

## ***To: The JCU Community***

### **ICT Week in Review - Week ending 6<sup>th</sup> September 2017**

Topics in this Bulletin:

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Read previous [ICT Week in Reviews...](#)

NB. The ICT Week in Review publication will moving from Friday to Wednesday of each week commencing today.

For more information about outages, please see the [ICT Stay Informed](#) page and follow [ICT Twitter](#) for updates about Service Outages and Planned Maintenance events.

#### **JCU Cybersecurity – 711M passwords leaked, what next??**

Elijah van der Kwast | ICT Cybersecurity & Risk Specialist | Information and Communications Technology

You may have seen the news article about 711 million records appearing on the public internet.

Reports are that this data contains the following:

1. Email addresses.
2. Email addresses and passwords.

There are email addresses from JCU in this data-set, however, as we make publicly available our staff contact search, this is not surprising. I have reviewed some of the data and there are a number of incorrect JCU email addresses contained within the dataset as well.

We do not have access to the data containing the email/passwords combinations so it is not possible to advise any JCU account holders, of the individual services which may have been compromised (if any).

Nonetheless, some good behaviours can still reduce your exposure in these situations:

1. Adopt a password manager (this will help you use long passwords that you don't have to remember).
2. Use separate passwords for each online service.
3. Change your passwords to key services regularly; or
4. Enable two-step authentication, where available (this includes email).

There are limited options available to remove yourself from these types of events, post disclosure. If you are ever unsure or require any advice in regards to these matters, please do not hesitate to contact the IT Helpdesk:

Self Service Portal: <https://jcueduau.service-now.com/>

Phone: +61 7 47815500 (Townsville)

Phone: +61 7 42321777 (Cairns)

Email: [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au)

To change your JCU password, search for "Change Password" on the JCU Website

## Eduroam now available at Townsville Airport

JCU students and staff can now connect to our campus network from Townsville airport following an agreement between Queensland Airports Limited (QAL) and Australia's Academic & Research Network (AARNet).

AARNet are the Australian operator of the Eduroam global wireless network access service for the research and education sector.

QAL operates Townsville Airport, and has reached the agreement in collaboration with JCU. It is the first deployment of Eduroam with an airport operator in Queensland.

There is more information about [Eduroam](#) on ICT's Web Site.

## Software Update

### *What is O365 Clutter?*

Clutter is an email-sorting tool available to JCU staff and students as part of our Microsoft O365 offering. Clutter moves your low priority messages to a Clutter Folder rather than into your Inbox folder. Clutter analyses your email habits, and based on your past behavior, it determines the messages that you are most likely to ignore or not respond to quickly.

The Clutter Folder tool is on by default. It is important that you periodically check your Clutter Folder to ensure that important messages have not been placed here by the tool rather than your Inbox. Moving messages out of Clutter into Inbox helps the tool's analysis process.

You can turn off Clutter.

If you are using the Outlook Client, right-click on the Clutter Folder and select “Manage Clutter”. This action will redirect you to your Office 365 account and the Outlook Web App/options/Clutter page.

If you are using the Outlook Web App go to the Cog Wheel in top right-hand corner of page and select Options/Mail/Clutter.

You will see the words:

**“When email is received :**

- . Separate items identified as Clutter**
- . Send me notifications about messages that are separated as Clutter.”**

If you uncheck, “Separate items identified as clutter and Click Save, Clutter will no longer filter your emails. NB The Clutter Folder will remain in your Outlook as an empty folder.

## Planned Service Outage

n/a

## Completed Systems and Service Maintenance

n/a

## Planned Maintenance

Information about Planned maintenance for this month is available on the [ICT Web Site](#)

## Non-Scheduled ICT Service Disruptions

Information about ICT Service Outages is available on the [ICT Web Site](#)

## Helpdesk Contacts

### [ICU Singapore Campus](#)

#### **Staff IT enquiries:**

Phone: MIS +65 6709 3681-685

8:30am-6pm Mon-Fri

Email: [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au)

Web Page: Log a call via the [ServiceNow Web Self Service Page](#)

#### **Student IT enquiries:**

Web Site: [IT on Campus](#)

Email: [itr-singapore@jcu.edu.au](mailto:itr-singapore@jcu.edu.au)

## [JCU Brisbane Campus](#)

### **Student IT and support enquiries:**

JCUB Learning and Support Team

Level 2, 349 Queen St

**Phone:** 07 3001 7813

8am-6pm Mon-Fri

### **Staff IT enquiries:**

IT Helpdesk

**Phone:** 07 3001 8001

7am-7pm Mon-Fri

**Email:** [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au)

**Web Page:** Log a call via the [ServiceNow Web Self Service Page](#)

## [Other JCU Campuses and Study Centres - Cairns , Townsville , Thursday Island , Mt Isa , Mackay](#)

### **Student IT Enquiries:**

**Email:** [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au)

**Phone:** 15500 (on Townsville Campus) 21777 (on Cairns Campus and select Option 2)

**Web Page:** Log a call via the [ServiceNow Web Self Service Page](#)

**On Campus:** Infohelp Desk in Townsville & Cairns Library during Library Open Hours

### **Staff IT Enquiries:**

**Email:** [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au)

**Phone:** 15500 (on Townsville Campus) 21777 (on Cairns Campus) and select Option 1

4781 5500 (external) +61 7 4781 5500 (International)

8am-6pm Mon-Fri

**Web Page:** Log a call via the [ServiceNow Web Self Service Page](#)

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Note Well: Non-subscribers will be cleared at the start and middle of each calendar year.