



INFORMATION
TECHNOLOGY SERVICES
ST. CLOUD STATE UNIVERSITY

EMPLOYEE NEWS & INFORMATION

APRIL 2017

<http://www.stcloudstate.edu/its>

This is the first in a series of monthly emails to all employees aimed at improving communications with campus about tips, information, technology updates and services offered in ITS.

Enhanced HuskyTech Support



To enhance our HuskyTech service we have implemented new options to connect faculty and staff directly to a professional IT technician (in lieu of the student helpdesk). Please contact a technician by calling HuskyTech at **(320) 308-7000** and selecting your preferred menu option during regular business hours Monday through Friday or by submitting a request through this [technical request form](#). The student helpdesk will still be available at the same HuskyTech number to provide service when a full time technician is not available, especially on evenings and weekends.

Wi-Fi Upgrades



The campus wireless network will receive major improvements by the end of the fiscal year. The Atwood Memorial Center, Centennial Hall, Headley Hall, Kiehl Visual Arts Center, Miller Center, Performing Arts Center, and Stewart Hall will be fully upgraded to the new wireless standard (802.11ac), which will allow our campus to experience faster speeds, the ability for more devices to connect without impacting performance, more connection reliability, and improved battery life for 802.11ac-enabled devices.

D2L Upgrade



The System Office is planning an upgrade to D2L Brightspace beginning June 2nd. D2L will be unavailable to faculty and students during this time. We will provide updates on training and expected downtime as they become available.

Windows 10 and Microsoft Office 2016



We are currently testing and doing quality assurance on Windows 10 and Microsoft Office 2016 with small pilot groups across campus. Look for more information to come, including opportunities for training sessions on both of these upgrades.

IT External Assessment

Thank you again to our campus community for participating in the IT Assessment last November. The feedback received was incredibly valuable and we look forward to continued engagement with students, faculty, staff, and the community on how Information Technology Services can best meet the needs of SCSU.

[IT External Assessment Results](#) – sign in with your StarID

Free Microsoft Download for Personal Devices



Reminder that through our Microsoft Campus Agreement, all employees can download Microsoft Office for free on personal devices. Visit <https://login.microsoftonline.com>. Login with your SCSU email address and password under the Work or School account. For more information, please see: <https://www.stcloudstate.edu/its/services/software/default.aspx>

IT Security Tips

- Do not click on unfamiliar links. If you are sent a link or hyperlink that you do not recognize, hover your mouse over the link to verify the web address. Better yet, if you are sent a link claiming to be from an institution you recognize, go to that institution's site rather than following the link.
- Never give your password out. *Information Technology Services will never ask you for your password.*
- If you have questions about IT security, please contact our IT Security Program Lead, Darrin Printy, at dprinty@stcloudstate.edu or (320) 308-3091.



MINNESOTA STATE

St. Cloud State University,
a member of Minnesota State