Memorize It, Don’t Hide It (Password Security)

“Passwords must be treated as confidential information. Passwords should not be revealed to anyone.” -Information Security Standards 4.3

In plain terms, this means you should secure your password the same way you would security your bank account information. Do not write it down or tell anyone your password.

Physical Security
According to Alan Henry of Lifehacker.com, there are six common locations that individuals hide their passwords: under their keyboard, phone, desk, or mouse pad; on the monitor; or in the top drawer of their desk. (http://lifehacker.com/5852667/the-most-common-hiding-places-for-workplace-passwords) Even the most seemingly clever hiding spots aren’t secure. Anyone intending to find your password hidden somewhere in your office will likely find it.

Making a Memorable Password
If you are one of those people who are guilty of hiding their passwords in their office, or who have a hard time remembering a password, here are some tips to create memorable, strong passwords:

- Do not reuse passwords for at least one year
- Do not use the same password for multiple accounts
- Do not use a password with personal information such as your name, birth date, or family member’s name
- Do not use keyboard patterns such as QWERTY or 1234
- Try picking 4 random words and mixing up the case, and throw in a few numbers or symbols. For example, TwinkleTwinkleLittle* is relatively easy to remember and is more difficult for hackers to decipher than something like Fido2012. The first password would take 421 quintillion years for a hacker to figure out. The second password would take just 10 days.
VoiceThread

VoiceThread (VT) is an exciting new feature being integrated into eCollege. Faculty will be able to use VT to create collaborative group conversations using a multimedia slideshow of images, videos, and documents. Students will be able to navigate the content and leave comments using voice, text, audio file, or web cam video.

With VT integrated into eCollege, both faculty and students will have single-sign-on access, eliminating the need for individual faculty or student accounts. Faculty using VT will be able to moderate all comments, picking which comments may be viewed by the class. Users can use the doodle feature to highlight select features of the content while commenting, creating a dynamic discussion forum.

VoiceThread will appear in the Course Home area of both fully online and web-enhanced courses. Students won’t have to leave eCollege to participate in the discussion.

To experience what VoiceThread can do, check this link VT Doodling and the VT FAQ page.

VoiceThread will be available in all courses beginning with the fall 2012 term. If you would like a walk-through of VoiceThread, or would like to discuss how you may integrate its use into your online blended, or enhanced course(s), contact the Faculty Center for Teaching with Technology at 903-886-5511 or online@tamuc.edu.

Wide Area Network Upgrade

Information Technology is responsible for the planning, implementation and maintenance of computing, data networking and other communication systems for A&M-Commerce. A key part of the maintenance of such systems is the continuous process of improvement. To that end, a major upgrade of the wide area network serving the remote campuses at Mesquite, Corsicana, Midlothian and downtown Dallas is currently underway.

Presently, these sites are connected to the core campus network via leased line services using T1 circuits (1.5 Mbs each). These have a relatively high cost for the amount of bandwidth provided when compared to newer Ethernet-based services such as AT&T Gigaman. Unfortunately, the newer service is not available in geographically remote areas such as Commerce. This has changed with the arrival of The Texas A&M University System’s statewide high speed network funded by the Broadband Technology Opportunities Program (BTOP). In addition to providing a much larger Internet link to the core campus at A&M-Commerce, this new network has been re-engineered to allow gigaman circuits connected to the remote sites to be tunneled back to Commerce over the existing connection. The result of this is that for little or no additional recurring monthly cost the remote sites will receive the following increases in bandwidth:

- Mesquite Metroplex Center from 6Mbps to 25Mbps
- Universities Center at Dallas from 3Mbps to 25Mbps
- Navarro Partnership (Corsicana) from 3Mbps to 10Mbps
- Navarro Partnership (Midlothian) from 1.5Mbps to 10Mbps

The AT&T circuits required for this project are in the final phase of installation and Infrastructure Services personnel are now in the beginning phase of deployment.

IT Support Services

IT Support Services has been charged with providing quality IT services to meet the current and future IT requirements of the faculty, staff and students in support of the academic mission of the university. We are moving from a “cost” centric organization to one of value. With the University Executive Council (UEC) decision to standardize hardware configura-
tions, IT support personnel now have the opportunity to learn about specific systems/models and to diagnose and repair problems quicker.

Additionally, we are striving to provide high quality standard equipment, and, therefore, reduce the number of problems experienced by the users and reduce the number of work orders and trouble tickets. By reducing the hours needed to address the same or similar repair tickets, we hope to allow the IT support personnel to document and develop a knowledgebase that would provide information for both IT and the end users.

Please take a moment to visit the new IT Support Services webpage which includes many new features such as: current alerts, a knowledge base by role, training opportunities, and the process for purchasing stock equipment:

http://web.tamu-commerce.edu/studentLife/campusServices/ITSupport-Center/default.aspx

**Training Opportunities**

- August 6 - Basic Web Editing w/Cascade (10:00-11:30)
- August 7 - Basic Web Editing w/Cascade (2:00-3:30)
- September 4 - Fortis (10:00-11:00)
- September 5 - Fortis (2:00-3:00)
- November 5 - Basic Web Editing w/Cascade (10:00-11:30)
- November 6 - Basic Web Editing w/Cascade (2:00-3:30)

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**IT PROFESSIONAL SPOTLIGHT**

**Kelly Watson – Instructional Designer**

Kelly has extensive experience in instructional design and online instruction. Most recently, she developed and taught online social studies courses for DoDEA Virtual High School, the Department of Defense’s online high school for military and eligible family members stationed worldwide. In addition to K-12 instructional design, she has also supported community college nursing faculty as they transitioned a traditional nursing program online, as well as project managed instructional design teams at the corporate level.

Her passion for educational technology and the online learning environment began while serving as a staff development specialist in the Instructional Technology department of a rural Alaska school district. As a result, she decided to continue her education and soon after received her master’s degree in adult education with an emphasis in distance education.

**Misty Brumfield – System Administrator**

Misty graduated with a bachelor’s degree in networking and telecommunications from DeVry University in Phoenix, Ariz. She has five years of experience in networking, telecommunications and systems administration. She has also served as the CTO for the National Contractor Services Corp in Phoenix, network administrator at Everest College in Reseda, Calif. and technical assistant for Devry University. She served on the Society of Women’s Engineers, is an active member of Systers, and has volunteered on several projects such as HerWorld, TechDay, Passport2College and others encouraging youth in STEM related careers.

**Ray Buehne – Director, Application Solutions**

Buehne has a bachelor’s degree in Zoology, an A.A.S. degree in management information systems, and is pursuing a master’s degree in computer science. He worked at the research and development branch of Bell Laboratories for 18 years as a software engineer leading teams in software development and large switching system installation in Singapore, Aruba, and the U.S. Prior to joining A&M – Commerce, Ray was the software engineering manager for 10 years at the University of Nevada, Las Vegas, where he led the software development efforts for enterprise applications and integrations.
Specialized Reports

On April 27, the reporting tool committee met to discuss ways that departments can generate their own specialized reports based on Banner data. After review of three possible tools, Microsoft Access, Oracle Developer, and WebFocus, it has been decided that Microsoft Access would be the preferred tool due to its ease of use and accessibility. Existing reports will still be available through WebFocus. Please contact IT Support Services for installation and use instructions.

Q&A TECHNOLOGY TIP

How can I protect myself from phishing attempts?

Before you can protect yourself from phishing, you have to know what phishing is. Phishing scams are attempts to get you to provide private information about yourself by pretending to be a legitimate company.

Most phishing scams are spread via email but sometimes you can come across a phishing website. The first thing you should always do is check the URL. Phishing scams are designed to look official, but they are anything but. Since they can’t be the real deal, their URLs are usually similar to the company they are trying to pretend to be. Using TAMUC.edu as an example, you usually see http://www.tamuc.edu or http://myleo.tamuc.edu as part of the URL. A phishing URL might look more like this http://tamuc.phishing.com. Notice that it is a .com address and not .edu and the domain is phishing.com and not tamuc.edu. Avoid URLs like this that has another domain you might not recognize. When in doubt, always go to the website directly rather than click on any links included in an e-mail.

Also keep in mind that most reputable companies will never ask for your usernames, passwords, social security numbers, bank account numbers, pins, or credit card numbers via e-mail or refer you to a webpage asking for these details.

IT STUDENT SPOTLIGHT

Name: Shone George
Major: B.S. in Computer Science
Classification: Sophomore
Hometown: Garland, Texas
What do you like most about working for Information Technology?
It is a good experience; I get to learn something new every day.
Where do you see yourself in 5 years?
I would like to get a job as a software developer / programmer or as a database administrator.

Name: Josh VanAlstine
Major: Computer Science and Mathematics
Classification: Sophomore
Hometown: Fair haven, New York
What do you like most about working for Information Technology?
I like the hands-on aspect of learning how to troubleshoot problems, solve problems, and organize the paperwork that comes along with dealing with both hardware and software. Also, working for Information Technology allows me to work with very nice people who are both welcoming and patient in my pursuits to better myself and my education. They teach me what I need to learn, and they help when I need the help.
Where do you see yourself in 5 years?
In five years I see myself with a master’s degree in either computer science or business management, working either for the university, or a major technology firm in Dallas.

IT Support Center: Contact Us
IT Support Services representatives will be on-hand during the posted working hours. If you have a question or need to request help during non-business hours, please feel free to leave a voice mail or e-mail and someone will get back with you promptly.

Online: www.tamuc.edu/ITSupport
Phone: 903-468-6000
Email: ITSupport@tamuc.edu
Location: Business Administration (BA) Room 156
Hours: 7:45 am to 5:00 pm Monday-Friday
The New myLeo

In the coming weeks you will have the opportunity to test drive the new myLeo portal. There are some settings, in your browser, that you will need to change in order to take full advantage of all myLeo portal features.

If you are a Firefox user:
1. Go to Tools → Options → Content.
2. Click on Exceptions next to the Block pop-up windows item.
3. Type in myleo.tamuc.edu in the Address of the website text box and click “allow”.
4. Close out of this window and restart Firefox.

If you are an Internet Explorer user:
1. Go to Tools → Pop-up Blocker → Pop-up Blocker Settings.
2. Type in myleo.tamuc.edu in the Address of the website text box and click “add”.
3. Close out of this window and restart Internet Explorer.

**NEW MYLEO FEATURES**

*Are there new features available in myLeo?*

The new myLeo portal will not only include all of the features of the current myLeo portal that you have grown to love, in one convenient place, there are also some new features such as student polls, networking with friends, launch pad, the ROAR, the academic calendar, and your own customizable calendar.