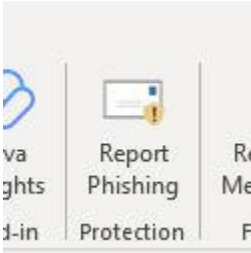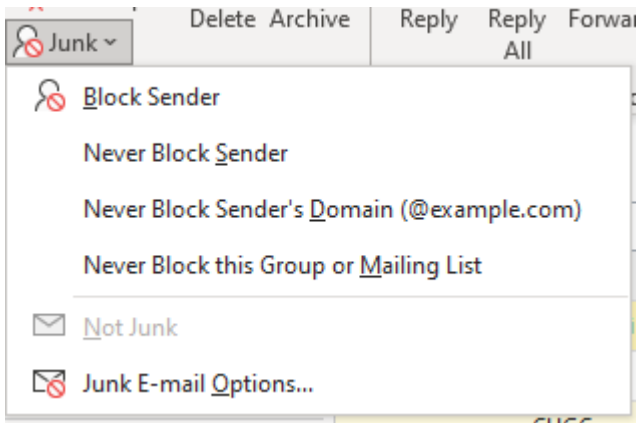# ITC Updates

May 2023

Information Technology

New! Report Phishing Button in Outlook

Phishing is the attempt to acquire sensitive information such as usernames, passwords, and credit card/bank account details by masquerading as a trustworthy source in an email or other form of electronic communication. A new "Report Phishing" button has been added to Outlook to allow you to report suspicious emails. Messages reported through the "Report Phishing" button will be analyzed and, if confirmed as a phishing message, can be safely quarantined. Using this new tool will help us reduce the number of phishing attempt emails that make it through to your Inbox.

Outlook Junk E-Mail Options

Outlook has two important features to help you manage the number of spam emails that get through to your Inbox:

1. You may turn on additional junk email filtering. This feature is off by default, but we encourage you to try enabling it if you feel you are receiving too much SPAM. For more information on the Junk Email Protection, please see this article.

2. There is a Safe Senders list. This list helps keep email that you want out of your Junk Mail and it also helps inform the Office 365 quarantine as well. For more information on the Safe Senders, please see this article, part way down the page.

Enhanced Account Security with the Microsoft Authenticator App

Multi-Factor Authentication (MFA), also known as 2-Step Authentication, is a required Microsoft feature that protects your account by requiring additional steps when signing in to your CCSU Office 365/email account. MFA requires something you know (your password) and something you have (a mobile device or phone) to sign into your account. We highly recommend using the Microsoft Authenticator app as your primary authentication method, as it is the safest method and does not rely on cellular service. With the Authenticator app configured, when entering your CCSU Office 365 email address/password to access your account, a number will be displayed on the screen. Open the Authenticator app and enter this number to confirm that you are the person accessing your account. If you get prompted for a number when you are not attempting to access your account, select "No, it's not me." to indicate that there was an unauthorized attempt to access your account. The Authenticator app is available for iOS and Android devices. Please see this link for instructions to set up Authenticator on your device.

▶ Classroom Upgrades over the Summer

The IT department is in the process of testing Windows 11 and macOS Ventura, with plans to update campus classrooms to the new operating systems over the summer. If you would like to test, we have upgraded the TechCentral classroom (MWA102) to Windows 11 and a section of the Apple computers in TechCentral to macOS Ventura. Stop by anytime during our regular hours to test and provide your feedback.

In classrooms with LanSchool installed, during the Windows 11 upgrade we will be moving to the new version titled LanSchool Air.

▶ 2023 IT Annual Report

The IT Annual Report reflects on the strategic initiatives achieved this academic year. The electronic version will be posted online at https://www.ccsu.edu/it/ITAnnualReport.html

Tickets by Source	Feb23	Mar23	Apr23
Phone	803	809	885
E-Mail	331	325	378
Walk-in	53	48	47
Service Request	588	437	374
Chat/VM	11	12	19
Internal	64	92	52
BB Help Desk	13	10	20
Total	1863	1733	1775

Top Incident Services	Feb23	Mar23	Apr23
Systems	598	576	781
Desktop	284	269	262
Other	184	227	154
Facility	134	101	102
Network	34	27	25

Top Incident Categories	Feb23	Mar23	Apr23
BlueNet	248	245	284
Computer	213	206	198
Office365			125
General Question	102	133	104