



February 2024

In this issue:

Duo: A New Look	1
Windows 11 Is Now Available	2
IT Project Requests: Key Information	3
February Technology Workshops	4
OwlTrain Highlights	4
Cybersecurity Tips	5
KSU Status Page	5
UITS Contact Information	5

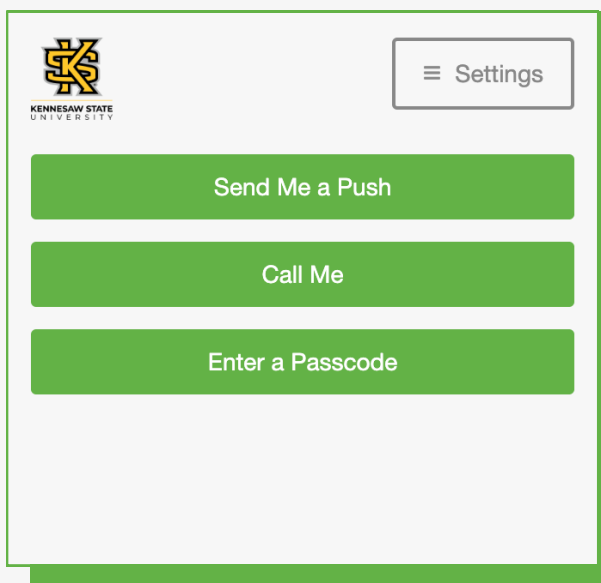


Duo: A New Look

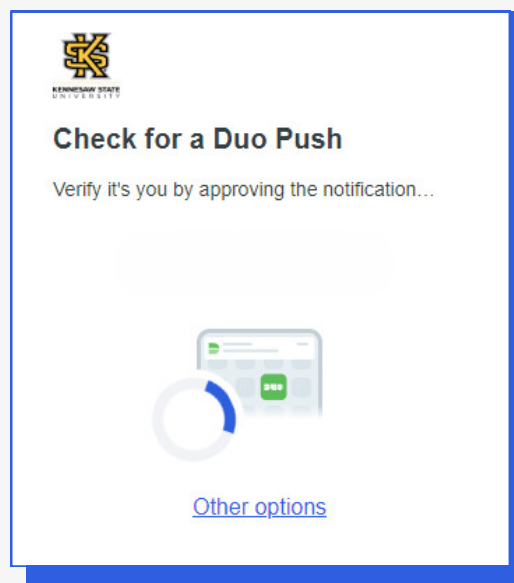
Beginning February 8, your Duo authentication screen will have a new appearance. You do not need to do anything to your account or change your app.

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.



OLD



NEW

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, [click here](#).*

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!



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	Topic
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



Audiobook

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



eBook

The Communication Habit: Strategies That Set You Apart and Leave a Lasting Impression

By Laura Joan Katen





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 KSU-supported technology? UITS is here for you.

Contact the KSU Service Desk

470-578-6999

service.kennesaw.edu/technology

Service Desk Walk-Up Counters:

Kennesaw: Pilcher Building, Room 106

Marietta: Academic Building, Lower Level

