

CTS Student Newsletter Fall 2011



Pictured – Flagg 162

CTS provides support and leadership to the campus in all areas of information technology including desktop computing, networking, telephone services, administrative systems, and instructional technology.

CTS Helpdesk

Our Helpdesk provides college-owned computer hardware and software installation and trouble-shooting, as well as Campus Computer Account (CCA) assistance and support. The Helpdesk is located in Stillman 103 and hours are M-F, 8:00 a.m. to 4:30 p.m. For assistance you may e-mail helpdesk@potsdam.edu, call x2083 or stop by our office.

Reminder: The Helpdesk does not repair personally owned computers. We refer students, faculty, and staff to the yellow pages where complete listings of local area computer-related businesses are listed.

After hour Helpdesk support is available to students, faculty, and staff when classes are in session. For additional information, visit <http://www.potsdam.edu/cts/helpdesk>. For hours of operation, visit <http://www.potsdam.edu/cts/techfacilities/labhours.cfm>.

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.

Getting acquainted with SUNY Potsdam's Bear essentials...



BearPAWS

A web-based system allowing you to register for classes, check grades, view financial aid and much more. To log into BearPAWS, go to <http://bearpaws.potsdam.edu/>.



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. 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 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. For additional information, visit

<http://www.potsdam.edu/cts/services/emailservice/phishing.cfm>

Mailguard



Campus e-mail accounts are protected by an anti-spam web portal service called Mailguard. 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. With Mailguard, when a message is determined to be spam, it is not delivered and is instead saved in the user's spam quarantine area. Visit <http://www.potsdam.edu/cts/services/emailservice/mailguard.cfm>.



BearDeN

A web-based degree audit system that displays the following information for each student:

- A list of the requirements for your particular major(s) and minor(s) and how you have met these requirements
- Cumulative GPA and your major and minor GPA's
- Your advisors and their e-mail addresses
- List of all courses you have taken and those currently registered for and whether or not they apply to your degree requirements

BearDeN (Degree Navigator) is accessed through BearPAWS under the Student Services & Financial Aid Menu. Students should look at their audits carefully to make sure they are correct and contact their advisors with any questions or issues.



Introducing BearPAWS for Guests

Students now have the ability to grant access to parents, siblings, partners, or any other guest to access the following information via BearPAWS for Guest:

- View/Pay Student Bill
- View Tax Notification
- View Financial Aid & Un-met Requirements
- View Bear Express/Flex Balances
- Change Guest PIN

This new functionality will allow parents/guests to pay their student's bill, access Financial Aid information, the 1098-T IRS Form for tax purposes, as well as dining/auxiliary service account balances. Students can grant access to guests by selecting the 'BearPAWS for Guest' link in BearPAWS and clicking on the 'Add Authorized Guest Access to Your Records' link. Once a guest has been added, you can use the 'Manage Authorized Guest Access to Your Records' to:

- Enable/disable access
- Set the Guest Email Address
- Send an email reminder to your guest that includes their Guest ID and Guest PIN

Guests have the option to change their PIN using the 'Change Guest Access PIN' link under the BearPAWS for Guest menu.

On-line Student Bill Payment

Student bills can be paid on-line using a credit card via BearPAWS on the Billing Statement page. The Billing Statement page will have a 'Pay by Credit' button in the lower left corner.

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.

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

Blackboard to Moodle Transition

Following an extensive yearlong study and pilot, SUNY Potsdam has decided to transition to the Moodle LMS (Learning Management System) from the Blackboard LMS. The transition will take place over the course of the 2011-2012 academic year.

Blackboard will continue to be available until June 30, 2012 so that faculty, still in the process of converting their courses to Moodle, may continue to use Blackboard. Your instructors will inform you whether to use Blackboard or Moodle for each particular course during this transitional year.

Emergency Notification System

Take the opportunity to enroll in SUNY Potsdam's NY-ALERT emergency notification system. Follow these easy instructions:



- ✓ Log into BearPAWS
- ✓ Click on "Personal Information"
- ✓ Click on "Emergency Alert Contact"

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.

Please take a few moments to provide us with information that will be used to notify you should we face critical circumstances. Go to <http://www.potsdam.edu/cts/news/nyalert.cfm> to learn more about this service.

Wireless, High-Speed Internet & Cable TV

(Residential)



SUNY Potsdam has partnered with Time Warner Cable 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. Refer to your Road

Runner Welcome Kit for connection information. For students seeking assistance with RR wired, RR Wi-Fi, cable TV, or to order additional cable services, simply contact (1-866-339-8225). This service is available 24/7.

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 areas with this logo

For more information and a map of wireless campus locations, visit <http://wireless.potsdam.edu/>.

Telephone & Voice Mail Services

Beginning with the fall 2011 semester, SUNY Potsdam has made the decision to no longer provide residential student telephone and voice mail services. Emergency phones will be located in the residence halls on each floor and, when taken off the hook, will ring directly to the University Police Department. These emergency phones will be in addition to phones that will remain in all of the residential staff rooms and offices. Residence hall directors, residence hall assistants, and mentors will continue to have phone and voice mail services. The Telecommunications (TelCom Office) is located in 216 Stillman Hall and/or can be reached by calling 315-267-3000.

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 Windows 2000, Windows XP, and Mac OSX.2 and higher. VPN offers two main advantages for students: (1) while connected to the VPN when using a wireless laptop, your airborne internet traffic is encrypted and more secure; (2) off-campus users can connect to the VPN to access college services as if they were connected locally. For example, students in the dorms or off-campus could then use Windows or Macintosh file-sharing (rather than FTP) to reach their Helios home directories. For more information, visit <http://www.potsdam.edu/cts/services/vpn/>.

Computer Labs & Projection Classrooms

The campus has a large number of computer labs and projection classrooms located in a variety of buildings. For a description of these facilities, visit <http://www.potsdam.edu/cts/facilities/>. In addition, many academic departments and some student services departments have mini-labs available for student use.

Helios Network Storage Space

Students are strongly encouraged to use the server-based storage space in "Home Directory" for papers and class work. This space is backed up on a daily-weekly-monthly rotation, available in your "_backup" folder. The storage space available to you has increased from 2GB to 2.5GB. For more information, visit <http://www.potsdam.edu/cts/services/helios>.



Fall 2011 Upgrades

New Full & Limited Projection Classrooms

Flagg 103 – Full projection classroom, with new furniture, made possible by the generous donation of SGA/HP. Projector installation – Winterim 2012.

Flagg 204 – Limited projection classroom with new furniture and flooring, made possible by the generous donation of SGA/HP. Projector installation – Winterim 2012.

Student Facilities/Classroom Computer Lab

Crane Midi Lab – new carpeting

Flagg 162 – 25 new dual-boot Macs, tables and flooring

Literacy Center – 25 new dual-boot Macs

Satterlee 104 – 25 new dual-boot Macs

Satterlee 300 – 21 new dual-boot Macs, study tables and chairs

Reminder: Absolutely no food or drinks are allowed in any student computer labs or projection classrooms.

Levitt Center Computer Lab



Located in Merritt Hall 133 – Equipped with 67 dual-boot iMacs with CD-RW and DVD-R capability. Color and B&W HP laser printers and scanners are available. Levitt is not staffed during regular business hours. Student Assistants are available, after 4:30 p.m. on Monday

through Friday and on weekends as well. To contact Levitt, phone x2215 or to view hours of operation, visit <http://www.potsdam.edu/cts/techfacilities/labhours.cfm>.

Printing Policy



Students are granted 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 alert via e-mail will be sent when you reach 250 pages and periodically thereafter. To check the number of pages you have printed, visit <http://squirt.potsdam.edu/>.

Reminder: 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.

PDF Printing



The campus print server includes a special PDF queue. Jobs sent to this queue will result in PDF's created in the user's Helios "Home Directory." The file will be named in the format title-date.pdf and

will be placed inside a folder called "_pdf" just a few moments after printing. You can connect to this printer as you would any other on campus. On the server, printing.potsdam.edu (\\printing from windows), connect to the queue called "PDF."

Surveillance Cameras

In an effort to protect valuable equipment, surveillance cameras are installed in the following locations:

Carson 101
Crane Midi Lab
Crumb 214
Dunn 201
Flagg 162



Kellas 100B
Levitt Center
Pratt Commons
Raymond Hall Lobby
Satterlee 104, 300 & 325



Special Software Pricing

UBMicro has extended to all SUNY students special software pricing through the Student Select Program. This program is not affiliated with our campus or the College Store, however, students can order directly online from UBMicro. Go to: <http://www.ubmicrosuny.com>, click on "Products," select "Software," and sign in to view available software or place an order.

Computer Purchase Program

Students are eligible for educational savings on a both Apple and HP personal computers. Prices are usually lower than the best mail order or internet offerings on the latest models. Students interested in this program are strongly encouraged to take advantage of special pricing during the summer and/or spring semesters. Entering students who have signed a letter of intent to enroll in a course of study are also eligible for the purchase programs. For more information, contact The College Store at (315) 267-2573.



Student Employment

We hire students to fill federal work study and student assistant positions. Our students assist CTS in providing information technology to the campus community. Job opportunities are available in several areas within CTS. There are limited opportunities for fall 2011. To obtain an application and download the form go to: <http://www.potsdam.edu/cts/studentjob> or stop by our Helpdesk.

Acceptable Use Policy

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

Green IT Information



Several initiatives have been taken by CTS to reduce our environmental impact. For more information on printing green, saving energy, or to learn how you can make a difference, visit **CTS Green Technology** pages at: <http://www.potsdam.edu/cts/news/greenit/>

Have a great semester!

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