

# CTS Student Newsletter



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

## Fall 2012

Computing & Technology Services



The Levitt Center is used to image new iMacs that will be deployed to several other CTS technology facilities.



### Crumb Library Technology Helpdesk

The new Technology Helpdesk in Crumb library, staffed by College Libraries Technology Coordinator James Hubbard and a staff of student assistants, provides on-site tech support for library patrons using the public use computers and personal devices in the College libraries. A variety of assistance is provided, including:

Software usage  
Software installation  
Printing questions  
Printer installation




Password resets  
Network registration  
Scanning  
Helios access and storage

Hours of operation are posted on the College Libraries webpage. Go to:  
<http://www.library.potsdam.edu>.

### Important information and services provided by Computing & Technology Services...

#### Moodle

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

#### 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>. Students are strongly encouraged to use the server-based storage space in their Helios "Home Directory" for papers and class work.

#### Levitt Center Computer Lab

Levitt is located in Merritt 133 and is not staffed Monday through Friday during regular business hours. CTS student assistants are available after 4:30 p.m. during the week and on weekends. There are 57 new dual-boot iMacs available, as well as laser printers. For more information, visit <http://www.potsdam.edu/cts/techfacilities/labhours.cfm>. **No food or drinks are allowed in any technology facility!**



#### Printing Policy

Students are allotted 300 pages of free B&W printing per semester for fall, spring, and summer (during Winterim the limit is 150 B&W free pages). At the end of each semester, students will be billed 5 cents per page over the 300-page limit. **Each page printed in color counts three times.** An automatic e-mail alert will be sent when you reach 250 pages and periodically thereafter. To check the number of pages you have printed, visit <http://squirt.potsdam.edu/>.


**For your protection, never share your Campus Computer Account (CCA) password with anyone. When leaving a campus computer, be sure to log off to prevent others from printing on your account.**

#### Computer Purchase Program

Students are eligible for educational savings on a both Apple and HP personal computers. Students interested in this program are strongly encouraged to take advantage of special pricing during summer and/or spring semesters. Entering students who have signed a letter of intent to enroll in a course of study are also eligible for the purchase programs. For more information contact The College Store at (315) 267-2573.

#### Academic Software Discounts



CTS is pleased to announce students can now purchase and download academically discounted software (i.e., Microsoft, Adobe, etc.) for up to 90% off retail price directly on-line through  Kivuto Solutions "OnTheHub eStore." To check out the list of available software or to make a purchase, go to <http://potsdam.onthehub.com> and click on the "student" tab. You must use your Campus Computer Account (CCA) in order to make a purchase and receive the discount. OnTheHub eStore is currently offering an additional discount on MS Office through September 15th.

#### Computer Labs & Projection Classrooms

The campus has a large number of computer labs and projection classrooms located in a variety of buildings. For a description of these facilities, visit <http://www.potsdam.edu/cts/facilities/>. In addition, many academic departments and some student services departments have mini-labs available for student use.

#### Fall 2012 Technology Facility Upgrades

##### Projection Classrooms

Two new projection classrooms - Carson 201 and Dunn 204  
New projectors installed in Brainerd 202, Carson 205 and Dunn 102, 200, 202, 206, 208 & 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 Winterim 2013)  
Satterlee 325 – New dual-boot iMacs

#### Network & Systems Status Page

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

#### Electronic Check-In

Students are required to "check in" electronically via BearPAWS at the beginning of each semester. The Check-In Form will confirm attendance, remind students of their financial responsibility, and provide the proper procedures to take if a student elects to leave the college. Prior to the start of the semester, an e-mail will be sent to all registered students informing them of the Check-In procedure.

#### On-line Student Bill Payment

Student bills can be paid on-line using a credit card via BearPAWS on the Billing Statement page. The Billing Statement page will have a 'Pay by Credit' button in the lower left corner.

## Lost/Found SUNYCard

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.

## 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/>.

## Wireless, High-Speed Internet & Cable TV (Residential)



SUNY Potsdam and Time Warner Cable are partnered to provide Road Runner wired and Wi-Fi high-speed internet service, as well as 90 cable TV channels to all students living in our residence Halls at no extra charge. The Wi-Fi

service is standard in all dorm rooms. For connection information, refer to your Road Runner Welcome Kit. For students seeking assistance with RR wired, RR Wi-Fi, cable TV, or to order additional cable services, simply contact 1-866-339-8225 for 24/7 service.

## Wireless Access (Non-Residential)

The wireless network at SUNY Potsdam is a standard 802.11b/g implementation of wireless and is free to all students. Wireless hotspots are located throughout campus and are frequently added. Look for areas with this logo:



For more information and a map of wireless campus locations, visit <http://wireless.potsdam.edu/>.

## 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.

## Emergency Telephones

Emergency telephones provide immediate contact with the University Police Department and are available:

- In all residence halls and on every floor
- **Blue light** phones are available on campus grounds
- **Red** phones are strategically located in various campus buildings



## Required Emergency Contact Information

Each term SUNY Potsdam students are required to enter into BearPAWS their cell phone number, local address (if living off-campus) and a person to contact for emergencies before being able to access BearPAWS links. This information will be used in the event of an emergency. Entering this information is mandatory and is not connected to the NY-Alert system, which is a separate system and is optional for students.

## Student Employment

CTS hires students to fill federal work study and student assistant positions. Our students assist CTS in providing information technology to the campus community. Job opportunities are available in several areas within CTS but are very limited for fall 2012. To obtain an application and down-load the form, go to <http://www.potsdam.edu/cts/studentjob> or stop by the CTS Helpdesk in Stillman 103.

## Acceptable Use Policy

The College has an *Information Technology Acceptable Use Policy*, which all campus users must adhere to. To view the full text, visit <http://www.potsdam.edu/cts/policiesforms/acceptableuse.cfm>.

## CTS Helpdesk

Our Helpdesk provides assistance and support to students regarding their Campus Computer Account (CCA). For more information, visit [helpdesk@potsdam.edu](mailto:helpdesk@potsdam.edu), call x2083 or stop by Stillman 103.

**Reminder:** The Helpdesk does not repair personally owned computers. Students are referred to the local yellow pages.

After hour Helpdesk support is available to students when classes are in session. Visit <http://www.potsdam.edu/cts/helpdesk> for more information.

## Green IT Information



CTS has taken initiatives to reduce our environmental impact. For information on printing green, saving energy, or to learn how you can make a difference, visit **CTS Green Technology pages** at <http://www.potsdam.edu/cts/news/greenit/>.

## Getting acquainted with Bear essentials...



### BearPAWS

SUNY Potsdam's web interface to our student information system, which allows students to perform a multitude of functions such as register for classes, check grades, view financial aid, academic standing, etc. To log into BearPAWS, go to <http://bearpaws.potsdam.edu/> and use your Campus Computer Account (CCA).



### BearPAWS for Guests

Access to certain student information in BearPAWS can be granted by a student to "guests" (i.e., parents, guardians, etc.). For information about what is available to guests and how to maintain guest access, visit <http://www.potsdam.edu/offices/studentaccounts/guestaccess.cfm>.



### BearDeN (Degree Navigator)

SUNY Potsdam's on-line degree audit system allows students to track their progress towards their degree, lists courses taken and/or registered for, GPAs, and advisor contact information. BearDeN is accessible from the BearPAWS Student Services & Financial Aid menu. For more information, click on the Help and FAQ buttons within BearDeN.



### 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>.



### Bear Bus Discount Travel



Reservations and tickets are available for purchase on BearPAWS. Students can purchase on-line tickets to Long Island and NYC for all academic breaks. Visit <http://www.potsdam.edu/current/bearbus/index.cfm> for more information or to purchase a ticket.