Nine Things You Need to Know about Technology at Duke Law – Fall 2019
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). 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/](https://law.duke.edu/actech/helpdesk/)
   b. [https://law.duke.edu/actech/loaners/](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 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](https://box.duke.edu)
      b. To access Duke Box on the web: [http://duke.box.com](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](https://toolkits.oit.duke.edu)
      e. You can use Duke Box for courses as well: [https://kits.duke.edu](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](https://oit.duke.edu/help/articles/onedrive-business)
      b. To access on the web, go to [https://mail.duke.edu](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](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