

Tech Snacks: Updates from ITS

ITS is joining us for a brief update on some technology changes on campus, as well as some important reminders and an opportunity for Q&A.

Software Updates and Changes

Leaving

Box – Box cloud storage will be phased out in April of 2022. Plan ahead and start migrating your files to Microsoft Teams, Microsoft OneDrive or other storage.

- Review your files on Box and delete or save files you no longer need
- There is a folder in your Box “Box Shares report, [your email address]” that has an Excel file showing the folders you own and who the collaborators are. Review this file, remove people that no longer need access or are gone.
- Check files that have you as a collaborator; you can “End Collaboration” to remove yourself if appropriate.
- Identify folders that would be better suited for storage in Microsoft Teams and move them.

Arriving

Virtual Desktop Infrastructure (VDI) – VDI will be available by fall, with a soft rollout in the summer. This will allow students to connect to virtual desktops and access university software from many different kinds of devices. Advantages of VDI include:

- Students can access virtual desktops from older devices, Chromebooks, tablets, mobile devices.
- The connection is faster and more reliable than when using remote desktop access for physical lab computers.
- Students with Macs can access PC-compatible software; students can use Chromebooks to use software that can't be downloaded on a Chromebook.
- What it will look like: <https://remotelabs.msu.montana.edu/>
 - ◆ Users can install the client or use html (web-based interface) to access
 - ◆ User will access it with NetID and password

Changing

Webex – Here are some recent Webex updates you may not know about:

- You can enable Breakout Rooms during a meeting without setting them up in advance.
- The Breakout Rooms feature now allows the host to name breakout rooms.
- The host can allow participants to select which Breakout Room they want to join and participants can easily switch between different rooms, if the host chooses to allow it.
- The maximum number of Breakout Rooms a meeting can have is 100.
- You can now select “remove background noise” in your audio settings during a meeting.
- You can now zoom the Grid View in and out during a meeting.
- When content is being shared, users can drag and drop a participant from the filmstrip onto the stage so they are displayed side-by-side, and the content and video images can be resized.

- You can customize the Stage View during presentations – if an instructor is presenting a slideshow, for instance, he or she can move their video box to be shown next to content.
- Scheduled meetings now have “Lobbies.” Right click on a participant and select “Move to Lobby.” When an attendee is moved to the lobby, they can’t hear or see any of the content being shared or interact with anyone in the meeting, similar to being put on hold, until they are brought back into the meeting by the host. To bring them back in, the host clicks “Admit.”
- Webex can do some basic gesture recognition – Thumbs up, Thumbs down and Clapping – and bring up the appropriate emoji. Turn it on by clicking the emoji icon at the bottom of the screen and using the slider to turn on “recognize hand gestures.”

Reminders about Security

Do your part! Avoiding security breaches takes a village. Please make sure to keep the following best practices in mind with regard to information security.

- Never send sensitive identifying information over email or store on your computer (SSNs, student IDs alongside student names, credit card information, bank account information, etc.) See the [Data Storage Security chart](#) for more information.
- Always be skeptical about emails that are out of character, sound strange, or prompt you to click on links or attachments without context. If you receive something that doesn’t sound right, don’t click on links or attachments, and don’t reply. Always look at the sender email address to see if it is actually coming from an official email address. The ITS website has a more comprehensive list of [Tips for Spotting Phishing and Scam Emails](#).
- Install updates and shut down/restart your computer regularly.

Some Frequently Asked Questions

The desktop computer in my office is roughly 20 years old. Can I get it replaced?

There is no central funding for faculty desktop replacements. They are usually replaced when administration approves the purchase using “end of year” money. ITS will request COVID money to get them replaced this year.

What’s the best way to reach ITS? / Why do I need to submit a ticket?

Submit a ticket by emailing helpdesk@msun.edu. ITS staff watch the ticketing system and review all the open tickets every week. If you email an ITS staff member, they may forget about the email. And remember: we can only fix what we know about!

How do I remote into my office desktop computer?

[Directions here](#).

Why won’t my computer station let me stream Netflix content in my classroom?

The Kramer HDCP device in the station blocks any media that violates copyright law. It disallows streaming services like Netflix and Amazon Prime because they have terms of use that state it is for personal, non-commercial use and may not be shared beyond your household. Netflix has an [educational use policy here](#) for some documentaries.

The name on my phone still says “Fred Smiley.” How do I get that changed?

Send an email to helpdesk@msun.edu.