ND Works

Stepping up online security with two-step login

Protecting your personal information and the University's most sensitive data from cyber-attacks continues to be a top priority at Notre Dame. Two-step login has been implemented to provide an extra layer of protection around this data.

More than 8,000 staff members have been using it for a year or longer. As of February, over 2,000 faculty members and over 13,000 students are now using two-step login.

The two-step login process requires a second way to verify your identity before allowing access to a service. The second verification from a previously identified device — such as your cellphone, landline or tablet — can significantly reduce the risk of identity theft.

Some important tips to keep in mind when using two-step login:

- Get in the habit of taking one of your enrolled mobile devices with you anywhere you need to access an ND service on a computer (office, classroom, home or when you are traveling). If you misplace, lose or break your only enrolled device, you will have to contact the OIT Help Desk for assistance.

- Be sure to enroll at least two devices. You can enroll additional devices on your device management page (**twostep. nd.edu**) such as:
  - Mobile phone
  - Office phone
  - Tablet
  - Phone number of a trusted colleague, administrative assistant or spouse.

If you get a new phone:
  - With the same phone number: You need to reactivate your new phone on your device management page.
  - With a different phone number: You need to add the new phone number to the device management page and remove the phone number from the phone you no longer have.

- When you are required to do two-step login on one of your own devices, be sure to check the box titled "Trust this device for 30 days." If you log in to other two-step enabled services on this device and the same browser, you will not have to do the second step for 30 days.

- If you don't have access to any of your enrolled devices, there are a variety of options you can use to help you log in to a two-step enabled service:
  - If you know in advance that you will be away from your devices and you have the Duo mobile app installed on your smartphone, you can generate a one-time use passcode.

You can record that passcode somewhere (perhaps on a slip of paper in your wallet) and keep it as a backup.
- If someone else has access to one of your enrolled devices, you could contact that person at the time you are attempting to log in, and ask them to respond to the Duo notification on that device.
- If you are trying to log in during normal business hours, you can contact the Help Desk and ask them to authorize you to create a one-time passcode on your computer. You can use this passcode to log in to more than one device (laptop, tablet); however, it will only be active for 24 hours. *Note: The Help Desk will need to verify your identity, usually by presentation of a photo ID, or identifying someone else on campus who we can contact that will recognize your voice.*

If you have any questions, contact the OIT Help Desk at 574-631-8111 or oithelp@nd.edu, or go to **ntrda. me/twostepinfo.**

Tips for two-step login when traveling

Now that faculty, staff and students are using two-step login, it is important to be prepared to use it when you are traveling from the University, either in the United States or abroad. If you need to access ND services on a public computer or your own device, here are some tips before you leave:

- Review the devices you have enrolled in two-step login on your Two-Step Device Management page at **twostep.nd.edu.** Be sure to have at least two or more devices enrolled.
- Take one of those enrolled devices with you on your trip. (Note: If you are traveling internationally for University business, be sure to review the Technology Information Guide for International Travel to make sure you are following the guidelines for mobile devices, based on where you are going.) This information is available at **ntrda.me/TravelSecurely.**

- If you are traveling with a colleague or visiting someone you know, you may want to add his/her phone number to your list of enrolled devices while on your trip.

When you are traveling internationally with your smartphone or tablet that has the Duo app installed, you will still receive the "push" notification in areas where you have a Wi-Fi or cellular signal.

If you are in an area that doesn't have a Wi-Fi or cellular signal, you can use the app to generate a passcode for a one-time use. Additionally, the passcode can be recorded for later use — as long as you haven't used a passcode created at a later time. This is handy when you are not able to bring a mobile device to a work location.

A key fob is another option when you don't have access to your smartphone or tablet or cannot bring either device on your trip. The key fob is a portable device that can be purchased with a departmental FOAPAL or personal funds. You can enroll the key fob on your device management page as another device to verify your identity. To purchase a key fob using a departmental FOAPAL, go to **ntrda.me/twostepkeyfob.**

You can also purchase a key fob for $20 at the ND Computer Service Center, 102 IT Center, using cash, check, credit card or Domer Dollars.

For additional information on two-step login, go to **ntrda.me/ twostepinfo.**

Technical training classes – Spring 2017

OIT's Training and Transition group offers technical training opportunities for faculty, staff and students through a variety of training options. For more information, go to **oit.nd.edu/training-classes.**

Basic Gmail (new users)
Wed., April 19, 1:30-3:30 p.m.

Basic Google Calendar (new users)
Thu., April 6, 8:30-10 a.m.

Box: File Sharing and Storage
Fri., April 28, 9:30-11:30 a.m.

Creating Infographics with PowerPoint
Thu., March 9, 8:30-11:30 a.m.

Excel 2016: Basic
Mon., April 10 and Wed., April 12, 1-4:30 p.m.

Excel 2016: Charting
Wed., March 22, 1-4:30 p.m.

Excel 2016: Macros Introduction
Fri., April 21, 9-11 a.m.

Excel 2016: PivotTables
Fri., March 10, 9-11 a.m.

Excel 2016: PowerPivot
Wed., March 22, 9-11 a.m.

Excel 2016: Use as a Database
Wed., May 3, 8:30 a.m.-Noon

Google Drive
Wed., March 29, 1:30-4:30 p.m.
Tue., May 2, 8:30-11:30 a.m.

Google Forms
Wed., April 26, 9-11 a.m.

Google Groups
Thu., April 13, 9-11 a.m.
Thu., May 11, 1:30-3:30 p.m.

InDesign CC: Basic Document Creation
Tue., April 11, 1-4:30 p.m.

InDesign CC: Intermediate Document Creation
Thu., March 23, 8:30-Noon

InDesign: Tips and Tricks
Tue., April 18, 2-4 p.m.

Mail Merge Using Google and Gmail
Thu., April 13, 1:30-2:30 p.m.

Mail Merge Using Office 2016
Mon., March 13, 1:30-3 p.m.

ND Websites in WordPress
Wed., March 1, 1:30-3:30 p.m.
Thu., March 16, 9-11 a.m.
Thu., April 20, 1:30-3:30 p.m.
Tue., May 9, 9-11 a.m.

OneNote 2016
Tue., March 21, 1:30-3:30 p.m.

Photoshop CC: Basic Layers and Text
Fri., March 24, 8:30-11:30 a.m.

Photoshop CC: Basic Photo Manipulation
Tue., February 28, 1:30-4:30 p.m.
Wed., April 12, 8:30-11:30 a.m.

Premiere Pro CC: Beyond the Basics
Wed., April 26, 8:30 a.m.-Noon

Presentations with Prezi
Tues., March 7, 8:30-11:30 a.m.

Qualtrics Forms: Advanced
Thu., May 4, 1:30-4:30 p.m.

Qualtrics Forms: Basic
Mon., April 24, 1-4:30 p.m.

Qualtrics Forms: Intermediate
Wed., March 15, 8:30 a.m.-Noon

Software Licensing
Thu., March 9, 9-10:15 a.m.

Tableau: Introduction
Thu., March 9, 1-4:30 p.m.
Wed., April 5, 8:30 a.m.-Noon
Tue., May 9, 1-4:30 p.m.

Word 2016: Basic
Thu., March 2, 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.

OIT News

Lynda.com training available

A wealth of valuable training courses is available through **lynda.com.** You can choose the course that's right for you and take it at your convenience.

The OIT has premium licenses for the lynda.com online training site for only $12. These licenses are good until June 30, 2017, and 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 4,500-plus courses on the training site as well as access to the accompanying exercise files. To see the courses available, go to **lynda.com**. To arrange for a license or to get further information, contact the Training Office at 574-631-7223 or **training@nd.edu.**

Need **IT** or **computer assistance?**

Do you have questions about your Windows or Mac laptop, software (supported by the OIT) or a mobile device?

The OIT Help Desk provides a variety of technology support to faculty, staff and students. It has two convenient locations where you can get help. You can go to the Help Desk office located in 128 DeBartolo Hall where you can get walk-in assistance. It also offers phone, email and chat support. You can even log an incident at **servicenow.nd.edu.** For hours, go to **ntrda.me/oithelpdesk**.

While classes are in session, you can also get help at the IT Outpost located in the Hesburgh Library near the reference desk on the first floor. A Help Desk representative is available Sunday through Thursday from 1 to 10 p.m.

Do you need to have your computer repaired? The ND Computer Service center is conveniently located on campus at 102 IT Center. It provides warranty and non-warranty work for many popular brands.

Drop off your computer at any one of these locations for fast service and reasonable rates:
- ND Computer Service Center, 102 IT Center
- Hammes Hub, inside the Hammes Bookstore
- OIT Help Desk, 128 DeBartolo Hall

Or you can take advantage of its on-campus pick-up and delivery service for your computer or printer. While your computer is being repaired, you can rent a laptop at an affordable rate. Configurations can vary, so be sure to have a list of your hardware and software needs when you make a reservation.

For additional information and hours, go to: **ntrda.me/computer-servicecenter.**

WebFile to be retired in June 2017

The OIT will retire WebFile (**webfile.nd.edu**) on **Friday, June 30, 2017.** If you use WebFile to access your AFS or NetFile space (including your www folder), you will need to choose another way to continue to access this space before June 30.

Learn more about alternative methods and storage options at **oit.nd.edu/webfile-retirement.**

Convert your Listserv lists to **Google Groups**

The Listserv list service will be unavailable to deliver mail in late June. Therefore, anyone who owns a Listserv list can take advantage of a new tool that will help you convert your list/lists to Google Groups.

Managing your lists in Google Groups offers many additional benefits, including:
- More reliable email delivery
- Ability to invite groups to calendar events and share calendars
- Share folders and documents in Google Drive
- Simplified methods to manage membership, roles, and email delivery settings
- Use any Notre Dame email address for members at Notre Dame

The old Listserv email address will forward to the new Google Groups address. You will also have the opportunity to discontinue lists that are no longer needed. Any list that hasn't been used in a year has already been discontinued.

To use this convenient tool, go to **listbuilder.nd.edu.**

Set it and forget it with **CrashPlan backup**

CrashPlan is an automatic backup tool that runs on your desktop or laptop computer and backs up your files. It is approved for use on all University-owned computers.

CrashPlan securely encrypts your files and sends the encrypted data to servers outside the Notre Dame network. You can restore your files from anywhere you have an internet connection.

There is an annual subscription fee for CrashPlan which can be purchased with a departmental FOAPAL. For additional information, contact your local IT support staff or visit **backup.nd.edu**.

A new look for **Box**

Box is in the process of introducing the New Box web experience that offers many new features. It will be launched during the week of March 13 to campus.

For a sneak peek prior to its launch, you can view it by clicking on the **Try It Out** button in a pop-up window after logging in to Box.

The features of the New Box web experience include:
- Simpler navigation and cleaner layout
- Faster uploads
- New left panel that allows easy navigation to different views of your content, and the ability to make Favorites your default landing page
- New right panel that shows information about the collaborators and shared link details for the Current Folder
- Advanced search options from the main search bar

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

IT service status at your fingertips

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

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

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.

Subscribe to the weekly IT newsletter, IT Matters (**ntrda.me/ITmatters),** for tips, news, maintenance information and pre-announcements about new IT services and functionality.

OIT Lunch and Learns

An Introduction to Tableau
Wed., March 22, Noon-1 p.m.

An Overview of Google Groups
Thu., March 9, Noon-1 p.m.

Excel Tips and Tricks
Wed., April 26, Noon-1 p.m.

Google Docs, Sheets and Slides
Thu., April 13, Noon-1 p.m.

Managing Your Google Drive
Wed., May 24, Noon-1 p.m.

The New Google Inbox
Thu., May 11, Noon-1 p.m.

For more information, go to oit.nd.edu/trainingclasses

Get more out of web conferencing with Zoom

Zoom is Notre Dame's preferred audio and video conferencing solution. It is available for faculty, staff and students to use at no cost. This convenient conferencing service can be used in the classroom just as easily as it can in the conference room.

Zoom offers many enhancements over WebEx, Skype or other web conferencing services, including:

- Unlimited use at no cost
- Integration with Google Calendar invitations
- Ability to store class or conference recordings in the cloud
- Ability to create breakout rooms for side conversations
- Only the web conference host needs Zoom account

zoom

For the new Silicon Valley immersion program, Computer Science and Engineering needed an easy way to connect students in California synchronously with classes in South Bend. Zoom conferencing uses wi-fi to allow students to participate in classes from three time zones away.

On campus, Zoom conferencing offers instructors the opportunity to easily bring guest lecturers to their class, or even provide virtual office hours. Many instructors are using this technology to connect to students and colleagues, and it's as easy to use as Skype.

You can find additional information about how this valuable service can enhance your classroom teaching experience. A step-by-step guide is also available that walks you through how to set up your video conference. Plus, there are informative tutorials that discuss how to use Zoom's features. Find the links to this information and more on the big green banner at **zoom.nd.edu**.

"After one brief demonstration, I found Zoom incredibly easy to use. Point your laptop at your class, make sure the laptop volume is up high, plug a conference microphone (borrowed from OIT), into the USB port on your laptop, place the microphone in the middle of the table and click the red button.

Importantly, there is unlimited recording time. Unlike with cameras, you can be genuinely certain that it is recording, as the time counter is visible, and you don't have to worry about changing the battery. (Some cameras are unreliable on how much time you have left on the battery or even on whether they are charged up at all). Also, you don't have to get the file from another piece of equipment — it's saved as a file on your computer within a few minutes.

The laptop can be supplemented with a plug-in camera if you want a better quality camera than your integrated laptop camera. Even an old laptop can be used with Zoom. As soon as the video is saved, you can put it on Sakai.

"Zoom solved the problem I had when booking a videographer. I had to wait for the videographer to download the high-definition video from the camera and upload the video to Box. Then, I had to download it from Box and upload it to Sakai. The turnaround time for videographers is now being quoted as 2-3 days because of the high demand for services and the lengthy download times. Zoom is a great solution."

— Essaka Joshua Ph.D., Teaching Professor and Joseph Morahan Director of the College Seminar in the Department of English

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"I teach God and the Good Life, a 150-person introductory philosophy course. My students have been working on projects all semester to put an Aristotelian idea into action, and on Nov. 30, they presented their 'campaigns' to the entire course. I was slated to give a lecture in Sweden the day before, and feared I'd have to miss the presentations since I would be flying home during class. We arranged for the TAs to videotape them so I could watch them later. I remembered

that Delta has pretty good GoGo wireless services on transatlantic flights now. I wondered if I could Zoom in for the presentations on my long flight from Amsterdam to Detroit. It worked wonderfully. I have a pair of good Bose noise-cancelling headphones. We set up a Zoom meeting for three hours into my flight, to coincide with the class meeting. The TAs set me up on an iPad right near the front of our auditorium. I was able to see and hear all of the live presentations, and to communicate with students.

While the presentations were occurring, some TAs emailed me the handouts and presentation slide decks. Sound wasn't great on my end due to a limit of using the headphone mic at 40,000 feet. But it was great on their end. It felt just like being there in person--even though I was in an airplane over Iceland at the time! I would definitely use it again if I have an unavoidable research/flight conflict. I hate missing class.

I learned about Zoom last summer, when I used it to teach a live online philosophy course. I love how stable it is, and how the login is straightforward through the ND system. Students over the summer were able to use it to attend class from Korea. From beach towns in Mexico. One student was on a phone during a thunderstorm and power outage in southern Indiana. I use it for pretty much any teleconferencing I do now."

— Meghan Sullivan Ph.D., Rev. John A. O'Brien Collegiate Associate Professor of Philosophy
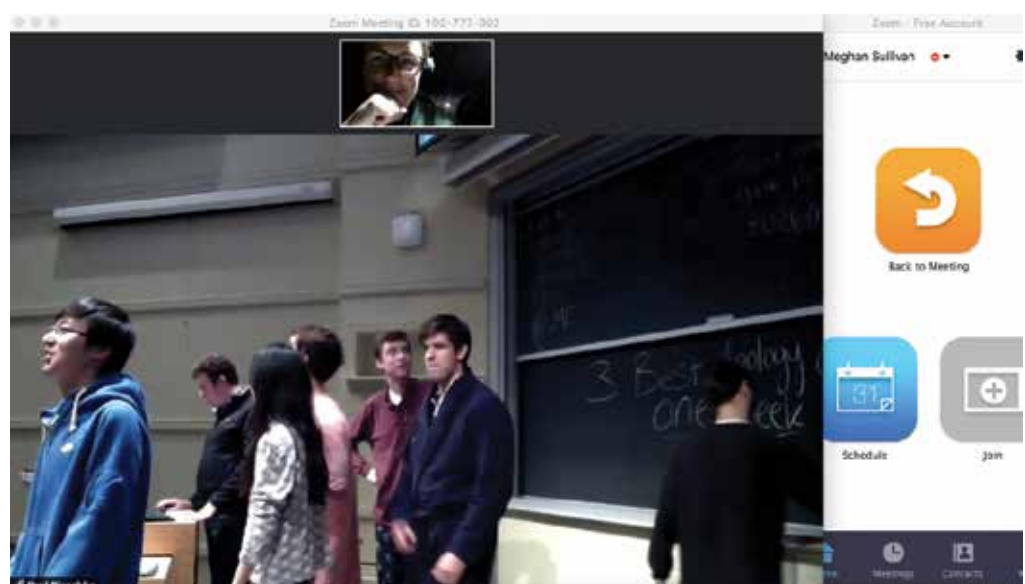
"After one brief demonstration, I found Zoom incredibly easy to use."

"At the Notre Dame Shakespeare Festival, we continue to be delighted by the acquisition of Zoom. It has been transformative, and we use it regularly. Hosting up to 50 people without deeply frustrating time limits, signal drops, or per-minute billing all are simply wonderful. Many NDSF staff are scattered across the country, traveling to Notre Dame only in the summer to work. Designers, directors, artists, stage managers, production managers, vendors and staff need to confer en masse as part of our preparation. Previous video-conferencing has been technically frustrating, prohibitively expensive and often dismissed in favor of teleconferencing. Now we are easily able to connect, share screens (immensely important for scenic and costume designs), and to record a video of the call — which was easily skimmed for later reference — another pleasant surprise."

— Grant Mudge, Ryan Producing Artistic Director,
Notre Dame Shakespeare Festival

Mobile device management expands on campus

Mobile device management (MDM) is a set of tools that aids in the administration of mobile devices on campus such as smartphones, tablets and laptops. Since its inception in 2014, MDM is quickly becoming a standard tool across higher education.

The use of MDM has continued to increase at Notre Dame. Mobile devices are managed much in the same way that Windows and Mac computers are managed. AirWatch is used to manage institutionally-owned iOS and Android devices on campus.

This academic year, two new initiatives found MDM to be a key component in their success. These examples illustrate its flexibility to be adapted to very different situations.

NetHealth project

Notre Dame researchers began a multi-year investigation into how healthy behaviors can be promoted through social networks. As part of this study, they engaged several hundred students to participate, and were required to install an app on their smartphone. By communicating simple instructions, the students were able to install the app and save researchers valuable time.

This is not the type of app you would find on the App Store. NetHealth uses AirWatch to distribute the app and updates to the students' iOS and Android devices — which the students can do themselves. Though AirWatch is able to manage the app, it does not control the device settings.

Organic structure and reactivity

This semester, professors Paul Helquist and Jim Parise wanted to try something new with the iPads used in their course, Organic Structure and Reactivity, an intro-level organic chemistry course.

With about 440 students across three sections, this course assigns an iPad to six-student teams. The iPads (managed by the OIT and Engineering & Science Computing), came pre-configured with settings and apps managed by AirWatch, so student interaction was not required.

Funded by course fees, these apps can be reclaimed at the end of the semester and reused in future courses. Previously, the expense of apps was considered a sunk cost. AirWatch also made it easy to change the configuration mid-semester. If an additional app or useful resource is found, it can be wirelessly distributed to each of the iPads without any work required by the instructors.

As usage of MDM on campus continues to grow, so will the variety of ways tools like AirWatch can be leveraged to help faculty, staff and students. For more information on AirWatch and MDM for mobile devices, contact the mobileND Program in the Office of Information Technologies at **mobile@nd.edu**.

Watching for ransomware in 2017

Ransomware is one of the most dangerous forms of malware you could encounter today. Ransomware blocks user access to data and demands payment to restore access. Once infected, the victim often has no choice but to pay the "ransom," usually a few hundred dollars.

In the past several years, ransomware has hit thousands of private individuals, small businesses and government agencies in North America, making millions for the online criminals. This malware can affect virtually any computer or mobile device, including Windows and Mac computers, and Android devices.

Though the nature of ransomware may change in 2017, cybercriminals will continue to use it as long as it remains profitable. It is just another tool in the hacker utility belt.

A new kind of ransomware that comes with its own "referrals" program, is one that you probably wouldn't want to join. This kind of ransomware locks your Windows computer files until you pay the ransom. But it comes with a twist.

The lock screen will let victims unlock their files by sharing a link with two other people. If those individuals become infected and pay, then the original victim will get their files back for free.

Otherwise, infected users have seven days to pay the ransom using an online currency called "bitcoin." The bitcoin must first be bought with real currency.

Law enforcement is taking steps to shut down ransomware schemes by taking down major hacking teams. Law enforcement agents are working with their international counterparts more closely than ever. Plus they are collaborating with security researchers to help dissect ransomware and offer new protections.

As long as victims continue to pay the ransom and fund the growth and development of these ransomware families, there will be more creative and effective ransomware attacks.

Here are some best practices to help minimize the risks and loss from ransomware:

- Take snapshots of your system and be prepared to use your computer's System Restore process to recover your computer to a time before the ransomware was installed.
- Update your software and browsers when new versions are available.
- Use anti-virus/anti-malware software and keep it updated too.
- Scan incoming emails for suspicious attachments, including examining all compressed attachments.

You can find additional information on protecting yourself from Ransomware and other malware, go to **ntrda.me/antivirus**.

Take advantage of your VoIP phone features

Your VoIP phone has many features beyond just a telephone, and can be used as your personal assistant. These features can help increase your efficiency and save time while at work.

Speed dials: Set up speed dial shortcuts of those on campus you call frequently. You can set up to 99 speed dials in the Cisco Unified Communications Self-Care portal at **phone. nd.edu.**

Basic conferencing from your phone: By pressing just a couple keys on your phone you can initiate a conference call for people on and off campus. You can connect up to six people using this feature. For information, go to **ntrda.me/1x1Inhl.**

Voicemail in an email message: Would you like to receive your voice messages in an email message so that you can listen to them at your earliest opportunity? You can use the voicemail to email feature. Every new voice message is attached as a .wav file to an email message and delivered to your Inbox. This also simplifies the sharing of voice messages, as the email message can simply be forwarded to another address. You can get information about setting up unified messaging at **ntrda.me/ unifiedmessaging.**