UPCOMING OUTAGE - SHAREPOINT SERVERS

Katz IT Services will be taking Inet (including StudentNet) and BizNet offline for maintenance starting at 4:30 p.m. Wednesday, March 7th. Expected outage duration is no more than 15 minutes. Please contact Katz IT Services at it@katz.pitt.edu with any questions or concerns about the timing of this maintenance period.

TAKE A SCREEN SHOT

If you want to show someone what’s happening on your computer, Windows allows you to quickly take a snapshot of your whole screen with a couple of clicks. Sending a screen shot of an error message can help technical support personnel quickly identify and fix problems with a minimum of discussion:

1. Press the Print Screen (or PrtScn) button near the top right side of your keyboard
2. Open Outlook and create a new mail message
3. Click in the body of the message
4. Press CTRL + V to paste the screen shot
5. Send the email

Note that this will capture everything you can see, on any monitors. If you have two monitors connected, it will capture content from both monitors. To capture content from a single window, click in that window, then hold down ALT while pressing the PrtScn key. You can paste screen shots into Word and other programs, as well.

PASSWORD SECURITY

Considering some recent security breaches at major companies lately, it is more important than ever to spend more time on password security. Here are some guidelines to keeping your accounts and information safe:

- Do not use the same password for all of your logins
- Choose different user names for your logins
- Use a mixture of upper- and lowercase characters, numbers, punctuation marks and special characters
- Make your password as long as possible, and use at least six characters, two numeric (your Pitt account password must be 8 to 14 characters long)
- Do not use personal information in your password. This includes your name, other family members’ names, your pets’ names, any part of your phone number or your address, any birthdays, and all or partial social security numbers
- Try not to use words, geographical names, or biographical names that are listed in standard dictionaries
- Do not use passwords that are easy to spot while you’re typing them. Passwords like 12345, qwerty (i.e., all keys right next to each other), or nnnnnn should be avoided
- And again: do not use the same password for all of your logins

If you can’t remember which password goes to what, you can use a password manager like KeePass, which is available free from the Software Download Service through my.pitt.edu. Read more about it: http://technology.pitt.edu/help-desk/how-to-documents/keepass-password-safe-download-and-install.

And don’t forget:

Sometimes web tools work better in one browser than another. If you are having trouble using a web site or application, open up another web browser - say, Firefox if you had been using Chrome - and try loading page again. Opening up another window or tab in the same web browser will not show any different results.