

About our CTS Helpdesk

CTS Helpdesk

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

Phone Jack ID Verification Project

In order to update our records, three CTS student employees have been dispatched to verify phone jack locations throughout the campus. Please note that our students can be easily identified by the **CTS Student Employee Identification Tags** they wear.

SOG Calendar Utility Replaces Meeting Maker

SOG Reminder

CTS began using SOGo as our official calendar utility on Monday, January 21, 2013, replacing Meeting Maker. SOGo is available for the campus community to use immediately (even if you have never used Meeting Maker). Simply go to <http://calendar.potsdam.edu> and log in using your Campus Computer Account (CCA) username and password.

If you were unable to attend one of several SOGo training sessions offered during Winterim, please contact Romeyn Prescott in CTS by e-mail at prescor@potsdam.edu. Documentation on the use of SOGo is available at <http://www.potsdam.edu/cts/services/sogo/index.cfm>.

Please keep in mind that CTS cannot migrate your Meeting Maker data for you. Meeting Maker will continue to be available until Friday, May 21, 2013.

Blog, Facebook or Twitter

Network & Systems Status Page

For the latest updates, news, and live monitoring of networks and services supported by CTS, check out any one of the following:

View or RSS subscribe to Potsdam Blogs:
<http://blogs.potsdam.edu/network>

On Facebook:
<http://www.facebook.com/PotsdamCTS>

On Twitter:
<http://twitter.com/sunypotsdamcts>

Getting acquainted with SUNY Potsdam's 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, 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>.

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.



moodle sites can now be requested via BearPAWS. The request form is located under the Faculty Services menu, "Moodle Site Requestor(s)" and functions similar to the previous Blackboard Shell request form. However, some slight changes include:



Getting acquainted with services CTS provides...

- This is now a two-step process that requires you to review all requests prior to making your final submission.
- The site creation process has a much faster turnaround time than with Blackboard. Your Moodle site(s) should now be available within thirty minutes of your request submission.
- Students will be enrolled in the site automatically.

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

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 classroom computer labs and projection classrooms, visit <http://www.potsdam.edu/cts/facilities>. 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. To schedule a training session, e-mail Jen Sullivan at sullivanj@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.



Winterim Technology Facility Upgrades

Projection Classroom(s): Dunn 202 (new projection screen installed)

*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/>.

MS Office Software Discount



Faculty and staff are entitled to purchase and download MS Office directly on-line through  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 log in with 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.

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. To learn more information on several of our programs that include printing green, saving energy or how you can make a difference, visit our **CTS Green Technology** pages at <http://www.potsdam.edu/cts/news/greenit/>.



Kellas 218

Newly renovated meeting facility is now available for the campus community to reserve in SOGo.