Two-step login at ND

ND Works

MARCH2016
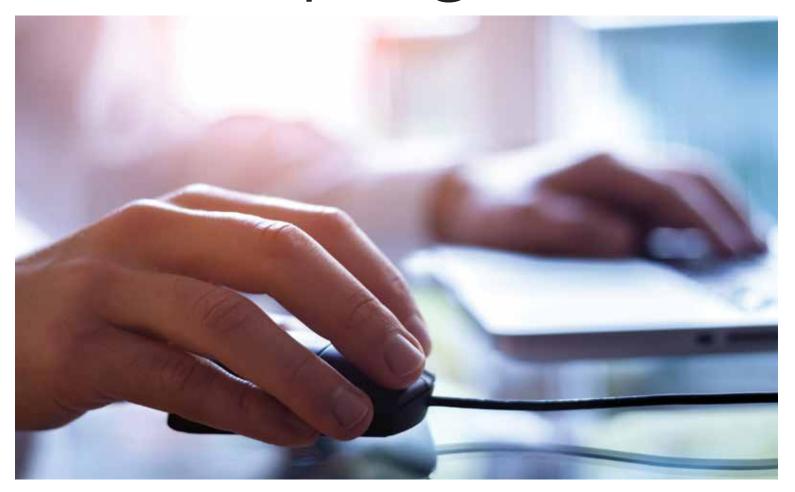
Over the past several years we have seen major organizations including Target, AOL, the IRS, the Department of Defense, Penn State, Sony, Anthem, JPMorgan Chase, Home Depot, Ameritrade and many others compromised in sophisticated attacks. In these attacks, hackers stole sensitive personal information and confidential intellectual property.

One of the best ways to protect Notre Dame from this type of attack is to protect your NetID and password. A NetID and password grants access to ND networks and services because it verifies who you are to our systems.
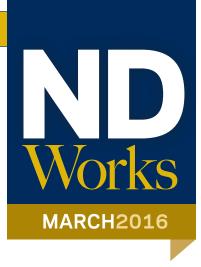
Unfortunately, with the proliferation of phishing attacks — specially crafted emails designed to trick you into giving up your login credentials — using a password alone to prove your identity is no longer secure enough. To reduce the risk of such attacks, Notre Dame and many other institutions are moving to a service called two-step login.

Two-step login uses a second means to verify identity, in addition to a password.

Often this is a code generated by a mobile device or a confirmation request sent to a cell phone. This approach proves that you have physical possession of a device known to belong to you and provides the extra assurance necessary to verify your identity even if your password has been compromised.

This year, the OIT has rolled out two-step login to five groups across campus. The service will eventually be rolled out to all departments on campus, and two-step login will also be available to students who want to add extra protection to their data.

For additional information, visit **ntrda.me/2StepLogin**.

An eye on phishing

When new phishing messages appear on campus, the OIT Information Security team works as quickly as possible to block those messages. Legitimate email sent from the OIT will always be from the Office of Information Technologies and/or one of its departments **(oit@nd.edu, oithelp@nd.edu, training@nd.edu or mobile@nd.edu).**

If you receive a phishing email, delete the message. If you respond to a scam and have provided your password, go to **password.nd.edu** and change your password immediately. By doing so, you will prevent the spammer from using your account to send more spam.

If you think your email account has been compromised, contact the OIT Help Desk. A representative will work with you to secure your account from further use by the spammer and correct any configuration changes the spammer may have made. OIT will also block campus access to any website included in the email to help protect others.

If you see a suspicious email from an ND account, visit **oit.nd.edu/phish-bowl.** The Help Desk will post any phishing email that has been reported from faculty, staff or students on this Web page. If the message matches one on the Web page, just delete it. If you have received a different message, forward it to **oithelp@nd.edu** so a Help Desk representative can investigate.

Remember, the OIT or any other legitimate organization will never ask you for your password or any other sensitive information via email.

For additional information, visit **ntrda.me/phishingscam.**

New, free web conferencing service available

Zoom offers many benefits, including:

- Free, unlimited usage of audio and video conferencing
- Works on any platform including phones, PC and Mac, and iOS and Android (via app)
- Allows you to host up to 50 participants
- With the Chrome plugin, it sits right in your Google Calendar, and you can schedule a meeting quickly and easily
- It supports screen sharing and remote mouse control
- You can whiteboard with Zoom – even drawing on screen with a tablet
- You can save your meetings
- Offers the best professional grade encryption for security

Zoom also offers a webinar platform and an easy-to-use system for a videoconference room called Zoom Rooms. For more information, visit **ntrda.me/zoomwebconference.**

Sign up for Zoom by contacting the OIT Help Desk, 631-8111, email **oithelp@nd.edu** or chat online at **help.nd.edu.**

zoom

Do you use Webex, Skype, GotoMeeting, Join.me, Hangouts or other audio or video conferencing services? If so, you may want to take a look at Zoom. This new service has been tested in many departments, including the Law School, Development, Notre Dame International, Mendoza School of Business, Investment Office and OIT. With overwhelmingly positive feedback, Zoom is now available to all faculty, staff and students.

Google UPDATES

Drive for Office now available

Google Drive can keep all your important files in one place, and then open them with your choice of apps and devices. Now, Google has a new way to work together with Office files using the Google Drive plug-in for Microsoft Office for Windows.

This feature allows you to open Word, Excel and PowerPoint documents stored in Drive, and then save any changes back to Drive once you are finished. For information, go to **ntrda.me/driveforoffice.**

Drive: Sharing vs. collaborating

There are two different ways to share in Google. You can share a link or share by collaborating. The person does not have to have a Google account in order to view the content as long as you set the correct link permission.

Think of sharing links to folders or files as a view-only relationship with another person inside or outside of Notre Dame. The person who receives the link will only be able to view (and download) the folder or file, but will not be able to add to, update or delete the folder, any content in the folder or the file.

You can also collaborate with anyone inside or outside the University. Collaboration can be at the folder or file level. It is better to collaborate at a folder level because it is easier to track who has access to what.

Anyone invited to collaborate must have a Google account in order to add or edit content (the person will have view-only access if he or she does not have a Google account). Inviting someone to collaborate creates an edit relationship with another person. The person you invite will be able to add, update or delete content (folders or files).

For additional information, go to **ntrda.me/shareingoogle.**

How Google Groups can help you

Google Groups is a great way to manage shared lists. It has its own email address and can be shared in the Groups directory so others can send messages to it.

There are many more benefits that Google Groups offers, such as:

- Integrates with Google Calendar and Google Drive
- Easy to manage members and settings
- Superior email deliverability
- Quick and easy access to support
- Events and access to folders is dynamically added/removed as group membership changes

- You can invite Google Groups to calendar events
- Share folders and files with Google Drive

For more information on Google Groups, go to **ntrda.me/ googlegroups.**

How Google Groups makes my job easier!

"Our FDO division's institutional Google Group is a tremendous timesaver when sending a message or invitation to everyone in our division. Because group members automatically update every 24 hours based off the ND Enterprise Directory with the NetID email address, we no longer spend time painstakingly checking the 120-person member list for email accuracy or have to be concerned that our Google Group may be out of date."
— Gina Pilarski,
Planning Design and Construction

"In Utilities and Maintenance we often send 'Outage Notifications' to a select group of service providers on campus. By creating a Google Group that includes these individuals and making several people 'Managers' of the group, we are able to:

- Allow multiple people to maintain (make updates to) and have access to the list of service providers, as there are personnel changes. (Previously, the best way to do this was a Contact List that only one person could maintain and access.)
- Allow Utilities Engineers and Maintenance Zone Supervisors to send their own notifications, eliminating the middle man (me) who previously was the keeper of the most up-to-date list. Now, if I am on vacation, out of the office or it's an after-hours situation, these project managers are self-sufficient and can alert the appropriate personnel directly.
- Keeps a history / record of all notifications sent."
— Kristen White,
Utilities and Maintenance

New Gmail extension: KeyRocket

Gmail has many shortcuts to make processing your email faster, but learning these shortcuts can be difficult.

Keyrocket is a Chrome extension that makes learning shortcuts easy. As you work, it contextually suggests shortcuts that will save you time. To install, just search for "Keyrocket for Gmail."

Restore deleted events in Google Calendar

Have you ever deleted a calendar event by mistake and wanted to get it back? Now you can, just like you do in Gmail and Drive. A handy Trash function was recently added in Google Calendar on the Web that provides an easy way for you to view, permanently delete or restore individual and recurring deleted calendar events. For details, visit **support.google.com/calendar/ answer/37113?hl=en.**

Email response to Google Forms

Make the most of your Google Forms by setting up an email response through Yet Another Mail Merge. This valuable tool allows you to send a confirmation to the person filling out the form, a notification to yourself, and notification to a colleague with the information from the form.

For more information, visit **ntrda. me/mailmerge.**

OIT ... at your service

David R. Lemanski, Computer Service Center

ND Computer Service Center

The ND Computer Service Center offers computer repair and rental services right on campus. As an authorized provider for warranty repairs on Apple, Dell and commercial model Lenovo computers, it can provide non-warranty service on these and other consumer model computer brands, as well as most HP monochrome laser printers.

You can also rent a laptop computer while your computer is being repaired or when you travel out of the country. Faculty and staff who travel internationally for University business must follow the guidelines outlined in the IT Security for International Travel Standard. It is designed to protect your own information and University data and systems while you are traveling.

You can choose from a variety of Windows and Mac laptops, or iPads that are available for rent at affordable daily rates. Since configurations can vary, please provide your hardware and software needs when making a reservation.

Contact Information and Hours
102 IT Center
Phone: 631-7477
Email: **oit.service@nd.edu**
Hours: Monday – Friday, 8 a.m. to 5 p.m.
Website: **oit.nd.edu/service**

OIT Help Desk

The OIT Help Desk provides technology support to everyone at Notre Dame. You can get assistance with your Windows and Mac computers, a wide variety of software and IT services, file storage, iPads and Android tablets, and smartphones.

Contact Information and Hours
Office: 128 DeBartolo Hall
Phone: 631-8111
Email: **oithelp@nd.edu**
Chat: **help.nd.edu**
Submit a ticket online: **servicenow.nd.edu**
Website: **oithelp.nd.edu**

Academic year hours
Monday through Thursday, 7:30 a.m. to 8 p.m. (closed Wednesdays from Noon to 1:30 p.m.); Friday, 7:30 a.m. to 5 p.m.; and Sunday, 3 to 8 p.m.

Classroom equipment rental

Have you thought of integrating technology into your curriculum? Or maybe you have a class project that needs audio video technology. You can rent a variety of equipment for your technological needs through the OIT's Audio Visual Technologies checkout program.

We have a variety of equipment such as video cameras, audio recorders, microphones, portable projectors, speakers and more. Audio Visual Technologies has the resources necessary for your class project, lectures or special event.

Contact Information and Hours
115 DeBartolo Hall
Phone: 631-8778
Hours of Operation:
Monday – Thursday: 8 a.m. – 10 p.m.
Friday: 8 a.m. – 5 p.m.
Sunday: Noon – 10 p.m.
Website: **oit.nd.edu/classrooms**

Tools for creating forms and surveys

Are you ever asked to create a form or survey for a project or your team? Notre Dame offers two powerful online tools that will allow you to create, distribute and analyze forms or surveys. These tools are free and available to all faculty, staff and students.

Google Forms

Google Forms is part of Google Apps. It's easy to use and has many features that can help simplify your work. There are a variety of question types to choose from, and you can embed logic in the form to present certain questions under certain conditions.

Each response is stored in a Google Sheet on your Google Drive. That means no storage space on your hard drive is being used. Plus, the information is accessible to you all the time, and you can easily share it.

You can set up an analysis and charts based on the collected responses in the same Google Sheets workbook. You can also add pictures, change colors and embed your forms on the Web quickly and easily.

Qualtrics

If you need even more power and structure, the Qualtrics survey tool is the right choice. Several departments on campus have used this powerful tool to create automated workflows with excellent results. In order to use Qualtrics, you'll need to create an account at **nd.qualtrics.com.**

Some of the basic survey tools in Qualtrics allow you to embed data, send auto notifications and provide an easy way to maintain your forms.

- **Panels** — You can embed information into the form with this tool so you don't have to request that same information from the respondent. It can also be used for creating samples if you are doing research.
- **Trigger emails** — You can set up auto-notifications, which can include a full summary of all responses or any customized view of the responses received to date. This handy feature allows you to create a workflow so you can use the survey results from one survey in another survey.

	Google Forms	Qualtrics	SharePoint	OnBase
Implementation Time	Minutes	Minutes – Hours	Days – Weeks	Weeks-Months
Cost	Free for ND Faculty, Staff and Students			
Set up and manage surveys/forms without IT consulting	✓	✓		
Collect information from people outside Notre Dame	✓	✓		
Embed a survey/form in a public website	✓	✓		
Email notifications	✓	✓	✓	✓
Integrated reporting and data analysis		✓	✓	
Approvals/workflows		✓	✓	
Auto-fill fields from ND directory or other sources			✓	✓
Electronic signatures			✓	✓
Archival/records management			✓	✓
Appropriate to store highly sensitive information (i.e., social security numbers, credit card information, driver's license information, bank account information or HIPAA information)				✓

- **Loop & Merge** — This feature helps you efficiently manage your form so you don't have to display the same question multiple times when you need the same information from a question where there could be multiple responses. For example, you want to know the make, model and license plate for every vehicle a person owns. Each respondent may have a different answer. The loop and merge function allows you to create the question once and loop through it based on the respondent's answer.

Additionally, Qualtrics offers a wide array of question formats, display and skip logic, and reporting options.

For additional information on forms and surveys including Google Forms and Qualtrics, visit **ntrda.me/ formsandsurveys.**

Technical training and classes

Technical training at Notre Dame

The Training and Transition group of OIT offers technical training opportunities for faculty, staff and students through a variety of training options. For more information, contact the Training Office.

Instructor-led classes

Our highly skilled instructors lead training classes in Microsoft Office and Adobe (Photoshop, InDesign, Acrobat and Dreamweaver) products. All regularly scheduled classes are free for faculty and students; there is a charge for some for staff. To see the current listings, go to **oit.nd.edu/training-classes** and click on the Discover IT link.

Special request training

In addition to our scheduled instructor-led classes, OIT Training also provides special request training options. This training includes:

- One-on-one and small group technology instruction
- Guest instruction in faculty classrooms when students need technology training
- Other alternatives designed to meet your teaching and learning or administrative needs

There may be a charge associated with special request training. For more information, contact the Training Office.

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 give 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, visit lynda.com. To arrange for a license or for further information, contact the Training Office.

Training consultation

Our instructional designers are available to assist individuals or groups create their own training. Our services include everything from helping you determine the best delivery method to helping your staff learn how to conduct training. For more information, contact the Training Office.

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 (8 seats) and ITC B001 (16 seats) and include computers that run both Windows and Macintosh operating systems. For more information or to reserve one of these labs, contact the Training Office.

Technical training classes – Spring 2016

Acrobat DC: Basic PDF Creation and Manipulation
Wed., March 16, 1:30-4 p.m.

Android Smart Phone Tips and Tricks OIT Lunch & Learn,
Wed., March 9, Noon-1 p.m.

Box: File Sharing and Storage
Thur., April 7, 9:30-11:30 a.m.

Excel 2013: Basic
Wed., April 20; Fri., April 22, 8:30 a.m.-Noon

Excel 2013: Charting,
Wed., March 2, 8:30 a.m.-Noon
Mon., April 25, 1-4:30 p.m.

Excel 2013: Macros Introduction
Wed., March 30, 1:30-3:30 p.m.

Excel 2013: PivotTables
Fri., March 25, 9-11 a.m.

Excel 2013: Use as a Database
Mon., April 11, 1-4:30 p.m.

Gmail, Basic (New Users)
Thu., March 17, 9-11 a.m.

Google Calendar, Basic (New Users)
Wed., April 13, 3-4:30 p.m.

Google, Using Contacts
Tue., March 29, 9-10:30 a.m.

Google Drive
Thu., March 31, 1:30-4:30 p.m.
Wed., May 4, 1:30-4:30 p.m.

Google Forms
Mon., Feb. 29, 1:30-3:30 p.m.
Fri., April 15, 8:30-10:30 a.m.

Google Groups
Fri., March 4, 8:30-10:30 a.m.
Tue., April 26, 2:30-4:30 p.m.

InDesign CC: Basic Document Creation
Thu., March 31, 8:30-Noon

InDesign CC: Intermediate Document Creation
Wed., April 27, 8:30 a.m.-Noon

Mail Merge Using Google and Gmail
Thu., April 21, 10:15-11:15 a.m.

Mail Merge Using Office 2013,
Thu., April 21, 8:30-10 a.m.

Photoshop CC: Basic Layers and Text
Tue., May 3, 1:30-4:30 p.m.

Photoshop CC: Basic Photo Manipulation
Tue., April 12, 1:30-4:30 p.m.

PowerPoint 2013
Tue., March 22, 1-4:30 p.m.

PowerPoint, Creating Infographics
Tue., March 29, 1-4:30 p.m.
Fri., May 6, 8:30 a.m.-Noon

Premiere Pro CC: Beyond the Basics
Wed., April 27, 1:30-5 p.m.

Prezi Presentations
Thu., March 24, 8:30-11:30 a.m.

Qualtrics Forms: Advanced
Wed., March 30, 8:30-11:30 a.m.
Tue., April 26, 8:30-11:30 a.m.

Qualtrics Forms: Basic
Tue., March 1, 1:30-5 p.m.
Thu., May 5, 8:30-Noon

Software Licensing
Wed., April 13, 9-10:15 a.m.
Wed., May 11, 9-10:15 a.m.

Word 2013: Basic,
Thu., Feb. 25, 8:30-11:30 a.m.

Training Office Contact Information
We are located in B004 IT Center and can be reached by phone at (574) 631-7227 or email at training@nd.edu.

How well do you know your VoIP phone?

Your VOIP phone offers a powerful set of tools that makes it a great desktop assistant. Not only does it allow you to put calls on hold and transfer calls, but take a look at these features that can help make your work life even easier:

- Send a voicemail instead of a call
- Change your background picture
- Get your voicemails delivered to your email
- Forward your calls to your cell phone
- Receive calls on your computer, laptop or smartphone

- Make a conference call
- Set up speed dial for regularly called numbers
- Divert calls when you are busy

The OIT also offers a variety of equipment to suit your needs, including extra-long cords, headsets and the ability to easily manage additional phone lines. For more information on these features and available equipment, go to **ntrda.me/voipphone.**

box UPDATES

Box now offers unlimited storage

In January 2016, Box announced all current and future ND Box accounts will have unlimited storage. Here are some tips for storing documents in Box:

- The maximum size file you can upload is 15GB.
- If you use Box Sync, the amount of data you sync consumes space on your hard drive.
- If you plan to put a lot of University-owned content in Box, you may want to use a Box Group Account to make transitioning that data easier.

For more information, visit **oithelp.nd.edu/box.**

Box Edit

Box Edit is an add-on app that allows you to edit files stored in Box. nd.edu. Designed for all file types, browsers and platforms, Box Edit uses the default application installed on your computer to edit documents: .docx files open in Microsoft Word, .pptx files open in Microsoft PowerPoint, .xlsx files open in Excel, etc.

No need to download and upload a file with Box Edit. Just preview the file, click on the "Open With" button, and the file will be opened by the default application (for example, Word). Then you can make your changes to the file, save your work and the file will be automatically updated in box.nd.edu. When you

are done editing, you must close the document in the Word, Excel or other application.

Once you install Box Edit, it will be available on any browser on your computer. If you use multiple computers, you will need to install it on all of the computers that you use.

Remember, Box Edit will only work on Windows and Mac computers; it is not available for mobile devices. It is not currently supported on Internet Explorer (IE) 9, 64-bit.

For more information, or to install Box Edit, go to **ntrda.me/boxedit.**

Box for Office

Box has integrated essential Box functions with the most popular Office applications for Windows machines. When you are in Word, Excel and PowerPoint on desktop and/or mobile, you can:

- Open files from Box, with easy access to recently accessed files and folders
- Save files to Box, even with documents from your desktop
- Access Box options directly from the ribbon in Office apps
- Generate Box shared links and control their permissions

For additional information on Box for Office and installation instructions, go to **ntrda.me/boxforoffice.**

IT service status at your fingertips

The OIT has a variety of different ways to inform you about current IT service status. Choose your preferred method or service to get a quick update on Notre Dame IT services:

- OIT website: The status of the five major IT services for campus are tracked on the dashboard using a graphic green, yellow, red indicator at **oit.nd.edu**.
- Twitter: **@OITatND**
- Facebook: **facebook.com/oithelpdesk**
- Google+: **oit.nd.edu/gplus**

OIT also offers a subscription portal that allows you to receive messages by email, text messaging or both. To subscribe, visit **ndoit.bbcportal.com.**

You will need to create your own account because the service does not currently use your Notre Dame NetID and password.

You can also subscribe to the weekly IT Matters newsletter that provides tips, news, maintenance information and pre-announcements about new IT services and functionality. To subscribe, visit **ntrda.me/ITmatters.**

Doing more with Sakai

Supplementing Sakai with external tools

ND Library Reserves, Piazza and iRubric are all examples of third-party tools that integrate with Sakai in order to extend its capabilities. Outside applications can be added to Sakai because it is an open-source platform that supports interoperability standards. Notre Dame technologists look for tools that are "LTI" (learning tools interoperable) compliant to enhance Sakai, or to do it better.

Third-party tools integrated with Sakai can be better enabled for Notre Dame. For instance, because Sakai manages enrollment drops and adds, an integrated third-party tool can also automatically update the enrollment for a course without any extra steps by the instructor.

There are several third-party tools already integrated with Sakai in order to extend its capabilities. They can be found in the editable tool list in Sakai under the Plugin Tools area, and include:

- WebAssign
- Piazza
- LabArchives
- Maple TA
- iRubric
- ND Library Reserves
- Cengage MindTap

Arthur Lim, associate professor in mathematics, uses Maple TA, a system that saves time when creating unique questions with unique values to present the same problem different ways. Once Lim decided to use Maple TA, the LTI integration with Sakai was extremely helpful.

"This [integration] has already solved a huge headache for me," says Lim. "This one link alone pulls the student information directly from Sakai, identifying who the students are officially, along with NetID and

emails, and goes straight into the Maple TA system. Students don't need to set up their own accounts."

Another valuable tool is Kaltura. It allows instructors and students to upload, edit, publish and share high-quality audio and video from within the Sakai environment. Media can be easily added (via Sakai's rich text editor) to many other tools, including tests and quizzes, announcements and lessons. A new version of Media Gallery, coming this summer, will enable instructors to view student engagement with media.

Many instructors are aware of Web applications that could support and enhance their learning goals, but may not be aware of the help available from the OIT Teaching and Learning Technology group to work with the vendors in providing a better experience for our students.

Other tools currently being piloted within Sakai include:

Cengage MindTap, a textbook highlighting and note-taking app provided by the textbook publisher Cengage. It includes components such as flashcards, in-app homework submission and quizzes using textbook chapter questions. Students are not asked to create an account in MindTap. They can simply sign in to the material through a Sakai link.

Cody Forsberg, a graduate student with the Department of Economics, explains his use of MindTap. "As a graduate student instructor, I don't have any assistance to grade homework or quizzes in my class. MindTap allows me to give my students more homework and quizzes than I would otherwise be able to grade by hand. I believe this extra practice is highly beneficial for my students."

Lab Archives Notebooks, an electronic lab notebook application in which researchers and course labs can easily create, store, share and manage their research data. It contains a flexible platform that can be customized to match a lab's workflow. The lab team can upload images and videos directly to their notebook while conducting lab experiments with complete audit control. The application is compatible with apps on both Apple and Android.

WebAssign, a flexible and fully customizable online instructional system that puts powerful tools in the hands of teachers, enabling them to deploy assignments, instantly assess individual student performance, and realize their teaching goals. Adopted by all major academic publishers, integrated with more than 900 textbooks, and enhanced with a robust selection of independently developed original content, WebAssign is easily accessible and widely used by faculty to enrich the teaching and learning experience.

Google Share allows instructors to easily share Google Drive documents with the members of their course sites.

If you have a tool you've found valuable in your teaching, whether you use Sakai or not, please contact the Sakai team at **sakai_team-group@nd.edu.** It's possible your colleagues could benefit as well. For additional information, visit **sakai.nd.edu.**
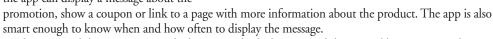
Beacons coming to a location near you

The ND Mobile app is continuing to expand this semester with the addition of support for beacons and location-based notifications.

Beacons are small, low-power Bluetooth devices that work by broadcasting their presence to mobile devices that listen for them. Most smartphones, tablets and computers made in the last few years are able to interact with beacons.

The plan is to place beacons at strategic locations in campus buildings, like exterior doors and points of interest. The ND Mobile app will know where each of those beacons is located, and if it detects the presence of a beacon, it triggers a notification on the phone based on rules that are set up ahead of time.

Once someone approaches the table, the app can display a message about the promotion, show a coupon or link to a page with more information about the product. The app is also smart enough to know when and how often to display the message.

The OIT mobileND program, which manages both the ND Mobile app and beacons, is working in partnership with Auxiliary Operations and Hammes Bookstore. The first purpose of this effort is to provide timely, location-based notifications and offers to people using the ND Mobile app, if they've opted in.

In addition, Notre Dame will collect a rich set of data about the beacons for student developers to analyze and research. For example, analyzing data about how people move through LaFortune Student Center could provide students with data about how people are using the building. The system will launch later this spring.

For more information on beacons or the mobileND Program, please email **mobile@nd.edu.**