

**HELPDESK CORNER: GONE PHISHING**

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**SYSTEM AND NETWORK STATUS**

To find out if there are currently any system or network problems you can either go to <http://www.ecs.fau.edu/support/helpdesk/status/> or call 561-297-2121 (menu option 1).

There's an awful lot of phishing going on, and it isn't about tuna. Phishing is when someone sends an e-mail that falsely claims to be from a legitimate enterprise and asks for private information that can then be used for identity theft. It is becoming increasingly commonplace. But unlike other forms of identity theft, it is fairly easy to avoid becoming a victim simply by being cautious.

A popular form of phishing is the sending of an HTML-formatted e-mail that appears to be coming from a financial institution. The

e-mail uses graphics from that institution which makes it appear legitimate. A typical scam asks a client to go to a website and confirm personal information, such as Social Security number, credit card number, username/password, and account numbers. Even the From field will display bogus information such as "Customer Service" or "Administration." (This method of making an e-mail appear to be from someone other than the real sender, incidentally, is called "spoofing.") The combination of the "from" address and the images

makes the look professional, so recipients are quick to assume the request is legitimate. The phishers are counting on you not to second-guess this type of e-mail and to submit your personal information. Once they have that information on you, they can start having their fun and making money at your expense.

One thing to keep in mind is that no financial institution would ever send such an e-mail requesting sensitive information of its customers. Such information is usually gathered *after* a client logs into the actual, secure

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**CREATING ONLINE ACTIVITIES AND GAMES**

Many instructors would love to add interactive activities, games and practice tests to their online courses, but don't have the time (or perhaps, the skill) to do it. StudyMate makes it easy to create Flash-based activities from existing content and

course materials.

StudyMate has an Import Wizard that allows you to convert materials from other formats including MS Word. Best of all, if you're already using Respondus to create quizzes and tests in Blackboard you can easily convert your

existing questions into StudyMate activities and publish them to your course just like you do with Respondus.

To request your own copy of StudyMate or to find out more, go to [http://itss.fau.edu/respondus/studymate\\_menu.htm](http://itss.fau.edu/respondus/studymate_menu.htm).

## CLASSROOM PERFORMANCE SYSTEM (CPS)

The Classroom Performance System (CPS) is an easy-to-use interactive instructional tool that enables students to provide electronic responses to questions and gives faculty immediate feedback regarding student comprehension. CPS was introduced at FAU in 2002 and initially used by Prof. Jerry Haky

(Charles E. Schmidt College of Science, Chemistry Department) and Prof. Robin Jordan (Charles E. Schmidt College of Science, Physics Department) to manage and engage their large introductory courses. Most large (over 100 seat) classrooms at the Boca campus now have the CPS hardware (receivers) and

software installed. Each student purchases a wireless remote control response unit ("clicker") through the book store. The student then goes online to activate and register the clicker (using a unique serial number) in his or her professor's course. Each student must

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## NEW SPEECH RECOGNITION PHONE SYSTEM

FAU will soon implement a new speech recognition system, *IntelliSPEECH*, to automatically process internal and external phone calls to faculty, staff, and departments. *IntelliSPEECH* will greet callers and ask to whom they wish to speak. The automated attendant will then transfer the call to the requested extension. If *IntelliSPEECH* does not recognize the request, it

will try two more times before forwarding the call to the FAU operator for completion.

In order to ensure that all departments are properly represented and have their needs met by this system, Communication Services Infrastructure (CSI) has requested that each Dean, Director, or Department Head designate a member of

their team to act as their Departmental Coordinator. CSI will work with Departmental Coordinators to ensure a successful system roll-out later this summer. If your Department has not yet submitted a coordinator's name, it is important that you do so. You can contact Debbie Garland at [dgarlan3@fau.edu](mailto:dgarlan3@fau.edu) or ext. 7.2222.

*IntelliSPEECH will greet callers and ask to whom they wish to speak. The automated attendant will then transfer the call to the requested extension.*

## ELECTRONIC FORMS

IRM provides a number of electronic forms (E-Forms) that the FAU community can use to request support and services. (The forms are available at <http://ecs.fau.edu/eforms>).

However, as the number of E-Forms has grown so has the confusion as to which one to use when making a request.

Here is a basic breakdown of the most

commonly used E-Forms and when to use them:

### **Email Account Request**

Request staff and courtesy e-mail accounts.

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## IMPATICA FOR POWERPOINT

FAU has purchased a site license for Impatica for PowerPoint. This software makes it easy to add narrated presentations to your web site.

Now you can deliver fully narrated and animated PowerPoint presentations online without plug-ins that are easily viewed at normal modem

speeds. Instructors can easily upload these files into their Blackboard or eCollege course sites.

Impatica simply converts the PowerPoint file into a compressed format that is optimized for streaming over the Internet. The Impatica file is typically 95% smaller than the PowerPoint

HTML files.

Impatica supports most of the features of PowerPoint, including text, graphics, transitions, animation effects and, of course, audio narration. For more information or to request your own copy of Impatica, go to <http://itss.fau.edu/impatica/impatica.htm>.

*Now you can deliver fully narrated and animated PowerPoint presentations online without plug-ins that are easily viewed at normal modem speeds.*

## ELECTRONIC FORMS

Request a departmental alias.

Username change requests (following a legal name change).

### **Telecommunications Request**

Request, update, or remove cellular and telephony services.

Request new ports to be added to a specific location for networking services.

### **Hardware Repairs/Upgrades Request**

Request a hardware repair or hardware upgrade to a computer or printer. Such requests normally involve interaction with a computer consultant first. Examples include adding memory (RAM) to a

computer or repairing a printer that grinds when printing.

### **Network Installation Request**

Request the installation of a networked computer, laptop, or printer.

### **ANDI Common Drive Request**

Request, update, or delete access to special or standard network.

### **WISE Account Request**

Request a web developer's account in order add, edit, or remove web pages on FAU's main web server.

### **Help Desk Request**

This form is for re-

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questing general help with any of IRM's services. The helpdesk will route your request to the appropriate IRM department or staff member.

There are numerous others forms for specific systems and requests located on the E-forms web site at <http://ecs.fau.edu/eforms>.



## GONE PHISHING

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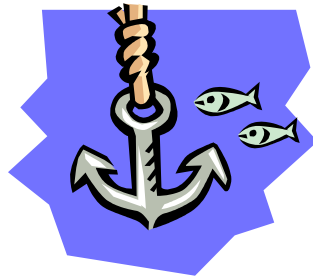
account online at the institution's web site. If there were a problem with your account, you would be notified to correct the problem or contact the institution for assistance. Notice that the legitimate way does *not* incorporate e-mail. An e-mail may be sent by the institution, but it typically informs the client to log into the account on the corporate web site.

Another way to identify e-mail phishing is if a hyperlink is posted on an e-mail. Clicking on it brings you to a web page that displays the site's IP Address (i.e. <http://111.11.111.1/>) rather than the site's true domain name (i.e. <http://www.paypal.com>).

These scams are becoming more common because, unfortunately, many people fall for them.

The scammers and phishers are getting more sophisticated with the way they are trying to scam users.

So remember, always be alert when traveling the information superhighway, and never give your account information out if someone asks for it. If you think there might be some truth in the request, try calling the financial institution or go to their site (using a web address you've used before) to find their e-mail address and send them an e-mail about the message you purportedly received from them.



## CLASSROOM PERFORMANCE SYSTEM (CPS)

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bring their clicker to class providing the instructor the following capabilities:

- take attendance
- give and grade objective pop quizzes
- stimulate class discussion with subjective and objective questions using CPS's ad hoc or formal question authoring capabilities

The students use their clickers to select an answer and the receivers in the classroom transmit the responses to the instructor's computer. The gradebook within the CPS

entire class via an overhead projector (this data can be downloaded into Excel and saved).

To view an online demonstration of CPS go to [http://www.einstruction.com/Main/Content/HiEdFlash/menu\\_content.html](http://www.einstruction.com/Main/Content/HiEdFlash/menu_content.html).

For information on how Prof. Robin Jordan used CPS in his Physics class go to <http://courses.science.fau.edu/~rjordan/phy2044/cps/cps.htm>.

## BACK TO SCHOOL

Please note that there will be no IRM Newsletter in August due to the publication of our annual IRM Back to School Issue. We will resume publication of the IRM Newsletter in September 2005.

If you would like to submit an article please send an email to [alison@fau.edu](mailto:alison@fau.edu) by no later than Friday, August 12. Articles submitted for consideration for publication should be short (no more than 250 words in length) and factual. Articles will be edited for grammatical correctness and consistency. Please include phone numbers of contact persons mentioned in articles, as well as the name and phone number of person(s) submitting articles. Also, please let us know if you would like to have your name attached to the article as the author. Include the date and day of the week for any upcoming event.

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