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Think Green When Retiring Your Machine
May 2008

Perhaps you've seen it at the grocery store, at the bank, or during the most recent Earth Day celebrations. "Green"--or environmentally friendly--thinking is becoming increasingly common in our daily lives. But how much thought have you given to protecting the environment when it comes to retiring your computer?

Recycling can be for computers, too

E-waste makes up two percent of solid waste in the U.S. and is the fastest-growing segment of our country’s garbage. Did you know that Northwestern University offers a computer eCycling program for University-owned computers?

With growing success, University Services has been providing the environmentally-compliant service since 2004. If your working, University-owned computer is less than five years old, you might be eligible for participation in the Surplus Property Exchange program that provides a forum for the exchange of University-owned equipment for use by other departments and schools.

Here’s how it works: University computers that no longer work or are older than five years are de-manufactured and sold piece by piece throughout the United States. Non-working parts are de-manufactured and resold by commodity such as cable, wire, metal, and plastic throughout the country. Working peripherals including monitors and laser printers are refurbished and resold either in the United States or abroad.

So, instead of placing that clunky monitor in the corner of an empty office, think about contacting University Services to schedule a computer pick-up or take part in the Surplus Property Exchange. Just remember to backup any files you might have stored on the old machine, clear your hard drive of any sensitive data, and review NUIT’s policy on the Disposal of Northwestern University Computers.

To recycle your personal computer, most manufacturers will gladly take any old machine off your hands. University Services has compiled a list of resources for recycling non-University owned computers. The Environmental Protection Agency also offers suggestions and locations to where you can recycle everything from your personal computer to your old cell phone.

How else can I help?

Recycling outdated computers and equipment is only one of the many practices that can reduce the negative impact that daily office habits have on the environment. Stop printing, and turn off the lights! Utilizing electronic documents in lieu of hardcopies and Post-It notes, turning off the lights, and shutting down computers at the end of the work day conserves paper, toner, and electricity. Do your part to keep Northwestern green.

Contact University Services for more information about the University computer recycling program, and refer to NUIT’s Green Computing for more tips.
Avoid Getting Reeled in by Phishing E-mails

May 2008

Phishing. You've more than likely seen the term. It has been in use for a few years now and basically means that someone is trying to trick you into revealing sensitive information by pretending to be a source you trust. This can happen in a variety of ways, but it typically starts with an e-mail message. The message directs you to either reply with the requested information or perhaps directs you to a Web site that collects it. The message you receive might appear to come from a source you trust, such as NUIT or your bank, but in fact, it did not. If you take the bait, you are caught, and thus you have been phished.

Why would somebody do this? "Click this link so I can empty your bank account" is unlikely to get a lot of takers; however, "click this link for a chance to win one million dollars" might. Then the scammers take it a step further. They need some information about you, just in case you win, so they ask for your name and bank account number. Then, they quickly transfer your money to their offshore bank account. Not the outcome you were expecting, right? This type of crime is on the rise and the financial losses alone amount to tens of millions of dollars.

What is sensitive information?

There is not a clear definition of sensitive information; however, you should always consider items like your Social Security Number (SSN), credit card numbers, NetID password, bank account information, and even medical data to be sensitive. The bottom line is you need to recognize what information you consider sensitive, and then take steps to protect that information.

Before you supply any sensitive information online, ask yourself why it is needed and how do you know it is safe to give away the data. If you are not 100 percent certain that you know the answer to those questions, then do not supply the information.

Over the past few months, Northwestern University and other universities nationwide have been targeted with malicious phishing e-mails that attempt to gather personal and sensitive information. Northwestern University Information Technology (NUIT) has created a new Phishing E-mail Web page where you can learn about phishing and view actual phishing e-mails that have been received by the University community.

Remember, Northwestern University will never ask you to reveal you personally identifiable information, including your NetID password.

Be a skeptic and defend yourself

Are you able to tell the difference between a safe e-mail and a phishing e-mail? Phishing scammers want to gain your trust so you will give them the personal information they request, such as your NetID or NetID password. Providing scammers with this information places the University and you at risk.

The best defense against these phishing scammers is to be an educated user. Visit NUIT's Phishing E-mail Web page to:
• See examples of actual phishing e-mails sent to the University community
• Follow best practices when receiving a suspicious e-mail
• Learn how to report phishing e-mails

Who to Contact?

If you are unsure about the legitimacy of an e-mail, immediately send an e-mail to consultant@northwestern.edu before you follow any of its instructions.

If you believe you have responded to a phishing e-mail, you must change your NetID password immediately and call the NUIT Support Center at 847-491-HELP (4357) to report the bogus e-mail and to receive further instructions, if necessary.
Create Your Own Web Site With @u.northwestern.edu

May 2008

If you’ve ever wanted to easily create your own Web site, look no further.

@u.northwestern.edu Sites, powered by Google, is the latest service added to the @u.northwestern.edu suite that also features e-mail, calendaring, IM, docs, spreadsheets, and much more. Sites allow @u.northwestern.edu users to create Web sites to share information with other @u.northwestern.edu students and alumni. Individuals or team members can work together to upload group documents, add comments, group calendars, photos, and videos to Sites.

Use Sites to highlight your class presentation, upcoming student group events, or personal photos—it’s up to you. Sites are great for groups and team projects; any @u.northwestern.edu user can edit, upload, and collaborate on documents from any location.

Build Your Site

To begin building your Site, click the "Sites" link at the top of your @u.northwestern.edu pages. On this "Welcome to Google Sites" page, you can create a new Site as well as access any other Sites that have been shared with you.

You don’t have to be an HTML pro to use Sites; all you need is an @u.northwestern.edu account. There are templates, examples, tours, and a robust support center to assist in the creation and maintenance of your Site.

Pick a Category

When you create your Site, you will be prompted to categorize your page. This feature not only keeps an organization to the varied Sites, it will also make your Site easy to find. Categories include:

- Official Undergraduate Student Group
- Official Graduate Student Group
- Alumni Group
- Team Site
Remember that University policy regarding appropriate use of content and resources apply when using the @u.northwestern.edu service.

Haven’t activated your @u.northwestern.edu account yet? What are you waiting for? There are always new services being added for you including BlackBerry® Sync, Calendar Sync, Talk Chatback, Spreadsheet Gadgets, and much more.

Want to know more? Visit Sites and @u.northwestern.edu.
"Please say the first and last name of the person you are calling"… Sound familiar? If you have called the University for directory assistance recently, you may have heard a new voice. This past April, Northwestern University Information Technology (NUIT) implemented an Automated Phone Directory equipped with an automated speech attendant. This service complements the University Call Center Representatives currently answering the calls that come into the main University phone numbers during the University business hours.

"Callers experience reduced waiting times as the automated speech attendant takes calls when the Call Center Representatives are assisting others," said Wendy Woodward, director of NUIT Technology Support Services. "The response from the community to date has been positive."

Speak Up for Technology

Through the use of speech recognition technology the University automated speech attendant will understand your spoken request and connect your call. You've probably already experienced the use of something like this before when calling your bank or credit card company.

The automated speech attendant accesses the information listed in the NU Online Directory. It recognizes first and last names, nicknames and also understands the higher education environment by recognizing prefixes as Professor or Doctor. You can also reach individual University departments as well as common areas on campus, such as the University Library and Norris Center.

As the Automated Phone Directory is a dynamic system, in rare instances, it may be possible that the system could mispronounce a name, not recognize a name or department, or incorrectly route a call to the wrong number. Users can contact 847-491-HELP (4357) during NUIT Support Center business hours to report the problem.

Hours of Operation

University Call Center Representatives are available to personally answer calls Monday through Friday from 8:00 a.m. to 8:00 p.m. and on Saturdays from 9:00 a.m. to 1:00 p.m.

Look for more information at Automated Phone Directory. You may also visit the NU Online Directory to view, and if necessary edit, your contact information.
If you were among the millions of viewers who visited YouTube.com last month, you may have noticed that Northwestern University has its own channel. Last February, Northwestern University Information Technology (NUIT) Research & Academic Technologies and University Relations teamed up to launch Northwestern YouTube, an Institutional Channel on the popular YouTube video sharing Web site.

Unlike YouTube.com where anyone can contribute an interesting video, contributors to Northwestern YouTube are representatives of University schools and groups who have institutional videos to share. Many of the 100 plus videos currently presented on Northwestern YouTube have been produced by NUI's Northwestern University Advanced Media Production Services (NUAMPS).

Take a Peek

Did you know that before The Rock, there was The Tree? You can learn more by watching Northwestern: Moments In Time, a video documentary that offers interesting facts about the 150-year history of the University. Or check out Northwestern University: Good Thinking, a fun commercial that has already been seen by over 9,000 viewers. You can also listen to performances by the NU Symphonic Orchestra or watch Mozart’s The Magic Flute. Researchers and sports fans alike may enjoy a lecture on the Physics of Baseball.

Want to Contribute a Video?

If you would like to share a video that spotlights a specific University event or happening, visit NU YouTube Video Submission for information on video submission requirements and specifications.
Software: EndNote X1 Available, Seniors—Get Software
May 2008

Downloaded the latest version of EndNote, yet? It's now available free for download from NUI\(\text{T Site-licensed Software}\). EndNote X1 for Windows and Mac allows for online bibliographic database searches, reference and image organization, as well as bibliography publishing and management.

New features for X1 include:

- A new Quick Search tool that searches all fields in a library or group
- The use of AppleScript\textsuperscript{\textregistered} to automate and extend EndNote functions between applications
- Easy conversion of custom dictionaries from earlier versions of EndNote with the Dictionary Converter
- Support for PPC and Intel-based Mac computers
- EndNote for Windows Mobile / Pocket PC

Find out more about EndNote on the NUI\(\text{T software Web pages}\).

Graduating Students: Get Software Now

Congratulations! You’re graduating. Want to know a secret? You can only take advantage of the lowest software prices on campus while you’re a registered student. Before you leave campus, take a last look at the titles offered by NUI\(\text{T}\).

As a reminder, software offerings include Microsoft Office, EndNote, Mathematica, Adobe, and more.
Stay Connected This Summer
May 2008

After one of the worst winters in Chicago history, spring is in the air with summer break creeping around the corner. Before you leave campus either for good or just for the summer, make sure you have the basics—e-mail, antivirus updates, backups, and computer security—covered.

Automate Maintenance

Summer breaks always seem like a convenient time to ignore software update reminders on your computer, but your machine is vulnerable to attack if you choose to dismiss update reminders. To counteract vulnerabilities, set your updates to run automatically. For PCs, go to My Computer / Properties / Automatic Updates; for Mac OS X, go to Apple / System Preferences / Software Update.

Viruses Don’t Vacation

If you are using the University-provided antivirus software, Symantec, do you know how to run updates from off campus? Your computer may currently access updates from campus servers, but while away from campus, it could be vulnerable to viruses. Get Symantec/Norton LiveUpdate from off campus by using the switch tool. Additionally, remember to configure your computer for a secure Virtual Private Network connection. While connecting to the Northwestern Network might be important, it’s more important that you keep a secure connection—especially when working with sensitive data.

Activate @u.northwestern.edu

If you’re one of the few students who have yet to activate an @u.northwestern.edu account, now is the time. It’s important to note that in the not too distant future, the current, aging mail servers that you are using will be retired, so take the time today to activate your account.

Simply follow the steps outlined on the Account Activation Page to begin collaborating with your peers via e-mail, IM, calendar, and document, spreadsheet, and presentation services.

Additionally, NUIT recently launched @u.northwestern.edu Sites. This is the latest @u.northwestern.edu application which allows you to easily create your own Web site to feature your photos, videos, blogs, class documents, calendars, and other information to share with other students.

Special Notes for Graduates

Stay connected to Northwestern post-graduation by activating your @u.northwestern.edu account. Remember, your NetID and centrally hosted @northwestern.edu account, if you still have one, become inactive 90 days after your last class as a Northwestern student. @u.northwestern.edu accounts not only keep you connected to the University, they also provide you with a suite of e-mail, calendaring, IM, and more that you can use post-graduation.
Also, go ahead and order a few copies of your transcript while you’re on campus. It will streamline your job search process—one less thing always helps.

And be sure to take advantage of the student software discounts from NUIT before you leave. All registered students using student-owned computers for the purpose of University-related business, academics, or research are eligible to take advantage of the cheapest software offerings on campus*. Software offerings include Microsoft Office, EndNote, Mathematica, and more.
* Prices subject to change.

Moving Off Campus?

If you plan to make the move off campus this summer or fall, be sure to look into the variety of Internet service providers available for accessing the Northwestern Network. Find the best plan for your needs; NUIT provides information you need to make an educated choice. Check out Internet connection comparisons for provider information.

Also, visit Connecting from Off Campus to view your options for accessing the NU Network from off campus.

Get Control

Computer security threats such as viruses, worms, spyware, and hackers have the potential to cause major damage to your personal data, your computer, and the entire Northwestern Network. Bookmark Get Control for step-by-step instructions for computer and network security. You should control your computer—not the other way around.

Work for NUIT

Looking for an on-campus job when you return to campus? Go ahead and secure it now. If you’re interested in learning new technologies and always seem to be the go-to tech support person, the NUIT Support Center might be the place for you. Besides being a top-notch resume booster, working for the NUIT Support Center gives you an inside perspective to how technology at NU works. Check out NUIT Support Center Job Descriptions for more details.

Contact the NUIT Support Center

As a reminder, the NUIT Support Center is available for you throughout the summer. Summer hours are Monday through Friday, 8 a.m. to 5 p.m. Click the “Online Live Support” image on the NUIT Home Page for live chat support, send a message, or call the NUIT Support Center (1-HELP) if you have any questions while away for break.

For more information about anything mentioned in this article, contact the NUIT Support Center at 847-491-HELP (4357) or consultant@northwestern.edu.
Residence Hall Upgrades

New Wireless Access

So you want wireless access in your residence hall room? You got it! In the fall you will have the choice of connecting to the Internet from your residence hall room and common areas, wirelessly. This summer, Student Affairs will work in collaboration with NUIT to equip residence halls with wireless access. The residence hall wireless access points will take advantage of the new 802.11n wireless standards, making multitasking easier.

As always, you will still have the option to connect to the NU Network via an Internet cable if your needs require a more robust connection, such as accessing NUTV.

In-Building Cellular Service Upgrade

Are you always on your cell phone corresponding with professors and setting up study sessions with your fellow NU students? If you are, you will be happy to hear Student Affairs will be working in conjunction with NUIT to expand cellular coverage with many of the major cell phone vendors in residence halls this summer.

Telecommunication and Network Services (TNS) technicians will upgrade cellular coverage in the following buildings over the summer:

- East Fairchild Residence Hall
- West Fairchild Residence Hall
- Hinman House Residence Hall
- Kemper Residence Hall
- McCulloch Residence Hall
- Slivka Residence Hall
- 620 Lincoln Street

Emergency Communication Devices

Emergency devices will be installed in your residence hall common area this summer, which will work just like the "blue light" emergency phones you've seen all over campus. You'll be able to request emergency services by pushing a single button and speaking to an emergency operator through a speaker phone. Telecommunication and Network Services (TNS) technicians will be installing the emergency communication devices to have them ready for you in the fall.

Identity Management System Upgrade

When you return to campus in the fall you may notice that some identity management Web pages, such as the NU Online Directory and "Set New Password" will have a fresh, new look and updated information. NUIT will upgrade the University's identity management system, known as NU Validate, this summer.

What is an identity management system? You probably use one everyday and don't know it. Every time you use your NetID and NetID password to access University systems, Northwestern's identity management system verifies your identity and status as a student before granting you access to the NU Network.

Look for more information on the What's New and Changing section of the NUIT Web site this summer.