IRT News

Updates from IRT

Information Resources & Technology aims to enhance the overall learning experience for the University's students, assist in the research of the University's faculty and enable the University's staff to perform their duties effectively and efficiently.

Here, IRT will update the University community on initiatives, projects and services that further those objectives, as well provide information regarding technology-related news, enhancements and additions on campus.

- Change your password
- Outlook WebAccess
- Gmail for Students
- Banner Self Service
- Blackboard Login
- Access From Anywhere

News Articles

Confluence unavailable due to upgrade on Saturday, May 19
O'Neill, Erin E. posted on May 11, 2018

Scope: Confluence unavailable due to upgrade on Saturday, May 19, from 6 a.m. to 10 a.m. Information Resources & Technology will be upgrading Confluence on Saturday, May 19, beginning at 6 a.m. This upgrade is expected to be complete by 10 a.m. Confluence will not be available during the upgrade. Following the upgrade, you'll notice that Confluence has a new look, including new icons. Beyond those cosmetic changes, your experience using Confluence should remain the same.

RESOLVED: Issue affecting incoming calls to Rowan University
O'Neill, Erin E. posted on May 10, 2018

Update: Thursday, May 10, at 12:18 p.m. Rowan University's phone vendor, Windstream, has finished repairing the fiber cut that was affecting incoming calls for the University, as well as other Windstream customers in New Jersey, Pennsylvania and Delaware. All phone services should now be restored. Thank you for your patience as Windstream worked to resolve this outage. Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any questions.

Wireless outage in Glassboro due to maintenance on Monday, May 14
O'Neill, Erin E. posted on May 09, 2018

Scope: Wireless network outage on the Glassboro campus due to maintenance on Monday, May 14, from 5 a.m. to 6 a.m. Information Resources & Technology will be performing maintenance on the wireless network in Glassboro on Monday, May 14, starting at 5 a.m. This work is expected to be finished by 6 a.m. The wireless network will not be available during
that time frame. The wired network should not be affected by this work.

**Read the April 2018 edition of the IRT newsletter**

O'Neill, Erin E. posted on May 08, 2018

The latest edition of Information Resources & Technology's newsletter includes information about our new Teaching with Technology series [https://support.rowan.edu/sp?id=kb_article&sys_id=3e18ebf7db619794873c6e9af9619de](https://support.rowan.edu/sp?id=kb_article&sys_id=3e18ebf7db619794873c6e9af9619de), the upgrade to McAfee Endpoint Security [https://support.rowan.edu/kb_view.do?sysparm_article=KB0012782](https://support.rowan.edu/kb_view.do?sysparm_article=KB0012782) and the roll out of Duo two-factor authentication [https://go.rowan.edu/duo](https://go.rowan.edu/duo) at Rowan University.

**New IRT website launching on May 18**

O'Neill, Erin E. posted on May 04, 2018

Information Resources & Technology is excited to announce that we are launching a new website on Friday, May 18. The updated website includes an improved mobile experience and streamlined navigation, as well as other changes to help you more quickly connect to the services we offer. Please note that access to irt.rowan.edu [http://irt.rowan.edu](http://irt.rowan.edu) may be intermittently unavailable on May 18 from 10 a.m. to 1 p.m. as we launch the new website.

**Upcoming changes to Blackboard Glassboro course removal procedures**

O'Neill, Erin E. posted on May 02, 2018

Beginning this summer, Information Resources & Technology will start removing Blackboard courses for Glassboro that are more than two years old from the system. This process will allow Blackboard administrators to more effectively manage the speed and performance of Blackboard and contain increasing storage costs. More details about which courses will be removed this summer, as well as information about how you can back up a course, are available below. Please email blackboard@rowan.edu.

**RESOLVED: Office 365 access issues for new users**

O'Neill, Erin E. posted on May 01, 2018

Update: Friday, May 11, at 1:50 p.m. Information Resources & Technology has resolved the issue that was preventing employees from accessing Office 365 for the first time. Employees may now visit portal.office.com [http://portal.office.com](http://portal.office.com) to download and install the entire Office suite on a personal device or use the Office applications online. Visit rowan.edu/go/office [http://rowan.edu/go/office](http://rowan.edu/go/office) for more information about Office 365.
Network testing planned on Saturday, April 21
O'Neill, Erin E. posted on Apr 13, 2018

Scope: Potential network service interruptions on the south side of the Glassboro campus on Saturday, April 21, between 8 a.m. and 5 p.m. Information Resources & Technology will be testing network cables in preparation for the demolition of Linden Hall on Saturday, April 21. This testing has the potential to cause network service interruptions on the south side of campus starting at 8 a.m. We will have staff on site to address any network outages that may occur. If an outage does occur,…

System maintenance to cause Banner outage on Friday, April 13
O'Neill, Erin E. posted on Apr 06, 2018

Scope: Banner outage on Friday, April 13, starting at 10 p.m. Information Resources & Technology will be installing security updates for the database that supports Banner beginning at 10 p.m. on Friday, April 13. This work is scheduled to be finished by 3 a.m. on Saturday, April 14. Self-Service Banner and Banner Administrative Pages will not be available during that time frame. Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu.

Symantec user? Update your anti-virus to McAfee
O'Neill, Erin E. posted on Apr 02, 2018

Scope: Students and employees who use Rowan-provided Symantec on a personal computer Information Resources & Technology recently upgraded the anti-virus software Rowan University provides for free to students and employees for use on their personal computers. We are now offering McAfee Endpoint Security to help students and employees protect their personal devices. We are no longer providing Symantec Endpoint Protection,…

Read the March 2018 edition of the IRT newsletter
O'Neill, Erin E. posted on Apr 02, 2018

The latest edition of Information Resources & Technology's newsletter includes information about system and software upgrades, including the installation of new anti-virus software for Rowan University-owned computers, https://support.rowan.edu/kb_view.do?sysparm_article=KB0012687, and tips for protecting yourself from scams during tax season. Click on the arrows in the lower right-hand corner of the PDF viewer to view the newsletter in full-screen mode.
Job offer scam sent to Rowan users
O’Neill, Erin E. posted on Mar 25, 2018

Scope: Rowan users, job offer email scam A recent email sent to Rowan University users asks recipients to apply online for a part-time job working for a member of the “University Office for Students with Disabilities.” The email has the subject line “Re: Your Application” and claims to be offering a job that pays $620 a week. This email is a scam. If you responded to this message and provided any personal information, please contact the Technology Support Center immediately at support@rowan....

Update regarding SPSS license
O’Neill, Erin E. posted on Mar 22, 2018

Scope: Faculty, students and staff who use SPSS on Rowan-owned machines Information Resources & Technology is upgrading our license for SPSS on Rowan University-owned computers. We are finalizing now how to deliver the new license to Rowan-owned machines without inconveniencing users. Faculty and staff who use SPSS on University-owned computers should be able to continue to access that software without interruption throughout the update process....

Intermittent phone outages on Monday, March 26
O’Neill, Erin E. posted on Mar 22, 2018

Scope: All campuses, intermittent phone outages on Monday, March 26, from 12 a.m. to 6 a.m. Rowan University's phone services vendor has planned maintenance that will affect incoming and outgoing calls on all campuses next week. The vendor, Windstream, will be upgrading equipment on Monday, March 26, between 12 a.m. and 6 a.m. The outage will affect phone services for Public Safety. If you have a police, fire or medical emergency during this outage, please call 911....

New anti-virus software for Rowan-owned computers
O’Neill, Erin E. posted on Mar 22, 2018

Information Resources & Technology is upgrading the anti-virus software we use to protect Rowan University-owned computers to McAfee Endpoint Security. We will be installing the new McAfee software in phases, starting in Glassboro on Monday, March 26. Our current schedule and additional details about this upgrade are available at go.rowan.edu/mcafee http://go.rowan.edu/mcafee. We will also provide updates to employees about this roll out in the Rowan Daily Mail. What Do You Need To Do?...
Network maintenance to cause outage on Saturday, March 17
O'Neill, Erin E. posted on Mar 13, 2018

Scope: All campuses, intermittent network and phone outages during network maintenance on Saturday, March 17, from 2 p.m. to 6 p.m. Information Resources & Technology will be updating the University’s firewalls and performing other network maintenance this weekend. This work is scheduled for Saturday, March 17, from 2 p.m. to 6 p.m. During that four-hour window, all services on the Rowan University network will be intermittently unavailable. Those services include internet access,…

Read the February 2018 edition of the IRT newsletter
O'Neill, Erin E. posted on Mar 02, 2018

The latest edition of Information Resources & Technology's newsletter includes information about two-factor authentication at Rowan University, tips for securing your home network and a reminder about the planned Windows 10 upgrade https://confluence.rowan.edu/x/p1wpBin technology enhanced classrooms and computer labs on the Glassboro campus and in the Camden bank building this summer.…

Read the January 2018 edition of the IRT newsletter
O'Neill, Erin E. posted on Feb 01, 2018

The latest edition of Information Resources & Technology’s newsletter includes information about the Meltdown and Spectre vulnerabilities https://confluence.rowan.edu/x/VxepB, news about McAfee Endpoint Security https://confluence.rowan.edu/x/BxepB and tips for creating a secure password https://support.rowan.edu/kb_view.do?qsparm_article=KB0012429. Click on the arrows in the lower right-hand corner of the PDF viewer to view the newsletter in full-screen mode.

Emergency maintenance to cause network outage tonight
O'Neill, Erin E. posted on Jan 31, 2018

Information Resources & Technology will be performing emergency maintenance on network infrastructure tonight (Jan. 31) in order to address a backup power issue. This work will cause a roughly one-hour outage beginning at 10 p.m. The outage will affect phone services for Public Safety. If you have a police, fire or medical emergency during this outage, please call 911. The outage will also affect wired and wireless network services in all buildings on the north side of Route 322 in Glassboro.…
Android phone on Verizon won’t connect to RowanSecure? Take these steps.
O’Neill, Erin E. posted on Jan 26, 2018

Some students with Android phones on Verizon have reported issues connecting to RowanSecure. Information Resources & Technology has identified a recent security update released by Verizon as the cause of this problem. A security app on your phone may be blocking you from connecting to RowanSecure. We are working with Verizon on a long-term resolution, but for now, you can take the following steps to connect to RowanSecure: Open the Verizon Security & Privacy app on your phone. https://lh4....

Meltdown & Spectre: How chip flaws may affect students
O’Neill, Erin E. posted on Jan 12, 2018

Recently-discovered security flaws in computer chips could allow hackers to steal personal information from computers and smartphones. Technology companies have started to release software updates to address these flaws, called Meltdown and Spectre, but these important updates have the potential to affect the anti-virus software students need to log in to the Rowan Network. How May I Be Affected?...

RESOLVED: Turnitin maintenance on Wednesday, Dec. 27
Hegel, Marybeth posted on Dec 27, 2017

The Turnitin maintenance planned for Wednesday, Dec. 27, has been completed as of 2:30 a.m. The system should now be operating as normal. Please contact the Technology Support Center at support@rowan.edu mailto:support@rowan.edu or 856-256-4400 if you continue to experience any issues accessing Turnitin services. As was previously announced in the Rowan Daily Mail https://ssb.rowan.edu/PROD//IROWANSSB.ROWAN_ANNOUNCER.p_view?sub_id=15911, maintenance on Turnitin was scheduled for Wednesday, Dec....

New anti-virus software coming soon to Rowan-owned computers
O’Neill, Erin E. posted on Dec 21, 2017

Information Resources & Technology will be installing new anti-virus and anti-malware software on all Rowan
University-owned and managed computers during the spring 2018 semester. The new software, McAfee Endpoint Security, will replace Symantec Endpoint Protection. This update to McAfee Endpoint Security is the first step in a larger upgrade that we expect to finish in 2019. As part of that larger upgrade,...

Read the December 2017 edition of the IRT newsletter

O'Neill, Erin E. posted on Dec 21, 2017

The latest edition of Information Resources & Technology's newsletter includes information about recently-completed network upgrades https://confluence.rowan.edu/x/OgapB, details about new anti-virus software coming soon to University-owned computers and other technology news. Click on the arrows in the lower right-hand corner of the PDF viewer to view the newsletter in full-screen mode.

Reminder: ITAP approval required for IT purchases

O'Neill, Erin E. posted on Dec 15, 2017

Information Resources & Technology (IRT) and Contracting & Procurement want to remind employees that most hardware and software purchases and renewals must receive approval through the Information Technology Acquisition Process (ITAP). While end-of-year deals on technology may be attractive, IRT needs to ensure that all information technology (IT) resources purchased at Rowan University are compatible with existing technology and meet security requirements and regulations....

Network upgrades boost internet speed, reliability for Rowan University

O'Neill, Erin E. posted on Dec 05, 2017

Information Resources & Technology recently achieved a significant milestone in our ongoing effort to provide a faster, more reliable internet connection to the students, faculty and staff of Rowan University. In November, we finished a more than fourfold increase in the University's internet bandwidth and added a second internet service provider. The University is now served by 13 gigabits per second of internet bandwidth, which means students....

Read the November 2017 edition of the IRT newsletter

O'Neill, Erin E. posted on Dec 01, 2017
The latest edition of Information Resources & Technology's newsletter includes information you can use to protect yourself from phishing attacks, a warning about email scams during tax season and other cybersecurity tips. Click on the arrows in the lower right-hand corner of the PDF viewer to view the newsletter in full-screen mode.

Outage due to network update on Saturday, Dec. 2
O'Neill, Erin E. posted on Nov 27, 2017

Information Resources & Technology will be integrating new firewalls into the University's network this weekend. This work will cause a network outage on Saturday, Dec. 2, between 2 p.m. and 4 p.m. During that two-hour window, all services on the Rowan University network will be intermittently unavailable. Those services include internet access, wired and wireless networks on campus, telephone service, email, Google Apps, Citrix, EMR,…

Network upgrades to cause outage on Saturday, Nov. 18
O'Neill, Erin E. posted on Nov 14, 2017

Information Resources & Technology will be deploying new network management devices and adding a second internet service provider (ISP) to the Rowan University network this weekend as part of our ongoing network redesign project. A three-hour outage is planned on Saturday, Nov. 18, from 2 p.m. to 5 p.m., as we deploy and validate the new network management devices. We may also need to perform additional maintenance on Saturday and Sunday that may affect connectivity.…

System maintenance to cause Banner outage on Friday, Nov. 10
O'Neill, Erin E. posted on Nov 06, 2017

Information Resources & Technology will be installing security updates for the database that supports Banner beginning at 9 p.m. on Friday, Nov. 10. This work is scheduled to be finished by 4 a.m. on Saturday, Nov. 11. Banner will not be available during that time frame. Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any questions or concerns.

Read the October 2017 edition of the IRT newsletter
O'Neill, Erin E. posted on Nov 01, 2017

The latest edition of Information Resources & Technology's newsletter includes recommendations for securely shopping
online, information about new features available in Google Drive and other news. Click on the arrows in the lower right-hand corner of the PDF viewer to view the newsletter in full-screen mode.

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**UPDATE: RowanSecure connection issue**

O'Neill, Erin E. posted on Oct 30, 2017

Update: Nov. 1, 2017 Information Resources & Technology has updated the security certificates for ClearPass in order to address the issue that required some students to re-authenticate to RowanSecure. After connecting to RowanSecure, you should stay connected. If you are prompted to connect again after moving to a different location on campus, please contact us for help at 856-256-4400 or support@rowan.edu. 

**Updates to Google Drive: New desktop application and Team Drives**

O'Neill, Erin E. posted on Oct 30, 2017

Rowan University faculty, staff and students now have access to two new features from Google Drive: Team Drives and Drive File Stream. You can create shared files that belong to a group, rather than just one individual, using Team Drives. Drive File Stream is a new desktop application that provides fast and easy access to all of your Google Drive files, directly from your computer. This new application is replacing the Google Drive client for Mac/PC. 

**Update on deployment of new network firewalls**

O'Neill, Erin E. posted on Oct 29, 2017

Information Resources & Technology successfully completed the deployment of new network firewall devices this weekend. We will continue to closely monitor the network this evening and throughout the week to identify and respond to any potential issues. An after-hours hotline is now open to help us quickly address any network-related support requests. The number for that hotline is 856-256-6466....

**Internet outage due to network update on Saturday, Oct. 28**

O'Neill, Erin E. posted on Oct 23, 2017

As part of the ongoing network redesign project, Information Resources & Technology is planning to install new network firewall devices this weekend. This work will cause a network outage on Saturday, Oct. 28, from 2 p.m. to 4 p.m. During
that time frame, internet service will not be available through Rowan University’s network on any campus and users will not be able to remotely access network resources through the University’s VPN. Following the deployment of these new devices,…

IRT's new Training and Instructional Support department
O'Neill, Erin E. posted on Oct 18, 2017

In order to realign our resources to more effectively provide training to the University community and manage access to major applications like Blackboard and Qualtrics, Information Resources & Technology has established a new department called Training & Instructional Support. This department will oversee the following services: Training Blackboard management Qualtrics management Kaltura Media Visit the Training & Instructional Support page https://irt.rowan…. 

Major hardware upgrade strengthens Banner system
O'Neill, Erin E. posted on Oct 04, 2017

Information Resources & Technology has recently implemented significant improvements to the system that supports Banner in order to deliver a better experience to the thousands of students, faculty and staff who use that platform on a daily basis. The most noteworthy improvement that we made is the installation of more powerful hardware. With double the amount of memory and nearly four times the number of processor cores, the new hardware is far more powerful than our previous setup…. 

Banner outage due to emergency maintenance on Sunday, Oct. 1
O'Neill, Erin E. posted on Sep 29, 2017

Information Resources & Technology will be performing emergency maintenance on the database that supports Banner on Sunday, Oct. 1, beginning at 11 p.m. This work is expected to be finished by 2 a.m. Banner will not be available during that time frame. This maintenance is necessary to address issues users are experiencing with administrative forms. Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any questions or concerns.

Read the September 2017 edition of the IRT newsletter
O'Neill, Erin E. posted on Sep 28, 2017
The latest edition of Information Resources & Technology's newsletter includes recommendations for safely navigating social media networks, tips for protecting your personal information after the massive Equifax data breach, updates on projects and other news. Click on the arrows in the lower right-hand corner of the PDF viewer to view the newsletter in full-screen mode.

Internet outage due to network update on Tuesday, Oct. 3
O'Neill, Erin E. posted on Sep 27, 2017

Information Resources & Technology will be reconfiguring the connection to the University's internet service provider during the evening of Tuesday, Oct. 3. This work will cause a 30-minute internet outage beginning at 11 p.m. Students, faculty and staff will not be able to access the internet through our network during that 30-minute outage window. This outage will affect all campuses. This work, which is part of the ongoing network redesign project,...