ACO Lunch Session

Presented by: William Lewis, Janine Hillo
Arts Computing Office (ACO)
https://uwaterloo.ca/aco/lunchtime-sessions
Agenda

- Skype for Business
- Exchange Calendar Tips
- Proofpoint Email Security for malware and spam

- Updates
  - Windows 10
  - Exchange 2016 migration
  - Student email (Office 365) update

- Feedback
  - https://uwaterloo.ca/arts-computing/arts-computing-office-aco-lunch-session-feedback
SKYPE FOR BUSINESS
Skype for Business

- Skype for Business will be rolled out to all staff and faculty in Arts
- A date will be chosen and announced, all accounts will be activated together
- Can be used for instant messaging
- Already installed as part of Office 2016
- Once account is activated, the software will log in automatically on NEXUS machines
- Address is @uwaterloo.ca email address
- Login: NEXUS\userid and WatIAM password
- Messages sent when you’re not using the client will be sent by email
Video and Audio calling

- Video or audio calling is possible to other Skype for Business users

Required equipment:

- A headset with microphone is required for voice features
- A webcam is required video features.
- A list of IST approved and supported headsets/webcams is available at: https://sharepoint.uwaterloo.ca/help/lync/SitePages/Lync%20Hardware%20-%20IST%20Recommendations.aspx
Type a name to search for somebody
Mouse over name to see actions

- First button is send an instant message (IM)
Skype for Business Documentation

- Documentation and frequently asked questions are on the SharePoint help site:
- [https://sharepoint.uwaterloo.ca/help/lync/](https://sharepoint.uwaterloo.ca/help/lync/)
EXCHANGE CALENDAR TIPS
Booking Meetings

- Exchange calendar is email-based so generates a lot of sent and received email
- Book meetings by creating a meeting request in your own calendar
- Use the Scheduling Assistant to find a mutually-good time
- Don’t open other people’s calendars
Sharing Your Calendar

- Special permissions are not normally required
- Other people can see your availability (free or busy) with default settings
- Don’t try to use sharing by email
- View your calendar, then go to Permissions
- Reviewer lets people see all meetings, including messages in the body and attachments
- Editor permission is used in delegate scenarios where someone else has to manage your calendar
Calendar Permissions

![Calendar Permissions](image_url)
Calendar Permissions

- Click Add to set permissions for a new person
Calendar Permissions

- Select a person then use the drop-down to set permission level
- Choose Reviewer (read-only) or Editor (can manage your calendar)
Best Practices

- Respond to your meetings, they are not in your calendar until you do.
- Don’t delete meeting invites, they may be removed from your calendar.
- Use “accept” and “tentative” as responses to meetings.
- Use tentative for both “probably yes” and “probably no”.
- Don’t “decline” meetings, unless you were involved in error.
- Meeting organizers: send out updates/reminders.
- Send all changes to all attendees even if offered to leave them out.
- That way everybody has the most up-to-date version of the meeting.
Booking Resources

- Rooms and equipment can be configured in different ways
- When booking always look for a response from the room
- The room can accept or decline the meeting
- Some rooms tentatively accept and a person must approve
- The message will say why a meeting is declined, usually for conflicts with other meetings or not having permission
- If the room declines, you need to find new time or place and inform all of the meeting invitees – their copies of the meeting list the wrong room
Sample decline room booking

- This room is set to limit future bookings
- Room owner has set a limit of 7 days in advance

Mon 4/17/2017 10:02 AM

□ ZZ CAL02

Declined: Test Room Booking
When Wednesday, May 03, 2017 11:30 AM-1:00 PM (UTC-05:00) Eastern Time (US & Canada)
Location ZZ CAL02

ZZ CAL02 has declined this meeting.

Your meeting request was declined.

This resource can only be scheduled up to 7 days in advance. The end time should fall before 4/25/2017.

All times listed are in the following time zone: (UTC-05:00) Eastern Time (US & Canada)

Sent by Microsoft Exchange Server 2016
Recurring Meetings

- Recurring meetings are a common source of frustration, especially when many people involved in the meeting have mobile devices.
- For best results, reduce the number of meetings in each set of recurring meetings.
  - E.g., use one recurring meeting per term.
- Recurring meetings should have no exceptions, and all information the same.
- Best practice is to have separate meetings for each block of identical meetings.
- Exceptions should be individual meetings, not part of the series.

**Meeting Set One**
- Every Monday
- January/Feb

**Meeting Set Two**
- March meeting on Tuesday

**Meeting Set Three**
- Every Monday
- March/April
Scheduling Meetings

- The scheduling assistant is the recommend way to find a good time to meet
Room Finder shows Suggested Dates and Times

- The calendar shows you which days are good to have your meeting.
- Click on a day to see specific time suggestions
Scheduling Assistant
Change some attendees to “Optional”
Outlook ignores conflicts for the Optional attendees.

All Required

Some Optional
PROOFPOINT PROTECTION SERVER (PPS)
WHAT IS PROOFPOINT PROTECTION SERVER (PPS)?

- An email security gateway that stops malware threats
- Filters out unwanted email
- Provides email protection that prevents:
  - Spam
  - Malware
  - Non-malware threats
- Proofpoint benefits so far:
  - Stopped 99% of attachment-based attacks
  - Stopped more than 600 million email threats
PROOFPOINT AT UWATERLOO

- Acts as a gateway between the campus email gateway (Mailservices) and the Exchange server (Connect)

- Mailservices screens out some spam & malware
- Proofpoint is an extra step of protection
- 80 or more IST members testing Proofpoint on campus
- Goal of Proofpoint: to minimize risk of malware attacks for faculty, staff & graduate students
HOW DOES PROOFPOINT WORK?

- Messages that are blocked get quarantined (for up to a month)
- Proofpoint will only quarantine malware that is confirmed to be harmful
- Proofpoint sends a daily digest to end users:
  - Lists how many emails that were quarantined in the last 24 hours, and which emails those were
- Use WatIAM credentials to log into quarantine website to view emails that have been filtered out
- [https://quarantine.uwaterloo.ca/](https://quarantine.uwaterloo.ca/)
  - Accessible at all times, not only when you receive daily digest
End User Digest: 1 New Message

To: William Lewis
From: proofpoint-pps@uwaterloo.ca

The messages in your personal Digest represent emails that have been filtered and sorted into different categories, giving you an opportunity to take action on them.

Access End User Quarantine

The emails listed below have been placed in your personal Quarantine. Click Release to deliver the email to your inbox. To continue to receive future emails from the sender, click Allow Sender. To report messages that are not spam but are included in the Spam - Quarantined section, click Not Spam.

<table>
<thead>
<tr>
<th>Score</th>
<th>From</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td>99</td>
<td><a href="mailto:c4gdfv@yeah.net">c4gdfv@yeah.net</a></td>
<td>Re: We can offer Nanocrystalline CT Core solution for replacing the silicon steel core</td>
</tr>
</tbody>
</table>

For more information contact your System Administrator.

Powered by Proofpoint Protection Server
Login Screen

[Image: Login Screen]

Powered by Proofpoint Protection Server
Demo Messages in Spam Quarantine
View Emails in Quarantine

- **Spam - Quarantined**

<table>
<thead>
<tr>
<th>Score</th>
<th>From</th>
<th>Subject</th>
<th>Date</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>99</td>
<td><a href="mailto:d4gdfv@yeah.net">d4gdfv@yeah.net</a></td>
<td>Re:We can offer Nanocrystalline CT Core solution for replac...</td>
<td>2017-04-04 07:00:12</td>
<td>5 KB</td>
</tr>
<tr>
<td>72</td>
<td><a href="mailto:dndernwihatfu@sina.com">dndernwihatfu@sina.com</a></td>
<td>Carbomer 940 polyacrylic ac</td>
<td>2017-03-25 20:06:22</td>
<td>25 KB</td>
</tr>
<tr>
<td>99</td>
<td><a href="mailto:mj19@jntse.com">mj19@jntse.com</a></td>
<td></td>
<td>2017-03-18 05:42:52</td>
<td>9 KB</td>
</tr>
</tbody>
</table>
Delete All Messages

- You can quickly delete all messages in your quarantime
- Options -> Delete All
WINDOWS 10
Windows 10 Plans in Arts

- New computers are provisioned with Windows 10
- Deployment to staff machines is starting in other areas of campus
- Planning continues for rollout to the rest of Arts
Exchange 2016 Migration

- IST is updating the Exchange server environment that provides connect email addresses and Exchange calendar
- The environment is moving from Exchange 2010 to Exchange 2016
- This is a significant upgrade that moves us forward two major versions
- Individual mailboxes are being moved now
- Moves are over a period of months, and will happen at different times for different people
- No expected impact on Outlook users
- The web interface will change, and will be much more modern
Exchange 2016 Outlook Web App
New feature when adding a link to a message

Automatic Preview of the web site is included in the message
Conversation View

By default messages are grouped by subject into conversations.

You can disable this feature to view single messages.
Reading Pane Settings

By default the reading pane shows message contents in the main screen.

You can disable the reading pane to just see a list of messages.
Menu to get to Calendar

The navigation to calendar is now in a menu in the top-left corner.
Sign out options

Sign out using the icon in the top-right corner.

Extra options for status information show up when enabled for Skype for Business.
Out of Office Settings

Settings are in a menu under the Gear icon.

Use Automatic Replies for an out-of-office message.
Options -> Shortcuts

Try the “Shortcut” section to see the most commonly-used settings
STUDENT EMAIL (OFFICE 365) UPDATE
Student Email (Office 365) Update

- Student email is moving to @edu.uwaterloo.ca
- New students in Fall 2016 were provided with Office 365 email accounts
- Current students have had a self-serve option available to move
Student Email (Office 365) Update

- All remaining undergraduate student accounts will be moved automatically
- Current @uwaterloo.ca email addresses will continue to work for 12-18 months
- Start using @edu.uwaterloo.ca for student email addresses

Student support ➔ Service desks:

- Arts Computing Office Help Desk
- Davis Centre (DC)
- IST Service Desk

Other service desks:

- [https://uwaterloo.ca/information-systems-technology/services/ist-service-desks](https://uwaterloo.ca/information-systems-technology/services/ist-service-desks)
- [https://uwaterloo.ca/information-systems-technology/services/service-desks-faculty](https://uwaterloo.ca/information-systems-technology/services/service-desks-faculty)
Questions

- Thank you for attending!
- Slides are posted at https://uwaterloo.ca/arts-computing/lunchtime-sessions
- Comments/questions/feedback may be directed to:
  - William Lewis, rwlewis@uwaterloo.ca
  - Dawn Keenan, dkeenan@uwaterloo.ca
  - Lunch Session Feedback
  - https://uwaterloo.ca/arts-computing/arts-computing-office-aco-lunch-session-feedback