

Information Technology Services

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 - Academic Event Recordings SC (Retired Service)
 - BMC Footprints (FredQuest) SC
 - Digital Signage for Academic & Administrative Buildings SC
 - Ensemble Video SC
 - Graphic Services for Instructional Materials SC
- Service Catalog Glossary of Terms
- Networking
 - FREDsecure - Android directions
 - Networking How-to articles
 - Getting started with the Fredonia Virtual Private Network (VPN) Services
 - How to setup the Web VPN Service for Windows 7 and Windows Server 2008 R2
 - How to setup the Web VPN Service for Windows 8.1, Windows 10, Windows Server 2012, and Windows Server 2016
 - How to setup the Client VPN Service for Windows 7
 - How to setup the Client VPN Service for Mac OS X
 - How to setup the Client VPN Service for Windows 10
 - How to setup the Client VPN Service for Android
 - How to setup the Client VPN Service for iOS
 - Short Term Wireless Networks on Campus
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 - Macintosh 10.5.x and 10.6.x Setup Directions
 - Windows 7 and 8 Setup Directions
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 - FREDmedia Setup
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 - FREDsecure Setup
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 - Connecting to FREDsecure with Windows XP
 - Green Computing
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 - ResNet How-to articles
 - ResNet Staff
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 - Data Security Program
 - Fredonia Minimum Security Standards: Servers
 - Fredonia Minimum Security Standards: Applications
 - Fredonia Minimum Security Standards: Endpoints
 - Fredonia ITS Support and Minimum Security Matrix
 - Security How-to articles
 - University Approved Electronic Data Storage
 - Gmail sending limits in G Suite
 - Fredonia Secure the Human Reference Guide
 - Fredonia Mail Data Loss Prevention Policy for Credit Card Numbers (CCN) and Social Security Numbers (SSN)
 - Getting started with 1Password Teams

- Getting Started with Two-Factor Authentication with Duo Security
 - Duo Security Frequently Asked Questions
 - After confirming a legitimate login attempt, I'm stuck on a strange two-step screen. Why?
 - Am I required to use Duo Security?
 - Can Duo's Remembered Devices feature work if third-party cookies are blocked?
 - Can I set up Duo on more than one phone?
 - Can I use the Duo Security internationally?
 - Do I have to use Duo every time I log in to G Suite?
 - Do I need a smartphone to use Duo?
 - Enroll a Security Key with Duo Security
 - How do I select the "Remember me for 12 hours..." checkbox if the Duo Authentication Prompt is automatically sending a push?
 - How do I use a Hardware Token with Duo?
 - How will Duo change how I log into Fredonia electronic services?
 - If I choose to use my personal smartphone using the Duo Mobile app, what kind of information does Duo have access to?
 - I have a new phone and the Duo app stopped working. What should I do?
 - I have stopped receiving push notifications on Duo Mobile, how do I start receiving push requests again?
 - What are my options to enroll in Duo Security?
 - What data is being collected by Duo?
 - What Fredonia electronic services are currently protected with Duo Security?
 - What happens if I set up my browser to clear cache/cookies after exiting?
 - What if I don't have a cellphone?
 - What if I don't have a data plan on my phone? What if I don't have a connection?
 - What if I do not wish to use my personal smartphone and I teach in classrooms or labs that do not have a landline available?
 - What if I forget my phone at home?
 - What if I have student employees that access University Duo protected services?
 - What if I lose my phone?
 - What if I want to use a Hardware Token with Duo?
 - What is a Security Key and how do I use it?
 - What is Duo Push?
 - What is Duo Security?
 - What is Two-Factor Authentication?
 - What should I expect during the Duo Security enrollment process?
 - Whom should I contact if I have questions or concerns about the requirement to use Duo?
 - Why is Fredonia implementing Duo Security?
 - eServices Login with Duo
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 - Enroll a Mobile Phone with Duo
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 - Managing my devices and settings in Duo
 - Authentication via Duo Push
 - Authentication via Duo Mobile Passcode
 - How do I activate Duo Mobile directly from my smartphone or tablet?
 - Guide to the Duo Restore feature for Duo Mobile account recovery
 - Guide to Security Checkup feature in Duo Mobile
 - How to Password Protect and Encrypt Files using 7-Zip for Windows
 - How to Password Protect and Encrypt Word files in Microsoft Office 365
 - How to Password Protect and Encrypt Excel files in Microsoft Office 365
 - Information Security International Travel Guidelines
 - Digital Millennium Copyright Act
 - Information Security Tips and Best Practices
 - Cell Phone Scams
 - Financial Aid Scams
 - Firewalls
 - Online Safety
 - Password Integrity Guidelines
 - Patches & Updates
 - Personal Identity Theft
 - Phishing Awareness
 - Phishing Emails
 - Viruses & Malware
 - Firewall Rule Request Procedure
 - Computer Administrative Privileges Request Process
 - Passphrases
 - eServices Password Security Standard
 - Recognize and Avoid Student Job Scams
 - How to access the Fredonia Security Camera System Web Client
 - How to Install and Use Spirion Endpoint Scanning for Restricted Information
 - How to know if your email has been compromised
 - What is AppLocker and how are exceptions made?
 - How do I use admin access on my Windows 10 computer?
 - How do I request FredApps access?
- Policies
 - Data Risk Classification Policy
- Service Center

- Service Center How-to articles
 - Adding Sites to the Pop-up Blocker Allowable
 - Browser FAQ's
 - G Suite Resources
 - How do I add a signature to my email?
 - How do I add a title, heading, or table of contents in a document?
 - How do I add people to my group and view all members?
 - How do I block or unsubscribe from emails?
 - How do I change or turn off calendar notifications?
 - How do I create a desktop shortcut for my email?
 - How do I create a Google Group?
 - How do I create and respond to posts?
 - How do I create or replace my Outlook profile to work with G Suite?
 - How do I create rules to filter my emails?
 - How do I customize how I view my calendar?
 - How do I find and join a Group?
 - How do I forward Gmail messages to another account?
 - How do I import, restore, or back up contacts?
 - How do I login to FREDmail for the first time?
 - How do I mark or unmark Spam in Gmail?
 - How do I search my email?
 - How do I send attachments in my email?
 - How do I send emails from a different address or alias?
 - How do I set my browser so that I stay signed out of my Google account?
 - How do I set up an out of office reply?
 - How do I setup FREDmail for mobile?
 - How do I set up mail delegation?
 - How do I share files with Team Drives?
 - How do I share my calendar?
 - How do I sign in to my email?
 - How do I trace an email with its full headers?
 - How do I unsubscribe from a Group?
 - How do I use Google Calendar appointment slots?
 - How do I use Google Docs?
 - How do I use Google Drive?
 - What are my email sending limits?
 - What is my Google Drive quota?
 - What is my username?
 - What will my email address be?
 - When I send an email to a list, or BCC myself on something, I don't receive it. Why?
 - Panopto Support
 - How to log in to Panopto in a browser
 - Sharing Panopto within courses
 - Upload Audio and Video to Panopto
 - Upload Dual (Enhanced) Video to Panopto
 - Printing Information
 - Smart Classroom Button Controller
 - Smart Classroom Touch Panel
 - Student Computer Purchasing Program
 - Emailing Registered Students from Your Connection
 - Transfer Content (email, drive, contacts) in Google
 - How to Find Your Computer Name
 - Download and Install Minitab
 - Restore Previous or Deleted Versions of Files
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