

Info!

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Featured Article—Master the new faculty&staff email and groupware!!

Kyoto University launched a new faculty&staff groupware in January 2019 and a new faculty&staff email system in May. We will introduce their convenient functions and settings in Info! No.16 and No.17.

1. Use Gmail's various functions effectively.

How are you using your faculty&staff email accounts? Some of you might use them with your favorite emailers, but supporting various emailers entails high operational costs, so we would like you to consider taking this opportunity to move to the online email platform.

Here are some tips to minimize the gap between the online email platform and a traditional emailer.

1.1 Change the screen view.

- Change themes

Click the Settings icon (the upper right Gear icon) and then select Themes. Select the one you like from a variety of prepared themes. If you find it hard to distinguish between Unread and Read with the default design, try High Contrast.

- Show subjects only

Click the Settings icon (the upper right Gear icon), select Settings, click the General tab, and under the Snippet, select No snippet - Show subject only. By default, subjects and short snippets from the body are displayed, making your screen filled with texts. If you prefer a cleaner view that lets you easily recognize subjects, change the settings.

- Conversation View off

Click the Settings icon (the upper right Gear icon), select Settings, click the General tab, and under the Conversation View, select Conversation View off. The Conversation View shows all sent and received emails of the same subject together attached to the first email. If you want to display your emails one by one and in chronological order, change your Conversation View setting to "off."

- Enable Preview Pane

Click the Settings icon (the upper right Gear icon), select Settings, click the Advanced tab, and under the Preview Pane, select Enable. The Toggle Split Pane Mode icon (four horizontal lines icon) will be displayed on the left of the upper right Gear icon. By selecting Vertical split or Horizontal split, you can bring an emailer-like three-window look to your Gmail.

By performing operations of “Change themes,” “Show subject only,” and “Enable Preview Pane,” you can change the screen structure to the one as shown in Figure 1.

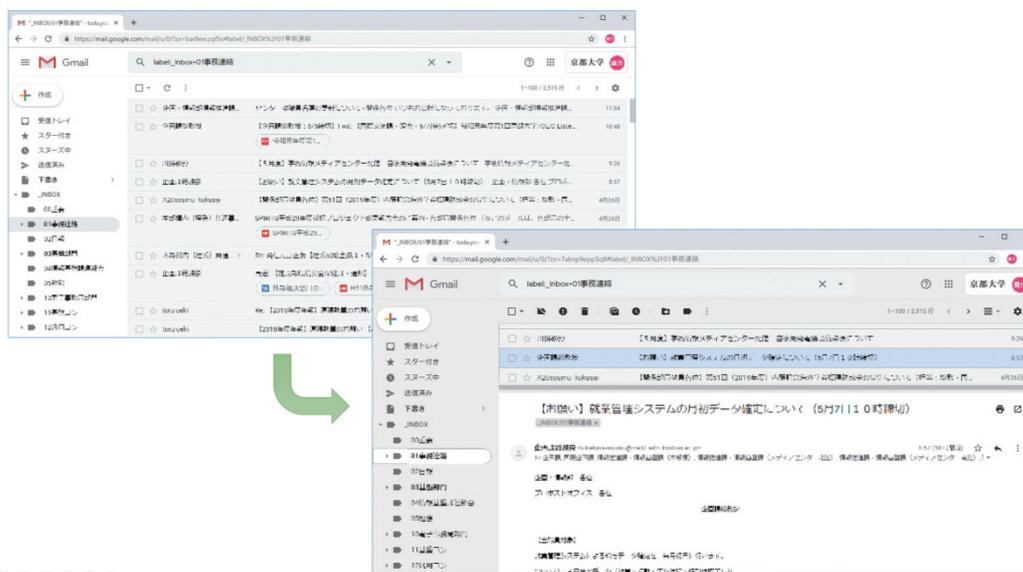


Figure 1: Example of a customized Gmail screen structure

1.2 Try labels and filters

Just like organizing emails using folders, you can organize them using labels with Gmail. Since you can add multiple labels, instead of one, to a single email, organizing work becomes more flexible.

- Slim down your Inbox

If you want to remove the read emails from your Inbox without deleting them, the Archive feature is convenient. Archived emails are not shown in neither Inbox nor Trash, but they are not deleted. They are in the All Mail box. Select the subject or text of the email you want to archive and click “Archive” (Figure 2). The selected email is archived. To see the archived email, select All Mail (Figure 3).



Figure 2: Archive button in the Gmail tool bar



Figure 3: All Mail label in the Gmail label list

- Skip the Inbox (Archive it)

Click the Settings icon (the upper right Gear icon), select Settings, click the Filters and Blocked Addresses tab, and select Create a new filter. On the condition setting screen, enter a desired search word (e.g., enter a text “Activity report” in “Includes” field) and click Create filter in the lower right corner. On the action setting screen, check “Label” and select the label you want to apply the action (e.g., Activity report). Now that this action only adds two labels which are “Inbox” and “selected label” to the emails, if you wish them to perform the same folder moving action as in a typical emailer, make sure to check “Skip the Inbox (Archive it)” as well (Figure 4).

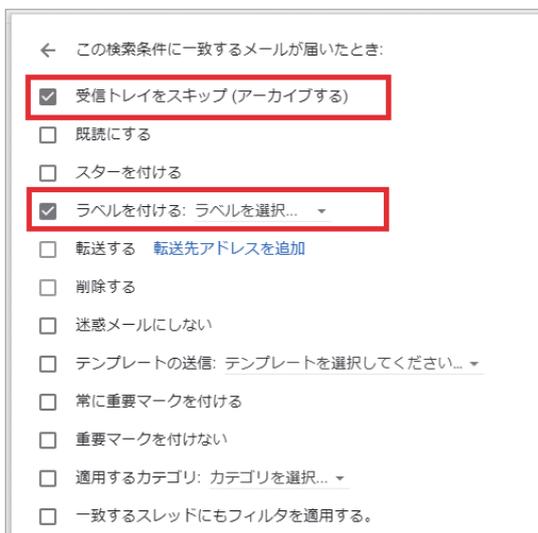


Figure 4: Gmail's filter creation page

1.3 Use other functions to streamline your work.

- Add routine emails to Bookmark as templates.

One of the most frustrating matters when using Gmail for work would be the lack of functions to reuse or resend emails. But it can be solved by Gmail's convenient function to create an email using an URL, as described in "3. Create an email by designating an URL" in the IIMC's FAQ page (http://www.iimc.kyoto-u.ac.jp/ja/faq/mail/next_kumail/repost.html). When you send similar types of emails periodically, creating bookmarks for each can help to significantly improve the work efficiency. The URL of bookmarks will be "https://mail.google.com/mail/u/0/?view=cm&to={email_address}&su={title}&body={text}&fs=1&tf=1". Every time you start a new line, you need to take caution to insert "%0D%0A" (newline cord), but once you create a template email including this new line cord, you can save the trouble to recreate a new email in the everyday work and can also reduce the risk of sending emails to wrong addresses.

- Scheduled sending function released in May 2019

Google has added a function to send scheduled emails in May 1, 2019, as described in the IIMC's FAQ page (http://www.iimc.kyoto-u.ac.jp/ja/faq/mail/next_kumail/timer_send.html). This is a feature that was not available when we started the parallel operation of Gmail-based KUMail and IMailSuite-based KUMail. Compared with a customized implementation of a packaged software, cloud services sometimes lack flexibility, but functions that have high user demand are expected to be newly added in the future. So why don't we use Gmail in anticipation of future functional additions?

2. Conduct a survey using Google Forms

In addition to Gmail, services such as Google Drive, Google Docs, and Google Sheets are available. Google Forms is handy for creating a survey. It will be a great replacement for the current survey support system to be discontinued in October 2019.

Below is an example of creating a survey on breakfast with conditional branching using Google Forms. First, move to Google Drive from Links on the faculty&staff Portal. To create a new form, click the New button in the upper left corner, and select Others, Google Forms, and then Blank form.

Enter “Breakfast Survey” in the title. Enter “What do you eat for breakfast: rice or bread?” in the first question, and create two radio button options: Rice and Bread.

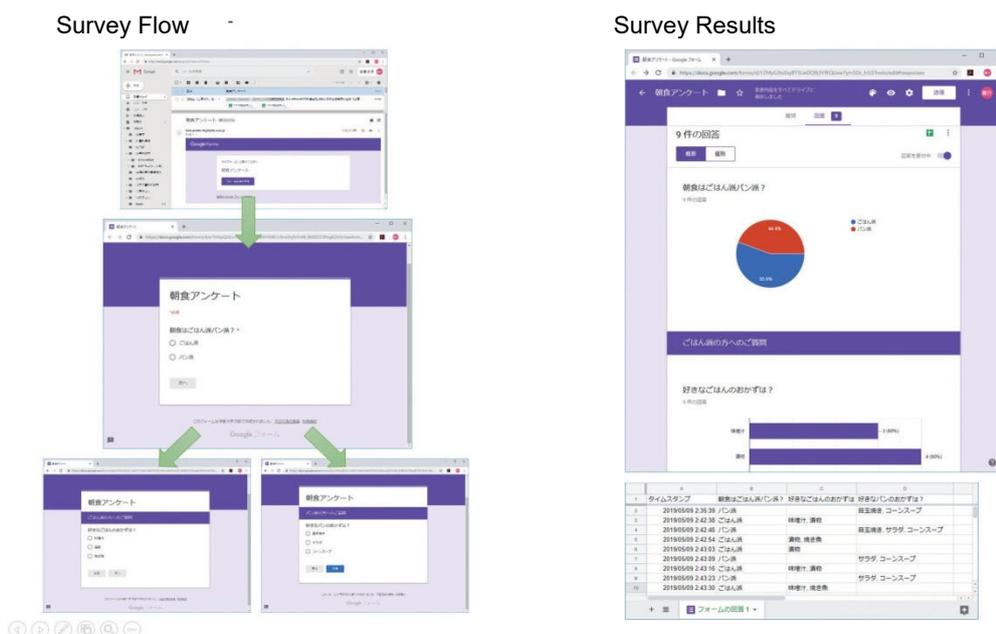
Click the Required button in the lower right corner to make it a mandatory field.

Click Add Section in the tool bar on the right, and enter “A question for rice persons” in the title of the second section. Click Add Question in the tool bar, and create the third question, “What is your favorite dish accompanying the rice?” Create three check box options: Miso soup, Pickles, and Grilled fish.

Similarly, create the third section, and enter “A question for bread persons” in the title of the third section.

Now, let’s add conditional branching. Go back to the first section, and from the three-dot icon in the lower right corner, click “Go to section based on answer.” Direct rice persons to Section 2 and bread persons to Section 3. Below the Section 2 box, make sure to change the action that follows “After Section 2” from “Continue to next section” to “Submit form.” The process to create a survey with conditional branching is now complete.

Click the Preview icon in the upper right corner to see if the survey works as intended. You can also enable options such as “Collect email addresses” as needed in Settings. Finally, click the Send button to send the survey to participants.



(Yoshiko Ishibashi and Yosuke Toda, Information Infrastructure Division, IT Planning Office/Planning and Information Management Department, IIMC)

Improve the accuracy of new KUMail's spam filter

In May 2019, we ended the parallel operation of the faculty&staff email (KUMail) using MailSuite and Gmail systems and launched the new Gmail-based KUMail system. Following this change, spam and suspicious emails are now identified as spam based on Gmail's criteria. Below, we introduce to you some tips to improve the accuracy of the new KUMail spam filter so that you can use the new system more securely and easily.

1. Change spam identification criteria

The former IMailSuite-based KUMail was using KUINS' spam filtering server to identify spams, but following the transition to the Gmail-based system, the spam identification criteria was changed. Note that as Google has not disclosed the detail of its spam identification criteria for security purposes, false positives have been and probably will continue to be generated.

However, you can increase the accuracy and relevancy level of its identification by checking emails labeled as spam and manually reporting them as spam or not.

2. Spam reporting

The following is the procedure to confirm and manually report emails as spam.

(1) By default, the "Spam" label is hidden on the Gmail display.

Click "More" to show the hidden labels.

(2) Drag and drop the "Spam" label icon to any position above "Collapse." Now you will see the "Spam" label in the upper part of the screen the next time you open Gmail.

We recommend you to move "All Mail" also to the upper part of the screen by following the same procedure.

* "All Mail" shows not only received emails but also sent emails, altogether.

(3) Check emails received in the "Spam" label, and if they are actually spam, select "Delete completely." If they are not spam, select "Not spam."

To prevent similar emails from being categorized as spam going forward, perform the following:

- Add the sender to the contact list.

Reference URL: <https://support.google.com/contacts/answer/1069522>

- Apply a filter to concerned emails.

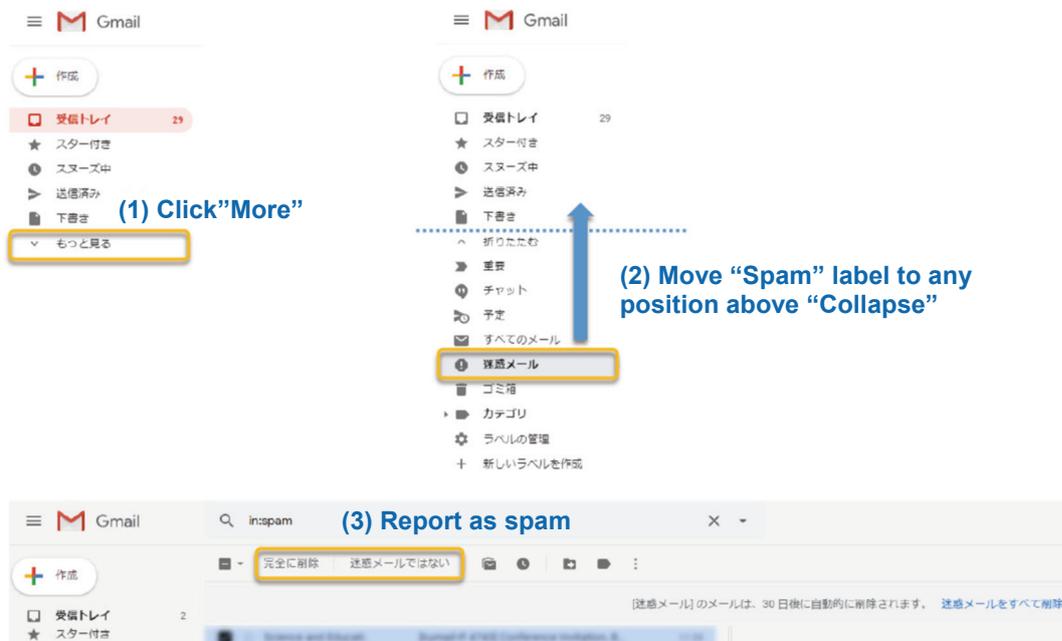
Reference URL: <https://support.google.com/mail/answer/6579>

* In the step "5. Select a filter operation" of "Create a filter," check "Do not classify as Spam."

Every time unsolicited emails received in the Inbox are reported as spam continually using the following procedure, Gmail's spam identification accuracy is improved, and future similar emails will be automatically treated as spam. We hope these functions will make your KUMail experience more secure and comfortable.

- Marking an email as spam

Reference URL:<https://support.google.com/mail/answer/1366858>



<Attention>

- *1 Emails in the "Spam" label are deleted in 30 days. Therefore, checking emails in this label regularly is recommended.
- *2 If you are accessing your emails via POP using an emailer or the like, you cannot download the emails stored in the "Spam" or "Trash" labels. Thus, please access Webmail (browser-based email client) as needed, and check and report as spam.
- *3 Gmail is designed to block emails having a potential of spreading viruses, such as the ones that include specific types of files even when those emails are legitimate. So when you send an email with attaching files, consider using Google Drive or KUMail Storage (refer to Article "Introduction of the storage services provided by the IIMC" of Info! No. 12).

(Yuki Narita, Business System Management Team, Information Infrastructure Division,
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Try new Groupware Calendar

Introduction

The new groupware launched in 2019 has many new features compared with its predecessor. In particular, the enhanced calendar features have a great potential to change how you work. Use them to create an environment that allows you to concentrate on your main work.

Cybozu Garoon Calendar and Google Calendar

The new groupware allows you to use two kinds of calendar: Cybozu Garoon calendar (herein after referred to as “Garoon Calendar”) and G Suite Calendar (herein after referred to as “Google Calendar”). These two calendars are set to automatically work in synchronization — if you add or edit schedules from either of them, the change is automatically reflected to the other calendar (*1). By using the unique features of the two calendars, you can manage your schedule more easily than ever.

Use the new groupware’s calendar features and save time spent on scheduling.

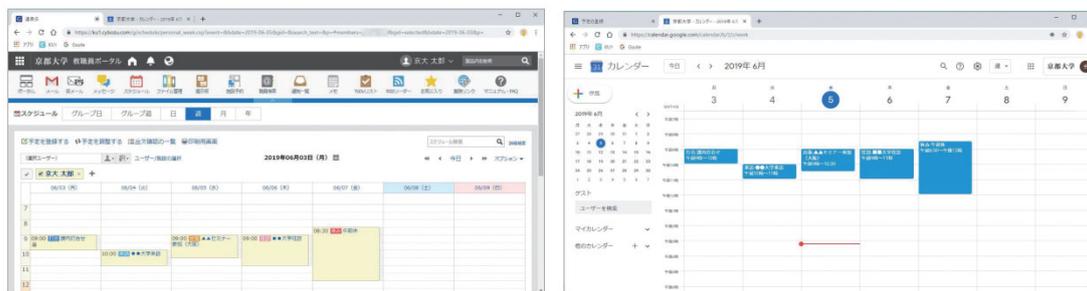


Figure 1: Garoon Calendar and Google Calendar in sync

Features of Garoon Calendar

Garoon Calendar lets other faculty and staff members view your registered schedule. If schedules are registered in the Garoon Calendar and faculty and staff members can confirm each other’s vacancy via it, it will spare both your and their time to send and respond to emails to ask for available time slots for setting on campus or committee meetings.

You can also create a schedule and register participants’ names all together to reflect the changes to the calendars of all participants. This saves time for every participant to manually create the schedule in his or her calendar. When you create a private schedule or the schedule that should not be disclosed to others, you can set it as private. If you set the schedule as private, others can see that you have some scheduled event in the time zone but cannot see its content.

Features of Google Calendar

The available Google Calendar is the same type of the one that can be used by logging in with your SPS-IDs just as the existing Gmail-based university email system.

Google Calendar works greatly with standard calendar functions of your smartphone or PC. For example, you can set to send a notification from Google Calendar to your smartphone or PC shortly before a scheduled event starts or creates and edit Google Calendar schedules using calendar apps in your smartphone or PC. Of course, you can check, create, or edit Google Calendar schedules accessing from your PC browser.

Schedules created with Google Calendar are automatically reflected to Garoon Calendar. Even when Google Calendar is your primary planner, since your schedule is shared with other faculty and staff members, you can reduce your and others’ correspondence time for scheduling schedules.

Garoon Calendar tips

Simultaneous creation of schedules for a large group

You can select multiple participants and create schedules for them in their calendars when creating your schedule. This feature not only eliminates the need for each participant to manually create a schedule, which reduces the risk of the omission of creation, but also allows to reflect changes of the date or place afterward in a single operation for all the members.

To add a participant, in the setting area of “Participants,” select a member in the list on the right and click the “<Add” button in the middle (see Figure 2). The list on the right enables to narrow down with “Secondary group” or search by name.

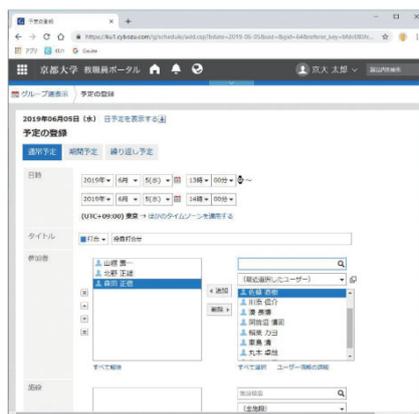


Figure 2: Simultaneous creation of schedules for a large group using Garoon Calendar
(add participants using “<Add”, from the right box to the left box)

To check schedules created by others, click the “Latest Information” icon at the top of the Garoon screen. Please note that schedules with multiple participants have some limit in synchronization with Google Calendar (*2).

Synchronization with facility booking system

GaroonCalendar is integrated with the booking system for facilities such as meeting rooms. You can book a room *and* create schedules for all the participants all at once. Please note that schedules utilizing the facility booking system have some limit in synchronization with Google Calendar (*2).

In the event it is necessary to book a facility for a longer time than the actual meeting time, e.g., for preparation and cleanup of the meeting, we recommend you to conduct operations of booking and schedule creation for participants separately.

Others

In Garoon Calendar, facilities you can register in “Facility” are limited to those you can book, and other facilities cannot be registered. If you want to register a facility not subject to facility booking, use the field such as “Notes.”

Google Calendar tips

Using with calendar apps

You can view information registered in the University Google Calendar from calendar apps installed in your smartphone or PC. Open the app that supports Google Calendar, and take the following steps:

1. Select Google as a connection destination.
2. Enter your university email address to the Google account field.
3. When Kyoto University’s integrated authentication page (<https://authidp1.iimc.kyoto-u.ac.jp>) is displayed, enter your SPS-ID and password to access it.



Figure 3: Accessing from smartphone

Even with an app that does not have a synchronization function designated to Google Calendar, it may be possible to synchronize it by entering the app from the Google Calendar. Enter the app by selecting “Shareable link” in the access privilege setting screen of each calendar in Google Calendar (Figure 4).



Figure 4: Access privilege setting screen in Google Calendar

Synchronization method for existing Google Calendar users

Some students who have been personally using Google Calendar for some time may find it hard to change their primary planner to the University Google Calendar because they have already set their apps to view calendars of many users.

In such cases, you can set to share your University Google Calendar with your personal account. By performing this, the University Google Calendar will show up in the list of Google Calendar you are accustomed to using. To apply this setting, go to the sharing setting page of the University Google Calendar. Register your own personal Google account as the opposite party to share the calendar with.

Matters to be attended to regarding public/privacy settings

Both Garoon Calendar and Google Calendar allow users to select whether to make a schedule public or private one by one. Basically, these two calendars attempt to maintain the public/privacy settings in synchronization of schedules between them, but there are some limitations. You can check details of the limitations or automatic creation of schedules from Gmail, as described in the URLs below.

<https://u.kyoto-u.jp/gggcal>

I want to know about Google Calendar and Garoon scheduler



(*1) Although Google Calendar has a feature to create and handle multiple calendars (preliminary calendars), please note that only the primary calendar can synchronize with Garoon Calendar. Synchronization takes about 15 to 120 min, so changes made to the opponent schedule before the synchronization is established might not be properly reflected.

(*2) The schedules that were created for a large group or created simultaneously upon a facility booking via Garoon Calendar are automatically reflected to Google Calendar; however, modifying or deleting these schedules via Google Calendar will not reflect changes to the original Garoon Calendar schedules.

If you modify or delete via Google Calendar schedules that have limitations in synchronization, there will be some discrepancies in the schedules on Garoon Calendar. In such cases, edit the subject schedules via Garoon Calendar to resynchronize them with Google Calendar and resolve the discrepancies.

(Takaaki Komura, Director of the System Design Division, IT Planning Office, IIMC)

Secure handling of information

Kyoto University issued a campus-wide alert on protecting personal information in March 2018. We need to prevent leakage of not only personal information but also sensitive information including cutting-edge technology information.

In Info! No.12, we introduced the IIMC's storage services in the article "Introduction of the storage services provided by the IIMC." In this latest issue, we introduce some practices on how to handle and prevent sensitive information leakage, adding our new services we started providing after that.

1. Storage services provided by the IIMC

Major changes from Info! No. 12 are the replacement of the faculty&staff groupware and implementation of new tools such as Google Drive.

Applications A to D in the table indicate the responses to the following applications:

A: File transfer

B: Data storage and backup

C: Sharing files with multiple personal devices

D: File sharing within department, etc.

Table: Comparison of storage services

System Name	URL	Application				Major supported files (Note)	User		
		A	B	C	D		Std.	Fac.	Staff
Nextcloud https://nextcloud.rd.iimc.kyoto-u.ac.jp		○	○	○		Any file (Now in the trial stage)	○	○	○
Cloud Storage for BYOD https://storage.ecs.kyoto-u.ac.jp		△	△	○		Files stored in the PC terminals of the Educational Computer System	○	○	
KUMail Storage https://fsv.iimc.kyoto-u.ac.jp		○				Large-capacity attachments		○	○
Groupware file management and messages https://ku1.cyboze.com		○			○	Meeting materials, work materials, etc. (On-campus access only)		○	○
Data storage https://archive.iimc.kyoto-u.ac.jp			○			Research data, etc., to be stored for a long time (On-campus access only)	□	○	○
Integrated file server for administrative work					○	Files shared or edited by multiple users within the department (Only accessible via terminals connected to KUINS-III)			○
G Suite (Google Drive)		○	○	○	○			○	○

○: Yes; △: Yes, but only by users of the PC terminal services for education; □: Yes, but only by students with permission of faculty members; Blank: No

2. First, review the workflow

The workflow for handling information is summarized as follows: This flow probably applies not only to administrative work but also to education and research.

- (1) A person in charge creates a form.
- (2) The person in charge requests faculty and staff members to fill in the form and submit it.
- (3) The requested faculty and staff members fill in the form and submit it.
- (4) The person in charge tabulates and processes information into a list to save.

You might image a Web-based system. Actually, campus-wide tasks are shifting to Web-based systems supported by databases. But among daily detailed tasks, (2) and (3) are frequently performed using emails, and (4) is often done with the PC of the person in charge (e.g., using Excel). In this section, we focus on many detailed tasks that have not yet shifted to Web-based systems.

Recently, phishing attacks that steal IDs and passwords occur frequently. Information you submitted or received via email could all be stolen by attackers once they successfully log in to our mail server. Information could also be stolen if the PC of the person in charge is infected by a computer virus.

So the first step is to change the workflow to something like this:

- (1) Create a form considering how the information to be submitted is handled. Consider creating a form using Google Drive or Google Forms.
- (2) When requesting others to fill in and submit the form, send the form using the groupware's messaging function, KUMail Storage, Google Drive, or the like. Emails should be used only for requesting people to fill in the form.
- (3) Submit the input information using the groupware's messaging function, workflow, KUMail Storage, or the like. Delete the submitted information from the PC used for entering it.
- (4) Store the submitted and compiled information in the integrated file server for administrative work (in cases of administrative staff), KUMail Storage, Google Drive, or the like, and delete from PCs.

3. Storing Information with Confidentiality Level 3

Information with Confidentiality Level 3 significantly affect operations and individuals once leaked, so Kyoto University's security ratings handling standards stipulate that such information must be encrypted before storing even when storing onto the integrated file server for administrative work or KUMail Storage. Below are some easy ways to encrypt information.

- Use a password-protected Zip file.
- Use the file encryption function of Microsoft Word and Excel or Adobe PDF.
- Store in external storage medium that have automatic encryption functions.

4. Precautions when sending sensitive information

Sensitive information requires special care when sending. Please take appropriate measures to prevent information leakage when sending such information, referring to the following:

- Try not to send sensitive information via email, even when it is encrypted. The method of sending a password in a separate email does not have the effect and meaning of file encryption at all (see the editorial).
- Determine the decryption password in a secure way (on face-to-face, if possible).
- Send encrypted files using the groupware or KUMail Storage, and decrypt them with the predetermined passwords.

The handling rules in the Standards for Information Security Ratings prohibit sending information with Confidentiality Level 3. In exceptional cases where sending such information is permitted due to operational reasons, make sure to take appropriate measures to prevent leakage of the information.

(Osamu Katagiri, Information Infrastructure Division Chief,
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