

Help Desk Tips



The ITS Help Desk provides support for Yeshiva students, faculty, and staff, and can be reached by phone (1-646-592-4357) or email (helpdesk@yu.edu). Here are some additional tips to ensure that you receive timely and appropriate support for your technical issues!

- If you need immediate assistance, please **CALL**, do not email. If you do prefer to email, make sure you're using your YU email address.
- If you are faculty and are experiencing an in-class issue while you are teaching, **call the helpdesk at 646-592-4357** and press **1 immediately**. You do not need to wait for the message to be played.
- The help desk is available 24 hours a day, 7 days a week. Call any time!
- If calling from a campus phone, you can simply dial 4357 to reach the help desk.
- You can check on the status of your case by going to <https://yeshiva.service-now.com/sp>.
- Did you **forget your password**? You can reset it yourself by going to <https://passwordreset.microsoftonline.com>.

What's New

Classroom Upgrades

This summer we have been working to upgrade 25 rooms across the University to our new Tier 1 Classroom AV Standard. From a simplified touch panel interface, an instructor will be able to present content from the built-in computer or from their own device using any of the 6 Standard Digital Connections (Apple Lighting, DisplayPort, Mini-DisplayPort, HDMI, Mini-HDMI or USB-C) or wirelessly. The presentation display will also be upgraded to a bright HD Projector or LCD Display. In a joint effort, ITS & Facilities are working on upgrading 16 of the 25 classrooms with new furniture, whiteboards, and paint.

The complete list of upgraded classrooms or information regarding AV training can be found on the [ITS Portal - Classrooms](#).

ITS walk-up helpdesk relocation in WILF Belfer Hall

The onsite ITS Help Desk **previously located** in Belfer Hall 1315 has moved to the **6th floor**. Shortly there will be a new Help Desk station in the 6th floor lobby right outside the elevators.

Mailing List Server (<https://lists.yu.edu>)

We recently upgraded our list server to the latest software version and integrated it into the standard logon process using email address and YUAD password. The upgrade includes a completely revamped and improved web user interface. List owners and moderators can now administer and moderate all their lists in one place (<https://lists.yu.edu>). Don't forget to connect to the VPN if you are off campus!

Security Awareness Training



Security awareness training has transitioned from a single set of modules taken once per year to short monthly modules which take about 5–10 minutes to complete. At the beginning of each month, users receive an email from **no-reply@securitytraining.yu.edu** with the link to the training. Please complete these modules monthly when you receive the email.

Important ITS links

ITS portal (<http://www.yu.edu/itsportal>)

The ITS portal is an important source for IT information. It contains important announcements regarding system status, ITS policies, student, and employee specific information.

ServiceNow request portal (<https://yeshiva.service-now.com/sp>)

Use the ServiceNow request portal to request items such as laptop, cell phone, access to your canvas course, multimedia/presentation equipment for a scheduled event, cell phone, or evisions access.

Inside Track (<https://insidetrack.yu.edu>)

InsideTrack is our online portal, where students, faculty and staff can access all university resources and systems.

What's New (continued)

Network Upgrades

The fiber network that links all the YU campuses was upgraded in July 2023. This change also increases bandwidth to our Microsoft cloud tenant for Office 365 and Teams, Oracle cloud (Banner), Google, Zoom as well as other providers. This network upgrade also decreases the number of "hops" to cloud entities, so on-campus YU users should see a quicker reply when using many applications to off-campus providers.

Windows 11 Upgrades from Windows 10

Windows 11 has been the standard on new laptops since Fall 2022. All ITS-managed devices will be upgraded shortly or have already been upgraded to Windows 11. This update will occur automatically.

There are differences between Windows 10 and Windows 11. To assist you with the transition, user services has put together a [how-to guide](#). You can also schedule a training with a [technician](#).

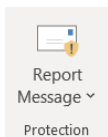
New Technology Limits Information Exposure



ITS was asked to implement new Data Loss Prevention (DLP) security controls to stop restricted information from being sent over email.

This will cause issues with the sharing of restricted information, such as payment card numbers, Social Security numbers and other protected information. If you have a legitimate business purpose for sharing Restricted Information, open a ticket with the Helpdesk to request a secure sharing solution.

Help ITS fine-tune Email Filtering



If you receive an unwanted message, use the **Report Message** button in the home tab of Outlook. If an unwanted message, **Junk** or **Phishing**, ends up in your Inbox, click the

Report Message dropdown in the menu ribbon at the top to notify security analysts. If you notice that legitimate messages are getting sent to your Junk folder, the system offers a way to tweak that filter setting, too. Just mark the message as **Not Junk**.

- **Junk** – Select this option to report unwanted emails, such as webinar invites, vendor emails, etc. Reporting an email using this category will remove the email from your inbox and add the sender to your *Blocked Senders* list.

- **Phishing** – Select this option to report emails that you believe are malicious. Reporting an email using this category will remove the email from your inbox, add the sender to your *Blocked Senders* list, and alert the ITS Information Security team. ITS will follow up with you with any additional instructions.
- **Not Junk** – Select this option to flag emails in your *Other Items* or *Junk Email* folders that you want to receive. Reporting an email using this category will move the email to your *Inbox* folder and add the sender to your *Safe Senders* list. Future emails from this sender will not be sent to your *Other Items* or *Junk Email* folders.

Multi-factor authentication

Multi-factor authentication is required for most applications within YU. ITS recommends that you install the [Microsoft Authenticator](#) app on your phone/tablet. The authenticator app allows you to accept MFA requests from anywhere in the world that has a WIFI connection.

Coming Soon

Password/Passphrase *

Typical 6 -11 character passwords are easy for hacking programs to crack (often within just minutes or hours). Based on this information and recommendations from our outside cyber-security firm, [ITEC](#) recently approved to change the password from 8 characters to 12 characters.

Passwords are often difficult to remember, however, passphrases are usually easier for humans to remember. A passphrase is a sequence of words or other text that includes 12 or more characters that include punctuation, numbers, uppercase, and lowercase characters.

Multi-Function Printer / Xerox Replacement *

ITS / Procurement is working on a project to replace the outdated Xerox MFP devices.

In addition, a secure print management solution that will allow faculty and staff to print to any MFP (aka Xerox device) on campus. Walk up to any MFP, scan your YU ID card and select and release your print job.

* **Additional information will be sent on the Coming Soon topics prior to implementation.**

All About Canvas

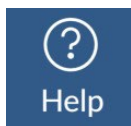
Canvas is Yeshiva's online classroom environment that supports a deep focus on teaching and learning. The robust features of Canvas help to enhance teaching and learning beyond the physical classroom. Every class taught at YU has an associated Canvas course. Courses are automatically loaded prior to the start of the semester.

How do I log in?

There are multiple ways to logon.

- Go to yu.instructure.com. You'll need your YU email address and password to log in to Canvas. If you don't know what yours is, you can retrieve it at <http://yu.edu/findid>.

Faculty Focused Canvas Support



Faculty and staff who use Canvas may have more complex questions than students do regarding the features and function of Canvas. To better support our faculty, ITS and Canvas have dedicated senior support staff to address specifically those questions that faculty and staff may face.

ITS provides daily Canvas/Zoom Training for Faculty called "Office Hours", where faculty can receive assistance and/or additional training. Hours and additional information can be found in the [Canvas@YU Instructor Resource course](#). ITS resolves issues specific to Yeshiva -- for instance Zoom issues in their classroom, or gradebook help.

Canvas also supplies support assistance for general questions/issues with Canvas. They are available 24/7. To request help within Canvas, click the Help icon in the navigation bar on the left of your screen.

- From insidetrack.yu.edu, click the Employee on the left, and under "Employee Tools and Systems", click "Canvas".

Granting Access to Your Canvas Course

Only the instructor is granted rights in a Canvas course. Additional rights may be requested but this needs to be approved due to FERPA confidentiality regulations. [Complete this form](#) on the ITS ServiceNow portal to begin the process.

Send Messages to Your Students or Entire Class



Canvas has multiple tools that enable faculty to message their students within the Canvas ecosystem. These tools assist faculty with student engagement and can be used to remind students of important course content as well as helping students stay on track. Please see the following step-by-step guides on how faculty can contact their students within Canvas:

- [Canvas Inbox Tool](#)
- [Canvas Announcements](#)

Zoom Recordings

At the end of each semester, ITS will delete Zoom recordings for each course. As Zoom provides a finite amount of storage, all recordings made on or before August 11, 2023, will be deleted on **September 4, 2023**, at 5 PM EDT. The system will not delete any recordings made August 12, 2023, or later. To save your recordings, please [download them into your device](#).

Help



[Search the Canvas Guides](#)

Find answers to common questions

[Report a Problem](#)

If Canvas misbehaves, tell us about it

[Ask Your Instructor a Question](#)

Questions are submitted to your instructor

[Canvas Support Hotline \(Students\)](#)

+1-844-747-4611

[Canvas Support Hotline \(Faculty\)](#)

+1-833-770-2854

[Chat with Canvas Support \(Faculty\)](#)

Live chat with Canvas Support!

[Chat with Canvas Support \(Students\)](#)

Live chat with Canvas Support!



Learn About Classroom Technology

Keep up with our cutting-edge technology. Learn how to use the classroom AV technology including our Meeting Owl Tier 1 and 2 rooms. Click the link to [schedule a meeting](#) with one of our experienced technicians.

Did you know about the Canvas Teacher App?



The Canvas Teacher app offers more functionality directed specifically at teachers, particularly quick access to Announcements, Assignments, Discussions, and Quizzes. To access, search your App Store or Google Play for Canvas Teacher. For more information on this app, check out this link:

<http://bit.do/CanvasApp>.

Additional ITS Information

Computer Leasing Program

As per the university [Computer Policy](#), ITS provides **one** computer for all full-time faculty and staff through a leasing program. To ensure that computers remain reliable, secure, and up to date, we periodically inventory, return, and replace equipment that has reached its end-of-life (typically four years). We are currently deploying Surface laptops for these replacements, but if a desktop is required, request a replacement via the ITS Help Desk [Hardware Request](#). If a faculty or staff member leaves the institution, ITS must receive their computer and will either re-assign it to a new faculty/staff member or retire if the computer is at the end of its lifecycle.

If you have a YU computer asset at home, please reach out to the helpdesk@yu.edu and please let us know the make, model, and serial number of your computer.

Note: Desktops or laptops that are not returned to ITS upon an employee's departure will be charged be charged to the department.

User Services Tips on Old Equipment

On a continuous basis, User Services collects electronic equipment that YU faculty and staff no longer need for re-distribution, recycling, or destruction, such as old laptops, cables, keyboards, mice, or even an unused thumb drive. Drop off locations will be announced later or contact the Helpdesk via email at helpdesk@yu.edu to arrange for pick-up.

LinkedIn Learning

Are you interested in learning new IT skills; LinkedIn learning is the place to go. Here's how to access.

1. Login to Inside Track (<https://insidetrack.yu.edu>). From the Employee tab, scroll down to the Talent Development box on the left-hand column.
2. Click on **LinkedIn Learning** in the box. You will be authenticated and automatically logged in to the platform.
3. You will be asked about your training objectives. In addition, you can connect to your existing LinkedIn account. (This step can be skipped)
4. From there, you can specify your learning goals and get course recommendations tailored to you. (This step can be skipped)
5. If you'd like an introduction to the platform, click on the Home button, and then banner at the top to watch the course "How to Use LinkedIn Learning."

Lithium-Ion Battery Ban Clarification

The University has recently banned e-bikes, e-scooters, e-skateboards, hoverboards and similar electric transportation devices from its campus. This ban does not apply to computers and mobile communication devices powered by lithium-ion batteries.