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Bits & Bytes

Volume 6 Number 5

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Dates to remember:

ICTS scheduled maintenance slot

The next ICTS monthly maintenance slot will take place on **Sunday, 18 October 2015** from 09:00 - 17:00. During this time there will be little or no ICT services available. This includes the Nashua Campus Copy and Print solution and the IP telephony service.

Training

Learn how to customise a presentation to suit your needs by attending the PowerPoint Intermediate

Staff mailboxes heading to the cloud

Pretty soon you will be the owner of a 50GB mailbox, just for being a UCT staff member. This is one of the benefits of moving the UCT staff email and calendaring solution from UCT's onsite Microsoft Exchange server to the Office 365 cloud-based email system.

Discussions are currently underway with your management team to determine the best time to move your mailbox to Office 365. Once a migration date has been agreed upon, ICTS will send you a notification containing a list of things you may need to change post-migration. A reminder will be sent a day or two before the move so that you know what to do after your mailbox has moved. So far, nearly 800 staff mailboxes have already been migrated.

The migration is a simple process; ICTS engineers will perform the entire migration on the backend and there is nothing that you need to do in preparation for the move.

All your folders will still be available after the migration and there is no change to your email address. All we're doing is moving your mailbox off the UCT-hosted mail servers and onto the Microsoft servers. Everything will look and operate in the same way that you're used to.

Even though your mailbox is now hosted by Microsoft, UCT will remain the owner of the content and has signed a confidentiality, privacy and ownership of data agreement with Microsoft. Security measures have also been jacked up, so you can rest assured that your data is secure. Should the system go down at any time, Microsoft has a contingency tool in place to automatically move UCT's data to a secondary data centre so that you can continue working without much interruption.

So, with top class security measures in place, reduced infrastructure costs and the ability to work anywhere in the world, Office 365 may just become your new best productivity tool.

Hackers going to great lengths to compromise your data

You may have watched movies where the bad guy kidnaps an innocent child and demands that the family pays a high ransom. Sometimes they get away with the money, but most of the time they get caught before even laying their hands on the money.

Sadly, computer hackers are now taking a page out of Hollywood's book and are demanding money from victims whose devices they have encrypted with ransomware. This attack is usually done via a spam email that contains a malicious link or attachment. Once activated, the malicious software takes control of your PC, encrypting your files and folders so that you can no longer access them. It may even prevent you from opening any web

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Secure your machine

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course from **07-09 October 2015** from 13:30 - 16:30. During the course our trainers will show you how to customise the PowerPoint environment and design templates, use outlines, add diagrams and special effects, collaborate on a presentation and a secure way of distributing your presentation.

Learn quick and easy ways to use pivot tables, conditional formatting data formulas, advanced formulas and charting at the Excel Tips and Tricks workshop on **22 October 2015** (09:00 - 16:00).

We will show you how to effectively manage your databases at the Access intermediate course scheduled from **26-30 October 2015** (13:30-16:30). The course will cover methods on how to control data entries, join tables, create flexible queries, improve forms and reports as well as how to share data across applications.

Free to UCT: two-day Cyber Security workshop

Renowned information security and audit services expert, John Tannahill, will be hosting a two-day cyber security workshop at the University of Cape Town from 30 November 2015 until 01 December 2015. A repeat of the workshop will take place from 02-03 December 2015.

The first day of the workshop will focus on cyber security and risks. John will talk in detail about cyber security concepts, emerging

browsers. The only thing left for you to do is pay the ransom and hope that they send you the code to unlock your data. Are you willing to place the safety of your data in the hands of criminals?

There are steps that you can take to safeguard your files. Be aware of what emails you receive and don't click on links or open any attachments that you are unsure of. Back up your data to an external hard drive and remember to disconnect the drive as soon as you are done to prevent it from getting infected. Save your important university work on the F: and G: network drives as these are regularly backed up and information can be restored if necessary.

If you do, however, suspect that your machine is infected, don't open any files or folders and don't try to fix the problem yourself. Rather switch off your machine immediately, pull out the network cable and log a call with the IT Helpdesk. Our consultants will provide you with the necessary advice and assistance - although they will not be able to restore access to your encrypted hard drive.

Internet calendars

Have you ever planned a meeting only to discover later that you scheduled it for a public holiday? You can prevent this from happening to you by using UCT Internet Calendars (iCal).

There are a number of calendars that can help you stay on top of what is happening on campus throughout the year. There are calendars showing South African public holidays, UCT meetings and the ICTS monthly maintenance slots.

You can either add the required calendar to your Outlook calendar or you can navigate to the web version for a quick overview of what is happening. One of the benefits of installing it in Outlook is that you can see if there are any conflicts by using the overlay feature.
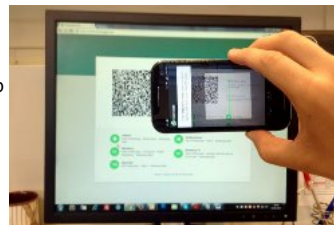
Departments are welcome to publish their calendars online, by logging a call with the IT Helpdesk to get the process underway.

Send WhatsApp messages directly from your PC

Instant messaging has made life a lot easier, allowing you to send and receive short messages. Many mobile users are already familiar with WhatsApp and use it to stay in touch with colleagues, friends and family members.

But did you know that you don't have to use your mobile phone to send WhatsApp messages? Thanks to WhatsApp Web, you can now send messages from your laptop or desktop computer's web browser.

Check if your mobile device is able to use this nifty feature by opening the WhatsApp application on your mobile device and clicking on *Menu* or *Settings* to see if WhatsApp Web is listed. If it is listed, then open either the Google Chrome, FireFox, Safari or Opera web browser on your computer and navigate to https://web.whatsapp.com/. A QR code shows up on the web page, which you need to scan in using your mobile device. Once your mobile device and your desktop are synchronised, all your WhatsApp discussions and contacts will appear on your computer screen.

threats and risks as well as risk and control areas. Day two will focus on risks and control issues related to cyber security and how to assess them.

This workshop usually retails at about R8000, but due to cyber security being a high risk, those in the ICT field at UCT are invited to attend this course for free.

This workshop will not be repeated in future. So if you are keen to learn more about cyber security then ensure that you RSVP by completing the online registration form. Should you have any questions, please send an email to icts-training@uct.ac.za.

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Just remember to turn down the sound on your PC so that you don't drive your colleagues crazy by hearing the jingle every time you receive a message.

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