WSBN IT Blog

This site has been moved to: http://blogs.cornell.edu/wsbnit/

Regional IT Coordinator Contact Information:
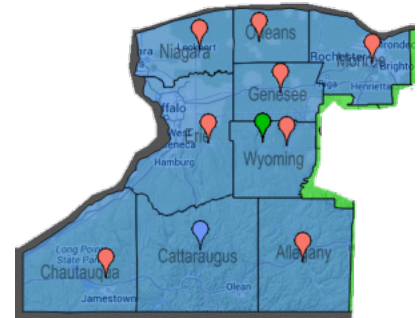
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Scan Your Computer(s) For Sensitive Data
Jenn Matthews posted on Jan 31, 2014
It's that time again!.. Time to scan your computer(s) for sensitive data to be in compliance with Cornell University policy *(see snipets of Cornell security policy below with a link for more information).*

Identity Finder is the software program to use to help you locate confidential data on your machine. All CCE-owned computers should already have this software installed, if your computer doesn't or if you've forgotten your Identity Finder password, please see your local IT contact.

CCE Administration recommends we do this scan at least twice per year, and quarterly for Finance and HR users. I would like each staff person to run the scan on their computer this month, and your local IT contact will have the sign-off sheet so we can record when the scan was last completed on your computer.

Please follow the instructions here on how to scan your computer: http://www.it.cornell.edu/services/idfinder/howto/index.cfm
(I highly recommend reviewing this page *and the how to videos on how to ignore or shred files before you begin. Also, please be sure to close out of all programs before running the Identity Finder scan!)*

Please Remember: Once your computer has been scanned and you have worked through the results and removed any sensitive data, please see your local IT contact to sign off that your computer is clear of sensitive data. Please complete this by the end of February! **Thank you!!** J

Cornell Security Policy Information

- **Protecting University Data:** You are responsible for Cornell data stored on computers you use. You are the custodian of that data. This is established in numerous Cornell policies. See An Overview of University Policies on Computer Security and Data Protection.
- **Know What Information Is on Your Computer, and Secure It:** Be aware of what types of information are stored on your computer and take steps to protect it.
- **University Data Currently Classified as Confidential:** Data currently classified as confidential includes the following, when they appear in conjunction with an individual's name or other identifier: Social Security numbers, Driver's license numbers, Credit card numbers, Bank account numbers, Protected health information.

To read more about Cornell's security policies, go to: http://www.it.cornell.edu/security/data/index.cfm

FYI: The software download for Identity Finder is licensed only for Cornell-owned computers. If you would like to use it at home, there is a free version that you can download here: http://www.identityfinder.com/us/Home/IdentityFinder/Free

- sensitive-data
- identity-finder

Are You Following the 20-20-20 Rule?
Jenn Matthews posted on Sep 06, 2013

Take Eye Breaks!

Throughout the day, give your eyes a break by forcing them to focus on something other than on your computer screen. Repetitive stress injury (RSI) and eye strain are common ailments among computer users, and there's no silver bullet for avoiding them beyond taking regular breaks to relax.

To help you deal with this problem, the 20-20-20 rule suggest that after every 20 minutes, you (the computer user) should take a break for at least 20 seconds and look at objects that are 20 feet away from you.

Adjust Your Monitor!

Position your computer screen at a comfortable distance, usually 18" to 24" away, and adjust it to just below eye level. Your eyes will close slightly when you're staring at the computer, minimizing fluid evaporation and the risk of dry eye syndrome.

Sources and more information about relieving eyestrain: http://www.mayoclinic.com/health/eyestrain/DS01084 /DSECTION=prevention, http://www.apple.com/about/ergonomics/vision.html, http://lifehacker.com/361899/improve-your-vision-and-reduce-eye-strain-at-your-computer, http://www.labnol.org/software/computer-eye-exercise/14069/

- ergonomics
- eye-strain
- health

View Recent Files and Websites
Jenn Matthews posted on Aug 16, 2013
Looking for a document you know you just worked on this week? Or maybe you found a really great website a few days ago but never saved it as your favorite?   Your computer and web browser keep a log of the files you've accessed and websites you've visited. You can do a search and look at your history to find what you need!

View recent folders accessed:

1. Click Windows button in lower left corner
2. Select Computer
3. In the navigation pane on the left of the File Explorer Window, click on **Recent Places**, under Favorites.

View recent documents modified:

1. Click Windows button in lower left corner
2. Select **Computer**
3. Click on **Documents** folder under Libraries (or whatever folder you want to search in)
4. In upper right corner, click in search box
5. Under add a search filter, click on the Date Modified link
6. Select a date or for a range of dates, click on the first day, hold down the Shift key and click on the last day to search.
   If you are searching on your county's shared drive, be patient, the search will take a few minutes.

Watch how: http://screencast.com/t/2zkBLfDBL2S

View Internet Explorer History:

1. Open Internet Explorer
2. Click on Star icon in upper right corner
3. Click on History tab

View Firefox History:

1. Open Firefox
2. Click on orange Firefox menu button in the upper left corner.
3. Click on History

View Google Chrome History:

1. Open Google Chrome
2. Click on three bars icon in upper right corner
3. Click on History

- windows7
- favorites
- searching

Don't Just Walk Away

Jenn Matthews posted on Jul 09, 2013

Any time you walk away from your computer and don't lock it or log off, you're giving others access to use your computer as you. They could send email from your account, tamper with your files (locally and on the file server), and access confidential data. This poses a security risk for both you and your association.

The best idea is to lock your computer whenever you walk away. Locking your computer will not shut down any programs or close any files you are working on. Your user name and password will get you right back where you left off.

Lock Your Computer

ON A WINDOWS COMPUTER:

- Hold down the CTRL/ALT/DEL keys *(just like you do when first going to log in the morning)*
- Click the Lock Computer button

Or, just simply press the Windows and L keys

ON A MACINTOSH COMPUTER:

To activate the screen saver using a hot corner:

- Under the Apple icon, select System Preferences
- On the Desktop & Screen Saver panel, click the Screen Saver tab
- Click the Hot Corners button
- Decide which corner of your screen you'd like to use; then click the corresponding pop-up menu and select Start Screen Saver
- Now when it's time to walk away from your computer, just fling your mouse into that corner of the screen, and you'll trigger the screen saver.

Set Your Screen to Lock Automatically

But what about the times that a trip three feet to the copy machine turns into a conversation with a coworker that necessitates a visit to their office and thirty minutes later you finally make it back to your computer? If you didn't go back and lock your computer, then it was not secure during the time you were away.

Fortunately, you can set Windows and Mac OS to lock your computer after a certain amount of inactivity.

Click here to get instructions: http://www.it.cornell.edu/security/computer/screenlock.cfm

Sources: Cornell's Security Handbook: http://www.it.cornell.edu/security/handbook.cfm*;* http://blogs.mccombs.utexas.edu/the-most/2011/05/25/lock-your-computer-when-youre-away/*;* http://community.pepperdine.edu/it/security/tips/quicklock.htm
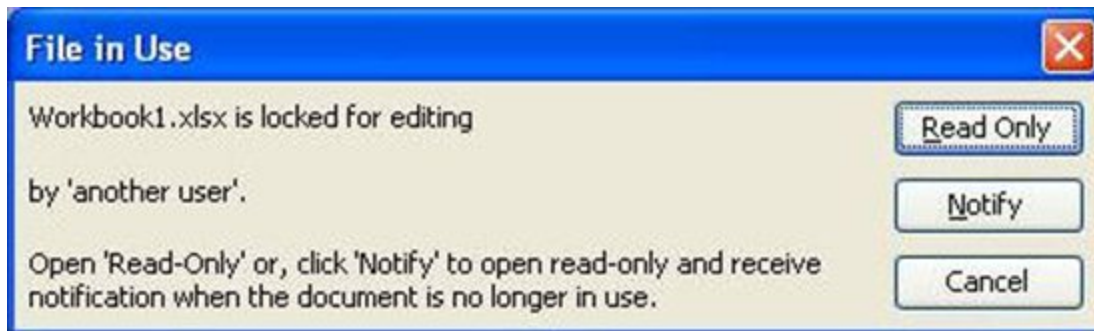
- security

File Locked For Editing?

Jenn Matthews posted on Jun 20, 2013

Do you constantly get this message even when you KNOW neither you nor anyone else has the file open? This is common problem with Windows 7 and many times it has to do with Windows file explorer's "preview" and "details" pane features.

You can turn these features off to try and prevent this error. Here's how:

In Windows 7, do the following:

1. Right click on the Start Button
2. Click 'Open Windows Explorer'
3. At the top left click Organize > Layout
4. Uncheck Details Pane and Preview Pane
5. Check the Menu bar
6. In the file explorer menu bar that is now shown, click on Tools > Folder Options. In the box that opens up, click on the View tab. Scroll down the list to "Show pop-up description for folder and desktop items" and clear the checkbox and then click OK.
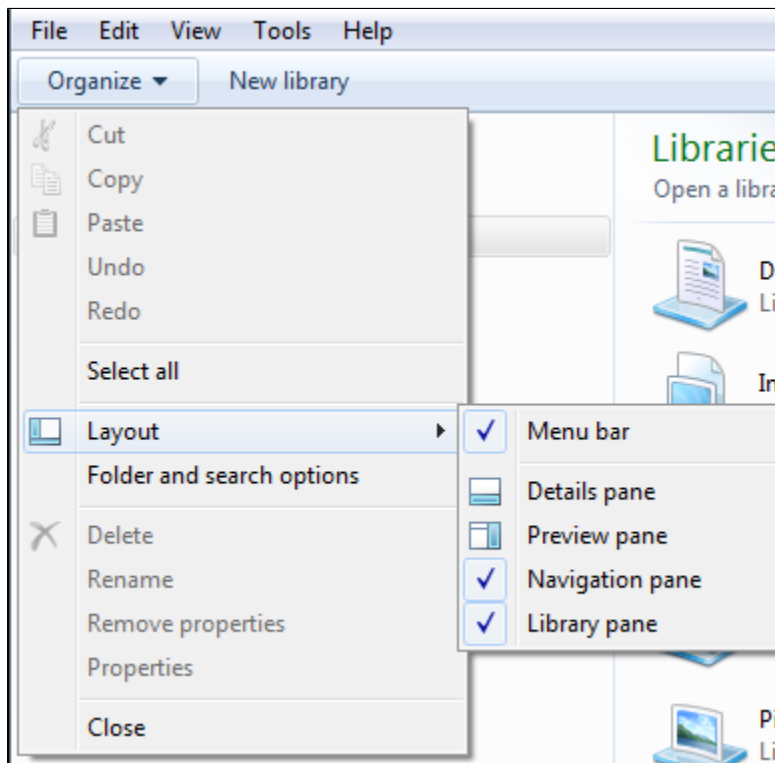
The above settings should apply to Excel, Word and Outlook, but you can double check that these features are turned off:

In Excel and Word:

1. Click File > Open
2. Click Organize > Layout
3. Uncheck 'Details Pane' and 'Preview Pane'

If Outlook is involved:

1. Open a new e-mail
2. In the "Include" group, click Attach File
3. Click Organize > Layout
4. Uncheck 'Details Pane' and 'Preview Pane'

- windows7

Internet Usage At Work

Jenn Matthews posted on May 21, 2013

Our business needs for accessing the Internet increase substantially every year. We have WebEx for video conferencing, finance users on an ACCPAC server on campus, Kronos and WorkDay for HR needs, teams/groups use cloud storage such as Box, our region uses (or will soon use) the regional file server on campus. That is a good deal of traffic going in and out to the Internet.

Yes, our download speeds may be faster than before now that we have Time Warner cable, but it is still a limited resource.   Please be mindful of Internet sites and programs where audio/video or large files are utilized.

What are some simple things you can do to help?

- **Internet radio**
  (This is our biggest offender for causing our association's network speeds to slow to a pitiful crawl.)
  I recommend that if you want to listen to the radio in the office, you should go "old school" on this one…. Dust off the radio player in the back of your closet and tune it to your favorite local station.

- **Keep non-work related Internet usage to a minimum**
  We are an organization that embraces social media. It is a great way to reach our audiences, so we do use Facebook, Twitter, YouTube and other social media sites for work-related purposes. I don't want to discourage their usage ever, but please keep your personal use of these sites and other sites to a minimum.
  This means no watching the latest soap opera on your favorite network during lunch break… :)

- **Know the symptoms of viruses and malware**
  When a computer is infected with a virus or malware, it can slow down your association network. Please read the previous blog posts about preventing and knowing the symptoms of viruses:
  So You Think You Have A Virus?
  SPAM - Phishing E-mails
  If you suspect you have a virus, please let your local IT contact or me know ASAP.

- **Steer clear of Google Drive's desktop application**
  Google Docs is great for sharing documents and collaborating with a team. But if you use Google Drive, please access it via the web browser (http://drive.google.com) and not the desktop program. Unfortunately, the desktop program will slow down your network, even when it's idle and not syncing your documents.
  - *More information about this issue:* http://raisedbyturtles.org/google-drive-bandwidth-problems-make-it-vastly-inferior-to-dropbox/
  - *Alternative to Google Drive:* https://cornell.box.com

*Mobile Devices connected to our WIRELESS **- PLEASE remember:** Even if your mobile device is connected to the guest wireless in the building, it's still **connected to the same Time Warner Internet line** that we use for business. This means if you are listening to internet radio on your smart phone, connected to the guest wireless, it's using our network bandwidth, the same as if you were listening to it on your computer.*

- internet
- wireless
- google-drive

80 Useful Keyboard Shortcuts
Jenn Matthews posted on May 17, 2013

For Microsoft Outlook

Does your work involve a lot of e-mail checking and replying? (I know mine does!) I just found this really great resource for Outlook keyboard shortcuts and I thought I would share.

- Alt + . (period) Open the Address Book with the To field selected
- Alt + A Open the Action drop-down menu
- Alt + B Open the Address Book with the BCC field selected
- Alt + C Select message recipients for CC field
- Alt + D Switch to Daily calendar view
- Alt + E Open the Edit drop-down menu
- Alt + F Open the File drop-down menu
- Alt + G Open the Go drop-down menu
- Alt + H Open the Help drop-down menu

- Alt + I Open the Find tool bar / Open the Insert drop-down menu
- Alt + J Move to the Subject field
- Alt + K Check names in the To, CC, or BCC field against the Address Book (cursor must be in the corresponding message header field)
- Alt + L Reply All
- Alt + M Switch to Monthly calendar view
- Alt + N Open the Accounts drop-down menu
- Alt + O Open the Format drop-down menu / Switch to Today calendar view
- Alt + P Open the Message Options dialog box
- Alt + R Reply / Switch to Work Week Calendar view
- Alt + S Send
- Alt + T Open the Tools drop-down menu
- Alt + V Open the View drop-down menu
- Alt + W Forward an item / Switch to Weekly calendar view
- Alt + Y Switch to Daily calendar view
- Ctrl + 1 Go to Mail
- Ctrl + 2 Go to Calendar
- Ctrl + 3 Go to Contacts
- Ctrl + 4 Go to Tasks
- Ctrl + 5 Go to Notes
- Ctrl + 6 Go to Folder List
- Ctrl + 7 Go to Shortcuts
- Ctrl + 8 Go to Journal
- Ctrl + A Select all
- Ctrl + B Bold when editing a rich text message
- Ctrl + C Copy
- Ctrl + D Delete an item (message, task, contact, etc.)
- Ctrl + E Activate the Find drop-down menu / Center Align when editing a rich text message
- Ctrl + F Forward
- Ctrl + J Open a new Journal Entry from the selected item (message, task, contact, etc.)
- Ctrl + K Check names in the To, CC, or BCC field against the Address Book (cursor must be in the corresponding message header field)
- Ctrl + M Send/Receive all
- Ctrl + O Open
- Ctrl + P Print
- Ctrl + Q Mark the selected message Read
- Ctrl + R Reply
- Ctrl + S Save a draft message
- Ctrl + T Tab
- Ctrl + U Mark the selected message Unread
- Ctrl + V Paste
- Ctrl + X Cut
- Ctrl + Y Go to Folder
- Ctrl + Z Undo
- Ctrl + Backspace Delete the previous word
- Ctrl + End Move to the end
- Ctrl + Home Move to the beginning
- Ctrl Shift A Open a new Appointment
- Ctrl Shift B Open the Address Book
- Ctrl Shift C Create a new Contact
- Ctrl Shift E Open a new folder
- Ctrl Shift F Open the Advanced Find window
- Ctrl Shift G Flag message for follow up
- Ctrl Shift J Open a new Journal Entry
- Ctrl Shift K Open a new Task
- Ctrl Shift L Open a new Distribution List
- Ctrl Shift M Open a new Message
- Ctrl Shift N Open a new Note
- Ctrl Shift O Switch to the Outbox
- Ctrl Shift P Open the New Search Folder window
- Ctrl Shift Q Open a new Meeting Request
- Ctrl Shift R Reply All
- Ctrl Shift S Open a new Discussion
- Ctrl Shift U Open a new Task Request
- Ctrl Shift Y Copy a Folder
- Shift + Tab Select the previous message header button or field
- F1 Open Outlook Help
- F3 Activate the Find toolbar
- F4 Open the Find window
- F7 Spellcheck
- F9 Send and receive all
- F10 Select File from the Outlook toolbar button
- F11 Activate the "Find a contact" dialog box
- F12 Save As
- Alt + F4 Close the active window

Source: http://www.hongkiat.com/blog/80-keyboard-shortcuts-for-microsoft-outlook/

- outlook
- keyboard-shortcuts

- e-mail

 Folder Favorites and Shortcuts!

Jenn Matthews posted on May 13, 2013

Are you working on documents that need to be saved on a network drive? Or in a subfolder of a subfolder of a subfolder? Or are you working on a project or event where you need to constantly save or access documents to that folder? Create a favorite or shortcut!! You can create shortcuts in many places and in many ways, I will show you two of the most popular ways.

Create a desktop shortcut

As I've gone around to different computers, I've seen that people LOVE to save things to the desktop. Why? Because it can be one of the quickest ways to access a document. I'll admit I used to do it too, but I broke myself of that bad habit (mostly), you should too!   So how do you keep the convenience of accessing your files quickly but not have them saved on your desktop? Create a shortcut on your desktop to that folder or file!

- How-To Video: http://screencast.com/t/o57v1uky9g
- Step by Step Instructions: http://windows.about.com/od/windowsforbeginners/ss/Creating-Shortcuts-Saves-Time_all.htm

Side Note: For those of you who have had a file server or have moved to the new file server, you know that documents should be saved on the file server, not on your local computer. Why? Computers aren't invincible, they can malfunction or be dropped and damaged. If your computer decides that today is the day that it will never turn on again, what happens to all of your files that weren't saved on the server? You can ask your friendly IT person to try and recover them, but there's the chance they won't be recoverable.

Create a Favorite in Windows Explorer

Making a folder a favorite in Windows Explorer is a great time saver when you need to constantly open or save documents to a certain folder. Please remember that when you do the following, you are not copying, moving or deleting the folder. You are simply adding (or deleting) a shortcut to that folder.

- Step by Step Instructions: http://www.howtogeek.com/howto/10357/add-your-own-folders-to-favorites-in-windows-7/
- How-To Video: http://screencast.com/t/MgrH0y4jX
- Opening/Saving from that shortcut: http://screencast.com/t/9DUQpVew

I don't recommend adding too many folders under your Favorites, it will defeat the purpose of being able to quickly find and access that folder. When your project/event is over, you can simply remove that folder from your Favorites and add your next project/event folder to your Favorites! J

Side Note: "Windows Explorer" (also called "File Explorer") is Microsoft's basic file manager. "Internet Explorer" is Microsoft's web browser (the big blue E).

- shortcuts
- favorites
- windows7

 Never Share Your NetID Password

Jenn Matthews posted on Apr 26, 2013

As I go around from county to county and migrate computers to the Cornell Active Directory, the first thing you will notice after the switch is that you will log into your work computer with your netID and password. *(In case you are curious, new server status: Genesee, Monroe and Orleans have been migrated and are now using the new file server! Erie and Niagara will be done within the next couple of months. Allegany-Cattaraugus, Chautauqua and Wyoming will follow after that, to be completed by year end. Click here for a past blog post about the new file server.)*

And now, with the move to the Workday system (which also uses your Cornell NetID and password) it becomes even more vital to **never** share your NetID password with **anyone**, not even your friendly IT person (we have other ways to access your computers).

Your Cornell NetID and password are the key to a great deal of personal information including your address, birthdate, social security number, and more. . . you can imagine the problems if that information fell into the wrong hands!

Please take a moment to view this tutorial on security and Cornell policies.

Adapted from: Cate's Finger Lakes SBN Blog Page :)

- netid
- password
- security

Jenn Matthews posted on Apr 18, 2013

Tuesday, April 30 & Wednesday, May 1

http://staff.cce.cornell.edu/Information_Technology/Pages/Virtual-Tech-Fair-2013.aspx
Registration deadline is Monday, April 22, 2013!

Have you looked over the courses for the two-day, ONLINE Virtual Tech Fair? With over 20 sessions being offered to all staff, there is something for everyone! Pick and choose the ones that are right for you! Don't miss out… The registration deadline is coming up quick!

- **Take Control of Your Inbox!**
  Cate Sirek will walk you through some great tricks on organizing your e-mail in "Wrangling Your Email and Organizing Your (Work) Life: Outlook 2010".
  (Here is a quick how-to, you-tube video on how to use categories in Outlook!http://www.youtube.com/watch?v=ZMdfTixMSVk)

- **Looking for new and faster ways to get around in Windows and Office?**
  Ever watched someone do something on their computer and asked yourself "How did they do that?" Sign up for Charlene Glowa's "Productivity Tips and Tricks"!
  (Here is a quick how-to, you-tube video "7 Awesome Windows 7 Tricks & How-To's"http://www.youtube.com/watch?v=gST6tn-JMtE)

- **Have a smart phone? Tablet?**
  Watch Paul Treadwell's session "Phones and Tablets – New Tools for Learning" to learn about useful apps that will assist you in your effort to reach out to your audience.

- **Design publications and flyers? Need to edit photos?**
  Sign up for Tyler Poole's "Publisher 2013 and Photoshop CS6 Preview" and/or take Jim Hooper's "Introduction to Photo Editing". Jim will walk you through the basics of optimizing your images for maximum impact, while Tyler will give you new ideas to make your publications "pop".

- **Keep hearing about "WorkDay" and want to know more?**
  Melissa Reif will walk you through what you need to know about our new HR/Payroll system.

- **Worried about protecting yourself from online threats?**
  Ever wonder how these 'hackers' are getting into big companies' networks? Sign up for Andrew Damin's "Security Essentials" session!

These are just a few of the sessions you will discover when you go to register for the Virtual Tech Fair at:
http://staff.cce.cornell.edu/Information_Technology/Pages/Virtual-Tech-Fair-2013.aspx

Not a lot of spare time to set aside for this two-day event? You have the option to just take one or two sessions of interest… So go ahead and sign up today!

You can watch any of these sessions on your own, at your computer, or grab a projector and get together as a group!

Registration deadline is Monday, April 22, 2013!

- professional-development
- training
- e-mail
- webinar
- cce-staff-site
- sharepoint
- outlook

Jenn Matthews posted on Apr 02, 2013
Anti-spam filtering programs have a never ending battle to stop spam and phishing e-mails from reaching our Inbox. The spammers are constantly changing their tactics and the anti-spam vendors such as Sophos (PureMesssage) are constantly updating their anti-spam fingerprints and defense tactics. The positive thing is that with this new wave of spam messages, these messages are being marked (you should notice "PMX" in the subject) but are being rated just under the reject level so they are still being forwarded to our Inboxes.

Source: Cornell's NET-ADMIN-L NET-ADMIN-L@list.cornell.edu *listserv members*SPAM - Phishing E-mails

How To Set Up An Outlook Rule to Filter Out Tagged PMX Messages

You can filter these e-mail messages marked with PMX into your Junk folder. So instead of having them clutter up your Inbox, you can check your Junk folder once in a while to verify that there are no legitimate e-mails, and then permanently delete them.

How-to video: http://screencast.com/t/qKqmW7phwKr

Click here for Step by Step Instructions for creating a filter.

How To Add A Person to Outlook's "Safe Sender's List"

On the flip side of this issue, you may see legitimate e-mails being placed in your Junk folder. You can also set up an Outlook rule to add a person to your 'safe sender's list'. This will prevent e-mails from that sender going into your Junk folder.

Click here for Step by Step Instructions for adding a person to Outlook's "Safe Sender" List

For more information about these types of messages, check out my previous blog posts here:

- SPAM, Viruses, Phishing Attempts, Malware… Oh My!
- SPAM - Phishing E-mails

- e-mail
- outlook
- security
- spam

Windows 8, Office 2013 and Internet Explorer 10
Jenn Matthews posted on Mar 21, 2013
To Upgrade or Not?.. I have been getting more and more questions about whether or not we should be upgrading our computers to the latest software (here in the office and at home), so I thought now would be a good time to send out some information about each new upgrade that has come out recently.

This e-mail is going to be a bit lengthy, okay REALLY lengthy, so here is my short answer (and if/when you have time, you can come back and read the rest!):

Windows 8 and Office 2013 are not currently supported by Cornell IT so we will not be upgrading to it at this time. A timeline for support has not yet been announced.

Kronos does not work with Internet Explorer 10, it is recommended that you not allow Windows to update to it. If you already upgraded to IE 10, you can work with your local IT contact to downgrade back to IE9 or install Firefox, which does work with Kronos.

"Computer Basics" Review

The following is a quick "Computer Basics" review to help you out when I or anyone else starts going on and on about Windows this and Office that. J (I've included short videos too that I've found online, which tend to be a lot more fun than reading about this stuff.)

- **What is an "Operating System" (OS)?** The operating system is the most important program that runs on a computer. Every general-purpose computer must have an operating system to run other programs. Operating systems perform basic tasks, such as recognizing input from the keyboard, sending output to the display screen, keeping track of files and directories on the disk, and controlling devices such as disk drives and printers. YouTube Video "Understanding Operating Sytems"
    - **The two most popular operating systems are** Microsoft Windows and Apple's Mac OS X. * *The majority of our computers in the region have Microsoft's Windows 7 installed. (Curious about what version of Windows you have installed? Click here to find out: http://windows.microsoft.com/en-za/windows/which-operating-system)
- **What is Microsoft Office?**   It is a suite of products developed by Microsoft that includes Microsoft Word, Excel, Access, Publisher, PowerPoint, and Outlook. Each program serves a different purpose and is compatible with other programs included in the package.
    - **Microsoft Office Professional Plus 2010 is the version of Office we are currently using at work.**
    - The latest versions of Microsoft Office are Office 2013 and Office 365. I won't go into a lengthy explanation of each, but I want to cover how they are different and I've provided links for more information.
        - Office 2010 and 2013 are programs that need to be installed on your computer to run.

- Office 365 is an online service where users pay a subscription fee that allows them to use the Office programs.
  - You may have also heard people say that our e-mail "moved to the cloud", which is true… Cornell moved all of our email from computers on campus to Microsoft's Office 365 online service. YouTube Video "What is the Cloud?"
  - We are not using Office 365 for office programs, just e-mail.
  - When we do upgrade our Microsoft Office software, it will be to Office Professional Plus 2013 (NOT 365).
  - Looking for free online courses on how to utilize these programs more efficiently? There are many free resources out there, here are a few: Click here for a listing of Office 2010 training, Microsoft also has 15-minute weekly online trainings, and GCL's free online tutorials: http://www.gcflearnfree.org/
  - If you want to read more about the differences in 2010, 2013 and 365, click here: http://blog.lablearning.com/featured/understanding-the-differences-between-microsoft-office-2010-2013-and-365/ and here: http://download.cnet.com/8301-2007_4-57566504-12/how-and-where-to-buy-office-365-and-office-2013/
- **What is Internet Explorer (IE)?**   It is the default web browser that comes pre-installed with Windows (look for the big blue **e**). "Surfing the web" is made possible by Web browsers. YouTube Video: What is a web browser?
  - In my travels from office to office, I have found that many of you use third-party web browsers for various reasons, Mozilla Firefox and Google Chrome are the two most popular alternatives for Windows. (For example, 4-H ACCESS works best in Google Chrome and Firefox is a good alternative to IE when needing to access Cornell webpages, such as Kronos.)

Okay, lesson over... :) Now, here are the FAQs about these recent upgrades.

Q: Are we/should we be upgrading our computers in the office to Windows 8?

A: No, and not for a while yet. Windows 8 is being sold with new computers, but until Cornell supports it and we can be certain that there are no compatibility issues with the other software we use, all of our new computers should have **Windows 7 Enterprise*** installed on them.

Q: Are we upgrading to Office 2013?

A: No, not yet and for the same reasons. We want to make sure that Cornell supports it and that there are no compatibility issues with other software we use.

Q: I want to use Microsoft Office at home, where do I buy it?

A: If you have Windows 7 or Windows 8 on your home computer, as a Cornell employee, you can purchase one license of Microsoft Office 2013 through the Home Use Program. It's $9.95 for the license. Once you buy the license, Microsoft will give you a link to download the software. If you pay an extra $13.99, they will ship you the install DVD (so you don't have to download the large file).
http://www.microsofthup.com/hupus/home.aspx?culture=en-US *(Make sure to enter your Cornell e-mail.)*

Q: Can I still purchase Office 2010 from the Home Use Program?

A: No, only Microsoft Office 2013 is available.

Q: If I install Office 2013 at home will I have any issues opening documents that were created at work in Office 2010 and vice versa?

A: No, you shouldn't have any issues. Office 2010 and 2013 use the same file formats so whether the document is created in 2010 or 2013, it will open on both. *(If it's an Access file, make a copy first and test it out. In the past I've had issues where it opened okay in the new version, but then wouldn't open back up in the old version of Access.)*

Q: I want to install Windows 8 at home, is there anything like the Home Use Program for Windows?

A: No, unfortunately. The information for upgrading your home computer to Windows 8 is here: http://windows.microsoft.com/en-us/windows/buy?ocid=GA8_O_WOL_Dis_Meet_FPP_Null_02

Q: I don't know what version of Internet Explorer I'm running, how do I find out?

A: This website will tell you what version you are using, it also provides directions on how to find the version yourself: http://windows.microsoft.com/en-us/internet-explorer/which-version-am-i-using

(Please note: If you open this link in a web browser other than Internet Explorer, the web page isn't smart enough to tell you that you aren't currently in Internet Explorer… it will probably tell you are using IE10.)

Q: I have Internet Explorer 9 installed (or Internet Explorer 8). Do I need to do anything to block Internet Explorer 10 (IE10)?

A: It depends.

- Is your computer running Windows XP or Vista? IE10 will not install on your computer, you do not have to do anything. (FYI: IE9 & IE10 won't install on Windows XP.)
- If your computer is running Windows 7, Internet Explorer 10 will be pushed through the Automatic Update feature UNLESS you have been migrated to the new server, which is on the Cornell domain.

- **Genesee, Monroe, Wyoming:** Our new regional server is set up to block the IE10 update, so there is nothing you need to do.
- **Orleans:** You will be on the Cornell domain next week, if a Window pops up to install IE10, just cancel out of it for now.
- **Allegany, Cattaraugus, Chautauqua, Erie, Niagara:** Please work with your local IT contact to install Microsoft's IE10 block tool http://www.microsoft.com/en-us/download/details.aspx?id=36512.
(If you are one of the handful with new computers that I set up and are logging in with your netID and password, you are on the Cornell domain, you don't need to do anything.)

Q: I've already upgraded to Internet Explorer 10, what do I do now?

A: There are a few Cornell sites that don't work with Internet Explorer 10 yet, this is why we don't recommend upgrading to IE10. (Kronos, Taleo, ACCPAC and possibly the new HR system WorkDay are the major ones that are known not to work with IE10 right now.) If you've already allowed IE10 to install, you have a couple options.

- Please work with your local IT contact to downgrade back to Internet Explorer 9 and use the IE10 block toolkit to stop Windows from upgrading to it again.
http://www.microsoft.com/en-us/download/details.aspx?id=36512
- OR If you have Mozilla Firefox installed, you can use this as an alternative for those websites that will not work with IE10. If you don't have Firefox installed and would like to have it, please see your local IT contact.

*If your association is not using your local IT contact for purchasing and you have been asked to purchase a new computer for your association, PLEASE e-mail me before making that purchase. We are trying to standardize all computer equipment across the region to help alleviate issues and cut down on support time needed to troubleshoot problems. (If a computer needs Windows re-installed, Windows 7 <u>Enterprise</u> should be installed.)

Side Note: When looking for the videos I linked to, I came across a cool organization called Goodwill Community Foundation. They have many online tutorials on a variety of topics, including computer and internet basics and Office tutorials. http://www.gcflearnfree.org/

Saving and Sharing Website Links
Jenn Matthews posted on Mar 06, 2013

Found a great website? Want to share it with your co-workers?

You can easily save a webpage link to a shared folder or an e-mail by dragging and dropping the little icon next to the web address into the folder or e-mail!

Watch how: http://screencast.com/t/fQUtFji1

Click here to learn more about how to drag and drop*.*

Office365.... After The Move
Jenn Matthews posted on Jan 17, 2013
Our region is now switched to Office365 for our e-mail. You can read CIT's What's Different? webpage for more information.

How did the day after go for you? Hopefully most of you didn't even notice the switch and that those of you with mobile devices were able to follow CIT's instructions to update your settings.

I have heard from some of you about some issues, and I did have a couple myself but CIT has been doing a good job in documenting the well-known issues and their fixes. Read below about some common problems or click here for CIT's "Known Issues and Troubleshooting Tips" webpage.   If CIT doesn't have your issue listed, you can always contact the Cornell helpdesk: http://www.it.cornell.edu/support/

- **My Outlook 2010 address book isn't working the way it used to.**
Some options related to your Outlook 2010 address book may have been changed when your account was moved to Office 365, such as your default address book is now incorrect. Take these steps to make your Outlook 2010 address book work more smoothly.
- **Outlook 2010 repeatedly prompts me for my credentials.**
You may have credentials stored in a format Office 365 can't read. This is most commonly seen when you try to connect to a Resource account (Exchange Group Account, Room account, or Equipment account). Take these steps to clear the credentials in Outlook 2010 and (optionally) store new ones.
- If that doesn't fix the problem, then I suggest removing and re-adding that account.
  - Deleting that resource/group account:
    - Click the File tab.
    - Under Account Information, click Account Settings, and then click Account Settings.

- Select the **group email account** that you want to remove (NOT your netid@cornell.edu account), and then click Remove.
- To confirm removal of the account, click Yes.
  - Now **add that account back** in by following these steps.

CCE Social Media
Jenn Matthews posted on Jan 10, 2013
Social media, like Facebook, Twitter, Flickr and YouTube, provide new ways of sharing our content and activities with a broader audience.

Did you know that…

- Many of our associations have their own Facebook page and a few others also have Flickr, Twitter and YouTube pages as well.
  You can find the listing of those pages here on the CCE staff site:
  http://staff.cce.cornell.edu/communications/Pages/Social-media-2.aspx
- CCE has their own youtube channel!… Check it out here: http://www.youtube.com/user/CCECornell
  - You can find videos related to HR, IT and programming!
    - *Quick how-to video on using the Cornell dropbox:* http://www.youtube.com/watch?v=Rgn-liaz2ZA&list=PL8DA8F3FC4D094CCF&index=4*)*
    - *About the CCE Organizational Report:* http://www.youtube.com/watch?v=FVXx3klgPMU&feature=youtu.be

Does your association have a social media site not listed on the CCE staff page?

E-mail cce-helpdesk@cornell.edu and let them know about it!

- social-media
- youtube
- facebook
- flickr

Pages

Unknown macro: {list-pages}

1. A-C
   - address-book
   - anti-virus
   - att
   - auto-reply
   - box
   - calendar
   - cce-staff-site
   - cit
   - collaboration
   - contacts
2. D-G
   - doodle
   - downloads
   - e-mail
   - ergonomics
   - event-registration
   - eye-strain
   - facebook
   - favorites
   - flickr
   - google-drive
3. H-M
   - health
   - home-use
   - identity-finder
   - internet
   - keyboard-shortcuts
   - kronos
   - logos
   - malware
   - marketing