



New Tool to Report Phishing Emails

UITs is excited to offer faculty and staff an easier way to report suspicious/phishing emails. Beginning January 28, 2022, reporting suspicious emails will be as simple as clicking the "Phish Alert Report" button in your KSU email application and confirming your submission in the pop-up panel on the right-hand side of the screen.

Find answers to some common questions below

What does the "Phish Alert Report" button look like?

The "Phish Alert Report" button can look slightly different based on whether you're using Outlook on the Web (ksuemail.kennesaw.edu), the Outlook app on your computer, or a mobile device. See the image to the lower left to familiarize yourself with the variations.

What happens when I click the "Phish Alert Report"?

When a user clicks the "Phish Alert Report" button, another pop-up on the right-hand side of the screen will confirm your choice to report the email. The email will then be deleted from your inbox and forwarded to the UITs Office of Cybersecurity for investigation.

What if I made a mistake in clicking the "Phish Alert Report" and need to access a reported email?

If a user needs to access a message that has been reported, the message can be found in that user's "Deleted Items" folder until it is emptied-which makes the deletion permanent, similar to any other deleted message. As long as the message is still in the "Deleted Items" folder, it may be moved back to the user's inbox.

What if I'm not sure whether an email is a phishing attempt?

It's always better to err on the side of caution. If you are unable to verify a sender's unusual or suspicious request in-person, by phone, or through a Teams message, you can report that message by clicking the "Phish Alert Report" and confirming your submission on the pop-up panel on the right-hand side of the screen.



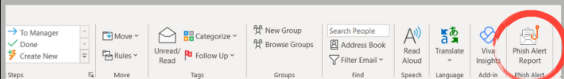
KENNESAW STATE
UNIVERSITY
UNIVERSITY INFORMATION
TECHNOLOGY SERVICES

REPORT PHISHING BUTTON

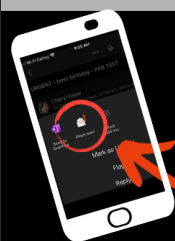


Outlook on
the Web

as found at ksuemail.kennesaw.edu



Outlook App
opened on your computer



Mobile App
opened on your phone

[Learn more about phishing here.](#)





macOS 12 - MONTEREY NOW SUPPORTED

UITS is now supporting macOS 12 Monterey. The software is available to all faculty and staff for installation via the Apple App Store on their KSU device.

While most applications we support have received updates that should allow them to continue to function, there are a few outliers that have yet to be updated by their developers. The following applications are known to not be ready to support macOS 12 Monterey on release:

Avid Pro Tools

Toon Boom Animation Products

Please note that this list only encompasses applications deployed and supported by UITS. Any applications not deployed by UITS have not been verified or tested for functionality and, as such, may cease operating after updating your device to macOS 12 Monterey. If you have concerns or questions about the compatibility of any application you or your department has installed, please reach out to the developer/distributor of said applications.

Ready to upgrade to Monterey?

- Save & close any open documents
- Click This Link
- Click the Get button
- Software update will open and prompt you to download
- Click Download
- Once downloaded, follow prompts to install

The computer will reboot several times during the install. It should take 30-60 minutes to complete.

***Please note classroom computers will not be updated to Monterey until Summer 2022.**



iPad Mini Tablets and SWIVL Robots Available

Kennesaw State University employees are eligible to be assigned an iPad mini for professional use if they are listed as not having received one previously, while supplies last.

Devices can be picked up from AV Checkout

On the Marietta Campus:

Building H – Lower Level

On the Kennesaw Campus:

Tech Annex Building

Hours are Monday-Friday, 8:00 AM to 5:00 PM

Your KSU ID (Talon Card) is **REQUIRED** to pick up your iPad mini. Please bring it with you.

**Learn more about the
KSU-issued iPad Mini and
SWIVL Robot**

There is a **guide** and a **video** available to walk you through setting up your new iPad.

This **video** and **guide** will walk you through getting started using the **SWIVL Robot**.



PROJECT MANAGEMENT COMING TO SERVICENOW

The UITS Project and Process Management Team will be migrating from Team Dynamix to ServiceNow in the Spring of 2022, offering customers several advantages:

- Simple IT web intake request form
- Enterprise platform integrated with an existing service ticketing system to reduce the learning curve
- Project reporting and historical performance analytics data to align projects with University strategies and goals
- Visibility over the entire project progress from request, prioritization, and qualification, to closure for improved stakeholder collaboration
- Flexibility with management tools: traditional Waterfall, Agile, and Hybrid to maximum project outcomes

Coming Spring 2022



NEW TECHNOLOGY WORKSHOP SCHEDULE NOW AVAILABLE!

Explore a wide variety of workshops for campus-supported software.

[Workshops for Fac/Staff](#)

[Workshops for Students](#)

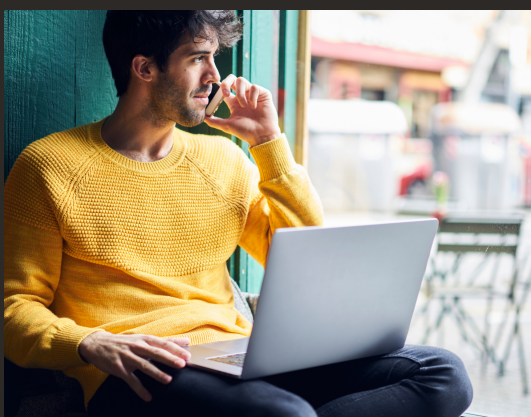
[Explore OwlTrain Live Courses](#)



ADOBE COMP DECOMMISSIONING

On Feb 15, 2022, Adobe will be removing [Adobe Comp](#) from the iOS and Android app stores. Existing users can continue to use the app, but out of an abundance of caution, UITS recommends all users backup artwork and data created with Adobe Comp *now* to a secondary location or send files to Photoshop, Adobe Illustrator, or InDesign by selecting that option in the Adobe Comp app. Official support for the Adobe Comp app will continue through April 29, 2022.

[Adobe Comp FAQ](#)



ChangeGear Decomissioning

During the Spring 2022 semester, UITS will be decommissioning the ChangeGear ticket management system. Current users of ChangeGear are strongly encouraged to migrate to the ServiceNow platform.

New Employee Onboarding

New employees are required to complete required cybersecurity training in the first 30 days of their employment. This training is in addition to the semi-annual required employee cybersecurity training.