total	1818	1624	1712	3374

Top Incident Services	May23	Jun23	Jul23	Aug23
Systems	732	672	612	1018
Desktop	229	184	182	383
Defect Report	52	58	69	24
Facility	49	31	34	133
Network	49	37	24	109

Top Incident Categories	May23	Jun23	Jul23	Aug23
BlueNet	323	280	321	504
Computer	161	114	112	258
Office365	70	60	45	119
Email	92	134	82	80

**Includes 208 student loaner laptop requests*

Ventura In-place upgrade

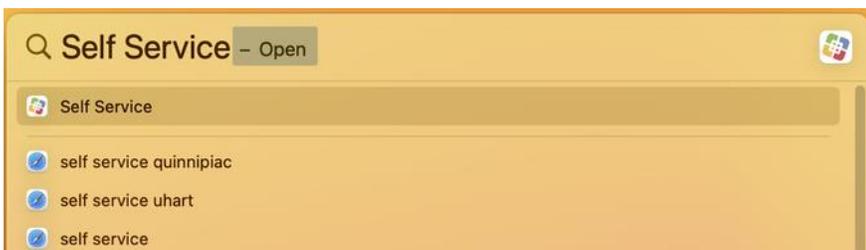
Before you upgrade, we recommend that you ensure your data is backed-up to One Drive. Please check you have at least 30GB of storage available of you Mac (system Settings-General-Storage).

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.

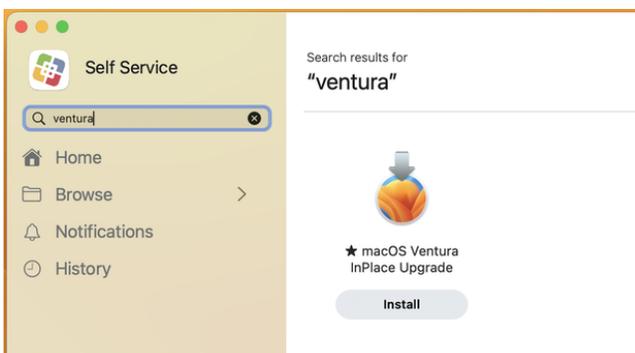
1. Open the Self Service app (quickest way is command + Space bar and type self-service) or you can click on the magnifying glass icon in the top right hand corner near the clock to access Spotlight Search



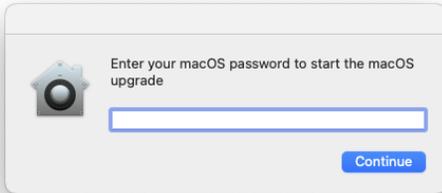
2. Type Self Service in the search bar



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.