

March 2024 ITS Newsletter

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WELCOME TO NEW CIO DAVID GERSTENECKER

Effective March 18, 2024, David Gerstenecker will lead Information Technology Services as the Executive Director/Chief Information Officer. He is joining UMSL after working many years at the University of Illinois, College of Agricultural, Consumer and Environmental Sciences. And yes, David is a Cardinals fan. Welcome to ITS, David!

WANT TO LEARN MORE ABOUT SHAREPOINT?

SharePoint is a web-based service created by Microsoft. It allows for easy file storage and team collaboration and can be used on multiple devices and web browsers. SharePoint is organized by sites and assigned site permissions.

What's the difference between Teams, SharePoint, and OneDrive?

- **Teams** provides a collaborative space with unique chat features and add-on apps for extra functionality. It is the recommended solution for most collaborative needs. Features are available through the Teams app. A new “team” can be created by any UM System user in the Teams app’s *Teams* tab. Each team uses a SharePoint site for file storage and can access most SharePoint features. A team’s SharePoint site can be opened by navigating to a channel’s *Files* tab and selecting *Open in SharePoint*.

- A **SharePoint** site hosts online content in the form of lists, document libraries, webpages, and subsites. It also provides unique webpage features such as site templates and web parts. A new SharePoint site (without Teams features) must be requested by an active UM System user via an [IT Support Ticket](#).
- **OneDrive** is for an individual user’s file storage. Files/folders in OneDrive can be shared with others for collaboration but remain available only while the files’ owner remains active within the UM System. Files that need to be stored for a longer term (and not owned by an individual) should be stored on a Teams channel or SharePoint site.

To explore more about SharePoint, visit this [SharePoint webpage](#) on the ITS website. Trying to decide if you should save files to SharePoint or OneDrive? [Check out this link for helpful information.](#)

MULTI-FACTOR AUTHENTICATION (MFA) – QUESTIONS, ANSWERS & RESOURCES

What is Multi-Factor Authentication (MFA)?

- Multi-Factor Authentication (MFA), also known as two-step or two-factor authentication, adds a second layer of protection to your University account in addition to your username and password. This extra layer prevents anyone but you from logging in to your account, even if they know your password.

Why am I being asked to re-authenticate more often than 30 days?

Some of the things that could force you to re-authenticate include:

- Signing in and out again in Microsoft 365 apps (Office, Teams, OneDrive, etc.)
- Changing your password
- Swapping between various browsers. You may want to check your browser “history” settings to see if the box is checked to clear your history when the browser closes.
- If you use a browser and don’t check the box to tell it to remember it for 30 days, it will not, and you will be prompted to use MFA each time.
- Please note that in the labs/classroom environments, personal settings are removed after a reboot since they are shared devices.

What should I do about MFA if my phone is lost or replaced?

- If your phone is lost or replaced, or you need to update your MFA methods and settings for any reason, you can do so by signing into your [Microsoft 365 security info page](#). From this page, you can change your **default sign-in method**, delete or change existing methods, or require sign-in from all active devices.
- It is always recommended that each user have multiple MFA methods set up. Downloading and setting up the Microsoft Authenticator App on their cell phone is recommended. (Instructions for downloading the app can be found [here](#).) The benefit of using the app is that it works over WiFi. The code-based option actually works in airplane mode too, so it does not need any network to work. The app works overseas and is not dependent on a certain phone number or SIM card. It also works on an iPad or tablet with no cellular setup.
- If your phone stops working or you’ve purchased a new one, contact the [Technology Support Center](#) for assistance in setting it up. If you use the same phone number, that may make it easier. Also, if you had backups set up on your phone, when you restore to the new device, it should restore your MFA settings in the Microsoft Authenticator App too.
- As an FYI - If you can personally afford it, IT experts will tell you that the best option for MFA is a [YubiKey](#) which costs about \$50. If users want to protect themselves and not be dependent on a phone, the YubiKey option is truly phishing-resistant.

If you need assistance or have questions about any of this information, please contact the [Technology Support Center](#) at 314-516-6034. For more information about MFA, please see the following links:

- [Fraud Alerts for Multi-Factor Authentication](#)
- [Passwords](#)
- [Microsoft 365 Login FAQs](#)

THANK YOU – to all who attended the ITS CRC Meet and Greet Workshop on Feb. 20. We enjoyed meeting you and addressing your questions.

ITS TIP OF THE MONTH: Conducting Polls in Teams

A poll can be launched before, during, or after a meeting. [Here’s how.](#)

To create a multi-question poll, see these [instructions](#).

Also, for all of our Mac Users, here are some [Teams tips for Mac Users](#).

IT CHUCKLE: What kind of computer sings the best? A Dell.