Eight things you need to know about technology at Duke Law – Fall 2023
Faculty-Staff

1. **Contact Information**
   a. Classroom, recording, instructional technology – itc@law.duke.edu or 919-613-7249/919-613-7499
   b. Device support, virtual machines, infrastructure – helpdesk@law.duke.edu or 919-613-7072
   c. Website, Qualtrics, Sakai/Canvas – webupdates@law.duke.edu
2. **Technical help for Duke-owned and faculty-owned computers, smartphones, or tablets is available at the Device and Infrastructure Support Help Desk (located at the library service desk on the 3rd floor or in room 2209s in the library). You can also reach us through the information noted above in 1b.**
   a. If you are having internet issues at home, you will need to contact your internet service provider.
   b. If you are having issues with your mobile device, we can try to help, but you will most likely need to contact your carrier.
   c. Our focus is more break/fix than "how to." We will help install or configure software. However, we are not experts on how to use it.
   d. You can visit the Identity Management site (formerly self-service) to update your Net ID password, update multifactor authentication settings, update directory listings, see login activity, etc. Their site is https://idms-web-selfservice.oit.duke.edu
   e. While we will help configure software on personally owned devices, for security reasons, you will not be able to print to our networked printers. If you have an office desktop printer, we can help you connect to it.
   f. **Please contact us directly through the contact information listed above**. Requests sent directly to the OIT Service Desk will eventually get re-routed to us, but not in a timely manner. Our service level agreement (SLA) is to at least acknowledge, if not resolve, your issue within 24 hours of receiving an email or a phone call. Some requests will take longer, as we need to cooperate with other campus groups to get a resolution.
3. **Academic Technologies does not back up files on hard drives. To keep your Duke-related documents and other files safe, please store them on Duke Law's network attached storage (NAS) or in a Duke-approved cloud storage application such as Box or One Drive for Duke University.**
   a. Popular applications like Dropbox and iCloud are **NOT** authorized storage sites. If you have issues with these applications, you will need to contact their support.

b. On Windows devices, your Duke-owned computer should automatically map your personal NAS drive (commonly referred to as J Drive), as well as any department drives you have access to.

c. On Macs, you will need to click on Finder, then Go, Connect to Server. Please type in smb://oit-nas-fe01.oit.duke.edu/LAW/USERS/[your NET ID].

d. Duke Box
   i. Please visit https://box.duke.edu to access your Box account.
   ii. Recommended for collaborating with colleagues in and outside of Duke.
   iii. Can be used with Kits (https://kits.duke.edu) for course collaboration.
   iv. Initial storage is 50 GB, but increases can be requested.

e. OneDrive for Duke University
   i. Please refer to https://oit.duke.edu/help/articles/kb0023692
   ii. You can access OneDrive for Duke University by going to https://mail.duke.edu, then clicking on the app launcher in the upper left corner of the screen.
   iii. Collaboration within Duke only.

4. **The law school maintains multi-functional devices (print, scan, copy, and fax) throughout the building.**

a. Please contact us if you need assistance connecting to these devices.

b. If you need access to color printing
   i. For faculty, please contact your assistant. You can also send requests to colorprints@law.duke.edu. There is a charge for color printing.
   ii. For staff, please check to see if your department already has a color printer available. If not, you can also send to colorprints@law.duke.edu

c. Personal computers/laptops will not be given access to these networked devices for security reasons.

5. **Duke has licensed software available.**

a. For a complete list, please visit https://software.duke.edu

b. Some are free, while others come with cost/subscription

c. Adobe licenses can be purchased here.
   i. All Duke-owned computers come with Acrobat Reader (view PDFs).
   ii. Acrobat Pro subscription will cost $4.17/month.
   iii. For the entire Creative Cloud suite (includes Acrobat Pro, Photoshop, Illustrator among others), the cost is $12.50/month (some Adobe cloud features not available).

d. For Duke-affiliated faculty and staff, software can be purchased for personal devices. However, once your affiliation with the university ends, you will need to remove the software or purchase your own license/subscription.

e. Licenses for emeriti faculty will vary. For example, as of 2022, Microsoft Office is available **only** via the web. You must submit a business-use case (i.e., teaching) to

receive access to the desktop applications. Similar restrictions are in place for Zoom and Adobe.

6. **The university will be transitioning from Sakai to Canvas during the 2023-2024 academic year.**
   a. Early adopters will use Canvas during the Fall 2023 semester.
   b. All users will be expected to use Canvas by Summer 2024.
   c. More information can be found at https://lmstransition.duke.edu
   d. Questions can be directed to webupdates@law.duke.edu.

7. **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 the pronunciation (if available), click the audio icon on the student photo.
   c. To view the 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.

8. **Security matters!** Please read about security measures you can take at https://law.duke.edu/actech/securitysteps.