Arts Computing Office (ACO)
Lunchtime Information Session - Fall 2016

December 15, 2016
Lisa Tomalty, Will Lewis, Murielle Mambo

Arts Computing lunch sessions (https://uwaterloo.ca/arts-computing/lunchtime-sessions)
Agenda

» Information Systems and Technology (IST) Account Representative change and introduction
» Email security – spam, phishing, and more
» Google search tips
» Lynda.com - courses potentially of interest to Arts staff
» Crowdmark
» Updates
» Questions
Will Lewis is the new IST Account Rep for the Faculty of Arts

(Lisa Tomalty will continue her work in IST and is the new IST Account Rep for Math)

Welcome Will! 😊
Email security

Key Points:
» Protect your Password
» Don’t trust the information in an email
» Verify instructions received by email
» Don’t trust links in email
Email security

» Why do we keep hearing about email?
» We hear over and over again to not open attachments to email
» Common security advice
» Sending and receiving attachments is what many of us do in our jobs
Recent News

**Carleton University** computers infected with ransomware
CBC.ca - Nov 29, 2016
Students at Carleton University are being warned that some of its computers have been infected by ransomware — a type of computer virus that ...

**Carleton University** recovering from ransomware attack
IT World Canada - Nov 29, 2016

**Carleton** says it didn’t pay to restore network after ransomware attack
MetroNews Canada - Nov 30, 2016

Carleton University dealing with a Ransomware Outbreak asking for ...
BleepingComputer - Nov 29, 2016

**Carleton University** computer system hit by hackers demanding ...
Highly Cited - Ottawa Citizen - Nov 29, 2016

**Carleton University** cyberattack: School says ‘no personal ...
Local Source - Ottawa Sun - Nov 30, 2016

View all
Information is often fake

» Anything in an email can be spoofed
» Sender
» Date/Time
» Subject
» Content
Protect Your Password

» Don’t Send Your Password by email!
» Your password is valuable
What’s at Risk?

Files

Calendar

Email

Bank information

Identity Theft
Don’t click and login

- Be careful of links that lead to a login page
- Can you tell if it’s an official Waterloo login?
- Navigate to the page from a known-good page
- Start at uwaterloo.ca or home page
- Author web sites so that people can verify the links they are sent by email
Is it legit?

» www.uvvaterloo.ca

» www.google.com

That’s a Unicode character called “Latin Letter Small Capital G”

That’s two letters “v” not a “w”
Scams are getting better

» Hackers now research the companies they target and sent plausible email with real names and details
» Setups might involve several emails and phone calls
» Use names of law enforcement or regulators like the United States (US) Securities and Exchange Commission (SEC)
Story: AFGlobal loses $480k

» Firm Sues Cyber Insurer Over $480K Loss — Krebs on Security

» (fake email) From Chief Executive Officer (CEO) to Director of Accounting:

   “This is a strictly confidential financial operation, to which takes priority over other tasks. Have you already been contacted by Steven Shapiro (attorney from KPMG)? This is very sensitive, so please only communicate with me through this email, in order for us not to infringe SEC regulations. Please do not speak with anyone by email or phone regarding this. Regards, Gean Stalcup.”
Thirty minutes later, there was further contact by phone and email to request $480,000. Money was wired to a Chinese bank. After a few days, requested $18 million. The second request generated suspicion and the fraud was detected.
Story: $17 million loss

» Impostors bilk Omaha's Scoular Co. out of $17.2 million

» Attacker impersonated the CEO, Elsea, to direct three wire transfers by the corporate controller

» First transfer: $780,000, then $7 million, then $9.4 million

» A series of messages set up the scam
"I need you to take care of this," read emails from the party pretending to be Elsea. "For the last months we have been working, in coordination and under the supervision of the SEC, on acquiring a Chinese company. ... This is very sensitive, so please only communicate with me through this email, in order for us not to infringe SEC regulations."
Story (continued)

» There was an element of truth to the emails
» Follow up email gave a contact name and phone number
» The phone number was answered by someone who gave the right name
Red Flags

» Request for secrecy
» Request for money
» Request for password
» Request for bank account numbers
» Request for names of critical contacts
» Login page that requires a password
» Threats
You've got email...from the President!
(or is it?)

The subject is vague – it provides no information but triggers a response in the reader.

The name is correct, but why is the email address from outlook.com and not uwaterloo.ca?

From: Feridun Hamdullahpur <feridun.hamdullahpur@outlook.com>
Date: August 13, 2015 at 20:12:02 EDT
Subject: IMPORTANT NOTICE

Dear Faculty/Staff,
This letter is to confirm our decision to our staffs that some of us has been terminated in duties as a result of going against the ethics and standard of the institution according to the information's gathered over time, we advise all the affected to please bear with us, these listed staffs are relief of their duties until further clarifications. Should in case you identify your full names, department, email, appointment date/title, current position and ID number/phone number.
Please await our next mail for further required procedures. Please find the attached and download to view list.

Thank you.

Office of the President
Feridun Hamdullahpur
University of Waterloo
200 University Avenue West
Waterloo, ON, Canada N2L 3G1
+1 519 888 4567

Would you normally receive a file to download this way? Why isn't it in Sharepoint or an on-line department folder?

Poor grammar, punctuation, and spelling are not what you'd expect to see in a message from the President.

Do your job duties involve the events mentioned in the email? Why should you receive this message?
Can you see the signs?

Hello,
We could not deliver your item. Delivery Label is attached to this email.
Lillie Gonsales - Area Manager FedEx, CA Yours truly
Warning signs

» From address does not contain company name
» Email is un-professionally formatted
» Word document is attached
» Couriers leave notes on the door, not emails
Validate the request

» Who is making the request? Can you verify their identity?
» For coworkers, go see them in person and verify that they sent the email to you
» Establish contact by another means, e.g. phone, in person
High-value information

- Passwords
- Account numbers
- Organizational structure (e.g. who knows the university’s bank account numbers, which accounts have special access privileges, who has access to secure areas)
Careful with attachments

» Were you expecting an attachment from this person with this information?

» Programs can run from almost any type of file (e.g. Word document, PDF) and use your access

» When Word opens a document in protected mode, is it helping to keep you safe. Don’t turn this off!
Avoid Attachments

» Share files on SharePoint or using a departmental network file share
» Newer features in Office and SharePoint allow multiple people to edit at the same time
» Can track version changes
» Save time by having everyone look at the most recent version
Stay Connected

» Regularly communicate in phone or in person
» Many scams are detected during an in-person conversation
» “I sent that wire transfer you asked for”
» “What wire transfer...”
If it goes wrong, get help!

» The sooner we mitigate the better the outcome
  > Change password
  > Reimage machine

» If you are tricked or tempted by a scam, others on campus will be too

» We can issue a warning to help everybody
Ask for Help

» IT Staff want to hear as early as possible
» Before you open the email
» Before you open the attachment
» Before you reply
» Contact Arts Computing Office (ACO), ACO Help desk, IST Service Desk (one location is open late), IST Security Operations
Use Google

» You can verify most information through Google
» Contact names and numbers for banks, couriers
» People who work for the government
Google Search Tips and more

Murielle Mambo
Google search tips

» Search content within a specific website:

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statistics admission requirements site:uwaterloo.ca
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» Use Google as a countdown timer:

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timer for 260 minutes
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Google search tips (2)

» Find a specific sentence: “How do I print in Arts”

"how do i print in arts" uwaterloo

» Exclude search results: “waterloo warriors – uwaterloo”

waterloo warriors -uwaterloo

» Find websites that are similar to other websites:

related:uwaterloo.ca
Google search tips (3)

» Find a specific file: Suppose that you are looking for a PDF file called “How to print”:

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how to print filetype:pdf
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» Customize your search words, phrases, language, file type etc.: Google Advanced Search
Lynda.com

» Self-learning platform that allows you to gain & enhance a wide range of skills

» Staff, faculty and graduate students at uWaterloo have free access to Lynda.com

» [Logging into Lynda.com and other information](#)
Lynda.com courses

» There are thousands of video courses available

- B2B Marketing: 5
- B2C Marketing: 10
- Big Data: 41
- BIM: 70
- Black and White: 24
- Blogs: 86
- Branding: 25
- Business: 1,096
- Business Intelligence: 90
- Business Skills: 310
Lynda.com search tips

Hover your mouse over

Subject

Subject topic

Software associated with subject

Topics:
- Business Skills
- Communication
- Data Analysis
- Leadership
- Management
- Online Marketing
- Presentations
- Productivity
- Project Management
- Social Media Marketing

Software:
- Access
- Excel
- FileMaker
- Google AdWords
- Google Analytics
- Outlook
- PowerPoint
- QuickBooks
- SharePoint
- Word

Guides:
- Starting a Business
- Becoming a Manager

UNIVERSITY OF WATERLOO
FACULTY OF ARTS
Recommended courses

» Efficient email Management with Outlook 2016
  > Customize and use categories
  > Flag emails for future action
  > Manage email rules
  > Use built-in Quick Step

» Communication
  > Customer Service over the Phone
  > How to Set Team and Employee Goals
  > Communication tips
  > Managing Diversity

» Time Management Fundamentals
  > Addressing the myth of multitasking
  > Getting the most from a notepad
  > Saying no to others
  > Using the right calendar for you
More about Lynda.com

» Course authors are recognized industry experts
» You can get Lynda.com app on your mobile’s app store
What is Crowdmark?

- An online grading and analytics platform
- Designed by James Colliander (University of Toronto professor)
- Simplifies working with multiple graders
Crowdmark (3)

» Crowdmark introduction video

» uWaterloo & Crowdmark
  > There are 50-60 courses that currently use Crowdmark for final exams
  > Scanning cost is 1$ per 30 pages

» Getting started
  + Contact cmadmin@uwaterloo.ca to get set up
  + For more Crowdmark information
Updates
Windows 10

Deployment in labs:
- Will likely begin after Fall classes end (some labs may be updated later)

Deployment to Nexus managed machines
- Will likely begin in the winter term
- It is expected all new or reimaged machines will be deployed with Windows 10 in offices starting January 2017
  - (Psychology: to be determined)
Office 2016

» Office 2016 - Windows
  > Was available in spring as an optional install on Nexus managed machines throughout all of Arts except in St Paul’s
  > Should now be installed on all managed Nexus machines in Arts (as of September 19th)
    + (Except St Paul’s because Financial Edge and Raisers Edge currently do not support it)
  > Labs have also been updated
  > For install on laptops/non managed machines – consult Arts Computing helpdesk

» Office 2016 - Macs
  + Available as an optional install
  + All new Macs already have Office 2016
Windows 10, Office 2016 help

» Office 2016
  > Very similar to Office 2013
  > See Winter 2016 lunch session
  > See what’s new in the Office 2016 apps (Microsoft page)

» Windows 10
  > See Fall 2015 lunch session
Office 365 update

» Undergraduate students
   > New undergrad students as of Fall 2016 use Office 365/@edu for email
   > All undergrad students can now “opt-in” and start using Office 365/@edu
      + Instructions to move from Mailservices to Office 365 for undergrad students

» Email address for undergrad students
   > WatIAM will direct mail sent to userid@uwaterloo.ca to the “Email Address Forward” field set in Watiam:
      + userid@edu.uwaterloo.ca OR userid@mailservices.uwaterloo.ca OR their personal email address (e.g. gmail.com)
      + If the “Email Address Forward” field is blank, mail will currently bounce
Office 365 next steps

» Winter 2017
  > Provide staff and faculty with access to Office 365 ProPlus (without email) which provides a copy of Microsoft Office applications for up to 5 personally owned computers
  > Investigate migration of alumni email to Office 365

» Spring 2018
  > Expected first discontinuation of @uwaterloo.ca forwarding for students who have completed their academic career and have not registered for an academic term for a minimum of one year
Office 365 – more info

» More information including timeline for deployment
» Getting started with Office 365
» Office 365 by audience
If you log into more than one Nexus computer at a time, there may be issues with

- Personal setup settings (e.g. desktop background and icons/shortcuts)
- Application settings (e.g. Outlook, Word)
- Dropbox (can occur when logged into multiple computers – including non-Nexus)

Why is this happening? “Last writer wins" conflicts

Settings:
- Each session can overwrite changes made in another session (saved on N: drive or in profile)
- Can cause unexpected results

Files:
- Applications that lock a file when opened makes the file “read only” for the second login. Applications that don’t lock the file when opened fall into the “last writer wins” category
Dual log in issues - Nexus

Suggestions

» Where possible, log out before logging into another computer

» If you need to be logged into more than one machine at a time
  + Close files before opening them on the other computer
  + Be careful not to change Windows or application settings, save new items on desktop, change desktop background, etc.
Responsive web sites update

» What is responsive web design?
  > Web site is displayed optimally (and differently) on desktop, tablet, smart phone (see Faculty of Arts website)
  > Deadline for all sites to move to responsive is end of August 2017
  > More information about responsive web design at uWaterloo

» Responsive web in Arts completed
  > Faculty of Arts
  > Political Science
  > Spanish and Latin American Studies
  > Germanic and Slavic Studies
  > Institute for Hellenistic Studies
  > Arts Computing Office
  > Recently completed: Classical Studies, Medieval Studies, Sociology and Legal Studies and Psychology
  > In pilots as of December 8th: Anthropology, English, Philosophy
  > (Many other in the process of moving)
Responsive next steps

Next steps/preparation info

> Basic preparation: site cleanup pre-migration
> Internal links (use node #/Internal link)
> Wendy Philpott or Claire Prime will be in touch with department site managers to plan the migration
Happy Holidays from the ACO!
Questions?

» Thank you for attending!

» Comments/questions/feedback may be directed to:
  > Dawn Keenan, dkeenan@uwaterloo.ca
  > Will Lewis, rwlewis@uwaterloo.ca
  > Lunch session feedback form

» Arts Computing lunch sessions (PDFs)