University of New England

Information Security

It's all about money – YOUR money!!

Information is a commodity and there's a market for it. Your personal information is valuable and that's why people are willing to steal it. They use it themselves or sell it someone else to use!

There are a variety of methods used to obtain your personal information. It can be an email, where you're asked to click on a link to enter your information or it could be asking you to click on a link to reach information at a website and when you do that, malicious software is delivered to your computer which can infiltrate your system and access everything you have on that computer plus gain passwords to access other stuff – like your bank account.

It could be a phone call, where someone asks you seemingly innocent questions, they build a rapport with you and before you know it you're giving them more information than you intended to.

It can also be someone at your door, again asking innocent sounding questions and they may even seem to know some facts about you already and you start to think - they're OK and you end up giving them way too much information!

These are all ways that people are tricked into giving away their personal information and unfortunately, you probably won't know you've done it until it's too late.

Remember, be sceptical and vigilant. Don't be afraid to ask questions and verify "facts" using alternate methods. If you're asked to phone or email a 'trusted' person or organisation never use the number provided in the request, always check their genuine website for their contact details. **Be careful** about the information you post on social media and always question: Why do these people need to know this information about me?

stop and **think** BEFORE YOU ACT

Office 365

A major project for ITD in 2018 will be to enable Office 365 "**Cloud**" functionality for all staff.

The first step, and a major component of this project, will be to move UNE staff email from the local Exchange servers (*which are physically located in the Data Centre in the IT Building*) to Microsoft's Australian Cloud Infrastructure. This will mirror the set up students are already on and bring with it in the near future a number of advantages and additional services.

What will this mean for you?

If you haven't already been migrated you will, over the next few weeks, be receiving information via email when to your email account is to be migrated. Most of the changes will be "backend" changes that won't affect the way you use or view emails.

Once your mailbox is ready to be migrated to Office 365, we will let you know what actions you will need to take to reconnect your email clients - some (*eg Outlook on Windows*) will pick up the new settings automatically, others (*eg iPhones*) will need to be reset.

Your Webmail at exchange.une.edu.au will also change "look and feel" - no major change, but there will be a few additional features that you might want to explore once you have been migrated.

For more info, please visit http://www.une.edu.au/staff-current/staff-services/it-services/email/office365

Outlook   OneDrive   Word   Excel   PowerPoint   OneNote   SharePoint   Microsoft Teams

Audio-Visual Support for Intensive Schools

The ITD Audio Visual Support team will be providing extended hours AV support for the June-July intensive schools:

Sat-Sun 23rd June - 24th June – on-site support
8:00am-12:00pm with phone support 12:00pm-5:00pm

Sat-Sun 30th June – 1st July – on-site support
8:00am-12:00pm with phone support 12:00pm-5:00pm

For support during these days, please call the usual number – extension **2489** (or 02 6773 2489 from a mobile)

IT Training Update

Expressions of Interest

IT Training is looking for staff who are interested in attending special training workshops on:

- Project 2016 training
- SPSS training

Courses to be held on campus with external trainers.

Cost approx. $300.00 per person.

If you are interested please email it-training@une.edu.au

Windows 10 tip
new keyboard shortcuts

Win-Left (*or Right*)
to snap a window to the right of your screen
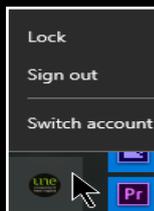
Win-Up (*or Down*)
to snap applications into quadrants on screen

Win-Ctrl-D
to create a new desktop

Win-L
lock computer you can also Click on your **username** (*to the left of the power off button*) to lock or sign out of your PC

The old **Alt-Tab** has a few new tricks, like switching among desktops.

Coming Soon New Courses

IT Training is working hard on creating new courses and below is a list of some of the courses coming .

- Introduction to OneNote
- Time Management Tools in Outlook
- Protecting and Sharing Documents
- Advanced formulas and functions in MS Excel
- Creating reusable content in MS Word

Approver Portal

A new feature has been added to the IT Service Portal at https://une.service-now.com.

Instead of, as a supervisor, relying on emails to approve requests for software other IT services that require supervisor approval, you will now also be able to view and action all approvals assigned to you in the portal.

Look for the "My Approvals" section of the portal along the right hand side of the screen.

Changes to the "home-use" version of Sophos (*on non-UNE computers*)

For the last few years, UNE has – in partnership with Sophos – been able to provide Sophos antivirus software free of charge for home use to UNE staff and students (*for personal computers*).

We are currently in the process of upgrading Sophos to the latest cloud-based technology, which will also change the way we provide antivirus software to staff personally owned computers and **will affect your installation of Sophos** if you are currently running it at home.

From **Friday, 22nd June,** we will no longer provide updates to your current Sophos installation on non-UNE computers.

To continue to receive updates and keep your antivirus protection active, please install **Sophos Home** instead. Sophos Home is a cloud-based product and provides enterprise strength antivirus protection at no cost to you.

Sophos Home can be downloaded from https://home.sophos.com/register - please use your UNE Staff email account to register for an account and then follow the steps online to install the software on your device(s).

As part of the installation, Sophos will install a 30-day trial of their Premium version – once those 30 days expire, you will be given the option to subscribe to their Premium version. A subscription is NOT required to remain protected – Sophos Home will remain active.

For more information, please visit

http://www.une.edu.au/current-students/support/it-services/antivirus.

Support:

Sophos offers a comprehensive help website with information on installing the software and how to use the software once installed.

Please refer to https://home.sophos.com/help for any questions.

Note: It is recommended that you install this software or another anti-virus product, however UNE is not responsible for any misuse, hardware failure, or issues that arise from its installation and usage.

Windows 7 - Windows 10 upgrade looking for volunteers

You may have noticed that we have been deploying Windows 10 to some of your colleagues who have acquired new hardware.

We are now in a position to upgrade existing computers (*that are still on Windows 7*) to Windows 10 and are looking for more volunteers with computers still on Windows 10 to upgrade to confirm the process is stable and reliable.

If this sounds like something you would be interested in, please email servicedesk@une.edu.au and let us know that you would like to be part of the Windows 10 upgrade test group.

Wireless Screen Sharing between Windows 10 devices

Did you know that with windows 10 (*and some window 8 and android devices*) you can wireless share screens between two computers?

On the main computer – the one usually connected to a projector or display – simply open the "**Connect**" receiving application:
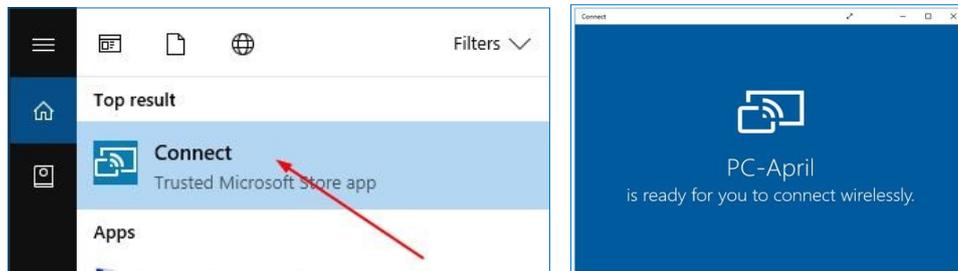
On the second computer – usually a laptop or tablet device the you want to carry around while presenting – select the "**Connect**" option from the action centre, or manually search for a "**wireless display**":
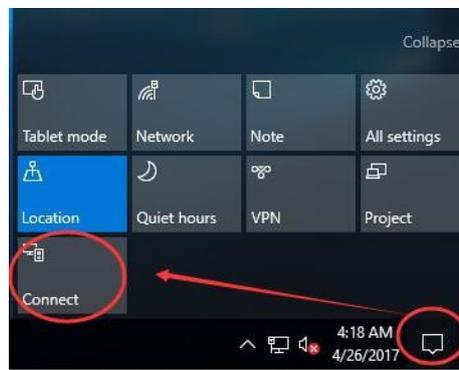
Once you have made the connection between the two devices, the screen of the second computer will be displayed within the "Connect" application on the main computer. As the main computer is already connected to the projector or large display, you now have a wireless presentation option from your laptop or tablet – without being tethered to the lectern or meeting room table with a cable.

Windows 10 computers have been rolled out to most teaching spaces and meeting rooms, so you should be able to find this feature available in many spaces across campus. Please contact the Audio Visual support team for a demo or for assistance.

New Roles - IT Business Relationship Manager (BRM)

Following the Faculty reorganisation ITD is keen to work with the newly formed Faculties in a positive and collaborative way with the introduction of IT Business Relationship Manager (BRM) roles.

Through these positions we are looking to better understand Faculty support needs and work collaboratively to focus on long-term initiatives and new services and our plan is that with improved engagement we will also better focus our support to areas of need. Faculty staff will continue to have access to the current support mechanisms of the IT Service Desk, Client Services Desktop teams and AV Services, however the new roles will supplement those teams and assist Faculty staff to access ITD services and expertise more easily.

We have engaged with the Faculty of SABL in a pilot program and we plan to extend that to the other Faculties in the near future. We thank our colleagues in SABL for welcoming Glenn Hand to the SABL team and helping us to develop the pilot.

From the Vault circa 1997

News snippets from the Network and Systems Group, ITS.

Some online usage statistics   *14 March 1997*

It's always useful to know just how much a resource is being used such that a bit of forward planning can be done. It's less stressful to know in advance just roughly when some resource will run out whether it be CPU capacity, disk space, memory, network bandwidth or the number of modems. To this end I've made some network related statistics available such that anybody can view, for example, how busy the UNE Internet gateway is, how busy the caching proxy server was the previous week, and just how many modems are being used up to the last 5 minutes.

This information can be viewed at <URL:http://proxy.une.edu.au/>. If you leave your browser on the Internet gateway page it'll automatically update after 5 minutes. There's also a graph, updated daily, of Internet usage. This is the one that helps see the usage trend a little more easily.

Another menu items leads you to the some departmental level Web usage information, including hard dollars costs. Don't worry, most academic departments don't use that much. Geography and Planning, for example, expended just $2.45 last week! But do take a look at what just where most of the cost lies.

Eudora tips

Don't get caught with a full mailbox on metz. Many people have the setting "Keep mail on server" checked (enabled) on their copy of Eudora. This means that any mail they receive is not deleted from their metz mailbox once Eudora has copied it to their Mac or PC. It can take months for the mailbox on metz to fill, but once it does you cannot any more mail until the metz mailbox has been cleared out.

A Eudora setting that contributes to metz getting overworked is "check for mail every 'x' minutes". With some 1200 individuals using Eudora and mail being looked for some 70,000 times a day in total it helps metz if you don't check for mail more frequently than every 10 minutes. Please take a look at your Eudora settings menu for this item. Make sure the interval is set at 10 minutes or higher.

Automatic Netscape proxy configuration

I've previously mentioned the necessity to use the campus caching proxy server in order to access the World Wide Web. To make it a little easier to configure I've set up a facility for Netscape (*version 2 and above*). Go to the "Options | Network | Proxies" menu, click the "Automatic Proxy Configuration" button then enter the text "http://proxy.une.edu.au/proxy.pac" in the configuration location box. Click "OK".

Manager, Network and Systems Group, IT

---

21 years on.......

Ahh modems, a technology no one is going to miss. While you can connect to the UNE network in a few ways these days, modems are no longer one of them. Thankfully even fax machines, which use a similar technology, are becoming a thing of the past leaving most of our students confused about the warbling noise of analogue devices trying to connect across copper phone lines.

Eudora is no longer a supported email client at the University. We're now mostly migrated to Office 365, a cloud based email product that offers enough capacity for you to hold the entire mail system from 20 years ago in your Inbox. You can even check your mailbox as much as you want, the Microsoft cloud will respond dynamically and transparently growing capacity for UNE's usage without requiring any manual intervention.

Today, our wireless access points enable access from your phone to the internet at speeds far faster than the entire University had 20 years ago.

We also no longer need a proxy server for you to browse the internet. Each user is identified as themselves at network connection time, enabling usage to be analysed in real time and linked back to individual users and devices for greater protection and accountability than ever before.

This has become an important feature of our network connectivity as the threats from the internet have scaled with the ability to access it. A core feature of our modern network is taking the real time analysis of user activity and blocking links to phishing sites, malware downloads and hijacked content in order to make sure devices at UNE are as safe as possible.