

# SalukiTECH News

## WALK-IN COMPUTER SUPPORT CENTER MOVES TO MORRIS LIBRARY

*Now Known as SalukiTech*

The walk-in computer support center housed in the Northwest Annex has moved to Morris Library 161A. This service provides computer support for students, faculty, staff, alumni and retirees' personal computers. In the past, SIU-affiliated individuals would bring their machine to the Northwest Annex for service. This move will help provide everyone with better hours in a more convenient location.

### SalukiTech Hours

**Monday - Thursday**  
7:30 a.m. to 11 p.m.

**Friday**  
7:30 a.m. to 9 p.m.

**Saturday**  
11 a.m. to 7 p.m.

**Sunday**  
1 to 9 p.m.

### SalukiTech Services Offered

- General troubleshooting
- Software installs
- Virus removal
- OS installs and upgrades
- Hardware upgrades
- Wireless set up for desktops, laptops, phones, tablets
- Reznet configuration
- Sales of flash drives, hard drives, routers, MS Office, cables

"We are happy to be collaborating with the staff of Morris Library to provide more of a 'one-stop shop' where students can ask computer and library related questions and get their computer issues resolved," says David Crain, assistant provost and chief information officer. Generally, for quick fixes (less than 15 minutes), there is no charge to the customer. For longer fixes, there is a small fee. In conjunction with this move, the walk-in support center will now be called "SalukiTech."

## New Password Policies

Effective January 22, new password policies go into effect for Network ID and Active Directory passwords. The changes will go into effect the next time users change passwords. Password expiration will be extended from 120 days to 365 days.

The minimum requirements for mixed case, numbers and special characters will be removed, but their use is encouraged. The removal of these requirements will allow for the easier use of a "passphrase" or sequences of words, rather than a hard to remember random password string. Even with the removal of these minimum requirements, the overall strength of passwords will be increased to NIST Level 2 standards by setting the minimum length to 16 characters. Spaces in passphrases will be allowed. Passphrases built on personal information, such as "mydognameisfido" should be avoided.

All new password changes after January 22 will be subject to these new policies. The password expiration date of 365 days will be assigned at the time the new passphrase is selected. Existing password expiration dates will remain in effect until the next password change.

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## COMPUTER LEARNING CENTERS AND MATH LABS AVAILABLE FOR STUDENTS, FACULTY AND STAFF

**Information Technology manages** four campus Computer Learning Centers (CLCs) and two Math Labs (Morris Library 174 and Faner 1032).

The CLCs are open to all SIUC students, faculty, staff and Center for English as a Second Language students.

The Math Lab in Morris 174 (can be reached through CLC3) is restricted to Math 107 and 108 students. The Math Lab in Faner 1032 is restricted to Math 113 (can be reached through CLC1).

A valid SIUC ID and SIUC Network ID are required to access computer facilities and services.

To access Campus-Wide Printing Services in the CLCs and Math Labs, funds must be added to a student ID card or Debit Dawg account.

The facilities and services include, but are not limited to, computers, laptops, printers, software and manuals. Software and manuals may be checked out for use in the CLC only and must be returned before the closing of the CLC each day.

Laptop and equipment checkout procedures in CLC2 and CLC4 are posted in each facility. Customers who do not return materials will be denied access to CLC services for a minimum of seven days. Materials not returned after seven days will be charged to the individual's Bursar Account.

## TECHNOLOGY NEWS AT A GLANCE

- **iPhone, iPod Touch users can now buy music from Amazon.** The MP3s must be purchased through the Safari web browser but can then be downloaded or streamed via Amazon's Cloud Player app.
  - Facebook is trying to challenge Google with its new "**Graph Search.**" It turns some of the personal information people have shared on Facebook into a searchable database. **Privacy issues anyone?** Facebook execs say that changing privacy settings will alleviate those concerns.
  - Smartphones running **Mozilla Firefox and Jolla Sailfish** will launch separately in 2013.
- Primarily of interest to anyone who wants an alternative to Apple's iOS and Android.
- **Microsoft Office 2013** is being released soon; as early as February by some accounts. Users may **purchase or rent** it via Microsoft's cloud.
  - New apps of note: **Flipboard**, the recently updated news aggregation app allows users to read articles from favorite news feeds and search through social media posts. **SayWhat Dialer** allows users to add a subject line and text message to phone calls. It's been upgraded to connect with Facebook and make calls directly from the app screen.

## IMPORTANT NUMBERS

### Computer Support Center

453-5155

1-866-718-4357

### Network Control Center

453-6217

### Telecommunications Services

453-2484

### Need a number?

SIU People Finder (<https://it-mfs1.it.siu.edu/php/index.php>) can help.

## WEB ADDRESSES OF NOTE

### Help Desk

<http://helpdesk.siu.edu>

### Building Addresses

<http://www.pso.siu.edu/buildinglookup.php>

### Campus Mail Codes

<http://www.pso.siu.edu/mailcodes.php>

### Faculty and Staff Software Downloads

<https://ftp.siu.edu:1080/microsoft/>

### Can't remember your Dawg Tag?

Find it here:

<https://sisweb.eis.siu.edu/sis/dawgtag/>

## SOCIAL MEDIA

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