Follow us on social media for all your network and system updates...

Facebook: 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.

SOGo 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**.

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

Phishing
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/emailservice/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 your existing 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 1, 2013 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)
Effective January 1, 2014, ITC is now under the leadership of the College Libraries. ITC will remain in its current location in Stillman Hall 105, at least for the spring 2014 semester. For more information, go to: **http://www.library.potsdam.edu/about/itc.html**

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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.

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@potsdam.edu.

Telephones are 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.

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@potsdam.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.

Technology Facility Upgrades
Peforming Arts Center (PAC) **-** new hands-on computer classroom equipped with 32 dual-boot iMacs. Primary use is to support production set designs and professional video and audio editing tools.

CTS is currently upgrading podium computers in all projection classrooms to 16GB of RAM and new Solid State Drives, which will result in a dramatic increase in overall speed and responsiveness. Those teaching in these classrooms will be notified as the upgrade is performed.

Visit http://www.potsdam.edu/cts/news/levittcrumb.cfm for more information

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://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.

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.

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