

OIT

Google offers a host of electronic resources

In June, all faculty and staff were moved to Gmail and Google Calendar. This move opened the door to many benefits, including the fact all faculty, staff and students are now on the same email and calendar system. You may also share your calendar with anyone within or outside of Notre Dame, sync it across multiple devices and integrate it with your Gmail account.

Your Gmail account offers a full 30GB of storage. It also has an automated system that helps detect spam by identifying viruses and suspicious messages, finding patterns across messages and learning from what other Gmail users commonly mark as spam.

Gmail also offers other tools that can help you work more efficiently, including a powerful search feature so you can find an email by just typing in a few key words, and a secure email archive so you can move messages out of your inbox to keep it more manageable.

Google Apps at Notre Dame offers many other tools that can enhance your productivity and provide collaborative options. Some of the most popular tools include:

- **Google Drive:** Store files in Google to access them anywhere. Share files with anyone inside or outside of Notre Dame, with collaboration features to meet your needs.
- **Google Docs:** Create rich documents with images, tables, equations, drawings, links and more. Share and edit in real time.
- **Google Sheets:** Keep and share lists, track projects, analyze data and track results with this powerful spreadsheet editor.
- **Google Groups:** Create a discussion group to communicate and collaborate with ease. This versatile tool can be used as a shared inbox, support forum or email list.
- **Google Hangouts:** A convenient chat feature right within Gmail. You can hold a voice or video chat, or use a Hangout to meet with up to 15 people.
- **Google Sites:** If you need to build and publish a website, project site or team site, do it here. It is a quick and easy way to publish a site without the need for code.

For additional information about these and other tools available in Google, go to oit.nd.edu/google.

Box update

Box is one of the collaborative services available to faculty, staff and students. You can store files for your own use, or share with people at Notre Dame or anywhere in the world.

Over the past several months, Box has enhanced some features, including:

Box Notes: An easy-to-use document feature that allows multiple people to work on a document at the same time. You can quickly take notes, share ideas and collaborate in real time with your team—without leaving Box. The documents are Web-based documents and don't require any other software in order to create, view or edit. Box Notes will replace the current Box feature Web Documents. Additional information is available at oithelp.nd.edu/shared-file-space/box/using/#boxnotes.

Box Sync 4: This new application was completely rebuilt from its previous version. You can sync your computer files to the Box website so you have access to the latest file versions from any computer or device. Other enhancements improve the quantity of synced files, name support, ability to sync individual files and provide error alerts. Additional information is available at oithelp.nd.edu/shared-file-space/box/sync/.

Collaboration and Sharing: Box has improved collaboration and sharing tasks to improve scalability and ease of use, as well as maintain security. Additional information is available at support.box.com/hc/en-us/articles/203167777.

Which collaboration tool is right for me?

Notre Dame faculty, staff and students can take advantage of several free collaboration tools. The best choice for you depends on your specific needs and preferences.

Consult your department IT staff or contact the OIT Help Desk to learn more about any of these tools.

	Google	Box	Sakai
Do you need to store highly sensitive information? (See CorpFS below.)	✗	✗	✗
Do you need to manage a class or course and share information with students?	✓	✓	✓
Do you need an integrated team site with documents, calendars, tasks, etc.?	✓	✗	✗
Do you need to collaborate on a document with another user in real-time?	✓	✗	✗
Do you need to store, share and collaborate on files with users outside of ND?	✓	✓	✓



Google Apps is a suite of cloud tools that allow you to create and store documents, collaborate, and synchronize files across devices. Google also offers a full suite of office tools such as docs, spreadsheets and presentations.

Sample Uses

- Create a survey that saves responses to a spreadsheet.
- Edit a proposal document with a colleague at the same time.

google.nd.edu



Sakai is a collaboration and learning environment that facilitates teaching, learning and assessment. Faculty can share files with students, conduct online quizzes/tests and manage a gradebook.

Sample Uses

- Create individual “dropboxes” for students to submit assignments.
- Manage grades for a course.

sakai.nd.edu



Box is a cloud storage system that allows you to store and synchronize your files across devices, share folders or files and collaborate with users inside and outside of Notre Dame.

Sample Uses

- Save a document on your computer and opening it from your smartphone.
- Send a link to a large file instead of emailing it as an attachment.

box.nd.edu

Other Specialized Options

Business intelligence or workflows



Store highly sensitive information



Back up desktops or laptops



Computer & IT resources

OIT HELP DESK

Computer & Technology Support

The Office of Information Technologies (OIT) Help Desk provides IT support to all members of the Notre Dame community. You may contact the OIT Help Desk for assistance with computer issues (Windows and Macintosh operating systems) and desktop applications supported by the OIT, as well as OIT managed services such as insideND, email and calendaring, ND Google Apps, ND-Secure wireless, Shared File Space (CorpFS and NetFile), ND VPN and PrintND.

Did you know that the No. 1 problem reported to the Help Desk is related to passwords? Last year, more than 36 percent of all contacts were login-related questions or problems. Here are some tips on maintaining access to your email account:

1. Your NetID password expires (must be changed) every 180 days. You can do so at **password.nd.edu** even if it has already expired. As long as you remember your old password, that page will still accept it.
2. If you sign up for the Forgotten Password Service at **accounts.nd.edu/passwordenroll**, you can reset your password at any time, even if you've forgotten it, by answering the questions you enroll with.

Some interesting OIT Help Desk statistics:

- In fiscal year 2013-14, the OIT Help Desk received an average of 866 requests for help per week.
- More than 70 percent of calls are answered within 30 seconds by a customer service representative.
- More than 73 percent of questions are solved within one hour by the Help Desk.
- The average customer satisfaction rating is 4.86 out of 5. Customer service representatives

are available not only for telephone and email support, but you can also visit them in 128 DeBartolo Hall. They are also available to chat online during regular office hours. For those who prefer self-service, you can find a wealth of information on the OITHELP website at **oithelp.nd.edu**.

Location and contact information

Phone: 574-631-8111

Chat: help.nd.edu

Email: oithelp@nd.edu

Web: assyst.nd.edu

Location: 128 DeBartolo Hall

Support Hours

Monday–Friday

8 a.m. to 5 p.m.

Closed Wednesdays noon to 1:30 p.m.

Extended hours begin Aug. 31

2014. During the academic year:

Sunday, 3 to 8 p.m.

Monday–Thursday, open until 8 p.m.

IT service status: be in the know

The OIT has a variety of different ways to inform you about IT service status. Choose one of these convenient methods/services and get a quick update:

Service status listing on the OIT website: oit.nd.edu
 Facebook: [facebook.com/oithelpdesk](https://www.facebook.com/oithelpdesk)
 Twitter: [@oithelpdesk](https://twitter.com/oithelpdesk)
 Google+

ND COMPUTER SERVICE CENTER

Computer hardware service and computer rental

Did you know that there is a convenient facility on campus that can service your computer quickly and economically when you have issues? The **ND Computer Service**

Center is a fee-for-service repair facility available to faculty, staff and students.

The Service Center is an authorized provider for warranty repairs on Apple, Dell and Lenovo computers. It also can provide for non-warranty service on these and other computer brands as well as most HP monochrome laser printers.

The pricing is more competitive than most local computer service providers, with quality service and faster turnaround time. And you don't have to go far.

When you drop off your computer to be repaired, you can also arrange to rent a laptop so you can remain productive. The Service Center also offers multi-unit rentals for events. Available are Lenovo- and Apple-branded laptops (all including Microsoft Office software, wireless Internet connectivity and helpful utilities for campus life such as VPN and PrintND). Reservations are not required and rental rates are as low as \$5 per day.

The ND Computer Service Center is located at 102 IT Center (Bldg. #1061). Hours are Monday–Friday, 8 a.m. to 5 p.m. You may contact the service center by phone at 631-7477, or email at oit.service@nd.edu.

OIT TECHNICAL TRAINING

Classroom and hands-on technical training

The OIT Training and Transition group offers technical training opportunities for faculty, staff and students through a variety of training options.

Instructor-led classes

Our highly skilled instructors lead classes in Microsoft Office and Adobe (Photoshop, InDesign and Acrobat) products. All regularly scheduled classes are free for faculty and students. To see the current listings, visit oit.nd.edu/training-classes and click on *Discover IT*.

Online training opportunities

Need to learn something, but can't find the right class? The OIT has a limited number of premium licenses for the **lynda.com** online training site. These licenses, available for \$20 for a month or \$200 for a year, are individual licenses (i.e., to be used by one person only and not to be shared within a department). A license gives you access to all of the 1,500-plus courses on the training site as well as access to the accompanying exercise files. To see the courses available, go to **lynda.com**.

Special request training

OIT Training also provides special request training options including one-on-one and small group technology instruction, as well as guest instruction in faculty classrooms when students need technology training.

Training consultation

Instructional designers are available to help individuals, groups or departments create their own training. Services include everything from helping you determine the best delivery method to helping your staff learn how to conduct training.

Class documentation

Reference material for some popular applications (e.g., Microsoft Office and Adobe Creative Suite) and for Notre Dame-specific systems, as well as links to other online support, can be accessed through links at oit.nd.edu/training-classes.

Campus use of OIT training labs

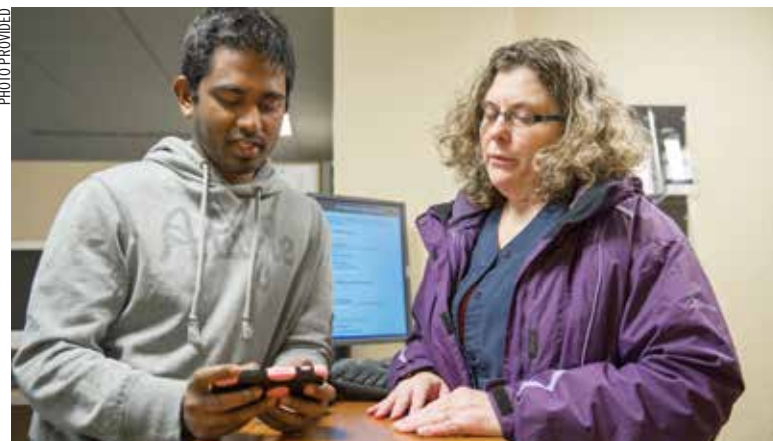
Two computer training labs are available on a limited basis to Notre Dame groups for training activities in which the OIT is not directly involved. The labs are located in ITC B003 (eight seats) and ITC B001 (16 seats) and include computers that run both Windows and Macintosh operating systems.

For further information on any of these options, contact the Training Office at 574-631-7227 or email training@nd.edu.

New classes for fall

Office classes have been upgraded to Office 2013 and Adobe training (Photoshop and InDesign) has been upgraded to Creative Cloud. Other new classes include:

- **Basic Gmail Functions**
Learn the basic function and features of the Gmail interface
- **Basic Google Calendar Functions**
Learn the basic function and features of the Google calendar
- **Storage and File Sharing at Notre Dame**
Learn the difference between Google Drive, Box and Netfile and when to use each for storage and file sharing
- **Google Apps**
Learn Google Apps through an introduction to Docs, Sheets and Slides as well as Drive and Groups
- **Mail Merge Options in Office, Google and Gmail**
Learn to perform mail merges using Google Apps such as Docs, Sheets and Gmail or using Microsoft Office products
- **Using Contacts in Google**
Learn how to use your Contacts and Contact Groups effectively
- **Google Groups**
Learn about the various types of Google groups you can create and how they may enhance your productivity
- **Forms and Survey Tools at Notre Dame**
Learn the difference between Google Forms, Adobe Acrobat Forms, Dynamic Forms and Qualtrics Forms and when to use each



FACULTY FOCUS

A new look for Sakai Classroom technology update



online presence for courses. For staff and students, it is a useful tool to help organize and track departmental and student projects.

The Sakai learning management system was upgraded in June. Based on feedback from faculty and students, the Sakai team redesigned the site to include several of the recommendations.

“The main goal was to enhance the site so it is easier for faculty to use, and more intuitive for students,” said Laura Gekeler, Sakai site administrator.

Handy drop-down menus were added to allow “one-click” access to the instructor’s course sites and selected tool. The left-hand menu that contains the tools was modified so the tools can be re-ordered so the ones that are used most often appear first.

The ability for instructors to customize their sites has improved. The most frequently used tools display by default; the other tools remain hidden until they need to be used.

Sakai is available to all faculty, staff and students. For faculty, it provides a unified platform to organize an

Below is a list for Sakai resources and additional information:

- Sakai website is sakai.nd.edu.
- Kaneb Center for Teaching & Learning
 - NspireD²: An informative blog that includes tips and reviews about integrating technology into teaching and learning. ltdatnd.wordpress.com
 - The Kaneb Center staff is available for one-on-one teaching consultations. To schedule an appointment online, go to learning.nd.edu.
 - Center website is kaneb.nd.edu.
- OIT Help Desk
Phone: 631-8111
Email: oithelp@nd.edu
Chat: help.nd.edu
- Hesburgh Library
Email: asklib@nd.edu
Website: library.nd.edu



Registrar classrooms

The Audio Video Technologies and Facilities Design team works closely with the Office of the Registrar to design, build and support technology-enhanced learning spaces on campus. More than 98 percent of the Registrar’s classrooms are equipped with audio-video systems that allow students and faculty to present information from a variety of sources.

We provide a variety of portable equipment to faculty and students to enhance classroom presentations. You can reserve microphones, video cameras, audio recorders, laser pointers, Mac Adapters, projectors and screens, as well as purchase SD cards for cameras and additional print quota.

If you require assistance in any of the Registrar classrooms, you can call 631-8778 or stop by our office at 115 DeBartolo Hall. Our representatives can provide phone support or send a technician to your classroom if needed.

Faculty and students can also take advantage of other OIT services,

including video conferencing, video streaming, video and audio production and post-production services, including media duplication.

For additional information about our services, go to learningspaces.nd.edu.

Computer classrooms

Two computer classrooms, DBRT 228 and 33, offer 30 student workstations. They may be reserved for instructional purposes through the Office of the Registrar. Find details at learningspaces.nd.edu/classrooms-and-other-venues/.

Student computer labs

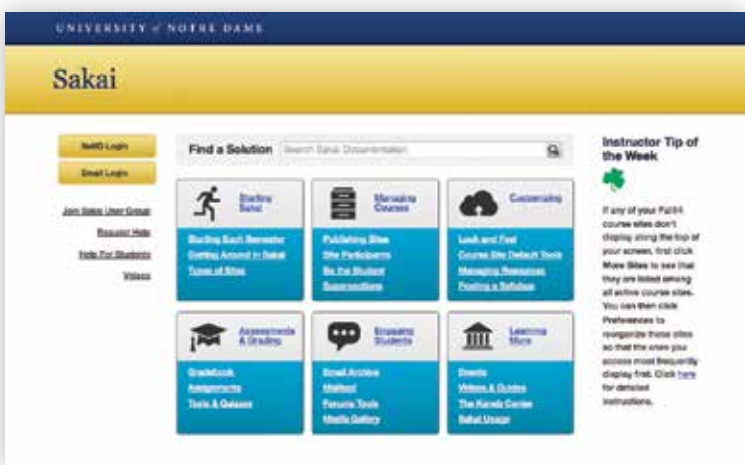
OIT manages five student computer labs configured with approximately 220 computers running Windows 7 and Mac OS-X operating systems. Student computer labs offer the same software as the Registrar classroom lectern computers. For a list of computer software, go to oit.nd.edu/academic-support/oit-computer-lab-locations-and-hours/#info.

Other campus departments also operate computer labs for special purposes, their own students or both. All OIT-operated student computer labs also offer high-quality, black-and-white printing. Color printers are available in Bond Hall, DeBartolo Hall, Hesburgh and LaFortune. For hours and locations of OIT-operated labs, consult the following link: oit.nd.edu/clusters_classrooms/cluster_information.shtml.

Special events

Do you need to plan a special event or meeting, and are not sure where to start? Equipment use for on- or off-campus events may be rented through Special Event Services. Events that are not directly related to class instruction may incur a small fee.

For information, go to oit.nd.edu/academic-support/equipment-rental/.



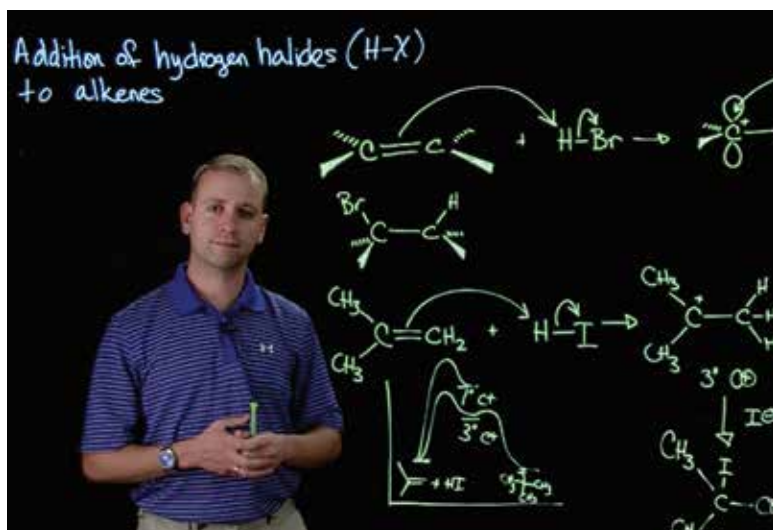
New studio designed to enhance online course presentations

The OIT Academic Technologies team has been exploring tools to help faculty create content for use online. The team partnered with the College of Science to identify a tool for use at Notre Dame. The tool the two teams developed is Lightboard.

If you’ve ever watched a recording of someone lecturing and writing on a blackboard, you mostly see the instructor’s back—which is not very engaging. The Lightboard concept addresses that in a powerful way.

The instructor uses fluorescent markers to write on a pane of glass with a camera on the opposite side. The image gets flipped electronically in real time. This allows the presenter to face the viewer, which seems more natural and engaging.

The Lightboard studio is located in Jordan Hall, and nearly complete. If you’re interested in using the system or have any questions, please contact Charles Barbour at cbarbour@nd.edu or 631-2386.



Automated lecture capture recording system now available

Do you want to record your class lectures? Now there is an easy way to do just that. The OIT has installed a classroom recording system in a limited number of rooms within DeBartolo Hall.

This opt-in system allows you to record your class lecture. It will capture all projector content, as well as the front of the room. Recordings start and stop automatically so no manual interaction is required.

Once the recording is complete, it is automatically uploaded to a server and students access it through Sakai. The recordings will be available for students to view on any device a few hours after class ends. PowerPoint slides are analyzed and students can search for terms used during a class to easily find content within a recording.

These recordings offer many benefits to students, such as:

- Allow students to concentrate on the lecture content as it is presented rather than furiously taking notes.
- Allow students to review the content at a later time they missed or did not fully understand.
- Allow students who missed class to review the lecture so they don’t fall behind.

The system is available in four DeBartolo Hall classrooms this fall. If you’re interested in using the system or have any questions, please contact Charles Barbour at cbarbour@nd.edu or 631-2386.

Information security tips



Be smart with your passwords

It's the message you don't like to see. "Your password has expired. Please enter a new one." You may ask yourself, "Why do I have to keep changing my password?"

Here's why:

Passwords were invented to prevent valuables from being stolen or destroyed. They were probably used before recorded history, but certainly by the time of the Roman Empire, proving who you were required a password. In 1961, an MIT professor named Fernando Corbató started requiring passwords to access an early computer system.

In 1962, an MIT researcher named Allan Scherr became the first password hacker. He stole passwords from that system because he wanted more than his daily allotment of four hours of computer time.

The problem is the same today, but multiplied many times. Instead of one system, you have passwords for everything: banking, games, Facebook, Twitter, investments, tickets to a movie, email, your e-reader, etc. And just like in 1962, someone out there would love to steal your password for profit or destruction.

One password for everything? No way!

Some people solve the password problem very simply by using the same password for everything. This is a lot like using the same key for your house, car, bike lock and safe deposit box.

If you can keep the key safe, you're fine. But if someone else gets that one single key, say goodbye to your car, bike and valuables in your home.

Any good hacker knows humans are lazy. If a hacker gets one password, they will try it on everything. In late 2013, hackers attacked Facebook and stole millions of passwords. Your Facebook name is your email address. If they get your Facebook password and you use the same password for everything, they can log into your email now. Your email contains notices from your banking website, Twitter, investments and so on. One key opens them all.

Making your password strong

Why do I need a strong password? Aside from breaking in and stealing them, there are two popular ways to hack a password. The first is trying every combination of letters to come up with the password. The second is to try every word in the dictionary in combinations until you get it right. Think it can't be done? Hackers use specialized computer programs designed to do both these things at lightning speed.

To see how quickly a password can be discovered, consider these facts:

- A one-letter password can be guessed in 26 tries.
- A two-letter password takes 676 tries.
- A three-letter password takes 17,576 tries.

Clearly, a longer password is better. Adding numbers also makes the password more difficult to hack.

Using a dictionary to guess your password is quick and easy. Substituting numbers for letters doesn't really work either. Hackers can use dictionaries with those combinations as well.

Remember, strong passwords follow some very basic rules:

Long passwords are better than short ones—10 characters is the minimum.

Adding numbers or symbols (like + or @) makes a password strong.

Don't use words that can be found in a dictionary.

Help for your Memory

So instead of one simple password, now you need a dozen complicated ones that aren't in the dictionary. How do you keep it all straight?

A password manager program is a good tool to help you remember passwords for all of your accounts. A single password opens the password manager, which contains all your other passwords, and can even generate complicated passwords for you!

Password Safe is the recommended program at Notre Dame. There are versions of Password Safe for your Android device or iPhone, as well as Mac and PC computers. You can download it from the Software Downloads page on the OIT website at oit-nd.edu/software-downloads.

Mobile technologies take off at ND

The use of mobile devices at Notre Dame has exploded in the past few years. Far from the early days of checking email and reading documents, people on campus have different ways of using mobile technologies. This use ranges from checking what's for lunch at the dining hall to monitoring HVAC controls or checking in guests.

The trick is to provide a campus resource that investigates, recommends and helps implement best-of-breed mobile technologies so mobile can support many areas across campus.

To help provide this resource, mobileND was created in the Office of Information Technologies. The mission of mobileND focuses on the premise that anyone can access anything (with appropriate security controls, of course), anywhere, anytime on any device.



The mobileND team is involved in several projects that reach across campus, including:

- The ND mobile app launched in April and has nearly 7,000 downloads. This convenient app is available for iOS and Android and on the Web. The team continues to work with campus departments to bring new functionality to the app.

- A central mobile device management (MDM) pilot is in the works. This convenient system allows IT administrators to apply the same management and insight to mobile devices as we do for desktop computers today.

- Student and staff mobile development efforts.

The Mobile Device Lab is another resource maintained by the mobileND team. Located in DeBartolo Hall B003, the lab contains more than 30 mobile devices running every combination of form factor and operating system.

The lab is available to faculty, staff and students as a resource for evaluating devices, mobile software development, usability testing and benchmarking.

Devices in the lab represent current developments and technologies in the device market as well as current topics on campus, which are often not the same thing.

mobileND is a resource to campus for everything mobile. For more information on mobileND, go to mobile.nd.edu. You can download the ND Mobile app at mobile.nd.edu/app.

Which Wi-Fi should I use?



When on campus, there are several Wi-Fi network options available. Here is a quick guide to be sure your phone, laptop or tablet are connected to the correct network:

ND-Guest:

A network for visitors to campus, but not for faculty, staff or students. It is not secure and will not let you connect to your Notre Dame services. It's like Wi-Fi at your local coffee shop: open to all.

Eduroam:

This network enables members of the eduroam consortium to use Wi-Fi at these locations with their own credentials. Faculty, staff and students from other universities can log in to this network with their own user name and password while visiting Notre Dame. If you visit another Eduroam campus, you can log in with your Notre Dame NetID and password during your visit. For information, go to oithelp.nd.edu/networking/wireless/#eduroam.

ND-Secure:

A secure wireless network providing faculty, staff and students access to campus resources who use a valid NetID and password. It's designed to give you access to all your Notre Dame services. To connect to ND-Secure, go to connect.nd.edu.