



Issue 18 | March 2014 • TRU's Update on Information Technology

T-ID



Coming Soon: One ID for Every TRU Service

This year IT Services is consolidating access to all the various TRU systems and services (Moodle, Blackboard, myTRU, student network, wireless, Library, Campus Card), with one consistent format TRU ID starting with "T" (T-ID). Besides from making it easier for students to access services, this move will reduce support calls to the Service Desk and lay the foundation for IT Services to implement an Identity Management System to synchronize login credentials (user ID/password) across all systems automatically.

This change will impact both students and employees, especially those whose current TRU ID starts with anything other than a 'T'. In addition to the T-ID being used for the login name, a new standardized, default password will be provided to new students for all systems.

This project coincides with the new CAMPUS CARD initiative that will provide more functionality on the TRU Student Card. The T-ID will be the TRU ID displayed on all new cards.

On March 25, 2014 all new Campus and Open Learning students will be provided with their network login name as their T-ID. An added bonus is that Open Learning students will now be able to login to any EDUROAM network world wide for wireless network access using their TRU credentials. These students will also have access to TRU campus Network Drives and print services.

On August 9, 2014 all students and employees with TRU IDs that don't start with a 'T' will have their T-ID activated for them. Students will need to start using their T-ID as their login name to all systems. Employees will continue using their existing login names (e.g. jsmith) to access systems.

A special myTRU channel will inform students and employees what their current TRU ID is and what their TRU T-ID is.

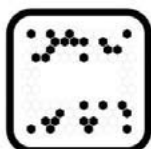
We recognize that this is a significant change and will impact just about everyone and will be working hard to minimize the disruption, communicate the change and assist users with access.



Moving forward with 3D Printing

3D (or additive) Printing and 3D Scanning is taking the world by storm. The use of inexpensive tabletop 3D printers and scanners is being popularized by the emergent "Maker Culture" which, according to the Innovating Pedagogy 2013 report <http://tinyurl.com/kcl4whz>, "emphasises experimentation, innovation and the testing of theory through practical, self-directed tasks. It is characterised by playful learning and encourages both the acceptance of risk taking (learning by mistakes) and rapid iterative development." Page 5.

In a number of years, 3D Printing will no doubt impact every teaching discipline at TRU, from Chemistry to Culinary Arts. TRU's foray into this new world is through a pilot project led by Mindy Marshal of TRU's Architectural & Engineering Technology Program (ARET) who is experimenting with various 3D Printing technologies for use in ARET courses.



Download BeeTagg Reader and view this newsletter on the web!
www.beetagg.com

Adobe Acrobat Enterprise License coming in April

—M. McArthur

Adobe I am pleased to announce we have secured the funds to proceed with a 36 month contract with Adobe for product software.

Every TRU computer will now have the current version of Adobe Acrobat Pro installed, not just the free Adobe Reader that is currently on each computer. In addition, there will be campus licenses for Adobe Creative Cloud (Photoshop, Illustrator, InDesign, Dreamweaver, Adobe Premiere Pro, After Effects, Adobe Muse etc.) for those who already own any of the products within the Creative Cloud Suite. It is also our intention to install the Creative Cloud products in student homework labs so that they will have access to them outside of the classroom.

IT Services will be testing the installation process in March in preparation for an April launch start. We will be in contact with those who currently have eligible licenses to prepare for updates after that time.

The computers labs will also have their software updated this summer.

Alumni Theatre Upgrades

Media Services has worked hard to enhance the flexibility and functionality of the AV equipment in the Alumni Theatre. Upgrades include a new podium with simplified audio controls, a 7,000 lumen split-screen, cinematic quality projector and a 1200 watt audio system.

These changes will improve the use of the theatre for everything from Biology lectures to student movie nights.

Student Email

—W. Cole



TRU has provided email for students since the fall of 2001 when we implemented Novell's Internet Messaging System (NIMS) for student email. We used this system until the fall of 2007 when the Ellucian mytru.tru.ca portal was implemented and student email was integrated into this system using the servers mymail and mycal.

This fall an evaluation of the current email system was done. For the following reasons mymail and mycal need to be replaced:

- 1) Both mymail and mycal are no longer supported by Ellucian.
- 2) Mymail and mycal hardware need to be replaced.
- 3) TRU is putting increased demands on student email for course evaluations that the current hardware and software can't meet.

A small Outlook / Exchange email system will be put in to replace the existing system in May of 2014. Email accounts will be created for all active/registered on-campus and Open Learning students. Students will be provided with Outlook Web Access (similar to staff and faculty exwebmail.tru.ca). Students will be encouraged to set up email forwarding rules to external email addresses that they check regularly.

Students will be informed of the change via an email and given a date when they will be switched to the new system.

Mobile Printing

—K. Wiens

Computer Lab Support has enabled mobile printing for students with iPads and iPhones. Once logged into the Eduroam wireless network, students can choose to print via AirPrint to many on-campus student printers. Details are available at:

www.tru.ca/its/labs/wirelessprinting.html



Where's Walt??

From left:
Walt Penner
David Burkholder
Brooke Hodson
Dan Erickson and
David McFarlane



Media Services Open House

Our Media Services Open house was a great success. We had over 70 members of the TRU community stop in and check out the new space in the Human Resources Building (HR145) and all the great things Media Services has to offer.



Smartphone Security Awareness

—H. Burley

On December 17, 2013 from 11am–2pm the ITS Information Security Office hosted a SmartPhone Security Awareness event open to all staff and faculty. Over 100 people participated and ten ITS staff members provided individual training sessions at six stations. By visiting each station with their passports individuals received information and a stamp indicating they had reviewed that topic. Topics included: ensuring password protection was enabled, setting up Eduroam secure wireless access, Bluetooth privacy tips, updating operating systems, installing a password vault, and connecting to Outlook with active-sync. All participants who completed the session were entered in a draw for a Samsung Galaxy tablet and received a Certificate of Attendance.

Positive feedback from the event indicates people appreciated of learning how to use their phone better and more securely. If you are interested in attending our next session, please email infosecurity@tru.ca.




"5,000 points on your rewards card...
that's enough to get you something for that athlete's foot!"

Recap of Cyber Security Awareness Day and Security Awareness Essentials Events and Winners

—H. Burley/S. Swift/G. Lalli

To end Cyber Security Awareness month the IT Security Office ventured out into OM on October 30, 2013 to engage students and staff, and survey their knowledge of information security. Participants were invited to answer one of six questions in a fun but informative quiz. The questions ranged from guessing the definition of phishing to clickjacking and identifying untrustworthy shopping sites. We hope the 300+ people who participated had a little fun and learned something too.

Q. Do you know what to look for when securely signing into myTRU?

A. The 'lock' icon and https. 

Q. Fake emails, text messages and websites created to look like they're from authentic companies are called:

A. Phishing

Q. What is the definition of clickjacking?

A. Clickjacking is using catchy headlines like "find out who's looking at your profile" to get you to cut and paste

a link into your browser, which then infects your computer and spreads spam to your contact list.

Q. What is the minimum password length on TRU's wireless network?

A. Eight characters is the minimum password length for TRU's wireless network.

Q. What are some clues that a shopping site isn't trustworthy?

A. The site looks poorly designed, unprofessional and contains broken links.

Q. What are some of the malicious things that a Trojan horse can do?

A. Delete your files; Use your computer to hack other computers; Watch you through your web cam; Log your keystrokes (such as a credit card number you entered in an online purchase); Record usernames, passwords and other personal information.



Congratulations to student Amy Verhey, winner of the Cyber Security Awareness Quiz. Amy took home a \$100 TRU bookstore gift certificate. Also, congratulations to Felicia Girouard, who was the Security Essentials awareness draw winner. Felicia took home a 10" Samsung Tablet.

A special thanks to IT for Lytton equipment for Adult Dogwood Program

—J. Bryson, Lytton

IT Services provided TRU's Lytton Regional Centre with a much needed 55" flat-panel TV with a cart attached and computer.

Thank you, David and Allen, for going out to Lytton and giving your incredible technical support to set up and make sure that there were no problems with the equipment. Heartfelt thanks to you for going above and beyond to also deliver tables, chairs and boxes of materials that this program needed.

This was greatly appreciated by me, the students, instructor, and our partner organization as it helped TRU Lytton to successfully launch the Adult Dogwood program.

Special thanks to you all for your immediate assistance and amazing support of the TRU Lillooet/Lytton Regional office.



Office 2013

On the horizon for summer 2014.

Canarie—CAF Membership

TRU is now a proud member of CANARIE. CANARIE designs and delivers digital infrastructure, and drives its adoption for Canada's research, education and innovation communities. CANARIE keeps Canada at the forefront of digital research and innovation, fundamental to a vibrant digital economy.

www.canarie.ca/en/about/aboutus

Congratulations to Brenda Bliss

After serving over 22 years at TRU, Brenda Bliss is taking her much deserved retirement. She will be missed very much by IT Services and the TRU Community.

New Staff at TRU IT Services

Welcome to Judy Beaver, our new Campus Switchboard Operator.

Universities and CASL

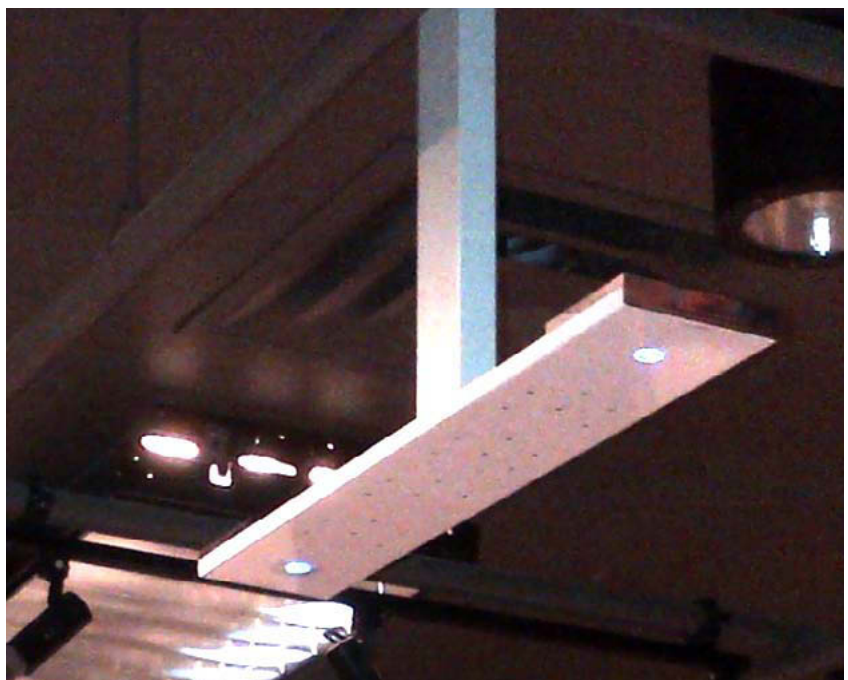
Universities and the Canadian Anti-SPAM Legislation (CASL)

Details coming to a University near you. Watch for updates in April 2014.



Beam-me-up Audio in OL127

You are just getting set for a video conference with Williams Lake in OL127 and you discover to your shock and horror that there are no microphones to be seen. Actually, the microphones are there. Look up at the ceiling and you will see two inconspicuous white bars. These devices use new beam forming array technology to facilitate audio in this tricky space. Because OL127 is a flexible-use space, fixed microphones just don't work. The new Clear One beam-forming arrays intelligently scan and adapt to the dominant audio pattern (the speaker) while rejecting unwanted noise and reflections off hard surfaces. So keep calm and beam on, you're sounding great.





Expansion of Dell Cluster for the Department of Physical Sciences

The Dell Cluster for existing nodes assembled in early 2008 was in need of upgrading. The department of Physical Sciences along with assistance from IT Services has purchased 4 additional nodes to modernize and expand the Dell cluster that currently exists.

This cluster is used in two courses and for the research training of a variety of students, including:

- **CHEM 4430** providing students with basic skills to perform research in computational chemistry.
- **CHEM 4480** Directed Studies for 3rd and 4th year students to engage in a research project that expands over 8 months.
- Undergraduate student researchers working full-time under the supervision Nela Mora-Diez supervision (funded by CUEF, UREAP or NSERC).
- Research projects by graduate students and visiting researchers.

Over the past several years, many graduate students and postdoctoral fellows from other universities such as Universidad Autonoma de Madrid (UNAM, Spain), Universidad de Extremadura (UNEX, Spain), Universidad Nacional Autonoma de Mexico (UNAM, Mexico), University of Tlemcen, Algeria, have visited TRU. A PhD student from UNAM in Mexico City has been at TRU since late October. Two PhD students from UNEX, Spain, will be working at TRU in spring 2014 for three months.

Coming Soon to your Outlook Inbox: Your Voice Mail.

—B. Mackay

David, Boyd and Michael have developed a solution that will put your office voice mail messages into your inbox. If your mobile device is connected to TRU's outlook system you will also receive office voice messages on your mobile device. If you listen to or delete your voice message in email, it will turn the light off and remove it from your voicemail box.

You will need to opt-in to use this service.

Stay tuned for further integrations with MS Lync messaging system.



**THOMPSON RIVERS
UNIVERSITY**

IT Services Division

Mission
Enabling Excellence

We provide cost effective, reliable technology and strategic advice to enable the TRU community to achieve excellence.