Information Technology Services

The IT office adjusts service hours each semester to provide the maximum amount of coverage during instruction times. Beginning Monday, Feb. 10, the hours for the spring 2014 semester will be as follows:

**Valencia Campus**
- 7 a.m. to 9 p.m. Monday through Thursday
- 7 a.m. to 5 p.m. Friday

**Canyon Country Campus**
- 7 a.m. to 7 p.m. Monday through Thursday
- 7 a.m. to 5 p.m. Friday

Note: The office and Tech Center are closed to foot traffic on Saturday, but a technician is available during office hours by calling the Help Desk or the switchboard.

**Campus Will Be Closed Feb. 14 Through Feb. 17 In Honor Of Presidents Day**

**IT Workshop Series**

By Hsiawen Hull

You’ve asked, and we’ve listened! IT will be presenting a series of workshops, in conjunction with Professional Development, on emerging technologies and technologies in the classroom. We will be offering workshops at least twice a month on topics such as smart phones and tablets, Microsoft Office 2013, web design for the college’s new Microsoft SharePoint system, and technologies in the classroom. Keep an eye on the Professional Development calendar for further details and dates. If you have a specific workshop request, please email the Help Desk.

**Future COC Alumni**

We’re multiplying! The IT department extended family has actually grown by three new members in the last 4 months.

Noah James Escobar
September 30th 2013

Finley Matthew Weston
December 31st 2013

Brady Joseph Doyle
January 14th 2014
iPhone Messages App
By Mauricio Escobar
The Messages app got a complete overhaul in iOS 7 and the changes weren’t limited to just visual ones. One of the best new features of the Messages app is the ability to view all images you’ve received and sent in a thread in one easy-to-access place. Here’s how:

- Launch the **Messages app** from the Home screen of your iPhone or iPad.
- Find the message thread that you’d like to view all the images in and tap on it to open it.
- Scroll through the thread and tap on an *image* that you’ve either received or sent.
- Now, in the lower right hand corner, tap on the **menu button** to bring up a list of all images.

That’s it. You can then tap into and view any image that you’ve sent or received from that person or group of people.

As a side note, the view images screen only loads anything that is in the current conversation. If you have lots of messages between you and that person, you can view even more images in that thread by tapping on the time in the status bar at the top of your screen while **inside the message thread**. Next, tap on **Load Earlier Messages**.

IT Help Desk Fielding Datatel Calls
By Jim Temple
In an effort to streamline operations, the IT Help Desk at both Valencia and Canyon Country are now handling trouble calls for our Datatel system. If you need a password reset or a session “killed” in Datatel, please contact the IT Help Desk. If you have a critical Datatel issue that needs immediate attention, please contact the IT Help Desk.

For regular work requests concerning the Datatel system, either contact the IT Help Desk or email the work request to helpdesk@canyons.edu. Contacting the Help Desk instead of individual staff members in the MIS department ensures your call will be answered (multiple people are responsible for answering the IT Help Desk as opposed to an employee’s individual extension) and often times the issue can be resolved at the Help Desk level instead of escalating it to one of the programming staff.