Welcome to the Fall edition of In Touch. ITS has some very exciting news to share this month.

Firstly, we have been working with a number of our IT colleagues from across Campus since January to add 3 new popular and powerful site licenses to our collection of software packages that are commonly available to the University community. Included in these new options are:

- a Microsoft Campus Agreement which primarily covers use of the Microsoft Office Productivity suite as well as Operating System upgrades that is available to all faculty and staff on Western’s Main Campus;

- a Mathworks agreement which covers Matlab and Simulink statistical analysis software tools for quantitative research that is available to all faculty, staff and graduate students on Western’s Main Campus; and

- Qualtrics, a cloud-based survey solution to support qualitative research that is currently available to all faculty and staff and will be available to Students later this year. Contact ITS at mysurveys@uwo.ca and a member of the support team will contact you to discuss your data collection needs and the costs associated with using this service.

Aside from enabling broad access to common collaboration and research software across our Campus, these agreements also provide Western with additional benefits including simplified license administration, economies of scale on software license purchases, and lower risk of license audit compliance issues. More detailed information can be found on the ITS Site License website, uwo.ca/its/sitelicense/.

We’re quite excited to be able to offer these licenses to the Campus community. These are powerful tools that Faculty, Staff, and Students can use every day.

Secondly, ITS will be moving undergraduate students to Office 365, a new web-based email and calendaring service, early in 2015.

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About In Touch

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Western University

Editor: Sue Barschel

The purpose of In Touch is to inform our users about Information Technology Services activities and events.

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We welcome your comments, suggestions, and articles.

The Editor, In Touch, Information Technology Services, Support Services Building, Western University, London, Ontario, N6A 3K7

Phone: 519 - 661 - 2151
Fax: 519 - 661 - 3486
Email: in.touch@uwo.ca
Web: http://www.uwo.ca/its/

Notices/Information

• Scheduled System Maintenance takes place during Sundays, 3am - 12noon; Thursdays, 12am - 7am
• ITS Services Document available at: http://www.uwo.ca/its/services.pdf

Need help, have a question?

Contact the ITS Help Desk:
Web page: http://www.uwo.ca/its/helpdesk/
Phone Number: 519-661-3800 ext.83800
Webform: http://itshelp.uwo.ca/

In Person:
Support Services Building, main floor room 4100
Hours: 8:30am - 4:30pm weekdays

Support by Phone:
Monday - Thursday, 8:30am - 10:30pm;
Friday, 8:30am-4:30pm; Sunday, 4:30-10:30pm

Other Help:
How do I ... documentation: http://www.uwo.ca/its/hdi/
Facebook: https://www.facebook.com/westernuITS
Twitter: http://twitter.com/westernhelpdesk
Ask ITS: http://askits.uwo.ca/

Office 365

Dave Ghantous <dghantou@uwo.ca>

I think it’s safe to say that there is agreement – our current email platform is not the best. We think we have the solution. In the winter of 2015, Western is moving undergraduate students to Office 365, a web-based suite of services that will provide improved email and calendaring capabilities.

Office 365 will provide undergraduate students a number of benefits including:
• Vastly increased mailbox storage (from 50 MB to 50 GB)
• Integration with mobile devices
• Feature-rich web interface
• Enhanced reliability
• Student Advantage – free access to Microsoft Office applications on up to five personal devices!

ITS will be reaching out to students in the coming days to find volunteers to participate as members of an Office 365 pilot group. The pilot will begin in January 2015 and the rest of the undergraduate population will be migrated in February or March 2015.

Many Canadian Universities have already moved to hosted email solutions for their students and we believe that Western is ready as well. We are starting with undergrads because it provides significant value to a large audience – bang for the buck. The email requirements for Faculty, Staff, Graduate Students and Alumni will be addressed after the successful migration of students.

For updates and more information, please visit http://MyOfficeInfo.uwo.ca or follow Western University ITS Social feeds http://twitter.com/westernuITS and http://www.facebook.com/westernuITS.
Cellular Tips & Tricks

Mona Brennan-Coles <mona@uwo.ca>

Experiencing problems with your cell service?

- In your carrier’s coverage area?
  - Enable Airplane Mode, wait a few seconds, then turn off airplane mode.
  - Restart your device
  - Remove the SIM card.
  - If it is damaged, worn, bent or the wrong size for the SIM tray, contact your carrier for a new one.
  - If it appears okay, reinsert the SIM card.

- Update to the latest version of the O/S
- Reset network settings
- Contact your carrier to check for any network or account issues.

You might be experiencing problems with your cell service?

- Are you roaming or travelling
  - You might be outside your carrier’s coverage area.
  - Data roaming might be turned off.
  - This is a good practice to avoid (very) large data roaming charges.

Lost your smartphone?

Find My Phone apps exist for Apple (Find My Phone), Android (Find My Phone), BlackBerry (Blackberry Protect) and Windows (Windows Live’s Find My Phone) mobile devices. They require you to be connected to the internet and to have set up the app.

A few weeks ago, I couldn’t find my iPhone at work. Assuming that I had left it at home, I looked for it that night – couldn’t find it and decided that it must have been at work all the time. When I couldn’t find it the next day, I finally remembered to use Find My iPhone which showed my iPhone was indeed at home. By the time I got home, the battery was drained so I couldn’t use Find My iPhone to generate a sound to guide me to the missing iPhone. I looked for it for more than a week – my husband even brought me home a pair of rubber gloves so I could look through the garbage – with no luck. I finally found it in my knitting bag – not a usual place for my phone. Since this experience, I now use Find My iPhone whenever I can’t remember where I have left my phone – saves time and frustration!

Quick and easy ways to decrease your cellular data usage include:

- Use WiFi rather than your carrier’s network whenever you have the opportunity.

Using more data than your plan provides?

Using more data that your plan provides is very expensive. Regardless of OS, manufacturer or carrier, your smartphone will have options to monitor your cellular usage – look in settings.

- Email Data Usage
  - Determine how much of an email downloads automatically
  - Decrease or turn off polling (checking for new mail) for email.

- Data Feeds e.g. Social Media, News, Weather
  - Decrease or turn off polling (checking for updates)
  - Minimize the amount of data each update downloads to your phone

- Video
  - Uses a lot of data. A few years ago, our home internet was not working so I suggested that my husband use his cell phone as a hot spot (we have 6 GB data plans). He did and within a week, he had received a warning that he had used 80% (4.8 GB) of his month’s data.
  - Some applications e.g. Facebook automatically play the video. You can change these settings to “WiFi only” or “never” i.e. you have to manually play

- And there is always the option to increase your data plan.

For more information:

Apple
- How To Manage and Control Cellular Data Usage on Your iPhone
- How to manage and control cellular data usage on you iPhone
- How to Control What Apps Can Use cellular Data on iPhone

Android
- How to manage and reduce mobile data usage in Android
- Android 101: Managing your mobile data consumption (and save money)

11 ways to trick Android into using less data

Windows Mobile
- How can I minimize my data usage?
- How to Restrict & Monitor Mobile Data Usage on Windows 8.1

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Upgrades to OWL

We are approaching the next upgrade to OWL on December 21, 2014. This will be done during the Sunday maintenance window 3:00am-noon. The timing of this upgrade follows the end of the Fall term exam period and before the start of the January term to minimize the impact on students and instructors.

Following the upgrade, the OWL Release Notes on the gateway page at https://owl.uwo.ca/ will provide the latest information.

OWL Training

If you are interested in training in OWL, please email owl-support@uwo.ca to request a training session. We can arrange one-on-one training, group training, or training using Blackboard Collaborate if you are interested in training remotely.

Discontinued Service Notification

Scanex Full Marking

- Effective September 1, 2015, ITS will no longer offer Full Service Examination marking.
- The Full Marking service will continue to be available for the 2014-15 Academic year only.
- This change does not impact the free Basic Scanning Service (http://www.uwo.ca/its/scanex/index.html).

Additional information is available on the ITS website at http://www.uwo.ca/its/scanex/discontinued.html. If you have any questions about this change, please contact Barb Sadler (bsadler@uwo.ca or 519-661-2111 x86671).

Helping Hands Award Winner

Sue Barschel <sueb@uwo.ca>

The Helping Hands Awards were established by Gitta Kulczycki (Vice-President - Resources & Operations) in Fall 2008. Five awards were given initially and every six months the five current holders of the award select a new recipient. At the six month retreat of Resources and Operations, individuals receiving the award are recognized.

The most recent award winner is Rob Moeller who received his award from Rob Dykeman. Congratulations, Rob!!
ITS Information

Network Backup Service
For network backup and recovery service, please contact the ITS Legato Group:

Email: legato@uwo.ca

Web: http://www.uwo.ca/its/network/backup.html

ITS Open Hours
Building hours and hours of opening for the various areas of ITS are listed on the web at the following location.

http://www.uwo.ca/its/about-its/hours.html

Commonly Used Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
<th>Ext.</th>
<th>Web/Addl.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITS Customer Support Centre</td>
<td>519 - 661 - 3800</td>
<td>ext. 83800</td>
<td><a href="http://itshelp.uwo.ca/">http://itshelp.uwo.ca/</a></td>
</tr>
<tr>
<td>Voice &amp; Data</td>
<td>519 - 661 - 3800</td>
<td>ext. 83800</td>
<td><a href="http://www.uwo.ca/its/telecom/">http://www.uwo.ca/its/telecom/</a></td>
</tr>
<tr>
<td>Administration Office</td>
<td>519 - 661 - 2151</td>
<td>ext. 82151</td>
<td>FAX 519 - 661-3486 ext.83486</td>
</tr>
<tr>
<td>Computer Accounts Office</td>
<td>519 - 661 - 3800</td>
<td>ext. 83800</td>
<td><a href="mailto:accting@uwo.ca">accting@uwo.ca</a></td>
</tr>
<tr>
<td>Computer &amp; Network Operators</td>
<td>519 - 661 - 3525</td>
<td>ext. 83525</td>
<td><a href="mailto:operator@uwo.ca">operator@uwo.ca</a></td>
</tr>
<tr>
<td>ITRC</td>
<td>519 - 661 - 2111</td>
<td>ext. 85513</td>
<td><a href="mailto:itrc@uwo.ca">itrc@uwo.ca</a></td>
</tr>
<tr>
<td>ITS Non-Credit Courses</td>
<td>519 - 661 - 2151</td>
<td>ext. 82151</td>
<td><a href="mailto:its-courses@uwo.ca">its-courses@uwo.ca</a></td>
</tr>
<tr>
<td>Dial-in Line (all modem speeds)</td>
<td>519 - 640 - 5305</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-mail Postmaster</td>
<td>519 - 661 - 3800</td>
<td>ext. 83800</td>
<td><a href="mailto:postmaster@uwo.ca">postmaster@uwo.ca</a></td>
</tr>
</tbody>
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ITS Mission
We are committed to delivering the best information technology services and solutions in support of the teaching and research missions of the University.

ITS Vision
To be recognized as the preferred source of information technology services and solutions within the campus community and recognized as one of the leaders in the North American university community.

Facilities

<table>
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<tr>
<th>Service</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITS Support Centre</td>
<td>SSB 4100</td>
</tr>
<tr>
<td>ITS Training Lab</td>
<td>SSB 4230</td>
</tr>
<tr>
<td>ITRC</td>
<td>SSB 4320</td>
</tr>
</tbody>
</table>

General Student Computing Labs:
- NSC - Taylor Library
- NCB - 105
- SH - 1310
- HSB - 13, 14, 16
- SSC - 1000, 1012, 1032