

Ten Things You Need to Know about Technology at Duke Law – Fall 2022 Faculty – Staff

1. **Technical help** for Duke-owned and faculty-owned computers, smart phones, or tablets is available at the Academic Technologies **help desk** (now located in **room 2209, at the rear of the library**; 919-613-7072; helpdesk@law.duke.edu).
 - a. <https://law.duke.edu/actech/helpdesk/>
 - b. See also our [supported software list](#) linked on the Help Desk page

2. **Academic Technologies does not back up files on hard drives.** To keep your **Duke-related documents and other files safe**, store them on Duke Law's network storage or in Duke-approved cloud storage, such as Duke Box or Microsoft's OneDrive for Duke University.
 - i) Duke Law's network storage
 - a. **On Windows**, your Duke-owned computer should automatically map your personal drive (usually as the J: drive) or any departmental drive. If not, please contact the help desk, or try using the Map command by right-clicking on This PC in a File Explorer window. Use the following to map the J: drive: \\oit-nas-fe01.oit.duke.edu\LAW\USERS\[your NetID] .
 - b. **On Mac**, use the "Go" menu in the Finder, and select Connect to Server, and type: smb://oit-nas-fe01.oit.duke.edu/LAW/USERS/[your NetID]
 - c. To access a departmental folder, replace USERS with DEPT in the links given above; to access an ad hoc shared folder, replace USERS with FACSTAFFSHARED. You may need to supply the name of the folder to use in place of [NetID], or you can try connecting without the folder name.
 - d. **All documents maintained by administrative offices should be kept in their departmental folder.**
 - ii) Duke Box
 - a. Further information about Box and syncing options can be found at: <https://box.duke.edu>
 - b. To access Duke Box on the web: <http://duke.box.com>
 - c. Use Duke Box for collaborating with colleagues outside of Duke
 - d. Use Duke Box with toolkits for official collaborations (committees, etc.) within Duke: <https://toolkits.oit.duke.edu>
 - e. You can use Duke Box for courses as well: <https://kits.duke.edu>
 - iii) OneDrive for Duke University
 - a. Read up here for more info, including syncing options: <https://oit.duke.edu/help/articles/onedrive-business>
 - b. To access on the web, go to <https://mail.duke.edu> and click on the app launcher at the upper left; choose OneDrive

3. **With your own personally owned computer or a computer kept at home**, you may wish to use an external drive and the backup software provided in Windows and MacOS (the latter is called TimeMachine) to create a local backup to restore in case of emergency. For Duke-owned computers in the building or brought in to us, Academic Technologies generally wipes drives and installs operating systems and applications anew to eliminate viruses and corruption. **For important personal non-Duke-related files**, you may wish to consider using your own cloud solution as well, such as [iCloud](#), [Box](#) or [Dropbox](#), or a backup service like [Mozy](#).

4. **You can update much of your own campus directory information** on the self-service page operated by Duke's Office of Information Technology (OIT): <https://oit.duke.edu/selfservice>

5. **Security matters!** Please read about security measures you can take:
<https://law.duke.edu/actech/securitysteps/>
6. **Your Office 365 Exchange email account works best with Microsoft Outlook, but Outlook on the Web is also very capable.**
 - a. Academic Technologies can help set up Outlook on your computer or on your mobile device.
 - b. Instructions are also here: <https://oit.duke.edu/what-we-do/services/email-and-calendar>
 - c. For Outlook on the Web, go to <https://mail.duke.edu>
 - d. For long-time Duke Law users, ask if you need assistance opening or importing email archives
 - e. Tip: Windows Outlook 2016 keeps one year of your mailbox on your local drive (though this default setting can be changed); if you are searching “current mailbox,” you will need to click on the “More” link at the end of a search result to search the rest of the mailbox
7. **The law school maintains multi-function devices (print, scan, copy and fax) throughout the building.**
 - a. Contact the help desk for assistance with these devices, including installing printer drivers
 - b. If you need access to color printing: see if your department has access to a color printer; email the Mailroom at colorprints@law.duke.edu; or use the student ePrint color printer on the first floor of the library (see <https://law.duke.edu/actech/download/downloadlist/> for the ePrint printer drivers).
8. **Duke has a license with Adobe for its products:**
 - a. For faculty and staff, the cloud version costs \$50 per person per year for Document Cloud (Acrobat Pro) and \$150 per person per year for Creative Cloud (includes all their main applications such as Acrobat, Illustrator and Photoshop)
 - b. Students and student computers get Adobe products for free
 - c. Older versions of Adobe software are not receiving security updates and **must** be retired
 - d. Please place orders with the help desk
9. **Faculty and staff can buy Microsoft software for personal home use very cheaply.** Keep in mind that Academic Technologies will always install Microsoft software on Duke-owned computers.
 - a. <https://law.duke.edu/actech/microsoftlicense>
 - b. For other software opportunities, see all Duke-licensed software and the terms of use here: <https://software.duke.edu>
10. **Find student name pronunciations and pronouns in the Student Directory:**
 - a. The Student Directory can be found at <https://law.duke.edu/studir>
 - b. To listen to audio of the name pronunciation (if available), click the audio icon on the student photo
 - c. To view video of the name pronunciation (if available), click the expandable video box below the photo
 - d. Class Rosters featuring information from the Student Directory can now be found linked on all Law Sakai sites. Rosters will be updated through the add/drop period