CTS Faculty & Staff Newsletter
Fall 2012

CTS *provides support and leadership to the campus in all areas of information technology including desktop computing, networking, telephone services, administrative systems, and instructional technology.*

Computing & Technology Services

New iMacs installed in Satterlee 325

CTS Helpdesk

Our Helpdesk provides college-owned hardware and software installation, trouble-shooting, as well as Campus Computer Account (CCA) assistance and support. For additional information, visit helpdesk@potsdam.edu or feel free to stop by our office in Stillman 103 or call x2083.

Reminder: The Helpdesk does not repair personally owned computers. Faculty, staff and students are referred to the yellow pages for a complete listing of local area computer-related businesses are listed.

Network & Systems Status Page

Visit http://blogs.potsdam.edu/network for information about the status of various network services provided by CTS. The blog features status updates, news, and live monitoring of CTS systems.

Getting acquainted with SUNY Potsdam's BEAR essentials...

Getting acquainted with services CTS provides…

BearPAWS

A web interface to SUNY Potsdam's student administrative system which allows teaching faculty, advisors and staff to perform a multitude of functions such as viewing class rosters and schedules, entering final grades, creating degree audits, generation of departmental reports, etc. For more information, visit http://www.potsdam.edu/cts/services/bearpaws/index.cfm. To log into BearPAWS, go to http://bearpaws.potsdam.edu and use your Campus Computer Account (CCA).

BearMail

A web interface to your SUNY Potsdam e-mail allowing you to check your campus e-mail from anywhere you have access to the Internet. Your SUNY Potsdam e-mail address is <username>@potsdam.edu. To check your campus e-mail, go to http://bearmail.potsdam.edu/.

Phishing

Important Message regarding BearMail:
Never share your password with anyone!

Many common spammer attacks come in the form of "phishing" e-mails; messages asking users to supply personal information and/or account credentials. Often this leads to a compromised account left at the mercy of spammers and criminals. CTS will scramble the password of any accounts exhibiting malicious activity, requiring users to contact the CTS Helpdesk to regain access to their data. There is never any legitimate reason to send account credentials or personal information via e-mail.

Mailguard

An anti-spam web portal service used to protect campus e-mail accounts. Allows for user customization of spam thresholds and management of e-mail quarantines and is available at http://mailguard.potsdam.edu or by following the Mailguard link in BearMail. For more information, visit http://www.potsdam.edu/cts/services/emailservice/mailguard.cfm.

New for Fall 2012!

MS Office Software Discount

CTS is pleased to announce that faculty and staff can now purchase and download MS Office directly on-line through Kivuto Solutions "OnTheHub eStore" for only $29.95. To purchase, simply go to http://potsdam.onthehub.com/ and click on the "Faculty/Staff" tab. You must use your Campus Computer Account (CCA) in order to make a purchase and receive the discount. The College Store has a limited quantity of MS Office media available (for Macs only) and once sold out, will no longer carry this product. Faculty/staff will be referred to the eStore.

Moodle

SUNY Potsdam now uses the moodle LMS (Learning Management System) for online, hybrid, and web-enhanced courses. Use your Campus Computer Account (CCA) information to login to Moodle at http://moodle.potsdam.edu. Tutorials can be found on the login page, as well as the FAQ section.

RT (Request Tracker)

CTS utilizes Request Tracker (RT) for support requests. You can visit http://track.potsdam.edu/me to view the existing status of your support ticket(s) as well as generate new support requests. For a complete overview of the RT system and how it can work best for you, visit: http://www.potsdam.edu/cts/services/requesttracker.cfm. For questions, feel free to contact the CTS Helpdesk via e-mail at helpdesk@potsdam.edu or by calling 2083.

ITC (Instructional Technology Center)

The following services are offered by ITC:
- Poster printing for academic conferences
- Optical test scoring services
- Assistance with equipment in presentation classrooms
- Student mentoring on limited software packages and available only during the academic year
- Equipment loan program requiring advance notification

Visit http://www.potsdam.edu/cts/services/itc.cfm for more information on ITC. To contact ITC e-mail itc@potsdam.edu, call x4820, or stop by our office in Stillman 105.

i>clicker2

The current classroom response system used by the campus is the i>clicker2. To sign out an i>clicker receiver or instructor remote, stop by ITC in Stillman 105 or call x4820. For more information on using this device in your class, visit http://www.iclicker.com/iclicker2.

Lost/Found SUNYCard

Faculty, staff and students can report their lost or found SUNYCard through the BearPAWS "College Life and Auxiliary Services" menu. If the SUNYCard is marked lost, it will be inactivated. If it is marked found, it will be activated.

Faculty Lifecycle

Departments scheduled for lifecycle replacement for summer 2013 include Crane, English & Communication, Psychology, and Environmental Studies. For additional information regarding lifecycle, visit http://www.potsdam.edu/cts/services/softhardware/lifecycle.cfm.

Software Requests

For details on requesting instructional software installations in both hands-on and projection classrooms, visit http://www.potsdam.edu/cts/facilities. Always keep in mind that last minute requests are more difficult to implement. However, they will be met as quickly as possible given other priorities and resource availability.

Banner Training

The Banner training committee can help both the new and seasoned Banner user from getting started to using Banner more efficiently. To schedule a training session, e-mail Jen Sullivan at sullivja@potsdam.edu.

Banner URL

A URL (web address) is available to initiate Banner; the SUNY Potsdam Student Administrative Information System. Simply go to http://banner.potsdam.edu.

Administrative Information Systems Programming Requests

To assist with tracking and prioritizing programming requests, the CTS AIS (Administrative Information Systems) group asks that you submit requests through http://www.potsdam.edu/cts/services/helpform.cfm, where there is an on-line form available. Select "Administrative Information Systems" and answer the prompts appropriately.

Fall 2012 Technology Facility Upgrades

New Projection Classrooms: Carson 201 and Dunn 204
Also, new projectors installed in Brainerd 202, Carson 205 and Dunn 102, 200, 202, 206, 208 and 210

Student Computer Labs:
Crumb Library –New dual-boot iMacs
Dunn 210 – New dual-boot iMacs, new flooring, ceiling and lighting
Kellas 217 – New flooring and entry way
Levitt/Merritt 133 – New dual-boot iMacs
Satterlee 300 – New chairs (Renovations coming in Winterim 2013)
Satterlee 325 – New dual-boot iMacs

> *To reduce theft and ensure safety, CTS requests windows and doors be secured upon leaving our facilities. We ask for assistance in enforcing the NO FOOD OR DRINK rule in our computer labs and projection classrooms. Also, please note that University Police will not grant after hour access to students in our technology facilities.*

Emergency Notification System (NY-Alert)

Take the opportunity to enroll in SUNY Potsdam's NY-ALERT emergency notification system by following the instructions at:

http://www.potsdam.edu/cts/news/nyalert.cfm

While no technology delivery system is guaranteed, every effort will be made to send you text messages, e-mails and/or phone messages in the event of an emergency including weather-related closures.

Print Quota for Faculty & Staff

When printing to computer labs, faculty and staff automatically receive 100 combined pages of free printing for fall and spring semesters, Winterim, and summer session. Unused pages cannot be rolled over from one semester to another. Once an individual exceeds their free quota, his/her department will be recharged at a rate of 10 cents per page for black and white and 30 cents per page for color. For additional information, please visit http://www.potsdam.edu/cts/policiesforms/printing.cfm.

Purchasing Technology Equipment

To ensure that computer technology and telephone equipment purchases are compatible with existing campus systems and can be supported, a campus technology equipment approval and purchasing process is in place. Please keep in mind that prior approval and often times restrictions, are placed on the Citibank VISA credit card when technology equipment is purchased. Visit http://www.potsdam.edu/cts/policiesforms/purchasing.cfm for additional information.

Wireless Access

The wireless network at SUNY Potsdam is a standard 802.11b/g implementation of wireless and is free to all faculty, staff, and students. Wireless hotspots are located throughout campus and are frequently added. Look for areas with the wireless logo, Visit http://wireless.potsdam.edu for a map of wireless areas.

VPN at SUNY Potsdam

VPN stands for Virtual Private Network. VPN provides remote access and private data communications over public networks. CTS provides a VPN solution that is supported on most common desktop platforms. For additional information about security benefits and convenience, visit http://www.potsdam.edu/cts/services/vpn/.

Helios/Web Space/Backups

Helios is our main network storage service for the campus. All users have several gigabytes of personal space allocated to them. Your backups, web space, and pdf printing are interconnected to your Helios home directory. For more information, go to http://www.potsdam.edu/cts/services/helios.

CTS Student Employee ID Tags

Our student employees are often dispatched to other campus locations and are required to wear CTS photo identification tags. These tags provide proper ID and introduce our students to the campus community.

Green IT Information

CTS continues to seek initiatives to reduce our environmental impact. Visit http://www.potsdam.edu/cts/news/greenit/ for more information on several of our programs, which include printing green and saving energy or to learn how you can make a difference, visit our **CTS Green Technology pages** at http://www.potsdam.edu/cts/news/greenit/.

Have a great semester!