Message from the CIO

We are rapidly approaching the end of another busy fall semester, that includes another record enrollment! As we prepare for the winter holiday season, we provide tips for online shopping, as well as information on chipped credit cards to aid you in your holiday shopping. We also hit another milestone this semester as Microsoft now fully supports Skype for Business on the Mac platform. In this issue, we also announce an easier way to access TTU Adobe-Licensed products using your eRaider credentials. We look forward to celebrating our employees and partners at our annual Year in Review event, where we will announce the FY2018 winners of the CIO “Excellence in IT Innovation” Awards. Go Tech!

—Sam Segran, Chief Information Officer and Vice President for IT

Online Shopping Tips

This holiday season, the TTU IT Division encourages you to be mindful while holiday shopping online:

- Look for the lock icon on the browser’s status bar, and make sure that “https” appears in the address before completing your purchase. The “https” in the address indicates that the connection is secure, and your credit card information is encrypted. If you don’t see a lock icon or https://, then your connection is not secure, and your information could be at risk;
- Install, enable, and regularly update anti-malware/anti-virus software on your computers and devices;
- Regularly update operating systems, application software, and mobile apps. Instructions for updating your operating systems may be found below:
  - Windows: http://www.askit.ttu.edu/windowsupdate
  - Mac: http://www.askit.ttu.edu/macupdate
- Pay with a credit card instead of a debit card. With credit card transactions, you have a period of time before money is transferred to the seller, but debit transactions are immediately withdrawn from your account. You may also consider paying via a one-time use credit card or a gift card;
- Shop through reputable online stores. Be cautious of sellers in online marketplaces like Etsy, eBay, and Craigslist. Many of the sellers that post on these services are individuals, so your risk of online fraud or not getting the gift you purchased is much higher;
- Save emails regarding your online transactions, especially online receipts, and any electronic correspondence you have with the retailer or seller; and
- Review your credit card and bank statements as you receive them, and immediately report unauthorized charges.

We encourage you to be vigilant in practicing cybersecurity, and invite you to learn more cybersecurity tips online at http://www.cybersecurity.ttu.edu. For more information or questions, please contact IT Help Central at (806) 742-4357 (HELP) or via email at ithelpcentral@ttu.edu.

When to Dip Your Chip

Most consumers now carry “chip-equipped” credit cards (metallic square on your card). Chip technology protects confidential information and reduces the threat of point-of-sale (POS) credit card fraud and data breaches. Chip-equipped card security:

- Every time you use a chip-equipped card, the chip adds a layer of security to the magnetic strip containing your card holder information by creating a unique transaction code associated with a particular purchase. Instead of transmitting personal and credit card information (name, credit card number, expiration date), a unique transaction code is sent; and
- In other countries where chip-compatible equipment has been put in place, chip-equipped cards have demonstrated promising results in reducing fraud.

Purchasing with a chip-equipped card:

- If the merchant has updated their equipment, you will insert the chip-equipped section of your card into the POS scanner.
- Some chip-equipped cards also support contact-less card reading. Instead of inserting your card, you tap the POS scanner for the transaction to take place; and
- Note that some of the cards require a signature or to enter a PIN.

In the last few years, most retailers have updated equipment. Chip technology will not eliminate data breaches and credit card fraud, but it is a step in the right direction to protect consumers from fraudsters. Don’t let the Grinch steal your Christmas—practice safe cybersecurity! For more information, please visit www.cybersecurity.ttu.edu.

*Information adapted from the creditcards.com organization website.
As recently announced to the campus, Microsoft is now providing full support for the latest Skype for Business on Mac software at TTU. Thank you for your patience as we worked with Microsoft, Apple, and our E.911 emergency call provider to iteratively identify and resolve multiple server-side, client-side, and service-side bugs related to emergency call routing.

If you are using the Lync for Mac 2011 client, we encourage you to upgrade to Skype for Business on Mac today, as Microsoft no longer provides technical support for Lync for Mac 2011. Skype for Business on Mac is available now for download at www.eraider.ttu.edu. Note that you must uninstall Lync for Mac 2011 prior to upgrading.

Helpful links:
• How to Upgrade from Lync for Mac 2011 to Skype for Business: https://www.askit.ttu.edu/sfbmac
• Quick-start information: https://support.office.com/en-us/skype-for-business

Please assist us in sharing this information with faculty, staff, and students in your area. For any questions or additional information, please contact IT Help Central at (806) 742 4357 (HELP) or via email at ithelpcentral@ttu.edu.

The TTU IT Division, in partnership with Adobe, introduces a more streamlined, integrated experience for faculty and staff using Adobe products. You can now use your eRaider credentials to sign into Adobe Creative Cloud software suite, that is available to all TTU Faculty and Staff. The benefits of this new methodology include: quicker access to the latest version updates, easier control over downloaded software, and access to additional cloud services. If you are currently using Adobe products, the current license key will expire on November 30, 2018. You should transition to the new license using the steps outlined below before this date.

Effective immediately, any TTU Faculty or Staff member may opt-in to this user-friendly option by visiting this link: http://itts.ttu.edu/apps/forms/adobecc. Note: if you are not already authenticated you may first be prompted to enter your email address and eRaider password. Once on this page, click the “Signup for Adobe CC” button. You will receive an email from itts.licensing@ttu.edu within minutes to confirm your participation. You will also receive a confirmation email from Adobe within 24 hours.

In the Welcome email from Adobe, please click “Get Started” and enter your TTU email address, and you will be prompted to select either “Adobe ID” or “Enterprise ID.” When you select “Enterprise ID” you will be prompted to enter your eRaider credentials (TTU email address and eRaider password). You will now be able to use the TTU-licensed Adobe products of your choice. Note that after your initial signup process, you will navigate directly to https://www.adobe.com/ to access TTU-licensed Adobe products.

Student users may continue to take advantage of Adobe products available on many of the lab computers across campus. For more information and computing lab locations, please visit: https://www.depts.ttu.edu/itts/labs/index.php. Lab and shared computers that require Adobe Creative Cloud software will continue receiving the software packages from eRaider Software Download, but may require updated Adobe Serialization, also available on eRaider Software Download.

For detailed information, please visit https://www.askit.ttu.edu/adoberenewal. Should you experience any issues with the Adobe products, please contact IT Help Central at (806) 742-4357 (HELP) or ithelpcentral@ttu.edu.

In December 2017, at our annual Year in Review, we launched the TTU Office of the CIO “Excellence in IT Innovation Award,” created to recognize TTU areas and departments outside of the central IT Division, that have demonstrated exemplar use of innovative technology.

For Fiscal Year 2018, we invited all Texas Tech University faculty and staff to nominate innovative, technology-based projects, based on the following general criteria:
• Project substantially completed by TTU faculty, staff, and/or student worker(s)

We thank you for your nominations and look forward to recognizing the outstanding and innovative use of technology by the TTU community this year.