

# IT Insight

Information Technology Services

Oct. 2024

## Hello Fall!

Information Technology Services (ITS) hopes your semester is going well. Please check out our latest newsletter for a variety of helpful information, including highlights from our CIO, news about AI Companion features, Teams Premium, and more. We hope you enjoy the beautiful colors of Fall as the campus changes with the season.



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# Highlights from CIO David Gerstenecker

Our CIO, David Gerstenecker, presented at the September 19, 2024 Staff Association meeting. These are some highlights from that presentation.

- The [ITS website](#) and newsletter have been re-designed. Check out the website as well as the IT Insight newsletter and provide your feedback at [crc@umsl.edu](mailto:crc@umsl.edu).
- Windows 10 end of life is approaching next year. ITS will be developing plans and information to distribute in advance of budget discussions.
- Our printing contract with Xerox is at its end. We are working through the process to determine whether Xerox continues to be our vendor or switching to a different vendor.
- When you submit a service ticket to ITS at <https://help.umsl.edu>, the software currently used is named Cherwell. As part of a system-wide project, Cherwell is being replaced by TeamDynamix. All IT support, including Missouri Online, will be using the new system. Look for changes in the spring semester.
- We are preparing to install new "core" network equipment during fall break. While a full network outage is required, the result will be an expanded network capacity for current buildings and the wonderful changes with Transform UMSL projects.

# Meeting Intelligence - New Options

## Zoom AI Companion & Teams Premium

### ZOOM - AI COMPANION (Free)

As of Sept. 23, 2024, AI Companion features are available for use within the UM System Zoom instance.

AI Companion features available to UM System users during Zoom meetings include:

- **In-meeting questions** (Allows meeting participants to ask questions about the content of the meeting thus far which can be useful for catching up when you join late or return after stepping away from the meeting.)
- **Smart Recording** (Allows you to organize your cloud recording into sections called smart chapters, get the key takeaways in a quick and digestible format through recording highlights, identify action items to take after the meeting or webinar with next steps, and even provide the host analytics on key meeting and conversation factors.)
- **Meeting Summary** (Allows meeting hosts to initiate an AI-generated summary of their meeting. When the host enables this feature in a meeting, participants may automatically receive a summary after the meeting ends.)

In addition to these in-meeting tools, users can access Zoom AI Companion in the Zoom Whiteboard to assist with brainstorming activities.

While these features are available in our account, they are not required for use. You can turn on or limit AI Companion tools by visiting [umsystem.zoom.us](https://umsystem.zoom.us) and signing in with your SSO. You can then select Settings > AI Companion to determine how AI Companion will be used in the meetings you host.

For more information about adjusting these settings and the features available, watch [this video from Zoom](#).

### TEAMS PREMIUM (for an additional cost and purchased with MoCode)

Teams Premium includes new features to make meetings more personalized, intelligent, and protected. Find more details at this [Teams Premium website](#). Contact the Help Desk to purchase this license with a MoCode.

Zoom AI Companion and Teams Premium are the only two recommended and approved meeting AI tools available to UMSL users.

# News for Mac Users

## macOS Sequoia Update

Apple has released the newest version of macOS - macOS Sequoia. Before this new update can be released to the campus, UMSL ITS will do further testing to ensure that it will work well on campus Macs. We expect to release the update in late November. We look forward to sharing more details about the release.

## Remote Desktop for Macs

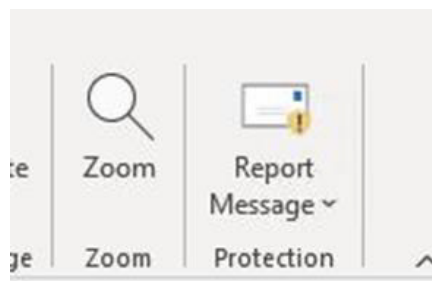


Microsoft has recently updated their macOS Remote Desktop application to the name The Windows App. This is still the same application as Remote Desktop, and your settings should carry over to the new update. Furthermore, .rdp links from the TritonApps page should still open with this application.

## Reminder to Report Phishing Emails

We have been battling phishing scams for many years and we thank everyone who diligently forwards phishing and spam emails to [abuse@umsl.edu](mailto:abuse@umsl.edu) and [spam@umsl.edu](mailto:spam@umsl.edu). There is also a new method of reporting emails which helps automate some of the cleanup.

If you are using the Microsoft Outlook client on PC, MAC or Mobile, you will have a “Report Message” button when viewing an email. Using that button allows our security operations center to address it more efficiently. Please use the “Report Message” button whenever you can to report phishing. We also direct all users to visit our [phishing and email security webpage](#) for tips and hints on how to recognize phishing.



## Good to Know



Daylight Savings Time ends November 3.  
Please remember to turn your clocks back an hour.  
Enjoy that extra hour of sleep!



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## Tip of the Month

### Windows Key Shortcuts:

- Use the WinKey on your keyboard to access the Start menu at any time
- WinKey + I – access the Settings app
- WinKey + Q = access the Search window
- WinKey + D = access the Desktop
- WinKey + M = access the Desktop with the active window minimized
- WinKey + E = access File Explorer, displaying the Quick access section
- WinKey + U = access Accessibility options in the Settings app



## IT Chuckle

Why is the computer keyboard working so hard?

Because it has two shifts!