2021-22 Term 2 IT Support & Updates

December 2021

Contents

IT Support

IT Service Centre Hours

Holiday Hours

December 9: Early closure of phone and walk-up support at 2:30 pm.
December 20-23: Phone support ONLY from 7:30 am - 4:30 pm.
December 24: Phone support ONLY from 7:30 am - 1:00 pm.
December 27 to January 3, 2022: CLOSED
January 4 to 7, 2022: Phone support ONLY from 7:30 am - 4:30 pm.
January 10, 2022: Walk-up support resumes 8:00 am – 4:00 pm.

Regular Hours

- Walk-up Support: 8:00 am to 4:00 pm Monday – Friday
  - Our **IT Service Centre help desk window** is available for walk-up support for quick support issues such as trouble connecting to UBC wifi or account password resets.
  - If you have broken hardware or need software installed please submit a ticket **before** coming down so we can schedule an appointment with the right technical expert.
- Phone support: 7:30 am to 4:30 pm Monday – Friday; 250.807.9000
  - Phone support is intended for quick fix items or to report an outage or IT related issue.
  - If you have broken hardware or need software installed please submit a ticket.
- Online support (ticket) is available via the UBC Self-Service Portal.
  - In most cases it is actually faster to submit a ticket as they are assessed for urgency and then assigned to the best team to provide the right support.

Having IT Issues?

Bookmark the IT Status Page to stay aware of any scheduled or unexpected outages.

IT Support Team Delays

Please note that our Deskside support teams continue to be *extremely busy* and are now booked well in advance. We appreciate your patience as they work through the backlog of requests and prioritize support based on teaching and learning followed by new faculty and staff needs.

If you need help moving IT equipment please schedule a few weeks in advance via the new Okanagan – Employee IT Equipment Move Request Form.

If you experience issues with a computer or printer, please submit a ticket with the IT Service Tag of the device or Printer # to allow us to provide more timely support.

Hybrid Working IT Support Page

Access IT help and advice on our Return to Campus webpage HERE including:

- Recommended equipment
- Tips for working remotely
- Cybersecurity best practices

UBCO IT Updates

New Names for UBCO Shared Drives

We will be updating the names next to the UBCO Shared Drives to help make it easier to identify the different purposes and make user support easier.

The new names will be:

> 🖥 Okanagan Teamshare (K:)
> 🖥 Okanagan Research (P:)
> 🖥 Vancouver Teamshare (T:)

There is no impact to your files with this change. The new names will display when you next restart your computer after the change is deployed over the holiday break.

IT Equipment Delays

Global supply chain issues in the computer hardware manufacturing industry continue to impact technology purchases around the world.

Please be aware, that while consumer grade equipment at outlets such as Best Buy appear to be cost effective and readily available, many are not equipped with the features required to meet UBC's Information Security Standards (Policy SC14 – Acceptable Use and Security of UBC Electronic Information and Systems). Further, **UBCO IT is NOT able to support computers, docks or monitors purchased without an IT consultation.**

To request a consultation on recommended equipment, please submit a "Request Desktop Support" ticket. Detailed instructions on how to order directly from Workday can be found on our KnowIT knowledge base.

Waiting for an order?

Please do NOT call the IT Service Centre or create new tickets. You can view your submitted tickets which *include updated ETAs* in the UBC Self-Service Portal, under My Tickets (view this article for help).

Once computers arrive at UBC they require software installation and set-up by our technicians which takes 2-4 hrs per device. You will be contacted when items are ready to be picked up or delivered.

Computer Replacement Program (CRP)– Renewal Requests

If your device is older than 4 years AND not performing optimally and you would like to request a renewal, please submit a ticket with your IT Service Tag number (sticker with 6-7 digits) and we will review your request. Due to limited funding, we will be prioritizing renewals based on age of equipment and functional needs.

UBCO Staff & Faculty Onboarding / Offboarding

Please note that Workday doesn't automatically trigger several important IT tasks specific to UBCO. Please ensure that the onboard/offboard forms in the UBC Self-Service portal are also completed.

Student Hires?

For bulk student employee and TA account requests please use this guide.

NOTE: Student employees need to have their Employee ID tied to their existing CWL account before they can access accounts as an employee. This is currently a manual process at the moment by submitting a ticket to the UBC Self-Service portal.

Outgoing Call Display Changes

To stay compliant with new Canadian telecommunications regulations designed to help reduce spam calls, all outbound phone calls from UBC Okanagan landlines will be displayed as 250-807-8000 instead of from individual employee extensions. This does not affect internal campus calls. To mitigate confusion, we recommend leaving a detailed message with your name and phone number for missed calls. These changes are planned to come into effect at UBC in the New Year with more details to come.

UBCO Studios Service Hub in the Commons – Extended Hours

UBC Studios equipment lending is back and with increased hours! New hours are 9 am to 4 pm on Mondays, Tuesdays, Thursdays, and Fridays. Equipment lending services will be closed on Wednesday unless an appointment has been previously scheduled.

To reserve your equipment, go to https://ubcstudios.ok.ubc.ca/equipmentlending/ then come to the Commons Service Hub in COM 204 to pick up your gear. For any questions, feel free to email ubcstudios.ok@ubc.ca.

General UBC IT Updates

Zoom Updates Required

After December 14, if you are running a version older than 5.8.4, you will be asked to update the next time you log in to your Zoom account or the next time that you attempt to join a meeting or webinar if you are already logged in. The update must be completed before you can join.

For more details on the recent Zoom Vulnerability and how to update your Zoom accounts visit our UBCO IT news page.

Monthly Mandatory Reboots for UBC Managed Windows Devices

To assist the campus community in staying compliant with UBC's information security standards, new mandatory restarts on UBC supported computers are being implemented as operating system security patches and updates are deployed.

All UBC Okanagan supported Windows laptop and desktop computers will be required to reboot within a 3-14 day window following these updates. Read more here.

Apple Upgrades for UBC Managed macOS

To stay compliant with UBC's information security standards, macOS needs to be updated to at least macOS 10.15 "Catalina".

Starting November 22, centrally managed Mac desktops and laptops at UBC Okanagan will receive notifications in the lower right-hand corner of their screen when updates are available.

macOS 10.14 "Mojave" and older versions of macOS are no longer supported by Apple and it is recommended that you upgrade to a newer version of macOS. Read more: it.ok.ubc.ca/macOS-upgrade

Time For a Digital Declutter

Digital clutter is a huge problem! As the calendar year slowly comes to an end, it's a great time to declutter your digital folders, files, and documents. For tips on how to complete what could feel like a daunting task, visit hxxps://privacymatters.ubc.ca/digital-declutter

Online Holiday Shopping - Security Checklist

This is a favorite time of year for cybercriminals to prey on unsuspecting online shoppers. These practical suggestions can help you to avoid becoming a victim.

Not Just Another Phishing Announcement

You most likely have received a phishing message to one of your email accounts recently. The sad conclusion is, as long as people keep clicking on links and entering their login credentials onto fraudulent websites, phishing won't be going away anytime soon.

While there is a multitude of reference material related to protecting yourself against phishing on the Privacy Matters @ UBC website, two quick guides have been prepared to bookmark on your web browser to keep handy at all times, not just when engaging in UBC business.

Teaching & Learning

Student Computer Labs, Printing & Study Room Booking now use CWL

To reduce the number of accounts and logins students require to access campus services, as of September 1, students no longer need a Novell username/password to access computers in the Library or instructional computer labs, printing or to book study room bookings. These services have all been updated to use CWL logins and passwords instead of Novell.

Students now login using their CWL credentials with ".stu" added at the end (e.g. cwl.stu).

If you have course material that references student Novell login, please update it with new information available here: https://it.ok.ubc.ca/student-login