Nine Things You Need to Know about Technology at DUKE LAW – Fall 2018
Faculty – Staff

1. **Technical help** for Duke-owned and faculty-owned computers, smart phones, or tablets is available at the Academic Technologies **helpdesk** (located in the Goodson Law Library reading room; 919-613-7072; helpdesk@law.duke.edu). We can loan laptops to faculty when needed. Staff can participate as a department in our laptop and iPad loaner programs.
   a. https://law.duke.edu/actech/helpdesk/
   b. https://law.duke.edu/actech/loaners/
   c. 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**:** i) on Duke Law's network storage or ii) 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 drives. If not, please contact the help desk. You can also use 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; to access an ad hoc shared folder, replace USERS with FACSTAFFSHARED. End with the dept or folder name, or if unsure of that, try without it.
      d. If you are off campus, network storage requires that you use the VPN (https://portal.duke.edu).
      e. Documents maintained by administrative offices should be kept in the departmental folder.
      f. Some sensitive documents are kept on special servers inside Duke's Protected Data Network.
   ii) Cloud storage options
      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
      OneDrive for Duke University:
      a. Read here for more info and 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 any 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 of your computer's hard drive. This can help you get back in business quickly after a problem, but note that it is no substitute for storing Duke-related documents on the network or in the cloud. For Duke-owned computers in the building, Academic Technologies always installs operating systems and applications **anew** to eliminate the possibility of lingering viruses and file corruption. **For your important personal *non-Duke-related* files**, you should consider using a cloud solution as well, such as iCloud, personal Box or Dropbox, or a backup service like Mozy.

4. **You can update much of your own directory information** (and do a number of other technology-related tasks) on the self-service page operated by Duke's Office of Information Technology (OIT): https://oit.duke.edu/selfservice

5. **Security matters!**
    a. Please read about security measures you can take: https://law.duke.edu/actech/securitysteps/
    b. Campus IT security alerts, especially regarding phishing emails, are available here: https://security.duke.edu/news-alerts

6. **Your Office 365 Exchange email account works best with Microsoft Outlook, but Outlook Web App (OWA) 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 OWA, go to https://mail.duke.edu
    d. For long-time Duke Law users, ask if you need assistance accessing email archives
    e. Windows Outlook 2016 only keeps one year of your mailbox on your local drive (though this default setting can be changed); if you are searching "current mailbox," click on the "More" link at the end of a search result to extend the search to 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 printers, 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 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 opportunities, see all Duke-licensed software and the terms of use here: https://software.duke.edu