Beware of ransomware

IT security at Queen’s remains everyone’s responsibility!
Ransomware is one of the latest trends in cybersecurity breaches – educate yourself on how to protect your identity and information against these types of attacks.

An email was sent to campus — "Important information about ransomware and cybersecurity” +
Read “Ransomware: when your computer is held hostage” +

What the CIO is doing to ensure high quality IT resources and services for Queen's

This summer, our CIO/AVP for ITS, Bo Wandschneider, has been busy ensuring that Queen’s is seen as a leader in the higher education IT field by meeting with and learning new strategies from his peers and professionals in the field.

Read more about what the CIO has been up to +
Queen's Information Security Officer is on the job!

Information Technology Services welcomes Denise Ernst, Queen’s University’s new Information Security Officer. She brings a wealth of knowledge to her role, including 25 years of IT experience with 15 of those years specializing in information security.

Read about our interview with Denise Ernst, CISSP here +

DID YOU KNOW?

The IT Support Centre is alive and kicking!

The IT Support Centre is a first point of contact for faculty, staff and students with ITS. Whether it is activating your NetID, logging into SOLUS, setting up wireless on your laptop or cellphone or any of the other many services (check out the A-Z list) provided by ITS, you can get the help you need at the ITSC. You can initiate an issue with the ITSC by phone, walk-in or by completing the Online Help Form. For more details on the services available and how they are provided see the ITSC web page.

Read more information about the IT Support Centre +

Turnitin: now being offered campus-wide

Working together with the Centre for Teaching and Learning and the Faculty Association, ITS is pleased to announce that Turnitin is coming to Queen’s for the fall 2016 semester. Turnitin, is an academic tool designed to not only identify plagiarism, but helps students write better and turn in well-developed papers.

Read more about Turnitin coming to campus +
Find out more about Turnitin resources +

Bo is on the move!

Bo Wandschneider, the Chief Information Officer and Associate Vice-Principal for ITS, is moving to Mackintosh-Corry Hall.

For many years, our CIO has been located in Dupuis Hall, but times have changed! With many other
offices on campus moving spaces this year, Bo now has the opportunity to be located beside his peers who will be just a few steps away in Richardson Hall.

But Bo isn't the only one moving. The Communications Team, Assessment, Information Security Office and their Associate Director (Keith McWhirter) are also moving to the fourth floor of Mackintosh-Corry to increase the ITS footprint substantially.

Later in the year, the IT Support Centre is also expected to move from Stauffer Library to the main floor of Mackintosh-Corry across from the food court. The Project Portfolio Office has already been very busy and will be finalizing their move to the 3rd floor of Dupuis Hall. By the time all the dust has settled, ITS will be in two buildings (Dupuis Hall and Mackintosh-Corry Hall) instead of the four we are currently housed in. Stay tuned for updates as the move progresses!

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**Getting the most out of your cellphone data plan**

Are you frustrated because you have barely used your phone and yet you are still getting overages? Are you aware that all of the apps and software on your phone require data? You may not notice it when you’re connected to a Wi-Fi source but your activities can eat up a lot of data when you’re on your cellular network. QMobile - Queen’s Managed Mobile Plan has put together some tips on how to save your mobile phone data.

Read some tips about conserving your mobile data +

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**Welcoming students to Queen's**

We had a blast meeting with incoming students at SOAR in July and we are looking forward to the Graduate Student Resource Fair coming soon. Did you miss SOAR? Do you have all the information you need for the upcoming school year? Check out the Getting Started for Students webpage and the ResNet webpage for more information.

Getting Started for Students +

ResNet: Queen's Residences Internet Services +
Cyber criminals are reading the ITS Newsletter!

At least it seems that way. For months we have been warning our users that one way to ascertain if an email link is going to the right place (or being redirected) is to hover over the link. Hovering over the link displays the destination URL. But the cyber criminals are getting better! Instead of imbedding the full URL in the email they send you, they are imbedding a shortened URL, effectively masking the URL's true destination. Here's an example: bit.ly/1VTkDnT.

Please be aware that ITS will never ask for your NetID or password. If you receive any email requesting this information DO NOT RESPOND! Report it by forwarding the email to abuse@queensu.ca.

If you have any questions please contact the IT Support Centre at 613-533-6666.

Read more information about the phishing attacks at Queen's +

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TECH TRENDS

Office 365: Groups make collaborating easier than ever!

Office 365 Groups is a new feature released from Microsoft that makes it easy to share information and collaborate with your teammates by creating project plans, working on documents together, creating spreadsheets, storing files, sending emails and scheduling meetings all in one place.

Office 365: Forms (Preview) now available

A preview version of Forms is available for Queen’s University students, staff and faculty. The new
app can be accessed from the Office 365 apps menu. The forms you create can be as simple as one question or as diverse as a multiple question survey, depending on the information you need to gather. Since the app is still in preview, Microsoft will continue to introduce new functionality and improve existing features.

MORE ABOUT FORMS

Office 365: Let’s Sway together!
Express your ideas and projects in a new, simple and unique way using Sway, a Microsoft online app. Presentations are easy to create, allowing you to add content from photos, blogs and social media all while organizing the slides in interactive and dynamic templates. Accessing Sway is simple! Just log into Office 365 using your NetID and password and choose Sway from the apps menu.

MORE ABOUT SWAY

Taking it to the extremes!
Here are some interesting statistics on extreme Queen’s Managed Mobile Plan uses reported for the month of June.

- Extreme talker for June: 7,300 local minutes accumulated over the billing period which works out to four hours per day! That should qualify as a part time job!

- Extreme long distance talker for June: 2,900 Canadian long distance minutes used in the month. That’s almost two hours per day! That’s a long distance relationship for sure.

- Extreme texter for June: 8,600 sent texts. No joke … that works out to 286 sent texts every day. Talk about a thumb cramp!

- Extreme data user for June: 39.5 GB used in the month. Yes, there was a problem, but it’s fixed! They didn’t have to pay the $1,600 overage charge.