This week’s Did You Know:

**PULSE SECURE MISSING ROLES AFTER MICROSOFT UPDATE**
Recent Microsoft updates have caused older versions Pulse Secure to not display some firewall roles. If you have an outdated version of the software, Pulse Secure will automatically prompt you to download an upgrade the next time you sign in. To get the free upgrade:

1. **Open and sign in** to Pulse Secure
2. You will see a screen offering you a Software Upgrade - click the Upgrade button
3. A dialog box will briefly show giving you the download progress of the upgraded version of the software
4. Next a box will show you the time remaining for the installation
5. When installation is complete, you must sign in again

If you have any trouble with Pulse Secure, please contact the KITS help desk at it@katz.pitt.edu, or at 412-648-1601.

**INTERNATIONAL TRAVEL TECHNOLOGY**
CSSD offers a technology loaner program for faculty and staff who travel on University business. Eligible parties can check out a laptop or phone for use during travel. Requests for items must be submitted at least 10 working days in advance through the Travel Registration link under the My Resources menu in my.pitt.edu.

Some important information about Pitt’s technology loaner service:

- Requests must be submitted at least 10 days in advance.
- This is a free service, but a Pitt account number is required when requesting items to cover calls and loss or damage to the items.
- Dell and Apple laptops are available, with antivirus, Pulse Secure and Microsoft Office pre-installed; additional Pitt-provided software packages may also be requested.
- iPads are available, and iPad Minis will be available soon.
- Android and iPhones are available for loan, and unlimited data is included for free, but calls or texts will be charged back to the account number supplied during the initial request.
- CSSD will make sure travelers will be able to use Multifactor Authentication when out of the country, and may issue a temporary MFA hardware token for use during travel.

After you return, **do not connect the devices to any Pitt networks or to your home network**; retrieve any data you need with a USB drive or SD card. You are responsible for transferring any necessary data from the device, as CSSD will wipe all returned devices.

For more information on CSSD’s international travel loans, check out Pittsburgh’s Global Operations Support site.

Katz IT Services also has **one laptop for international travel** available to faculty and staff. It will be rebuilt before it goes out and as soon as it is returned. If you would like to borrow the Pitt Business laptop for travel, please give us **at least a week’s notice** so we can prepare it for you if it is available. Email us at it@katz.pitt.edu, or call us at 412-648-1601 if you have any questions.

**And don’t forget:**
We strongly recommend you **configure as many devices as possible** for multifactor authentication. Set up your desk phone, your cellular phone, your tablet at home, and get a hardware token.