

OM400 – OIT Services



WHERE TO GET HELP

- Administrative Computing Coordinators
auburn.edu/oit/acc
- IT Providers
auburn.edu/oit/itproviders
- IT Service Desk
(334) 844-4944
itservicedesk@auburn.edu
auburn.edu/oit/chat
3rd Floor RBD Library

NAVIGATING THE IT WEBSITE - auburn.edu/oit

- Homepage
- IT Services (Service Catalog)
- Knowledge



HARDWARE & SOFTWARE

- Hardware Purchasing Discounts
auburn.edu/oit/hardware
- Software
 - AU Install – auburn.edu/download
 - Office 365 – auburn.edu/oit/365
 - AU Bookstore discounts
- Hosted Services
 - Short URL generator – aub.ie
 - File Mover – filemover.auburn.edu
 - OneDrive for Business – auburn.edu/onedrive
 - Box – auburn.edu/oit/box



WEB RESOURCES

- Individual/departmental web space – auburn.edu/oit/web
- Campus Web Solutions – auburn.edu/cws

EMAIL

- Outlook desktop app
- Outlook Web Access – outlook.com
- Exchange ActiveSync mobile access
- Email alias requests – auburn.edu/oit/alias



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PHISHING AWARENESS

- Non-personalized greeting
- Urgent/threatening language
- URLs don't match or not secure
- Subject matter does not relate
- Request for personal information

SOCIAL MEDIA SAFETY

- Be a minimalist
- Look before you post
- Don't go public
- Think long-term
- Stay alert
- Share your experiences until after you return
- Don't accept friend requests from strangers
- Never rush to meet someone you met online

IDENTITY THEFT

- Report a fraud alert
- Monitor your credit reports
- Create an Identity Theft Report
- Repair the damage
 - Scan your system for viruses and malware
 - Change your passwords
 - Contact the IT Service Desk



SYSTEM SECURITY

- Update your operating system
- Update your software
- Install anti-virus software
- Install anti-malware software
- Backup your system regularly
- Turn on your firewall

MOBILE DATA SECURITY

- Lock your device
- Encrypt your device
- Use a VPN
- Secure your home wireless network
- Act quickly for lost or stolen devices



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TELECOMMUNICATIONS

Cellular Services

- [University Owned Mobile Device and Service Policy](#)
- Billing questions – oitcell@auburn.edu
- Cellular Services details - auburn.edu/oit/cellular
- Dozens of cellular devices
- Employee discounts with Verizon
- [Official Auburn University mobile app](#)

Desk Phones

- [Voice Services Order Form](#)
- Desk Phone Sets Offered:
 - Basic single-line
 - Business single-line
 - VoIP / SIP Business – Multi / Single-line
- Simultaneous ring
- Universal call forwarding (UCF)
- Voicemail (Unified Messaging)

End-user training available on new POLYCOM SIP phones.
Contact Denise McNutt for more information and scheduling
at drm0035@auburn.edu or (334) 844-9352.



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