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Facebook: [facebook.com/PotsdamCTS](https://www.facebook.com/PotsdamCTS)



Twitter: @SunyPotsdamCTS



<http://blogs.potsdam.edu/network>

CTS Helpdesk

Our Helpdesk provides college-owned hardware and software installation, trouble-shooting, as well as Campus Computer Account (CCA) assistance and support. If you need assistance, feel free to contact the Helpdesk at x2083, or e-mail helpdesk@potsdam.edu, or stop by our office in Stillman 103.

SOG Calendar

Our official calendar utility, SOGo, is available to the campus community. To use, go to <http://calendar.potsdam.edu> and log in using your Campus Computer Account (CCA) username and password. If you need assistance using SOGo, please contact Romeyn Prescott at x3181 or e-mail prescor@potsdam.edu. Go to <http://www.potsdam.edu/cts/services/sogo> for documentation on the use of SoGo. *Please note that Meeting Maker is no longer supported by CTS.*

Getting acquainted with Bear essentials...



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, viewing degree audits, and the generating of departmental reports. For more information on BearPAWS, go to <http://www.potsdam.edu/cts/services/bearpaws>. To log in, 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 your CCA username and/or password via e-mail.

Mailguard

Mailguard is an anti-spam web portal service used to protect campus e-mail accounts. This service 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 on Mailguard, please go to <http://www.potsdam.edu/cts/services/emailservic/mailguard.cfm>.

Moodle

SUNY Potsdam uses the **moodle** Learning Management System (LMS) 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.

Moodle course sites are requested via BearPAWS. The request form is located under the Faculty Services menu, "Moodle Site Request(s)". Things to keep in mind when making requests:

- It is a two-step process that requires you to review all requests prior to making your final submission.
- You will receive an e-mail receipt upon successful submission of your request.
- Requests are auto-processed on a thirty-minute cycle.
- Students will be enrolled automatically in the site approximately ten days before any given term.

If you have any questions or need assistance, please contact Mike Phillips, Moodle Administrator at x3220.

RT (Request Tracker)



CTS utilizes RT for support requests. To view the existing of your support ticket(s) as well as generate new support requests, go to <http://track.potsdam.edu/me>. For a complete overview of the RT system and how it can best work for you, go to <http://www.potsdam.edu/cts/services/requesttracker.cfm>. If you need assistance, please contact the CTS Helpdesk at x2083 or e-mail helpdesk@potsdam.edu.

Campus Core Software Bundle Pricing

Effective September 1st the CTS installation of the campus Core Software Bundle on all new computers (not funded through student or faculty lifecycle programs) will increase to \$100. The software bundle now includes software assurance licenses for Office, Windows, Mac OS, Sophos, and F-Secure. If you have any questions, please e-mail helpdesk@potsdam.edu.

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 and/or reservation

If you need assistance, please contact ITC at x4820, or e-mail itc@potdams.edu, or visit our office in Sillman 105. For more information on ITC, go to <http://www.potsdam.edu/cts/itc.cfm>.

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, go to <http://www.iclicker.com/iclicker2>.

TelCom Office

TelCom provides and coordinates telephone service to the campus community. The campus voicemail system can be accessed from your office, cell phone, home, or laptop computer. For instructions on how to access voicemail, go to <http://www.potsdam.edu/cts/telcom>.

Please note employee cell phone discounts are available through Verizon and AT&T. For more information, please contact the TelCom Office at x3000 or e-mail telcom@potdams.edu.



Telephones are now available in all campus classrooms.

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 deactivated. If it is marked found, it will be activated.

Faculty Lifecycle

For additional information and a complete list of departments scheduled for lifecycle replacement in summer 2014, go to <http://www.potsdam.edu/cts/services/softhardware/lifecycle.cfm>.

Software Requests

For details on requesting instructional software installations in both hands-on classroom computer labs and projection classrooms, go to <http://www.potsdam.edu/cts/techfacilities>. Always keep in mind that last minute requests are more difficult to implement.

Banner Training

The Banner Training committee can help both the new and seasoned Banner user from getting started to using Banner more efficiently. E-mail Marta Whalen at whalenmm@potdams.edu to schedule training.

Banner URL

To initiate Banner, the SUNY Potsdam Student Administrative Information System, go to <http://banner.potsdam.edu>.

Administrative Information Systems (AIS) Programming Requests

In order to track and prioritize, please submit all programming requests online. Go to <http://www.potsdam.edu/cts/services/helpform.cfm> and use the online form. Select "Administrative Information Systems" and answer the prompts appropriately.

Summer 2013 Facility Upgrades

New iMacs installed in the following facilities:

- Carson 101
- Crane MIDI Lab
- Crumb Library Bibliographic Instruction Classroom
- Kellas 100 (and new seating)

Go to <http://potdams.edu/cts/techfacilities/availabletech.cfm> for a complete description of our CTS 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. Go to <http://www.potsdam.edu/cts/policiesforms/printing.cfm> for additional information.

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. For additional information, go to <http://www.potsdam.edu/cts/policiesforms/purchasing.cfm>.

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:



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, go to <http://www.potsdam.edu/cts/services/vpn>.

MS Office Software Discount

Faculty and staff are entitled to purchase and download MS Office directly on-line through  Kivuto Solutions "OnTheHub eStore" for only \$29.95. To purchase, go to <http://potdams.onthehub.com> and click on the "Faculty/Staff" tab. You must log in with your Campus Computer Account (CCA) in order to make a purchase and receive the discount.

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. Go to <http://www.potsdam.edu/cts/services/helios> for more information.

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. To learn more information on several of our programs that include printing green, saving energy, and how you can make a difference, go to <http://www.potsdam.edu/cts/news/greenit>.

