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

Facebook: facebook.com/PotsdamCTS   Twitter: @SunyPotsdamCTS   http://blogs.potsdam.edu/network

Moodle

SUNY Potsdam uses the moodle Learning Management System (LMS) for online, hybrid, and web-enhanced courses. Go to **http://moodle.potsdam.edu** to log in to Moodle using your Campus Computer Account (CCA). 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. Students are strongly encouraged to use the server-based storage space in their Helios "Home Directory" for papers and class work. For more information, go to **http://www.potsdam.edu/cts/services/helios**.

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

The college has partnered with HigherOne to provide an updated eBill and ePayment portal to view and pay your student bill.

You will continue to log into BearPAWS to access your bill and will then be directed to the CASHNet portal. The portal will house your eBill PDF statements, allow you to make full or partial payments by semester, and set up guest payers.

Academic Software Discounts

Kivuto

Students are entitled to 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. Please make sure to use your Campus Computer Account (CCA) in order to make a purchase and receive the discount.

Levitt Center Moves to Crumb

NEWS FLASH! Effective January 15, 2014, the Levitt Center in Merritt Hall officially closed and all computer resources have moved to the College Libraries. For more information, go to **http://www.potsdam.edu/cts/news/levittcrumb.cfm**.

Computer Labs & Projection Classrooms

The campus has a large number of computer labs and projection classrooms located in a variety of buildings. In addition, many academic departments and some student services departments have mini-labs available for student use. For facility descriptions, go to **http://www.potsdam.edu/cts/techfacilities/availabletech.cfm**.

Crumb Library Technology Helpdesk

The Technology Helpdesk in Crumb library 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, password resets, network registration, scanning, and Helios access and storage. Hours of operation are posted on the College Libraries webpage. Go to **http://www.library.potsdam.edu**.

CTS Helpdesk

Our Helpdesk provides assistance and support to students regarding their Campus Computer Account (CCA). For more information, contact the Helpdesk at x2083, or e-mail **helpdesk@potsdam.edu**, or stop by in our office in 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. To learn more, go to **http://www.potsdam.edu/cts/helpdesk**

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, go to **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.

Acceptable Use Policy

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

CTS

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, use your Campus Computer Account (CCA) and go to **http://bearpaws.potsdam.edu**.

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 and how to maintain guest access, go to **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, Mailguard allows for user customization of spam thresholds and management of e-mail quarantines. Follow the Mailguard link in BearMail or go to **http://mailguard.potsdam.edu** to access Mailguard. To learn more about anti-spam and how Mailgaurd can assist you, go to **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. For more information or to purchase a ticket, go to **http://www.potsdam.edu/current/bearbus**.

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 deactivated. 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, go to **http://www.potsdam.edu/cts/services/vpn**.
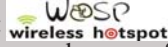
Wireless, High-Speed Internet & Cable TV (Residential)

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 this logo: **WaSP wireless hotspot** Go to **http://wireless.potsdam.edu** for more information and a map of wireless campus locations.

Emergency Notification System (NY-Alert)

Take the opportunity to enroll in SUNY Potsdam's NY-Alert emergency notification system by following the instructions at **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 employs Federal Work Study and student assistants. Our students assist CTS in providing information technology to the campus community. To obtain an application and download the form, go to **http://www.potsdam.edu/cts/news/studentemployment.cfm** or stop by the CTS Helpdesk in Stillman 103.

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://potsdam.edu/cts/techfacilities/index.cfm** for more information.

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**.

Potsdam
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