

## May 2024

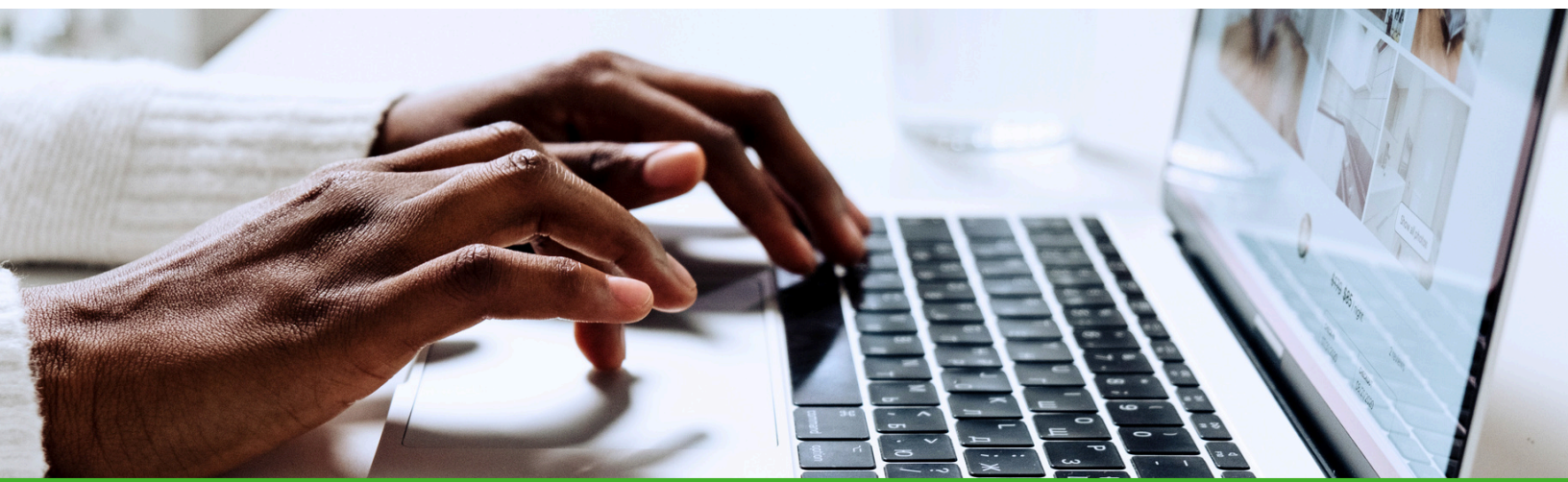


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*Are you using assistive technology to read this newsletter?  
If so, read this [accessible version](#).*





## Adobe Users: Renew Licenses by May 10

*This is a 5-minute action item.*

Did you check out an Adobe license for Spring? If so, your license will be valid until **May 10** (with a 7-day grace period after that date). To avoid a disruption in access to Adobe products, you can renew your license beginning on May 10. You will receive an email reminder from [noreply@kivuto.com](mailto:noreply@kivuto.com) with a link to renew your license.

If you currently have an Adobe license and choose not to renew it, we strongly encourage you to save your Adobe content to Microsoft OneDrive because your Adobe cloud storage will become inaccessible once your license expires.

If you have not checked out an Adobe license and would like to have one for summer, please follow the steps below.

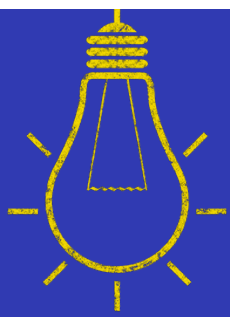
## How to Download Software

To download software, including Adobe products, follow these steps:

1. Go to [desktopsoftware.kennesaw.edu](https://desktopsoftware.kennesaw.edu).
2. Log in with your **KSU email and password**.
3. Choose the software you plan to use for work.
4. A button on the top-right reads **Add to Cart, Get Instructions, or Get Access**.
  - a. If the button says **Add to Cart**, click it to add the software to your cart, then view your cart and check out.
  - b. If the button says **Get Instructions**, click it to open instructions for installing the software.
  - c. If the button says **Get Access**, click it to be directed to an external site where you can access the software.

For questions or assistance, contact the [KSU Service Desk](#).





# UPGRADE

## Windows 11 Upgrade

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

When using Windows 11, you will notice many applications—including Outlook and Office—remain unchanged. As always, the [KSU Service Desk](#) will be here to support you as you acclimate to the new system.

Still using Windows 10? Upgrading to Windows 11 is easy! Follow the steps below.

### 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.*

[Detailed instructions for upgrading to Windows 11](#)

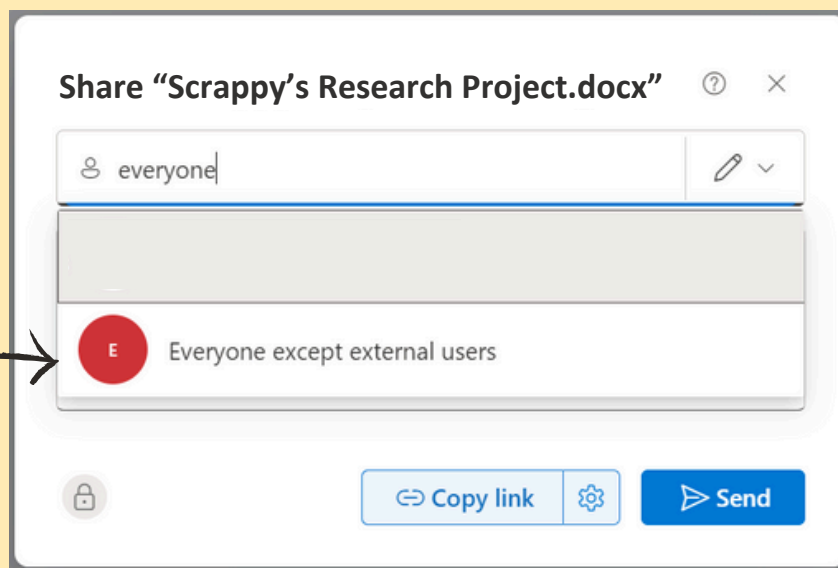
Need assistance with Windows 11? The [KSU Service Desk](#) is here for you!



# Microsoft Collaboration: Sharing Appropriately

**Have you ever shared sensitive information with more people than you intended?** Yikes! Fortunately, you can avoid this mistake by being careful when sharing folders or files in OneDrive, Teams, or SharePoint.

1. Set sharing permission for folders or individual files as appropriate.
2. Be purposeful about whom you share folders and files with. *Important: If you select “Everyone except external users,” you will be sharing with everyone who has a KSU NetID.*



3. Be purposeful about granting editing, view-only, and non-download access. We recommend that you schedule periodic reviews of the access you've granted to ensure it's still needed and appropriate.
4. Bear in mind that people you share folders and files with may share that content with others. Make it clear when and with whom it is—and is not—appropriate to re-share content.

As a reminder, information can be shared at KSU as follows:

- FERPA information can be shared using KSU email, DocuSign, LiquidFiles (AKA Sendafire) or Qualtrics.
- Confidential information (e.g., unencrypted passwords, social security numbers, and visa and passport information) can be shared via LiquidFiles (AKA Sendafire).
- Protected research (e.g., sensitive research data, restricted intellectual property, and research with contractual security requirements) can be shared via LiquidFiles (AKA Sendafire).

For more information about data sharing and storage, visit the [KSU Data Management site](#), or reach out to the [KSU Service Desk](#).



# Deactivation of Inactive Student Zoom Accounts

Student Zoom accounts that have been without login for 18 months or longer will be deactivated on **May 9.**

Any student who attempts to log into [kennesaw-edu.zoom.us](https://kennesaw-edu.zoom.us) after a long period of inactivity may get an error message; if the student needs to resume use of the account for a course, they should contact the [KSU Service Desk](#) to request reactivation.

*This information will be shared with students in D2L as well as Student Inform, [social media](#), and OwlTV.*

## VoiceThread Update

**VoiceThread is moving to the new VoiceThread experience, effective **May 10!****

While the core user experience will remain unchanged, the new VoiceThread experience is more accessible and provides many new features.

Changes and new features include . . .

- Bulk comment management options
- Audio description of slides
- Full accessibility, so VoiceThread Universal is no longer necessary
- One conversation view
- Comment and slide navigation buttons will be on the left side of the page
- Zooming and panning while commenting
- Jump navigation while commenting
- . . . and more!

*Find the full list of changes and new features on [VoiceThread's website](#).*

**Access to VoiceThread through D2L will remain the same.**

*VoiceThread will transition to this new VoiceThread Experience on May 10, after Spring grades have been posted.*

**Questions? [Contact the KSU Service Desk](#)**





## Cybersecurity at KSU: Quarantine Email Folders

**Remember quarantining to slow the spread of COVID-19?** Quarantine email folders operate on the same principle to promote cybersecurity. This summer, KSU will implement a feature called **PhishRIP** (Remove, Inoculate, and Protect), which will direct potentially malicious emails to a newly created Quarantine folder in your email inbox.

### **Please note:**

- You may not have a Quarantine folder; it will be created when the new PhishRIP functionality acts on a malicious message you receive.
- Any email in your Quarantine folder is considered malicious; treat it like you would any infected object: leave it alone!
- Not all malicious emails will be captured by this new feature; you must still practice email safety and report suspicious emails.

### **Quarantine Folder Q&A**

**“What do I need to do with emails in the Quarantine folder?”**

This is an easy one: Do nothing! We highly recommend that you not interact with the emails in the Quarantine folder.

**“What is the purpose of PhishRIP?”**

PhishRIP will decrease the risks posed by malicious emails by facilitating automation on emails determined to be malicious.

**“Why not just delete the emails automatically (rather than have the Quarantine folder)?”**

Once an email is deleted, it is difficult to recover. A quarantine folder protects from accidental deletions and will allow for quick recovery in the event that an email is flagged erroneously.

**“Why is an email from someone in leadership/on my team in the Quarantine folder?”**

It might appear that an email is from someone you know; this is one of the most common tricks scammers implement to trick you into interacting with a malicious email.

***For more information, please see [What Are Quarantine Email Folders?](#)***

Questions? UITS is here for you! Contact the [KSU Service Desk](#) for assistance.



# Spring Cleaning: Clear the IT Clutter

**Is your office or conference room overloaded with unused technology?** If you have IT equipment lying around, UITS can help clear that clutter!

May is the perfect time to spring clean your office by returning unused IT equipment to UITS. Simply put in a service ticket.

IT technology assets you might want to return include monitors, phones, keyboards, mice, headsets, cables, and other tech equipment. *Please note that UITS does not store employees' IT equipment; if storage of IT equipment is needed due to renovations or for other reasons, the department should find an alternative solution.*



**Return Technology to UITS**

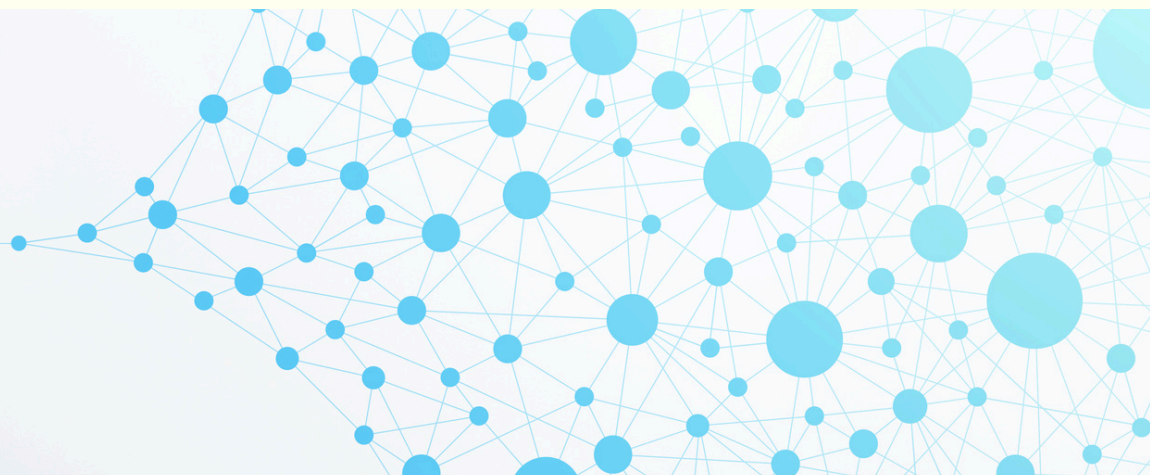


## Other IT Equipment Services You'll Want to Know About:

**IT Equipment Move Request:** If you don't want to return equipment but need to move it, UITS does that for you too! *(If you need to move boxes or furniture, put in a service request with Facilities Maintenance.)*

**Re-assign IT Assets:** If you don't need a device anymore and someone else in your department will use it, be sure to transfer the responsibility for the IT equipment to that person or department.

**Report a Stolen IT Asset:** If any of the IT equipment assigned to you by KSU is stolen, you must submit a service ticket in addition to contacting the police and submitting the report to [ocs@kennesaw.edu](mailto:ocs@kennesaw.edu). See page 7 for more information about how you can prevent theft.





## Secure Your IT Gear to Prevent Theft

KSU students, faculty, and staff are constantly on the move, going from bustling classrooms to in-person and virtual meetings. In this fast-paced environment, it's easy to forget or underestimate the value of the IT equipment we are entrusted with and rely on daily. Laptops, tablets, and even specialized research equipment can be prime targets for theft, leading to frustrating delays and potential data breaches.

Here are some tips to prevent theft—or minimize the damage if your device is stolen:

- **Secure Your Devices.** Use a cable lock or ask a trusted person to watch your belongings if you have to step away from them.
- **Don't leave your devices visible in your car.** If you must leave your devices in the car while you are not with them, be sure they—and their cases—are shielded from view.
- **Keep Your Devices Inconspicuous.** Avoid using backpacks that make it obvious that you are carrying a laptop.
- **Use Strong Passwords.** You want to password protect your devices with a strong password to prevent thieves from accessing any data on a stolen device.
- **Back Up Your Data.** Upload your data OneDrive or Teams as appropriate, and store it on an external device that you keep in a separate location.

### In case of a theft of KSU IT equipment, do these 3 things.

**1. Call** one of the following numbers and report the make, model, and serial number of the stolen device:

- KSU Public Safety 470-578-6666
- KSU Police Department 470-578-6206
- Your local police department

**2. Email** a copy of the police report to [ocs@kennesaw.edu](mailto:ocs@kennesaw.edu).

**3. Submit a ticket** in ServiceNow: [Report a Stolen IT Asset](#)







## Avoid Mother's Day Scams

For many, Mother's Day is a time to celebrate, yet with the rise of online shopping and communication, cybercriminals are lurking and ready to exploit the emotional weight of the holiday. Here's what you need to know to avoid falling victim.

### Common Scams

**Phishing scams:** These are emails or texts that give the impression of being from a florist, a gift shop, or even your mother herself! The messages are intended to trick you into clicking on links or opening attachments that will install malware on your computer. *If you encounter a phishing attempt in your KSU email, forward it to [abuse@kennesaw.edu](mailto:abuse@kennesaw.edu), or click the "Phish Alert Report" button in Outlook.*

**Fake websites:** They look like a legitimate site, yet after choosing and paying for your gift, you never receive anything.

**Scam Ads:** These are fake advertisements set up on social media that when clicked on will lead you to fake websites.



### Follow These Tips

- Enable **two-factor authentication** wherever possible to add an extra layer of security.
- When shopping online, buy your presents from **established online retailers**.
- Only shop on websites with a secure connection indicated with the padlock symbol and **https** in the address bar.
- Use **strong passwords** for all your online accounts.
- Use a credit card, NEVER your debit card, when buying online.
- Keep your financial information off of social media platforms.



# AI at KSU: Microsoft Copilot Workshops

Interested in artificial intelligence (AI)?

Copilot is a powerful AI chatbot, and everyone at KSU has secure access to Copilot at [copilot.microsoft.com](https://copilot.microsoft.com).

Join a Copilot workshop! Learn how to ...

- Use Copilot securely
- Use Copilot to generate, revise, and proofread text
- Use Copilot to generate images
- Create effective prompts to get what you want from Copilot
- ... and more!

## Maymester

Tuesday, May 14, at  
10 a.m.

## Summer

Tuesday, Jul. 16,  
at 2 p.m.

## Fall

Thursday, Aug. 8,  
at 2 p.m.

Wednesday, Aug. 21,  
at 10 a.m.

Thursday, Aug. 29,  
at 2 p.m.



**All workshops are online via Teams.**

**← Register and join in OwlTrain.** 



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# May 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
Tuesday, 5/14	10–11 a.m.	Getting Started with Microsoft Copilot
Tuesday, 5/21	2–3 p.m.	Get it Together—Tech Tips & Tricks
Friday, 5/24	10–11:30 a.m.	Omni CMS
Tuesday, 5/28	2–3 p.m.	Qualtrics

Check out our selection of Summer 2024 technology workshops. 

## KSU Status Page

The KSU Status Page shows the status of KSU technology. To subscribe and receive text or email alerts when services you use undergo maintenance or have outages, visit status.kennesaw.edu and click "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**  
[service.kennesaw.edu/technology](https://service.kennesaw.edu/technology)  
470-578-6999

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

