THE UT CHRONICLES

The Official Newsletter of Drew University Technology

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DREW TECHNOLOGY

CONNECTIVITY FOR CLASSES

University Technology has been working to update various elements of the wireless network to accommodate the new demands of virtual and hybrid learning models on campus. Drew is not alone in these efforts, so not all equipment will be received before classes start this spring semester. However, there are some steps we can all take to make sure the semester still runs smoothly – both for those in the Forest and those joining us from afar. For a more complete look at this information, please visit our Connectivity Challenges page on U-KNOW.

1. Can you turn off any devices that are trying to reach the internet other than the one you need for class/your meeting? Can you disconnect your phone from the wireless for a bit?
2. Can you use a network or Ethernet cable to plug in? Check your manufacturer's website to see if you need an adapter for your computer, or if your home router has this option.
3. For fuzzy Zoom connections, many have found that turning off their video has enabled them to hear and be heard better.
4. Stay off streaming services, such as Netflix, during class hours or when someone else in your house has a meeting, even if you have a break. Streaming services place high demand on the network capacity of individual buildings and (for those in the dorms) our campus Internet bandwidth.

If you do have trouble, first try restarting your computer or leaving and rejoining the meeting. Those living on campus can also email helpdesk@drew.edu with the information requested on the Connectivity Challenges page, and those living off campus will find additional recommendations on that same page.

WIRELESS UPDATES: drew and drew1x

Drew offers two WiFi networks in addition to our wired network: a public, open "drew" and an authenticated "drew1x" network. Going forward, the open "drew" offering will allow access to the internet and Drew web services available from off-campus, providing the same access you would have at any public WiFi hotspot. Our intention is to provide quick, convenient service for personal devices, including phones and game systems, while improving our network security. If, in addition to the internet, you need to reach internal Drew services such as network printers or shared network drives (unless you're using the web-based MyFiles utility), please use the "drew1x" network and sign in with your Drew ulogin credentials. The "drew1x" network also encrypts your broadcasted WiFi traffic. Drew-owned notebook computers are generally set to select "drew1x" by default.
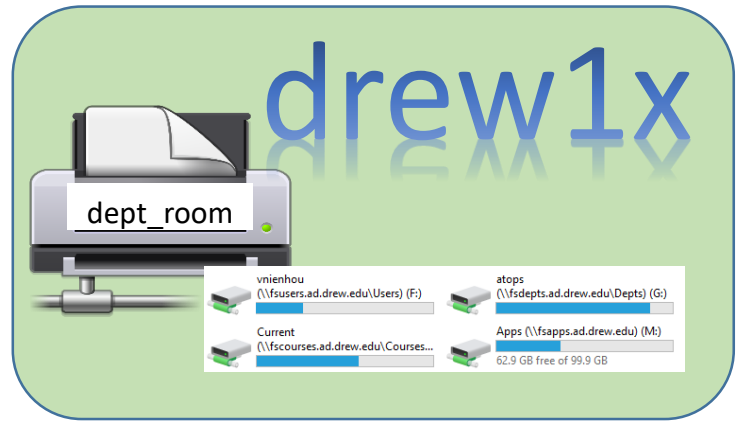
REMINDER: DIGICATION POLICY UPDATES EFFECTIVE JAN 1, 2021

Reminder: The provider of our ePortfolio platform, Digication, announced several policy updates effective January 1, 2021. These updates are focused on strengthening user privacy and making user rights more explicit and transparent. Existing users will receive a notification of these changes around December 1, and will be prompted to accept the updates when they log in after January 1, 2021. New users created after January 1st, 2021 will be prompted to accept these new policies when they sign in for the first time. More information is available on the Digication support site at https://support.digication.com/hc/en-us/articles/360052722131-Digication-Policy-updates-coming-in-January-2021.

HELPFUL LINKS AND NUMBERS

For easy reference, here are some links and phone numbers you may want handy:

973-408-4357 UT Helpdesk	973-408-3001 Classroom Tech Help	
To log or view a tech support request: help.drew.edu	Virtual Helpdesk on Zoom (M-F 9-5)	ITC Chat (M-F 9-5)
WFH Tech FAQ	bitly.com/DrewRemote	Drew U COVID Page