



# Information Technology eNews

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Technology for Administration & Academics

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## **Coming in October: E-Mail Alert when Your Password is about to Expire!**

Following an upgrade to the Morgan State University's e-mail server in October, users will begin to receive an automatic notification when their password is about to expire. This notice will appear when the user logs into Morgan e-mail. Remember to set up your Security Questions at <http://resetmypwd.morgan.edu> before you attempt to change your password on your own. State of Maryland policy requires that passwords be changed at least every 90 days.

## **Online Course Design Workshop to begin in October**

The Fall 2010 Online Course Design Workshop will begin October 11, 2010. Faculty who wish to create an online course, or convert an existing Blackboard course to online format are encouraged to enroll. The workshop itself is an online course spanning eight to nine weeks, with approximately six to eight hours per week expected in a combination of class participation and individual assignments. To apply please read the information and complete the Online Course Agreement form at:

[http://www.morgan.edu/Administration/Planning\\_and\\_Information\\_Technology/Technology\\_Services/Technology\\_Training\\_Services/Online\\_Course\\_Design.html](http://www.morgan.edu/Administration/Planning_and_Information_Technology/Technology_Services/Technology_Training_Services/Online_Course_Design.html)

## **Respondus Exam Software**

*Respondus* is a powerful tool for creating and managing exams that can be printed to paper or published directly to Blackboard. Exams can be created offline using a familiar Windows environment, or moved from one eLearning system to another. Whether you are a veteran of online testing or relatively new to it, Respondus will save you hours on each project. Send an email to [karen.rubinstein@morgan.edu](mailto:karen.rubinstein@morgan.edu) in Technology Training Services for your copy of *Respondus*.

## **New Technology FAQs**

**Why is e-mail sent from @morgan.edu addresses going to "Junk Mail" in MS Outlook?**

E-mails are processed through a series of filters before they reach your Inbox. To ensure that Morgan e-mails are always delivered to your Inbox in Outlook, follow these steps: In Outlook, click on Tools Options Junk e-mail "Safe Senders" tab Select ADD. Type in @morgan.edu and click on OK. This will let MS Outlook know that mail from @morgan.edu is "Not Junk."

### **What is Clean Access?**

Cisco NAC Web Agent, also known as Clean Access, is a system that ensures computers connected to the Morgan network are up to date on patches, are running anti-virus and anti-spyware software, and have firewall protection enabled. Clean Access also limits user access to the systems authorized for that user.

### **Why was Clean Access installed at Morgan?**

Clean Access helps to eliminate viruses and security threats. It also ensures that Morgan State University's network is secure from unauthorized access to critical systems.

### **Does Clean Access monitor me or my computer?**

No. The system does not monitor you, your computer, or the web sites you visit.

### **What actions should I take if I am unable to authenticate or log-in to my computer using Clean Access?**

You should right click on the McAfee icon on the right hand corner of the bottom tool bar. After you right click, select UPDATE NOW and wait for the update to complete. Then retry your log on. If, after updating McAfee, you are still unable to authenticate or log in, try updating your Windows operating system at [www.windowsupdate.microsoft.com](http://www.windowsupdate.microsoft.com); or update Java at [www.java.com](http://www.java.com). If these three actions do not help you, please call the HELP desk on extension 4357.

**The above questions and answers and many additional FAQs for technology are listed on the Planning & Information Technology web site under *Technology FAQs***

## **October is National Cyber Security Awareness Month**

Details on MSU events for National Cyber Security Awareness Month will be posted in Campus Announcements.

## **Blackboard Training**

Technology Training Services had made Blackboard training available for faculty and students on their website, as well as in face-to-face workshops. Access the workshops and training information via the Blackboard page at:

[http://www.morgan.edu/Administration/Planning\\_and\\_Information\\_Technology/Technology\\_Services/Technology\\_Training\\_Services/Blackboard\\_Information.html](http://www.morgan.edu/Administration/Planning_and_Information_Technology/Technology_Services/Technology_Training_Services/Blackboard_Information.html)

## **Blackboard Mobile:**

Blackboard Mobile allows faculty and students to access their Blackboard courses on a mobile device. Currently, there is an App for Sprint and iPhone, iPad and iTouch. Please find information at our Blackboard page:

[http://www.morgan.edu/Administration/Planning\\_and\\_Information\\_Technology/Technology\\_Services/Technology\\_Training\\_Services/Blackboard\\_Information.html](http://www.morgan.edu/Administration/Planning_and_Information_Technology/Technology_Services/Technology_Training_Services/Blackboard_Information.html)

### **Tip of the Week**

It is important to regularly back up the data (files) stored on the hard drive of your computer. You might think that you don't have anything worth backing up, but stop and consider such things as your internet bookmarks, contact lists, project files etc. Not backing up data puts you at a higher risk of permanently losing your electronic files.

Data loss can occur in many ways: hard drive crash, power failure or surge, or accidental deletion. Backing up means to keep a copy of your important files on an external medium such as a CD or DVD, a USB flash drive, or an external hard drive.

Add a reminder to your calendar to back up files weekly.