Information Technology Services

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- **Enterprise Information Services**
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    - How Do I Run Reports In Digital Measures Activity Insight
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    - How Do I Update Digital Measures Activity Insight for Faculty Web Profiles
    - How Do I Update My Picture On My Faculty Web Profile?
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- **Enterprise Information Services How-to articles**
  - **Argos Enterprise Reporting**
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    - How To Access Argos
    - How To Access Cool Query Data Using Argos
    - Public Queries in the Argos CQ Interface Tool

- **Enterprise Infrastructure Services**

- **Enterprise Reporting and Development**

- **ITS Service Catalog**
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    - Client Remediation Service SC
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    - Desktop Software Patching SC
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    - Google Apps for Education SC
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    - ITS Service Center Equipment Checkout SC
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  • Graphic Services for Instructional Materials SC

• Service Catalog Glossary of Terms

• Networking
  • FREDsecure - Android directions
  • Getting started with the Fredonia Virtual Private Network (VPN) Services
    • 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
• VoIP Phone Service
How to Reboot Your Phone
Phone Glossary
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Macintosh 10.5.x and 10.6.x Setup Directions
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Connecting to FREDsecure with Windows 8 & 10
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Request Guest Wireless Access - FREDBound

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Security
Know Your Fredonia ID - FAQ
Campus Access Control Services
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
How to encrypt your Android or iOS Mobile Device?
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
- Enroll a Device with Duo
- Enroll a Mobile Phone with Duo
- Enroll a Tablet with Duo
- Enroll a Landline or Cell Phone with Duo
- Using Hardware Tokens with Duo
- 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?
- Virtru Protected Email Guide
- How to request a “Kiosk” computer?
- Zoom Settings for Health Data

- Policies
- Data Risk Classification Policy
- SUNY NIST Policy Initiative Frequently Asked Questions (FAQs)
- State University of New York at Fredonia System/Network Login Banners
- Security Best Practices and Risks For Working Remotely
- Security Best Practices for Video-teleconferencing
- Zoom Security Settings
- Password Protecting and Encrypting Adobe PDF files
- Google Workspace Services
- Apple 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?
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• 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?
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• 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?
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  • Panopto FAQs
  • Sharing Panopto within courses
  • Upload Audio and Video to Panopto
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• Emailing Registered Students from Your Connection
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• Download and Install Minitab
• Restore Previous or Deleted Versions of Files
• Using an ELMO Document Camera With Panopto
• What Software is Available to Students, Faculty, and Staff?
• Sponsored Guest Account Procedure
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• U: Drive Changes with DFS Transition
• Office Phone Forwarding
• How to add the M: Drive to a Mac
• Creating or Joining a Class in Google Classroom
• How to Download Blackboard Collaborate Recordings
• How can I access my U: Drive from off campus?
• Using Google Drive files offline
• Joining A Webex Meeting
• Printing Sustainability and Security Best Practices
• What do I use YourConnection for?

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• Smart Classrooms
  • Conference Rooms
• Technical Hardware and Software Lists
  • Computer Labs Technical Lists
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• Tracker
  • How to Add a Customer/Reporter in Tracker (Agents Only)
  • How to Submit a Request in Tracker
• brikit.mobile
• Change or Find eServices Password
• How to Encrypt Office Documents
• Procurement Standards
• Scheduled Monthly Reboots for Critical Security Updates on University Owned Computers
• Shared Drives in Google
• Service Center Troubleshooting articles
• Windows 10 Transition Resources
• EdTPA Information, Procedures, and Tips
• Drupal: START HERE to edit your website
• Get help with the fredonia.edu website
• How to Login to a Browser to Sync Settings (Chrome and Firefox)
• Technology Procurement Process
• Training
  • Argos Hands-On Lab Times
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  • Log into Webex
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  • Accessing and Sharing Zoom Cloud Recordings in Panopto
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• Thompson W203
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• Thompson W229 Psychology
• Thompson W231
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• Listserv Migration to Google Groups
• Listserv lists migrated to Google Groups

• Tools Matrix for Collaboration Platforms

• File lists
• Fredonia's Virtual Windows 10 Computing Lab
  • Fredonia's Remote Mac Computing Lab
• Quick Start for WebEx Teams (web version)
• Emeritus eServices FAQ
• Faculty and Staff Technology Recommendations for Remote Instruction
• Student Technology Recommendations and Resources
• Quick Start Digital Tools for Students
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  • How can I join a Zoom meeting?
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