

(850) 474-2075

ITS Help Desk - Available 24/7

helpdesk@uwf.edu

Seeing an Increase in Spam?

How we're fighting spam at UWF

Spam, or unsolicited junk email, is a persistent problem for nearly all Internet users. To combat the problem at UWF, ITS has computer servers that are dedicated to scanning and filtering all incoming email to remove viruses and spam. These filtering servers, called IronMail appliances, are a high-end solution from a leading company in this field, CipherTrust. To help maintain their effectiveness, these appliances receive frequent software updates from the manufacturer.

Approximately 75% of all email received by UWF is spam. Our IronMail spam filters are able to detect and re-

move 85% of these spam emails before they reach students and employees. Due to limitations in filtering technology, it is very difficult to eliminate the remaining 15% of spam. To give a sense of scale, in a recent month UWF received 3.8 million emails - over 2.8 million of these were filtered out as spam. Less than a million of the original 3.8 million were legitimate emails.

The recent increase in spam at UWF can be attributed to new techniques in use by the spammers. Previously, most spam was sent in text format, which is relatively easy for

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IT Training

Dec/Jan Calendar

Banner Training

- **Banner Basics**
- **PCard Cardholder**
- **PCard Manager (Approver)**
- **Purchase Requisition**
- **Purchase Requisition Approver**

Classroom Technology

- **Hi-Tech Classroom Orientation**
(dates to be scheduled)
- **eClassroom Orientation**
(dates to be scheduled)

[Sign Up Here](#)

*From the Training Reservation Desk in Argus
All classes and times are subject to change*

ITS HELP DESK

Available 24/7

(850) 474-2075
helpdesk@uwf.edu

FULLY STAFFED
Monday - Friday
8:00 am to 5:00 pm

AFTER HOURS
Phone and email support
is available 24 hours
a day, 7 days a week



eLearning Upgrade and Outage

Instructors should plan for Spring courses now

UWF's eLearning software will be upgraded just prior to winter break. The upgraded eLearning will be very similar to the current version, but will fix many of the system bugs, incorporate an improved Chat tool, provide blogging capabilities, and more. Due to the timing of the upgrade, eLearning will not be available from Thursday, December 21st through Monday, January 1st. As a result, eLearning instructors should begin preparing their Spring courses now. Faculty will

receive three postcards with planning tips, such as:

- Set tech codes
- Create course shell
- Develop syllabus
- Plan course activities and assessments
- Create grade book
- Build quizzes or tests
- Create and narrate Power Point lectures
- Begin to upload course content
- Add news items
- Get ready to take a break!

Fighting Spam at UWF

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computers to interpret in order to determine if a given email should be considered spam. The new spam techniques use embedded image files which contain a picture of text. This picture, while easily legible to humans, is extremely difficult for machines to inter-

pret. This hinders UWF's ability to filter out this type of spam. However, all is not lost. Although new spamming techniques continue to evolve, the science of spam filtering is close behind.

[Click Here](#)



[Learn More](#)

Continuing Education Courses

Online Courses to Sharpen your Technology Skills

The UWF Division of Continuing Education is offering the following courses to sharpen your technology skills. To enroll in a course, or for prerequisites and more information about a course, click the course title below. If you have questions about registering or paying for a course, contact Margaret Penton at (850) 474-2056 or mpenton@uwf.edu.

[Intro to Microsoft Excel 2003](#)

In this six-week online workshop, you'll discover dozens of shortcuts and tricks for setting up fully formatted worksheets quickly and efficiently. You'll also learn the secrets behind writing powerful mathematical formulas, using the function wizard to quickly and automatically calculate statistics, loan payments, future value, and more. You'll also learn the best ways to sort and analyze data, create custom charts and graphs, create 3-dimensional workbooks, build links between files, endow

your worksheets with decision-making capabilities, and automate oft-repeated tasks with macros and buttons.

[Creating Web Pages](#)

Create and post your very own Web site on the Internet in this extensive, hands-on, six week workshop. First, you'll learn about the capabilities of the World Wide Web and the fundamentals of web design. Then, with your instructor's patient guidance, you'll plan the content, structure, and layout of your Web site, create pages full of neatly formatted text, build links between the pages and to the outside world, and add color, backgrounds, graphics, tables, hot buttons, and animation. You'll also learn critical and timely information on securing the best possible location in search engine listings, and powerful no-cost or low-cost web marketing strategies.

[Click Here](#)



[Learn More](#)

IT Reminders

Don't Forget



Holiday Closures

Please be aware of the following holiday closures:

- ♦ **ITS Help Desk:** During the University closure (December 24th - January 1st), the Help Desk will only respond to emergencies.
- ♦ **SAIL Lab:** Closed December 21st - January 3rd. Opens January 4th at 8:00 AM.
- ♦ **CyberLounge:** Closed December 16th - January 3rd. Opens January 4th.

Change Your ArgoNet Password

As a security measure, it is a good idea to regularly change your ArgoNet password. You can change your password on the My ArgoNet tab in Argus. Choose something that is difficult to guess but easy for you to remember.

Attention Banner Forms Users

You can now view your Banner Fund/Orgn permissions on the "Banner ERP System" channel in Argus. Click "View My Finance FUND/ORG."

