

CTS Student Newsletter Fall 2009

[://www.potsdam.edu/cts](http://www.potsdam.edu/cts)



Pictured - Flagg 162

CTS provides support and leadership for SUNY Potsdam in all areas of information technology including desktop computing, networking, telephone services, administrative systems, and instructional technology. Important locations, some temporary to note due to Stillman Hall construction:

- Administration & Operations, Van Housen 385 (temporary location) 267-2089
- CTS Helpdesk, Kellas 100 (temporary location) phone 267-2083
- TelCom Office, Bowman Hall West 1163, phone 267-3000

Get acquainted with SUNY Potsdam's BEAR essentials...



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 [://bearmail.potsdam.edu/](http://bearmail.potsdam.edu/).



Important Message regarding BearMail:

Warning! 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 [://account.potsdam.edu/](http://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 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 [://www.potsdam.edu/cts/services/mailguard/](http://www.potsdam.edu/cts/services/mailguard/) for more information.



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 [://bearpaws.potsdam.edu/](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 [://blackboard.potsdam.edu/](http://blackboard.potsdam.edu/) and use your Campus Computer Account (CCA) for username and password.

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 Information (NY-Alert)"



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. To learn more about this service, go to [://www.potsdam.edu/cts/news/nyalert.cfm](http://www.potsdam.edu/cts/news/nyalert.cfm).

Helios Network Storage Space

Students are strongly encouraged to use the server-based storage space in "Home Directory" for papers and class work. The storage space available to you has increased from 1.5GB to 2GB. For more information, visit [://www.potsdam.edu/cts/services/helios/index.cfm](http://www.potsdam.edu/cts/services/helios/index.cfm).

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. To make it easier for students seeking assistance with either RR wired, RR Wi-Fi, cable TV, or to order additional cable services, there is now one convenient number to call (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 the



logo. For more information and a map of wireless campus locations, visit [://wireless.potsdam.edu/](http://wireless.potsdam.edu/).

Student VISTA Compatibility

- Internet in the Residence Halls is provided through Time Warner Cable (RoadRunner University)
- Vista is compatible with this internet service.
- Our campus wireless network WOSP is compatible with Vista.
- Please note that all of our services are not yet Vista ready.

Visit [://www.potsdam.edu/cts/services/software/](http://www.potsdam.edu/cts/services/software/) for updates.

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 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 [://www.potsdam.edu/cts/services/vpn/](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.

Levitt Center Computer Lab



Located in Merritt Hall 133, the Levitt Center is equipped with 22 Dual Boot iMacs and 42 PCs with CD-RW and DVD-R capability. Both color and B&W HP laser printers and scanners are available.

Hours of Operation:

Monday-Thursday 8:00 a.m. to 10:00 p.m.; Friday 8:00 a.m. to 6:00 p.m.; Saturday 10:00 a.m. to 6:00 p.m.; and Sunday

12:00 p.m. to 10:00 p.m. Levitt is no longer staffed during regular business hours. However, student assistants are available after 4:30 p.m., Monday through Friday and on weekends. Levitt Center phone is x2215.

Acceptable Use Policy

The College has an *Information Technology Acceptable Use Policy*, which all campus users must adhere to. Find the full text at

[://www.potsdam.edu/cts/policiesforms/acceptableuse.cfm](http://www.potsdam.edu/cts/policiesforms/acceptableuse.cfm).

Printing Policy & Printing Fee Reduction

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). ****New**** CTS is passing along a reduction from **10 cents per page to 5 cents** per page beginning fall 2009. 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

[://squirt.potsdam.edu/](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

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."

Fall 2009 CTS Technology Facilities Upgrades

Upgrades to the following hands-on classroom computer labs have been made:

- **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 to a hands-on classroom computer lab with 24 Dual Boot iMacs (Windows & Mac OS)
- **Satterlee 325** - Renovated and equipped with 36 new Dual Boot iMacs (Windows & Mac OS), new projector, control system, new computer tables, chairs and flooring
- **Levitt Center** - Equipped with new computer chairs and window blinds

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

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



Special Software Pricing

UBMicro has made available to all SUNY students special software pricing through the Student Select Program. Although not affiliated with our campus or the College Store, students can now easily order directly on-line from UBMicro by going to [://www.ubmicro.buffalo.edu/1/wah.php](http://www.ubmicro.buffalo.edu/1/wah.php). Special pricing is available on the following software products:

- Office Mac 2008 for \$54.95 plus tax and shipping
- Office Enterprise 2007 for \$68.95 plus tax and shipping

Computer Purchase Program



Students are eligible for educational savings on a wide variety of personal computers and software. Prices are usually lower than the best mail order or internet offerings on the latest models. This popular purchase program includes both Macintosh and Windows based computers and all major software packages. 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.



CTS Helpdesk to Relocate

CTS is excited to announce that our Helpdesk is scheduled to relocate from Kellas 100 to our new location in 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, e-mail @potsdam.edu, call x2083 or stop by our current location in Kellas 100.

Reminder: The Helpdesk does not repair personally owned computers. We refer students 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.

Telephone & Voice Mail Services

Telephones are no longer provided free of charge to residential students. Students can choose to bring their own standard analog telephone (digital and display sets will not work on our system) or purchase a used telephone from the TelCom Office (Bowman Hall West 1163) for a one-time \$5.00 fee. Office hours are Monday-Friday, 8:00 a.m. to 4:30 p.m. Feel free to contact the TelCom Office at 267-3000 or email us at @potsdam.edu.



For further information regarding other telephone services, please visit <http://www.potsdam.edu/cts/services/TelCom/studentinfo.cfm>.

Student Employment Opportunities

CTS employs students to fill federal work study and student assistant positions. Our student employees assist CTS in providing the best information technology to SUNY Potsdam. Job opportunities are available in several areas within CTS. Go to <http://www.potsdam.edu/cts/studentjob> to obtain an application and download the form, or feel free to stop by our Helpdesk. There are limited opportunities for fall 2009.



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/>



Have a great semester!