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Illinois Extension

UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN

Information Technology

Extension IT Tech Tips - March 2024

Welcome to the March Tech Tips. Here are a few new tips. If you have any feedback on the newsletter, feel free to reach out to me at dchorn@illinois.edu.



Email Signature

Have you checked your email signature lately to make sure the information included is complete and correct? Having complete and correct information is helpful for both other Extension staff as well as external contacts you may interact with. It is recommended you have the following in your email:

- Correct telephone number (this could be your Teams number or office number or both)
- Correct mailing address
- Job Title

There is a tool within Webtools to help you generate a signature that will meet the University guidelines. [This article](#) will explain how to access and use the tool.

New Phone for Duo

Did your cell phone provider make you an "offer you couldn't refuse" and you got the shiny new smartphone, or did you break your old phone and had to replace it with a new one and now it won't work with Duo for authentication? Relax, it is an easy fix to get that new phone up and working.



Technology Services on campus has a step by step [article](#) explaining how to Reactivate the Duo app on a new device.

If you still experience problems, feel free to submit a ticket to Extensionit-help@illinois.edu and we will help you get the new device activated.



AI Meeting Notes Apps

Recently Extension IT has had some users install AI apps that will generate meeting notes, summaries and recaps of virtual meetings and then encounter issues when they decided they no longer wanted to use the software. Recently we have experienced some issues with the app Read.ai and after doing some research found that other organizations have experienced similar issues.

Some of the issues that have been encountered include:

- App joining every meeting by default. The app shows up as a participant and has caused other participants to feel uncomfortable. Also, some meetings have content that this type of app is not appropriate, so if you do install one make sure you know how to disable the app from joining.
- App continues to join meetings after software trial has expired.
- App is difficult to remove after signing up for the trial.

Extension IT is not planning to ban the installation of these apps, but as with any software we would encourage you to do some research on any specific product before installing. We do not have any recommendations regarding a preferred app for this application.

If you have any questions on these apps or any software, please email us at Extensionit-help@illinois.edu.



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111 Mumford Hall (MC-710) | 1301 W. Gregory Dr. | Urbana, IL 61801
(217) 333-9025 | extensionit-help@illinois.edu

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