



**KENNESAW STATE** U N I V E R S I T Y

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

# February 2024

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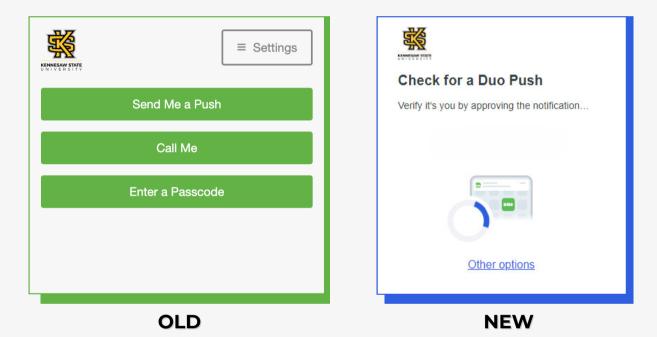


### Duo: A New Look

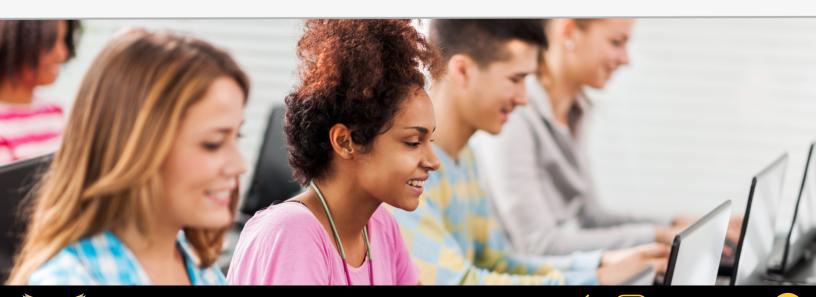
Beginning February 8, your Duo authentication screen will have a new appearance. You do not need to do anything to your account or change your app.

**EASIER LOGIN:** Duo will now automatically send a Push notification to your app to authenticate. (If you use phone calls or passcodes to authenticate, simply click Other options on the login screen.)

**MORE SECURITY:** This update includes security upgrades, keeping your data safer than ever before.



Have a question about Duo? Check out these Duo authentication FAQ.





## Windows 11 Is Now Available

Great news: Windows 11 is now available for all KSU faculty and staff! If you are currently using Windows 10, you can upgrade to Windows 11 by following the steps below. *For detailed instructions, including screenshots, <u>click here</u>.* 

While there are changes in the interface in Windows 11, many applications including Outlook and Office—have not changed. As always, the KSU Service Desk will provide support for faculty and staff as you acclimate to the new system.

Windows 11 upgrade timeline:

- Between Spring and Summer 2024, all classrooms and labs will be upgraded to Windows 11.
- By the end of Fall 2024, all KSU computers must be upgraded to Windows 11.

#### Follow these steps to upgrade to Windows 11:

#### 1. Open Software Center:

- a.Click the Start Menu.
- b. Begin typing Software Center with the Start menu open.
- c.Locate and open the Software Center Application.

#### 2. Initiate installation:

- a.In the Software Center window, select Updates on the left side.
- b.Select the Windows 11 version available.
- c.Click Install to start the upgrade process.

The upgrade process may take up to 2 hours. You can continue to use your computer during this time.

#### 3. Restart to complete your installation.

Once the download and installation are complete, you will be prompted to restart your computer. Save any open work and proceed with the Restart.

The Restart process may take up to 20 minutes. You will not be able to use your computer during this time.

Need assistance with Windows 11? The KSU Service Desk is here for you!

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#### **IT Project Requests: Key Information**

**UITS manages information technology (IT) projects across the university.** We collaborate with faculty and staff to effectively and methodically create new technology-related products and services, and to implement major upgrades to existing ones. Here, we provide key information about IT project requests:

What is an IT project request? An IT project request is a request for a technology update or change that is beyond a standard service request, involves multiple departments, or requires complex planning and troubleshooting to accomplish.

What happens when an IT project request is submitted? Your request will be reviewed by the UITS team, and a UITS team member will reach out to learn more about your request and your business processes. After a review by the UITS team and leadership, your project will be prioritized based on input from the President's Cabinet and placed in the queue.

Who can submit an IT project request? Any KSU employee can submit an IT project request.

At what point should a project request be submitted? The earlier a project request is submitted, the sooner UITS can help guide the plan and shape the project, ensuring an effective outcome.

How can an employee submit an IT project request? Follow the steps below:\* 1. Navigate to service.kennesaw.edu.

2. Log in and sign in with Duo authentication.

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3. Click the UITS Project Management tile.

4. Arrive at the Project Management portal. Click the **Submit a Request** tile.

5. Complete the **Create a New Project Request/Demand** form. Provide details about the project and upload any relevant attachments.

\*For detailed instructions, including screenshots, please refer to this article: <u>How to Submit an IT Project Request</u>.

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## February Technology Workshops

UITS offers a variety of free online technology workshops for faculty and staff. Join us! (We also offer customized group training by request.)

Date	Time	Торіс
Thursday, 2/1	10–11 a.m.	Excel: Functions & Formulas 🔗
Friday, 2/2	10–11 a.m.	Excel: Power Query 🔗
Tuesday, 2/13	2–3 p.m.	Get IT Together—Tech Tips & Tricks 🔗
Tuesday, 2/20	2–3 p.m.	D2L Gradebook 🔗
Friday, 2/23	10–11:30 a.m.	Omni CMS 🔗
Tuesday, 2/27	10–11 a.m.	Microsoft Forms 🔗

Check out our selection of Spring 2024 technology workshops.

#### **OwlTrain Highlights**

OwlTrain is KSU's free e-learning platform for employees. On the dashboard, you can keep track of your learning and see the workshops you have signed up for (Live Learning), determine your skill level (Skill Benchmarks), prepare to get certified (Guide Me), and set your learning goals (Goals).

In your Playlist, you can save books and courses to watch, read, and study.

#### Two Great Choices to Add to Your Playlist in February



*The Power of Habit: Why We Do What we do in Life and Business* By Charles Duhigg



The Communication Habit: Strategies That Set You Apart and Leave a Lasting Impression By Laura Joan Katen

eBook



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#### New Year, Same Good Habits to Stay Safe Online

Let's all commit to cybersecurity in 2024! Follow these tips to avoid phishing scams:

1. Verify sender details: Confirm email addresses to identify impostors.

2. Pause before you click: Hover over links to see their true destinations.

3. **Question unexpected emails**: Confirm with the sender before responding to a strange message or fulfilling an unexpected request.

4. Keep software updated: Regularly update your operating system, antivirus software, and browsers to patch security vulnerabilities.

5. When in doubt, click the Phish Alert Button: UITS's cybersecurity team will review the email in question.

## **KSU Status Page**

Subscribe to the KSU Status Page to receive text or email updates on the status of KSU technology maintenance, outages, and updates. Visit **status.kennesaw.edu** and click the blue text that reads "Subscribe To Updates."

## **UITS Contact Information**

Do you need immediate assistance with KSUsupported technology? UITS is here for you.

Contact the KSU Service Desk 470-578-6999 <u>service.kennesaw.edu/technology</u>

Service Desk Walk-Up Counters: Kennesaw: Pilcher Building, Room 106 Marietta: Academic Building, Lower Level



