

# Computing & Technology Services

## CTS Faculty/Staff Spring 2011



<http://www.potsdam.edu/cts>

## From the Helpdesk

The Helpdesk reminds you that a wealth of information about CTS services and policies, as well as 'how to' guides for common issues can be found on the CTS web site: <http://www.potsdam.edu/cts>.

**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.

**Microsoft Office 2010 (Win) & 2011 (Mac):** Our campus agreement with Microsoft allows CTS to provide the latest version of MS Office installed on all campus-owned computers. If you have an older version, contact the Helpdesk to request an upgrade at a time of mutual convenience. The upgrade can be done remotely and takes approximately twenty minutes.

**Software Requests:** CTS reminds faculty to provide as much advance notice as possible when requesting software for computers in instructional space, be it a hands-on classroom or projection classroom. Ideally, faculty should inform CTS at the same time book orders are due at the College Bookstore (mid-October for Spring Semesters and mid-April for fall semesters). Note that last minute requests are more difficult to implement.

**Faculty Lifecycle:** Departments scheduled for lifecycle replacement this summer are Chemistry, Economics, Computer & Information Sciences, The Gibson Gallery, Business Administration, Community Health, Early Childhood, Childhood & General Professional Education, Field Experiences & Advising, ICT, Literacy, Secondary Education, and Special Education. Go to: <http://www.potsdam.edu/cts/services/softhardware/lifecycle.cfm> for more information.

**RT (Request Tracking):** Our RT ticket system has been updated to allow for a better self-service experience. You can now login and see the status of your tickets as well as generate new tickets at <http://track.potsdam.edu/me>.

## What's New?



In accordance with Federal guidelines, students can now access course textbook information through links provided in **BearPAWS**. The links are located in a *new* column under 'class search results' and also on the 'add/drop screen', which directly links to the College Bookstore website. The website provides students with detailed information about required, optional, and other texts for a given course.

## New Technology Upgrades!



### Flagg Hall

- New SGA/HP dedicated projection classroom with new folding and stackable tables and chairs in Flagg 210
- Five new TV and DVD/VHS carts are now available for use in all Flagg non-projection classrooms

### Kellas Hall

- New podium installed in K217

### Schuetz Hall

- A119 and A122 have been converted into new limited projection classrooms

### CTS Technology Facility Reminders:

- ❖ Please ***do not*** turn off or shut down the computers in labs and/or classrooms. They are set to automatically power down at night and to come on in the morning to perform maintenance. Turning computers off makes remote maintenance impossible and causes problems with scheduled maintenance.
- ❖ To reduce theft, vandalism and ensure safety, CTS requests that windows and doors be secured upon leaving all CTS facilities.
- ❖ We ask for assistance in enforcing the **NO FOOD OR DRINK** rule in our computer labs and projection classrooms.
- ❖ Please note that University Police will not grant after hour access to students in our computer facilities.

# Reminders!

## 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 marked found, it will be activated.

## 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. Users should never respond to messages like this, as they are invariably from spammers attempting to gain access to user accounts. CTS will never ask for account credentials or personal information via e-mail.

A user who has responded to a phishing e-mail should immediately change his/her password at <https://account.potsdam.edu>. If an affected user does not change his/her password as recommended, the user's BearMail account and e-mail may be at the mercy of spammers who can do with it as they wish. CTS will scramble the password of any accounts exhibiting malicious activity requiring users to contact the CTS Helpdesk to regain access to their data.

## Programming Requests

To assist with tracking and prioritizing programming requests, CTS' Administrative Information Systems (AIS) unit now uses a web-based programming request form. Simply go to: <http://www.potsdam.edu/cts/services/helpform.cfm> and select “Administrative Information Systems” and answer the prompts appropriately. This will automatically create an entry in our RT (Request Tracker) system and send an acknowledgment e-mail to the requester. A follow up e-mail or phone call may still be necessary.

# Enjoy the semester!