

March 2020

POWERED



TECHNOLOGY UPDATE
COLLEGE OF THE CANYONS



Upcoming Events - Technology

Date	Event	Time	Location
Mar 11	Using Technology for Meetings	3 PM	CCC - CCC304
Mar 17	Section 508/ Accessible Design	10 AM	Confer-Zoom
Mar 19	Using Technology for Meetings	2 PM	BONH 106
Mar 25	Information Security	2 PM	CCC - CCC304
Mar 26	Web Committee Meeting	2 PM	BONH 106

See Professional Development for a complete list of workshops.

Cybersecurity Corner

By Mike Gunther

Phishing and Impersonation Emails on the Rise!

We have seen a large increase in phishing and impersonation emails here at College of the Canyons. These emails may look like they are from people you know from outside organizations or even your own colleagues! But beware! Typical tactics by the scammers are to convince you that someone you know needs your help and then they ask you to purchase gift cards on this person's behalf. If you receive any emails asking you to do something that you don't normally do, to provide information that you don't normally provide, or uses "urgent" language, the email is most likely a scam. If you receive an email like this and you are not sure how to proceed, contact the Help Desk at helpdesk@canyons.edu or (661) 362-3953 for assistance.

Information Security Training & Awareness Program

Have you been a victim of a scammer? Have you been phished? Do you want to know how to protect yourself, your family and friends? Come to my Information Security Training & Awareness Program (IS-TAP) and learn the tactics the scammers are using so you can recognize the threats before you fall victim to the attack. The IS-TAP has just begun for the spring 2020 term, but the workshops have no prerequisites. It doesn't matter what your technical background is, and you can join in at any time. There is a digital badge available through Professional Development for anyone who completes the program. I hope to see you there!

Updates from MIS

By Mark Garcia

Linking our way to success

The MIS department is constantly working to implement new systems and upgrade older ones. This means, from time to time, we have to upgrade the servers our software uses. In order to avoid confusion, or seeing messages like *"The requested website cannot be found,"* please make sure your shortcuts are correct.

Sometimes, when you log into a service, the URL adds unnecessary information. For Example: webui.canyons.edu:8043. While this might work today, when we upgrade the server, the link may fail. We are working on rolling out valid shortcuts to all staff computers so that you should always be able to connect to Colleague from a desktop icon. Until then, please verify your shortcuts are correct:

- Live Colleague/Datatel Web UI: webui.canyons.edu
- Live My Canyons/Web Advisor: my.canyons.edu
- Informer reporting: informer.canyons.edu

Happy Spring, and remember Spring Patches will occur on Friday, April 10.

March IT Birthdays!

Jack Garbett - March 3

Chad Estrella - March 28

If you see them on campus on their special day, please wish them a Happy Birthday!

HELP DESK

For Technical or Audio
Visual Assistance

Dial:
x3953 (Valencia)
x3533 (CCC)

Or Email:
helpdesk@canyons.edu

CSS - FYI & Tips/Tricks

By Justin Smith

Spam filter in Office 365

Now that we’ve migrated to our new Office 365 email system, our legacy spam-filtration system is no longer doing the heavy lifting for you. For that reason, you may want to leverage the SPAM settings within your Outlook desktop application.

When you spot a SPAM email, simply click one of two options in your ribbon. The most popular is to click the JUNK button, then

select JUNK from the drop-down. *This will move the current email you’re reviewing to your junk folder.*

The second most popular option is to “block sender.” *This will move all **future** emails from this sender to your junk folder.*

These are not permanent removals; they simply help keep your inbox looking as clean as your car. Just remember to check that folder on occasion, in case something gets transferred over by mistake!

Have a look at what else Office 365 junk-drawer can do:

<https://support.office.com/en-us/article/block-or-allow-junk-email-settings-48c9f6f7-2309-4f95-9a4d-de987e880e46>

For some next-level organization, take a trip down the “Outlook Rules” rabbit hole!

<https://support.office.com/en-us/article/inbox-rules-in-outlook-web-app-edea3d17-00c9-434b-b9b7-26ee8d9f5622>

By Be Phan

Got FindTime?

Trying to gather everyone for a meeting is difficult enough, let alone trying to schedule it with people from outside the college. But it’s OK, you now have FindTime. FindTime is an Outlook add-in provided by Microsoft that will allow you to schedule everyone for

that very important meeting that no one wants to go to. Forget the back-and-forth emails to confirm meeting time and date. Forget third-party websites like Doodle. That’s one more username and password you’ll have to remember.

FindTime leverages your Outlook calendar and contacts to create a poll so that all attendees, regardless of whose calendar you

have access to, can vote on times and suggest alternate times if needed.

You can find out more about FindTime here: <https://findtime.microsoft.com/>

Enterprise System Project Updates

By Michael Dioquino

Office 365

You asked for an email system with more space and we listened. Office 365 was finally deployed out to district employees. We have also changed the link on owa.canyons.edu so that it now goes to Office 365. If you are still being directed to the old Exchange server, please clear the cache on your browser. If you need help doing that, please contact the Helpdesk at x3953.

CanyonsID

Office 365 and OUCampus are new additions to our CanyonsID system. When you go to Office 365 or log into Outlook, you should now see CanyonsID.

If you want to know what services are on CanyonsID or haven’t registered for an account and need help, you can use our online guide: <https://www.canyons.edu/administration/it/resources/canyonsid.php>

Intranet

The web team is working diligently to migrate the intranet to our new system, OUCampus. A new template has been created and we are currently migrating content to the new system. Be on the lookout for more information regarding your intranet pages and how to access them.

The Web Committee meets 2 p.m. Thursday, March 26 in the Tech Center, BONH106.

IT HOURS

Valencia M-Th 7am – 9pm Fr 7am-530pm Sat 8am – 230pm	CCC M-TH 8AM – 7 PM 8 AM – 5:30 PM S/S CLOSED
MIS M-F 7am to 6pm	