



INFORMATION  
TECHNOLOGY SERVICES  
ST. CLOUD STATE UNIVERSITY

## EMPLOYEE NEWS & INFORMATION

# DECEMBER 2020

[ITS Newsletter Archives](#)

*Information Technology Services' series of monthly emails to all employees aimed at improving communications with campus about tips, information, technology updates and services offered in ITS.*

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### Ask St. Cloud State Knowledge Base Update



As a part of the continued TeamDynamix service management solution implementation, we are moving the Knowledge Base (Ask St. Cloud State) to the TeamDynamix portal. All [articles related to technology](#) have now moved, and we will be assisting other departments to transition their articles during spring semester 2021. As articles move from their current location into TeamDynamix, we are adding links within each article to direct you to the new spot.

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### Office "Softphone" Option Coming Soon



ITS is currently testing an office "softphone" that allows users to answer office phone calls from their computer wherever they have internet service, without needing to use a cell phone or other service. We are in the pilot stage to work through any issues and preparing documentation for this new service. We will share more details when this is widely available. Stay tuned!

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### IT Partnership Highlight: Microsoft Teams Training



[Microsoft Teams](#) is an increasingly popular shared online workspace where faculty, staff and students can have one-on-one chats, hold online meetings, share files and incorporate other Office 365 applications to encourage collaboration. If you are new to Teams or would like a refresher, please consider attending an [online training session](#) by Microsoft and made possible through a partnership between Campus Involvement, the Career Center, ITS and Residential Life.

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## IT Support for Fall/Spring Semester Transition



As you wrap up your fall semester and prepare for the upcoming spring semester, please let us know what technology and IT support you need. It is never too early to report issues in labs, classrooms or your individual workstation. We will be proactively updating, maintaining and testing technology equipment over winter break, and encourage you to test your electronic and classroom materials prior to finals and the start of spring semester. Contact your technician or reach out to [HuskyTech](#), SCSU's one-stop service center, for all of your technology services, support and sales needs. We are here for you!

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## IT Security Tip: Report Phishing Attempts



[Use Outlook's built-in "Report Message" tool](#) to report suspected phishing attempts. This reporting method initiates an automated analysis to determine if the reported message is indeed a phishing attempt, and if there are any remediation actions needed to prevent the spread of the phishing attack. Items already in the "Junk" folder do not require any additional actions or reporting. Unless a message was incorrectly identified as junk, items in the Junk email folder should be considered potentially harmful and should simply be ignored or deleted.

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Contact [HuskyTech](#) for technical services, support and sales. *HuskyTech hours will change over winter break, please see the [HuskyTech page](#) for current hours.*



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