Enterprise Information Technology Services
UNIVERSITY OF GEORGIA

TECH NEWS FOR MAY 2023

Top News

New DUO Universal Prompt coming to eLC, Athena, other SSO applications: To further enhance the security of UGA's information assets, the login process for applications that use UGA's Single Sign-On Service (SSO), including eLearningCommons, Athena and OneUSG Connect, will change for UGA students, faculty and staff, effective May 18, 2023. Duo, the vendor behind UGA's ArchPass two-step login solution, is updating the look and feel of their universal authentication prompt, and the process for the second step of two-step authentication will change. Currently, students, faculty and staff logging into SSO applications are able to pick from several options for two-step authentication, including a push notification from the Duo Mobile App; entering a passcode generated by the Duo Mobile App; a phone call; or a passcode sent via SMS text. After May 18, when a user logs into eLC, Athena, or another SSO application, they will see the new Duo universal authentication prompt, which will automatically pick the most secure option for authentication. The authentication option chosen will depend on what devices the user has enrolled in Duo. For example, if a user has the Duo Mobile App installed on their smartphone, the prompt will automatically send a push notification. Users can stop the automatic selection, and pick a new default option for future authentication prompts the first time they log into an SSO application after May 18. In addition, the option to remember your Duo credentials for 30 days will change. Instead of "Remember Me," users will see "Trust this browser?" Select "Yes, trust browser" to remember your Duo credentials for 30 days. Questions can be directed to Lance Peiper, lpeiper@uga.edu.

Upcoming Dates

May 5: New Knowledge Base launched
May 15: Turnitin available in Office365 Online
May 16: New Device Registration Portal launched
May 18: New Duo Universal Prompt launched in SSO applications
May 26: Mission-Critical Systems Inventory Deadline

IT Services In Action

EITS Student Information Services team optimizes Athena for class registration: UGA students began registering for Fall 2023 classes during time ticketed registration, April 6-21. During this period, students engaged in registration activities in Athena about 285,000 times, which includes adding and/or dropping classes close to 170,000 times. Athena is put under the most stress during time ticketed registration, as students try to register for their favorite classes during their assigned registration time slots. To ensure an optimal user experience for our students, the EITS Student Information Services team, which supports Athena, conducts a series of pre-registration optimization tasks, including a stress test of Athena. The team also monitors and gathers Athena performance statistics daily during ticketed registration for future analyses and performance enhancements. Students can continue to register for classes for the fall term during open registration, which ends on August 16. For more information, contact Ilir Hasko at ihasko@uga.edu.

DegreeWorks Responsive Dashboard now available: A new look and feel is now available in DegreeWorks, the online tool used by students and advisors for tracking progress towards degree completion. The new user-friendly interface should be easier to navigate and provide a more beneficial experience. While the functionality of DegreeWorks will remain the same, students and advisors can expect an updated, fresh look and an improved experience. For more information or questions, please email reghelp@uga.edu.

Turnitin available in Office365 online: Effective May 15, Turnitin Feedback Studio will be available for Office365 online applications, including Word Online and more. Turnitin Feedback Studio provides automated grammar, citations and formatting suggestions for documents and class assignments, assisting students and employees in drafting clear and accurate class assignments and other work. Turnitin also features a Similarity checker, to aid instructors and students in maintaining and promoting academic integrity. The tool is already available within eLearning Commons (eLC) as well as UGA's instance of Google Docs. For technical assistance with Turnitin, visit the Center for Teaching and Learning's eLC Help website. Instructors seeking more information about how to effectively incorporate Turnitin into their classes and support students' learning can reach out to the Center for Teaching and Learning at ctl@uga.edu.

EITS participation in orientation: For the second summer since the pandemic, EITS will participate in the student resources fair at UGA orientation sessions for first-year and transfer students. At this event, we will answer questions and provide information to incoming students about campus technology as they begin their journey at the University of Georgia. In addition to speaking directly with students and their guests at orientation, we have a multitude of informational materials to help guide them, including the 2023- 2024 Student Guide; promotional signage and cards for ArchPass, Phishing, Getting Connected in

Housing, the UGA Mobile App, Software, Tech Lending; and instructions for guests on getting connected to UGA Visitor Wi-Fi. For more information for new students, visit newtocampus.uga.edu.

Work continues on more than $1M in campus wireless upgrades: Work is underway on more wireless upgrades in buildings across the Athens, Buckhead, and Griffin campuses in academic buildings as well as student housing. These upgrades are part of EITS's work to continuously improve Wi-Fi connectivity and coverage to support teaching, learning, and student life. The $1.2 million project, funded by Student Technology Fees, includes wireless refreshments and redesigns in many buildings. Most recently, work has been completed in The Georgia Center for Continuing Education, Morris Hall, and the first floor at The Grady School of Journalism and Mass Communications. Work is ongoing at Myers Quad. Work for phase two is expected to be completed by July 2023. For more information, contact David Stewart at stewart@uga.edu.

Changes and Maintenances

Device registration portal gets new look and feel: Effective May 16, the device registration portal for wired connections on campus will have a new look and feel. The device registration portal, or DRP, is a self-service portal used for registering desktops, laptops, smart TVs, gaming systems and other devices before they are allowed to connect to UGA's wired network. The new portal, accessible at drp.uga.edu, will have a cleaner interface and updated instructions to improve usability. This update is also crucial for moving forward with other improvements to UGA's campus network. For more information, please contact Rayid Tartir at rayid@uga.edu.

Changes to Outlook for Android: Beginning July 10, Outlook for Android will no longer support Android 8.x or below. Users will need to update their Android operating system to Android 9.0 or newer to continue using the Outlook app. For more information about the change, contact Justin Sackett at justin.sackett@uga.edu.

EITS systems clean-ups planned for this summer: This summer EITS will conduct various system clean-ups to ensure continued security as well as to remove former users who are no longer associated with the University. A LinkedIn Learning clean-up is planned, as well as a Zoom student account reset. The Zoom student account reset is run annually to ensure that EITS can provide Zoom licenses to all active students in the fall. More information will be available soon.

Prepare for fall network maintenance: EITS plans to conduct a network maintenance on Sunday, October 1, 2023. Maintenances are necessary to continue to support the network, allowing EITS to provide ample bandwidth and Internet capacity to the University in the future. EITS typically conducts large network maintenances twice a year, during which campus Internet and campus information systems are usually inaccessible. For questions, contact Rayid Tartir at rayid@uga.edu.

Changes to retiree MyID accounts planned: UGA retirees are currently able to keep their UGA MyID and UGAMail after retiring. This practice has allowed retirees to continue to access some UGA resources after retiring. To reduce the potential risk of inappropriate use of UGA retiree accounts and to better reduce IT security risk, UGA is changing processes regarding UGA retiree MyID Accounts. Beginning this calendar year, UGA retirees who do not access their accounts for a year or more will have their accounts deactivated. Retirees with inactive accounts will receive notices prior to deactivation; if they wish to keep their MyID and UGAMail active, they will have the opportunity to log in and have their account excluded from deactivation. This new review and deactivation process for retiree MyID and UGAMail accounts will occur annually, with the first notices to retirees expected during the spring and summer of 2023. Eligible retiree accounts will be deactivated on July 31, 2023, and deleted on August 31, 2023. Information about this change is available here. For questions, please contact Lynn Wilson at llatimer@uga.edu.

Decommission of web hosting standard set for 2024: Web Hosting Standard, the free web hosting service for UGA-affiliated departments and student organizations will be sunset in 2023 and decommissioned in 2024. Over the next year, the Systems Engineering team will work with users who still use Web Hosting Standard as their primary web hosting service to determine next steps. For more information, contact Ashley Henry at ashenry@uga.edu.

Changes to deleted files storage in Adobe Creative Cloud coming in June: To optimize cloud storage capacity, Adobe will implement a new process for deleted files in Creative Cloud storage. Effective June 4, newly deleted files will be retained for 30 days and then permanently removed. Deleted files stored for more than 30 days in the Deleted folder prior to this date will also be permanently removed. Users may not see these changes right away. Before June 4, we recommend users review all files in their Deleted folders and recover those they wish to keep, or permanently delete files to recover their storage quota. More information is available on Adobe's website.

Maplesoft being decommissioned in June: Due to decreased use in recent years, Maplesoft, software used for symbolic computation in algebra and calculus, will be decommissioned at the end of May 2023. If you have any documentation that you wish to save from Maplesoft, we recommend you export it at this time. For more information, you can reach out to Mamtha Ramaraja at mamtha.ramaraja@uga.edu.
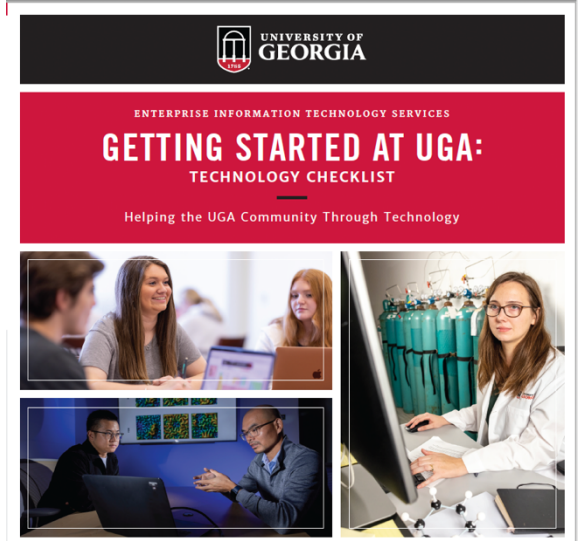
Campus IT

SSO application review beginning soon: EITS will initiate a new process to review information for SSO application integrations. As part of this process, application owners for

SSO-enabled applications will receive emails asking a series of questions regarding the status and use of the integration. This review will help make sure EITS teams have the correct technical contacts, and allow us to gather additional information about how each integration is utilized, as well as to determine when an integration is no longer needed. Each application owner should receive an email after their integration has been in place for a year or more. For questions, contact Kristi Wall at kristi.wall@uga.edu.

Mission-Critical systems inventory begins soon: The University System of Georgia (USG) requires an inventory of "Mission-Critical" systems every fiscal year. The USG IT handbook defines a Mission-Critical system as "a system which contains confidential or sensitive data" or "serves a critical and necessary function for daily operations." The inventory process requires the assistance of UGA's Departmental Network Liaisons (DNLs) in reviewing and identifying critical systems by marking them correctly in the IP Management System (proteus.uga.edu). The inventory process will begin May 4. If you are a DNL, please review systems in Proteus to ensure you have accurate information. Please keep in mind any new systems you may have implemented or decommissioned in the past year. Please appropriately document those changes in Proteus. You must complete this process by May 26. For more information, please contact Ben Myers at bmyers@uga.edu.
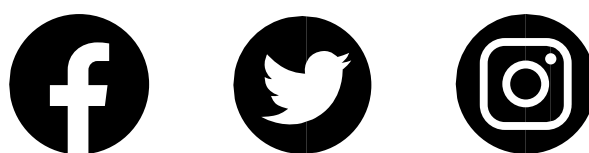
Tech Tips

- **New Student Guide Available Soon:** At this summer's new student orientation, EITS will distribute an updated version of our New Student Technology Guide. The updated guide features the same new streamlined look and feel while updating text and adding more information about UGA technology services. The newly added sections to the guide feature vLab and free Microsoft 365, both are programs that students will have access to assist with classwork during their time at UGA. The guide and a checklist for incoming students can also be found on the EITS website under the New to Campus section as the 'Getting Started at UGA: Technology Checklist.' Printed copies of the guide will be available at the end of May. To receive printed copies, please contact Allyssa Robinson at allyssa.robinson@uga.edu.

- **New Help Desk Knowledge Base coming May 5:** The EITS Help Desk will launch a new Knowledge Base on May 5. The new knowledge base, hosted in TeamDynamix, will reside at eitshelpdesk.uga.edu. TeamDynamix is the same service used for the Help Desk ticketing system and service catalog, which will eventually allow for Knowledge Base articles to be linked to entries in our service catalog and submitted tickets. This transition will also improve the look and feel of the Knowledge Base and allow EITS to consolidate how-to documentation about central IT services in one site, streamlining EITS's web presence and making it easier for students, faculty and staff to find the information. All of our current knowledge base documentation in Confluence is being reviewed and updated before being moved to the new TeamDynamix Knowledge Base. After May 5, eitshelpdesk.uga.edu will point to our new Knowledge Base, and any deep links to the old Knowledge Base in Confluence will no longer be updated. We recommend updating any deep links from Confluence to our new TeamDynamix Knowledge Base after May 5. For more information on the new Knowledge Base, contact Sarah Jones at swjones@uga.edu.

- **New Service and Support Portal Launched:** As discussed over the past few months, the OneSource training library has been transitioning to a new platform. This new Service & Support Portal has been launched and is ready for use. The portal and knowledge base can be found here. Powered by TeamDynamix, this new portal allows users to access self-service content in the same place they can request live support. Content that was housed in multiple places is consolidated in a single location. There is a more intuitive user interface with improved search functionality. Users can now access both the new knowledge base and the existing training library concurrently until June 2023. Links to both the new portal and the former training library can be found here: https://onesource.uga.edu/service_portal/. By June 30, 2023, all materials will be removed from the former training library, and the OneSource team will be preparing to shut down servers.

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