



Semester start message for the IT community

You're receiving this email because you're subscribed to UIT's public email list.

With fall semester starting on **Monday, August 24, 2020**, UIT has again established a special monitoring and response team to swiftly address any core service degradation that may occur as students, faculty, instructors, and staff conduct their teaching, learning, and administrative work.



In the preceding months, key IT infrastructure enhancements have been put into place to promote social distancing, support a hybrid semester of in-person and online courses, expand Wi-Fi coverage, and provide the U community ample VPN bandwidth and IP addresses to telework.

UMail security upgrades

In July, UIT began implementing Microsoft modern authentication and, in a phased approach, two-factor authentication (2FA) for UMail and university-licensed Microsoft applications, including Skype for Business and Teams. New and returning members of the U community should [visit this UIT Knowledge Base article](#) for details on the security upgrades, including the impact to your devices, system requirements, and technical support.

As an additional information security precaution, U staff, faculty, and students are being prompted to log in to Campus Information Services and change their uNID passwords.

IT monitoring and response

As the new term begins, our technical and support staff will use a dedicated Microsoft Teams channel to quickly resolve any service issues. While our system monitoring efforts will help detect many possible service issues, your assistance in reporting issues directly to the UIT Help Desk remains essential.

If you notice a UIT service problem, please first check our notification systems (listed below) to see if it's a known issue that we're already working on.

- <https://uofu.status.io/>
- <https://twitter.com/uofuitstatus>
- <https://status.it.utah.edu/> (access requires a campus IP address/VPN connection)
- Sign up for [NotifyIT](#) alerts (SMS and/or email)

If you don't see the issue listed, please call the UIT Help Desk immediately to report it: 801-581-4000, option 1.

To reduce the likelihood of unplanned IT outages during key periods this calendar year, moratoriums on IT system and service changes will be in place. [View upcoming UIT change moratorium dates](#).

Additional resources for remote teaching, learning, and administrative work

- [COVID-19 Central](#)
- [Resources and tutorials for instructors and students](#)
- [Remote Resources Guide](#)
- [IT guides for new students, staff, and faculty](#)

If you have any questions, please call the UIT Help Desk at 801-581-4000, option 1.



Node 4 story idea? Email us:
stratcomm@it.utah.edu



it.utah.edu

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