

# Faculty & Staff Fall 2009 Newsletter

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



Kellas 100B - Newly Renovated Hands-on Classroom Computer Lab

*CTS provides support and leadership for SUNY Potsdam in all areas of information technology including desktop computing, networking, telephone services, instructional technology, and administrative systems.*



Due to ongoing construction in Stillman Hall, the following offices have been temporarily relocated to other locations until late fall.

- ✦ AIS Staff – located in Merritt Hall on the third floor
- ✦ ITC – located in Kellas Hall 218
- ✦ Operations – located in Van Housen Hall 385

### Kellas Helpdesk Will Relocate to Stillman Hall

CTS is excited to announce the permanent relocation of our Kellas Helpdesk to Stillman Hall 113 during the early fall semester. 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 open weekdays from 8:00 a.m. to 4:30 p.m. If you need assistance, email [helpdesk@potsdam.edu](mailto:helpdesk@potsdam.edu), call x2083 or stop by.

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

### After Hour Support

When classes are in session, after hour Helpdesk support is available to students, faculty, and staff as follows:

- ✦ Monday-Thursday - 4:30 p.m. to 9:00 p.m.
- ✦ Friday - 4:30 p.m. to 6:00 p.m.
- ✦ Saturday - 10:00 a.m. to 6:00 p.m.

### How it works

The Helpdesk phone (267-2083) is forwarded to the CTS student employees at the Levitt Center at the end of the business day. Our students log the calls in the Request Tracking (RT) system. Calls that cannot be resolved immediately are routed to the appropriate staff on the next business day.



### 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!***

Many common spammer attacks come in the form of "phish" 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 phish 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.



### 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. Go to <http://www.potsdam.edu/cts/services/mailguard> for more information.



### BearPAWS

A web-based system that allows faculty to view and download class lists, enter grades, view your schedule, and view student schedule, as well as advisee information. To log into BearPAWS, go to <http://bearpaws.potsdam.edu>.

### Blackboard

A web-based Learning Management System that is widely used by SUNY Potsdam faculty to deliver online courses as well as enhance campus-based courses. Faculty use Blackboard to post syllabi, course materials, announcements, engage students in discussions, record grades and send e-mail. To login to Blackboard, visit <http://blackboard.potsdam.edu/> and use your Campus Computer Account (CCA) for username and password.

### Banner Training

Are you a new employee looking for Banner training or a seasoned employee who has had little time to learn? The Banner training committee can help:

- ✦ Set you up with an account
- ✦ Provide a general overview
- ✦ Review commonly used forms
- ✦ Show how to do a proper name search
- ✦ Share easy keyboard short cuts and more



E-mail Jen Sullivan at [sullivja@potsdam.edu](mailto:sullivja@potsdam.edu) to schedule training.

### 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.

### 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 <http://wireless.potsdam.edu> logo. Visit <http://wireless.potsdam.edu> for more information and to view a map of wireless locations.

### Windows Vista

Windows Vista represents a significant change in the Windows Operating System. Therefore, following testing and deliberation, CTS decided to forego the switch to Vista. Windows XP will continue to be deployed on all new Windows computers. Microsoft will continue to support Windows XP until 2014.

By foregoing the switch to Vista, CTS avoids introducing two new operating systems in as many years. Windows 7 is Microsoft's newest Operating System and, although based upon Vista, it includes many improvements. All reviews show it to be a much better product than its predecessor. Evaluation and testing of Windows 7 is under way. For updates, visit <http://www.potsdam.edu/cts/services/softhardware>.

### VPN at SUNY Potsdam

VPN stands for Virtual Private Network. VPN provides remote access and private data communications over public networks. CTS offers a VPN solution that is supported on most common desktop platforms. Go to <http://www.potsdam.edu/cts/services/vpn/> for more information about the security benefits and convenience VPN can provide.

### Helios Home Directories Backups

Nightly backups are run on Helios home directories. Backups will be found in the folder named "\_backup." This folder is read-only and contains seven days of backup sets of your home directory. The most recent is always stored in the 'backup.0' folder. Feel free to browse your backup sets and restore files and folders by simply copying them back into place. Please note that backup files do not count against your Helios quota. Backups run nightly, so each folder corresponds to "x" number of days ago.

## Print Quota for Faculty & Staff

Faculty and staff automatically receive 100 combined pages of free printing for fall and spring semesters, Winterim, and summer session when printing to computer labs. Unused pages cannot be rolled over from one semester to another. Once an individual exceeds their free quota, their department will be recharged at a rate of 10 cents per page for black and white and 30 cents per page for color. For more information, visit <http://www.potsdam.edu/cts/policiesforms/printing.cfm> for more information.

## PDF Printing

The campus print server includes a special PDF queue. Jobs sent to this queue will result in PDF's created in a 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 a queue called "PDF."

## Emergency Notification System

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.

Please take a few moments to provide us with information that will be used to notify you should we face critical circumstances.

## Notebook/Laptop Security Policy

Notebook/Laptop computers issued to staff are to be used for work-related purposes only. They are not intended to be used as a substitute for a personal or home computer. You will be held personally responsible for any actions or compromised information resulting from the loss, theft, or misuse of the computer. For more information on this policy, visit <http://www.potsdam.edu/cts/policiesforms/notebooksecurity.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 being purchased. For a complete listing of technology and telephone equipment that requires prior CTS approval, visit <http://www.potsdam.edu/cts/policiesforms/purchasing.cfm>.

## MS Office Campus Agreement License

SUNY Potsdam's Microsoft Office Campus Agreement license eliminates the need to order individual MS Office licenses each time a new college-owned computer is ordered. The license covers all faculty, staff, and lab computers and includes all versions of MS Office (existing and future) for both PC and Mac. Computers funded under the Student Computer Lifecycle and Faculty Computer Lifecycle programs, do not need to process orders for MS Office. When new computers arrive, the CTS Helpdesk will install the software. For more information or to learn about the opportunity to purchase MS Office "work-at-home media," visit <http://www.potsdam.edu/cts/services/softhardware/office.cfm>.

## ITC (Instructional Technology Center)

ITC offers optical scanning, document scanning, VHS to DVD transfer and printing (color laser and poster printing) services for academic conferences. For any faculty having difficulty using the technology in presentation classrooms, contact ITC and our staff will be happy to meet with you. We also have students willing to mentor faculty in a limited number of software packages. Please note that ITC enforces copyright compliance when reproducing materials. ITC is located in Stillman 105 and office hours are Monday -Friday 8:00 a.m. to 4:30 p.m. For additional information on our services, visit <http://www.potsdam.edu/cts/services/itc.cfm> or feel free to stop in, contact x4820 or e-mail [itc@potsdam.edu](mailto:itc@potsdam.edu).



## CTS Equipment Loans

On-loan equipment is available through ITC, Stillman 105. Loans require advance notification and are reserved on a "first come, first serve" basis. Loaners include Windows and Macintosh laptops, two LCD projectors, interactive classroom clickers, a presentation remote, a portable screen, and two digital camcorders. Video conference equipment is also available for loan and only one event will be scheduled per day. For more information, visit <http://www.potsdam.edu/cts/services/itc.cfm>. If you have any questions, please e-mail [itc@potsdam.edu](mailto:itc@potsdam.edu) or call x4820.

## Podium Computer Software Requests

Advance notification for software installation requests for podium computers in all of our projection classrooms and computer labs is required. Make requests through the CTS Helpdesk (x2083 or email [helpdesk@potsdam.edu](mailto:helpdesk@potsdam.edu)) prior to the following dates:

- Winterim/Spring Semesters - October 15<sup>th</sup>
- Summer/Fall Semesters - March 15<sup>th</sup>

Visit <http://www.potsdam.edu/cts/facilities> for additional information.

## CTS Technology Facilities Fall 2009 Upgrades

### Hands-on Classroom Computer Lab Upgrades:

- Crane Library - 6 new HP Notebooks available for in-library student loan
- Crumb Library - 16 new HP Notebooks available for in-library student loan
- Kellas 100B - Renovated and converted from a projection classroom to a hands-on classroom computer lab with 24 Dual Boot iMacs
- Satterlee 325 - Renovated and equipped with 36 new Dual Boot iMacs (Windows & Mac OS), new projector, control system, computer tables, chairs and flooring
- Levitt Center - Equipped with new computer chairs and window blinds



### Projection Classroom Upgrades:

- Bishop C318, C303, C107, C309, and C323 - New limited projection system
- Carson 205 - New document camera
- Flagg 206 - New projection classrooms
- MacVicar 120 - New full projection classroom
- Satterlee 104, 300 & 310 - New projector/control system
- Satterlee 200, 260 and 301 - New control system
- Satterlee 319 - New projector
- Schuette A323 and A147 - Limited projection system



**Reminder:** To reduce theft, vandalism and ensure safety, CTS requests that 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. Please note that University Police will not grant after hour access to students in our computer facilities.

## Surveillance Camera Installations

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

- Carson 101
- Crane Midi Lab
- Dunn 210
- Flagg 162
- Kellas 100B
- Levitt Center
- Satterlee 104, 300 & 325
- Pratt Commons
- Raymond Hall lobby



## Video & Teleconferencing

Kellas 217 is available for H323 video and teleconferencing events. To reserve this facility, contact Nancy Hess in the Center of Lifelong Education & Recreation (CLEAR) at x2168. Please note that fees may apply when using this facility. For more information, visit <http://www.potsdam.edu/cts/techfacilities/vidtelesched.cfm>.

## CTS Student Employee ID

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 help introduce our students to the campus community.

## Green IT Information



CTS has undertaken several initiatives to reduce our environmental impact. For more information or to learn how you can make a difference, visit our **CTS Green Technology pages** at <http://www.potsdam.edu/cts/news/greenit/>.

