Go Mobile at Northwestern

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Today’s Agenda

• Mobile Device Overview
• Smartphones
  – Understanding Your Device
  – Security Features
  – Best Practices and Usage Tips
  – Popular Apps
Mobile Devices

- Smartphones, tablets, e-readers
- Provide mobile access to wide variety of services
  - E-mail
  - Cloud storage
  - Internet
  - Literary content
  - Thousands of apps that range from GPS services to remote access to your desktop
Smartphone Overview

- Multiple manufacturers and operating systems
  - Apple, Samsung, Blackberry, LG, Nokia, etc.
  - iOS, Android, Blackberry OS, Windows Phone 7, etc.
- Wide range of capabilities
- Users are now integrated more than ever
Get to Know Your Smartphone

• Be aware of your device and prompts it displays
  – If it is prompting you to install something unusual, ask or investigate
  – Know how to tell if your device is connected to WiFi and if it is protected
  – Research apps before downloading; know what they will run or access on your phone

• Use online guides, YouTube, retail stores, to learn about your device
Smartphones: Know the Risks

• Software updates are essential
  – Security changes and improvements are constantly released by developers

• Understand the risks of using a mobile device for certain tasks
  – Mobile banking
  – Remote access
  – Storing passwords or personal information
Smartphones: PINs and Passcodes

• Immediately set up a PIN or passcode
  – Make sure it is a code you will remember—but not easily guessed (1111, 1234, abcd, etc.)
  – Personal information stored without a password is easily accessed by thieves
  – Do not place the passcode on the back or inside the battery door of your phone

• Accessing Collaboration Services requires a PIN or passcode on your device
Smartphones: iOS Tips

• Register “Find my iPhone” service
  – Perform a test “track” to understand how the service works
• Browse WiFi menu to understand what a secure and unsecure network looks like
• Contact your IT department to receive more information regarding VPN use on your iOS device
Smartphones: Android Tips

- Be wary of third party apps
- Use app closing software to increase battery life and decrease the number of programs running in the background
- Depending on the manufacturer, a tracking service may be available
  - Motoblur, HTC Sense, etc.
- Install software on your computer to allow for backups and syncing
- Be cautious of “rooting” or “jailbreaking”
Smartphones: Tracking Services

• Most smartphones have a tracking, remote wipe, remote lock system available
• Practice makes perfect! Use the track and remote lock services before you need them
• These services can be incredibly helpful in the event your phone has been lost or stolen
Other Popular Apps

- **Lync** – Exchange-based chat software
- Evernote - Remember everything!
- Dropbox, Box.net- Cloud-based storage, sync with multiple devices
- Keypass, DataVault - Password management software.
- AppKiller, Advanced Task Killer - App closing software
The NUIT Support Center is mobile too!

Online Resources: [www.it.northwestern.edu/mobility/](http://www.it.northwestern.edu/mobility/)

Call: 847-491-HELP (1-4357)
Self-service: [itsm.northwestern.edu/SM7/ess.do](http://itsm.northwestern.edu/SM7/ess.do)
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