



Information Technology

September, 2022

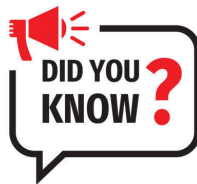
Stay Up-To-Date on Important Information from Austin Peay State University's Office of Information Technology

Message from the CIO Dr. David Sanchez

Greetings APSU Community,

Information Technology is here to assist with your technology related needs. Our aim is to provide the campus community with superior customer support and services. You are encouraged to contact us with any IT related issues or requests as we have a team of professional and dedicated staff that are here to help.

Thank you.



Visit our Knowledge Base

Our website (govstech.apsu.edu) contains not only our Service Catalog but our Knowledge Base as well. There you can find hundreds of step by step tutorials for everything from connecting your device to the APSU wireless to productivity tips when using Microsoft software. These articles are available 24/7 from any internet-capable device and include a feedback feature to let us know how we can improve our services. Get the answers you need quickly by visiting our Knowledge Base today!

[Visit our Knowledge Base](#)



Govs Tech Help Desk Extended Hours

To better serve our students, faculty, and staff the GovsTech Help Desk will offer walk-up support in the Morgan University Center Lobby on the weekends.

Walk-Up Assistance

Monday - Friday: 8 am - 4:30 pm

Sunday: 10:30 am - 6 pm



Annual Computer Inventory

The Office of Information Technology will begin conducting an annual inventory of all university purchased computers. An email will be sent to all departmental administrative assistants with the current asset information for verification. It is imperative that the locations are updated to reflect internal office moves and other changes that have occurred this past year. The annual inventory will begin Spring 2023.



Microsoft OneDrive

OneDrive is the cloud storage service that Microsoft offers to store all your files securely in one place, which you can then access from virtually anywhere. The service works like a traditional external drive, but with the difference that it is available through the internet and offers additional features. Each user has 1 TB of storage available as a part of their university license. Please visit our Knowledge Base for additional information on how to get started using One Drive today!

[More Information](#)



Using Scheduling Assistant in Outlook

The scheduling assistant lets you see when people in the University are available before planning a meeting. It lets you view the attendees' calendars, indicate where there are conflicts, and suggest times when all of the attendees are free. Please visit our Knowledge Base for instructions on how to use and **please join us September 28, 2022 at 10:00 in the UC 307 Meeting Room for a 1 hour workshop entitled "Microsoft Tips and Tricks for Remote Work"**

[More Information](#)



KnowBe4

KnowBe4 is an online cybersecurity awareness training program that teaches internet threats, safety, and practices. This program is mandatory for all staff at APSU. You will receive weekly "Scam of the Week" emails from KnowBe4 as well as bi-weekly "Security Hints and Tips".

Your KnowBe4 cybersecurity awareness training can be reached at the below link. You log in with your university username and password.

[KnowBe4](#)



New Avaya Phone System

Avaya Cloud by RingCentral is a cloud-based unified communications platform. With Avaya, university departments can easily manage mobile workforce communications from a single application on their laptop, from a mobile device, or from a desktop phone. Phone, text, fax, and video call functionality are all available.

[More Information](#)



Tech Tip of the Month

Recognizing Secure Websites:

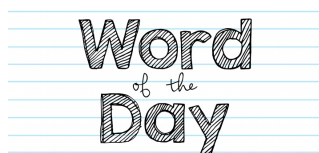
When working on the web, it can be difficult to know if a website is secure. The best things to look for are https at the beginning of the web address (instead of the usual http) or a lock icon somewhere in your browser window.



Personal Device Requirements

To ensure a safe computing environment all devices that connect to our network must be up to date. Please refer to our Knowledge Base for information on supported operating systems for personal devices. In the coming months we will release our Bring Your Own Device (BYOD) Standards for the university community.

[More Information](#)



What is a patch?

A patch is a small piece of software used to correct a problem within an operating system or software program.

Why do we do this?

APSU has an obligation to provide appropriate protection against malware threats, such as viruses, Trojans, and worms which could adversely affect the security of university systems and data, both on premise and in the Cloud. Patching is necessary to keep our computing environment secure and to protect against potential threats and vulnerabilities. Endpoint patching is done remotely.

How do we do this?

Patches are deployed to all university-owned devices remotely, at least once a week. Each user will receive a notification that the patch has been installed and the device will need to be rebooted to complete the installation process. The user should reboot the computer, as not to delay the

update. If a device is unpatched for three weeks, the user will be notified to coordinate with the GovsTech Help Desk to complete the patching process. Devices that have not been patched in a month will be prevented from connecting to APSU networks.

Desktop Patching Schedule

Desktops are patched early Saturday morning. To best facilitate this patching process, users are encouraged to restart their computer at the end of the day before it will be patched. Desktops should be restarted on Fridays before leaving for the weekend.

Laptop Patching Schedule

Laptops are patched early Tuesday morning. To best facilitate this patching process, users are encouraged to restart their computer at the end of the day before it will be patched.

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