

**University of Illinois  
College of Medicine  
at Peoria**

**“The human spirit must prevail  
over technology.”  
-Albert Einstein**

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PREPARE TODAY...SUCCEED TOMORROW

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# Meet Your CIS Team

*Information Technology is a rapidly evolving field and it takes dedicated individuals to keep pace with growing technology trends and needs.*

*The UICOMP CIS team is committed to providing you with the best technical support and customer service possible to optimize your work day!*

**Trisha Thurman-**  
Director of IT

**Nick Dennis-**  
IT Technical Associate-Offsite

**Lee Ann Maas-**  
IT Operations Manager

**Brian Schisler-**  
IT Technical Associate-Offsite

**Chad Kee-**  
IT Systems Admin & Operations  
Supervisor

**Austin Davies-**  
Support Associate

**Justin Cree-**  
Networking Tech/IT Technical Associate

**Edward Ott (E.J.)-**  
Asset Management

**Kyle Hayden-**  
IT Systems Admin-Contract

**Mike Bachmann-**  
Support Associate-Onsite

**Andrew Brinker-**  
Networking Tech-Contract

**Randy Smith-**  
Support Associate

## VDI...Can't Log in?

Read this most common reason why this may happen!

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## Does your VDI have no sound?

...check this first!

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## Want quicker access to your most used programs? Pin it!

Pinning frequently used programs to your taskbar can save you time, so you don't have to look through the start menu to find them.

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## Software Center

The future software hotspot!

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Understanding the threat and how to protect yourself against malicious email.

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## Unable to log into my VDI!

As a VDI (Virtual Desktop Infrastructure or Interface) user myself, I can definitely understand the frustration that comes with not being able to log in when you have a lot of tasks that need to be completed and deadlines met.

Hopefully with a little insight into the process, it will relieve some of the frustration. There are a few reasons why you are not able to log in to your VDI. The most common is something that is unseen by the user...windows is running updates on the image. This can take anywhere from a few minutes to an hour. The best solution is to just give it about 15 minutes and try to log in again. There is no need to restart the computer. The (All in One) actual computer screen that sits on your desk does not affect your VDI. This computer on your desk is just a host for your VDI. Think of it as a computer inside another computer. They both work independently, so restarting one doesn't affect the other. Another way to look at it is...say you have two computers sitting next to each other and you restart the one on the left, does the one on the right restart as well? No because they are two separate computers. All in Ones and VDI are the same principal. So remember, if you are unable to log in to your VDI...allow about 15-30 minutes and try again, there is a good chance it is just running updates. Please do not restart the All in One computer on your desk; this has no effect on your VDI.



STILL NEED ASSISTANCE?

If you are still unable to log in to your VDI, please call the CIS Help Desk at 309.671.3400

## Does your VDI have no sound?



VDI's will sometimes have a volume issue and nothing can be heard or the sound is low even though the volume is turned all the way up. The most common cause for this is the volume on the All in One computer is turned down. If the volume on the All in One computer is turned down, this affects the volume in the VDI. If the All in One volume is turned all the way down and the VDI volume is all the way up, there will still be no audio because the All in One audio is a Master Volume. If you have no audio in your VDI, then select "Home" from your drop down menu at the top of your VDI. This will take you to the desktop of the All in One computer. In the bottom right hand corner- you will see a speaker icon just like

on any other computer. Make sure this volume is turned up. Go back into your VDI and you should now hear audio. If this does not correct the issue, please contact the CIS Help Desk for assistance. 309.671.3400

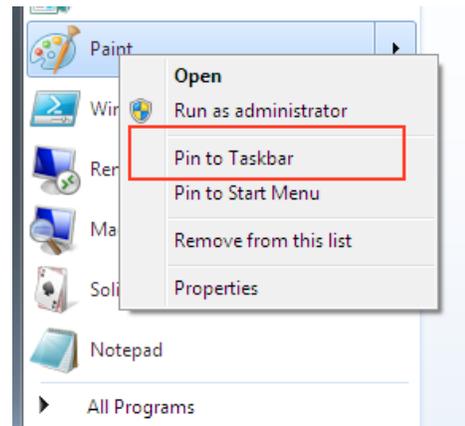


## Pinning programs

Commonly used programs can be pinned to the taskbar for quick, easy access.



By clicking on the start menu button, find the program you want to pin and right click it. You will see this menu and then select Pin to Taskbar.



Simple and saves you the time of constantly looking through the start menu to access something you use frequently.



[You can open the Start menu by tapping the key with the Windows logo on it.](#)



Microsoft®

System Center

You may hear a CIS tech refer to the Software Center...



Search programs and files



Under the start menu button you will see  Type in Software Center and select it from the top of the menu. Here you will find some software titles that do not require an administrative log in to install, such as Adobe Photoshop, VLC Media Player, Firefox, Chrome etc. Currently not every computer or VDI has access to Software Center but will in the near future as we find the most beneficial way to implement software, making it easier for users to install common software and updates without needing an administrator.

# Phishing- Don't take the bait!



Phishing email messages, websites, and phone calls are designed to steal money or sensitive information. Cybercriminals can do this by installing malicious software on your computer or stealing personal information off of your computer.

Cybercriminals also use social engineering to convince you to install malicious software or hand over your personal information under false pretenses. They might email you, call you on the phone, or convince you to download something off of a website. Below is an example of a phishing attempt.

Hello!

As part of our security measures, we regularly screen activity in the Facebook system. We recently contacted you after noticing an issue on your account.

Spelling

Our system detected unusual Copyrights activity linked to your Facebook account , please follow the link bellow to fill the Copyright Law form:

[http://www.facebook.com/application\\_form](http://www.facebook.com/application_form) Links in email

Note: If you dont fill the application your account will be permanently blocked. Threats

Regards,

Facebook Copyrights Department. Popular company

CIS will never threaten to deactivate your email or ask for personal information.

## How to recognize phishing email messages, links, or phone calls

### What to look for...

*Misspelled common words*

*Bad grammar*

*Links in email*

*Threats like blocking account*

*Requests for personal info*

*Unfamiliar sender*

*Absence of logos*

*Message body is an image*

*Suspicious attachments*

**If it seems suspicious or too good to be true, then it is!**



It is our goal in CIS to provide our users with a great customer service experience and helpful information.

Have an idea or suggestion? We would love your feedback. Please email [cisfeedback@uicomp.uic.edu](mailto:cisfeedback@uicomp.uic.edu)