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**Illinois Extension**

UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN

Information Technology

## Extension IT Tech Tips - August 2024

### Disable Pop-Up Blocker on Extension sites

With new computers being deployed, those receiving the new computer may find that a website that previously worked may no longer work. The most likely situation will be that the Pop-Up Blocker UBlock may be blocking content on the site. A common example of this situation might be Chrome River.

The Pop-Up Blocker can be disabled for a specific website. Please only disable it on sites that you are confident are safe. Step by Step instructions can be found in this [Knowledge Base Article](#).

### Duo Mobile Push vs Text Code



By now we have become accustomed to using Duo Mobile Two Factor Authentication (2FA) for added security. One of the options for Duo Mobile is having it send a text message with a code that you type in to provide the authentication. While this option works well, there is another option that we are finding people are less aware is available, which is receiving a "Push" notification. This notification shows on your phone screen and allows you to Approve or Deny from the "Push". It is typically a faster and more convenient method of authentication.

Campus Technology Services has an [article](#) showing the various options and how they work. You will need to log in to view the article.

Step by step instructions for enabling the Push option can be found in this [article](#).



## Adobe Licensing

Full time employees are provided with a license for the Adobe Suite of products, including Adobe Acrobat which allows editing PDF's. This license is an annual license that expires the end of June each year and must be renewed. Failure to renew the license will limit the functionality of the software after expiration.

If you are receiving a message that your license has expired, you will need to complete the renewal process. Please note that the process typically takes 24 hours to activate. Step by step instructions are available in this [KB Article](#).



## Microsoft Teams team ownership

Now that we have been using Microsoft Teams for a while, it would be a good time to review any teams where you are a member or owner and make sure each team has at least two owners. If one of the owners is someone that has left Extension or will be in the near future, it would be a good idea to add another owner.

If there is only one owner and that person leaves, additions or changes to the team can no longer be performed. These additions/changes could include:

- Adding new staff to the team
- Removing staff from the team if they leave Extension or change positions
- Adding channels
- Adding staff to Private channels

Extension IT has an account that is available to add as an owner to any team, uie-office365. Adding this account to the team would allow Extension IT to assist in the event the other owners are no longer able to make the changes.

If you have any IT related questions, please feel free to submit a ticket to [extensionit-help@illinois.edu](mailto:extensionit-help@illinois.edu).



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