November 2020

Upcoming Technology Events

Date	Event	Time	Location
Nov 19	Web Committee	2:00pm	**Zoom**
Dec 1	Tech Committee	3:15pm	**Zoom**

November IT Birthdays

Hsiawen Hull - Nov. 8
Mauricio Escobar - Nov. 23

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

Get Support for Online Events

By Hsiawen Hull

Our transition to remote and online work has come with an increased need for Online or *Virtual Events.*

Even though we're not on campus, many departments continue to run events, town halls, informational sessions, and other programs that are critical to the functions of the district and need to be provided in a remote format. This is where AV and CSS come in!

Many of you have reached out to us to support your events, and many of you have run these events on your own! Either way, I want to make sure that our campus community knows that this team is available to help just like we did when we were still on campus.

Whether you need training on how to tweak your meeting settings for better security or you need us to assist in managing a large-scale meeting with more than 100 attendees and breakout discussions, we are ready.

Whatever your need, please feel free to send an email to helpdesk@canyons.edu and we will have a tech assigned to assist.

Thanks again, everyone, and I hope to see you all soon!

Check out our Canyons Audio/Visual website for more information!

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Holiday Tech Buying Guide

By Mauricio Escobar

As we round out the year and approach the end of 2020 we arrive at my favorite part of the year. No, not Black Friday, but bulk season! As much as I can't wait for my mom's turkey sandwiches this year, most of us are looking for that proper gift that puts a smile on the faces of tech lovers in our families. The following is a slimmed-down list of gadgets that range from light in the wallet to just under $150.

Under $39

If you're looking for some great tech without breaking the bank, the Echo Dot and portable battery banks are always a solid option. If you have a family that has grown a need to ask Google for help answering a question or need to keep devices charged on road trips just long enough to make it to the end of a Zoom session, there's plenty to choose from. The Amazon Echo Dot is a space-friendly smart speaker that has now reached sub $40 prices.
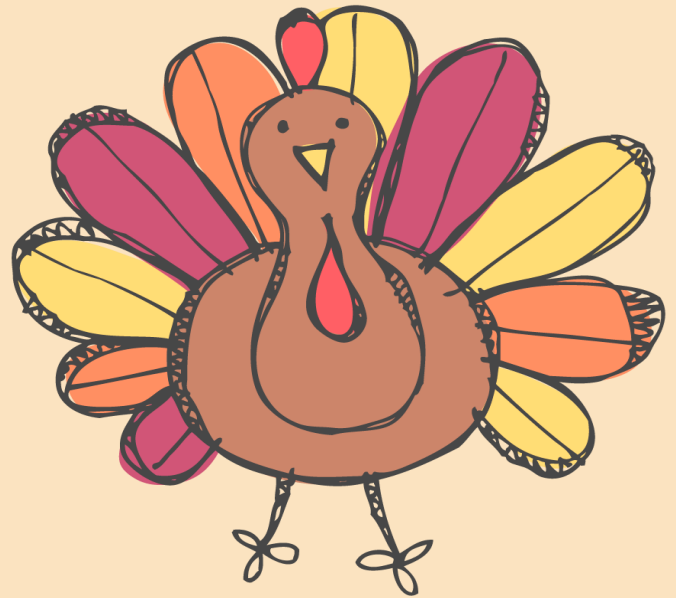
My suggestion for portable battery banks is choosing one with different charging options. Not all devices can handle ultra-fast charging, which can be damaging to battery life.

- Echo Dot (3rd Gen) ~$20
- The Ravpower Portable Charger ~$39

Under $100

Keeping accessories in mind: wireless speakers and wireless headphones are a trending theme this year. When the audio quality matters, you'll get more audio fidelity from a larger speaker, in this case the JBL Charge 3, which is a leading waterproof speaker with great performance. It touts 20 hours of playtime and the ability to connect to three devices at once.

While Apple's AirPods Pro set a new standard for quality, they might not fit into everyone's budget. If you are interested in a pair of earbuds with noise-canceling, your budget will define the quality. For entry-level noise-canceling earbuds, the team over at

EarFun has released some Air Pro Wireless Earbuds with noise canceling for under $100.
If you have not tried on a pair of active noise canceling earbuds, check out this review video for an explanation of the Air Pros and an honest review.

Under $150

For a can't-miss gift option in the generous range of under $150, my next recommendation merges two of my passions: tech and food. If you haven't discovered an air fryer yet, I hope this is your year! Air fryers are cooking tech that can be used with virtually every meal. This new tech uses super-heated airflow to cook crispy delicious foods without messy oil or extra fats and calories. It's based on the same principles of a convection oven but squeezed down to something you can fit on your counter and replace your old countertop oven.

Give the Brio Air Fryer a try and prepare your bacon or asparagus with consistency and ease.

Take a look at some air fryer recipes if you're not convinced! I'm hungry now.

The Imposters are Among Us!

By Michael Gunther

We continue to see attackers set up email addresses to impersonate College of the Canyons employees in order to victimize you.

Typically, these attackers will initially ask you for your mobile number so that they can send you a text. Then they will make up some story about how they desperately need your help by having you go and buy gift cards on behalf of the impersonated individual. They will ask you for the redemption codes off the back of the gift cards and will assure you that they will repay you when they next see you.

At this point, the scam is complete. The gift card value will be redeemed remotely and the impersonated individual will have no idea what you are talking about when you ask for the money.

To avoid these types of attacks:
- Always check the sender's email address very carefully.
  - o If you think you are communicating with someone from College of the Canyons and they are not using an @canyons.edu address, you should be highly suspicious.
- If the requests for your action or information sound unusual or strange, attempt to contact the individual by phone and verify them by their voice, if you are familiar with it.
- If you feel unsure of the situation, this is also a red flag that something is wrong.
- If you need help in determining if an email or situation is malicious or dangerous and what to do about it, contact Michael Gunther, Systems Security Administrator, at Michael.Gunther@canyons.edu.

Enterprise Systems Updates

By Michael Dioquino

Zoom Sub-Account

Enterprise Systems will be responsible for provisioning and maintaining Zoom accounts for the district beginning Dec. 17.

The team will work with CCC TechConnect to move all our Zoom accounts to our very own sub-account. This move will include your recordings and will have a forward for your old meeting ID to your new one. Canvas users will also be able to take advantage of the new TechConnect integration, which will replace the ConferZoom integration.

The TechConnect Canvas integration has an improved user interface and better compatibility with Zoom and Canvas. Finally, you will use CanyonsID when signing into Zoom.

Online Education will provide training on how to use the new integration for interested faculty.

CanyonsID

We will be including Zoom and Canvas in CanyonsID on Dec, 17, 2020. For more information, please visit https://www.canyons.edu/canyonsid

OnBase Financial Aid

ES and CSS are working with our vendor Hyland to begin moving Financial Aid forms into our OnBase system. This will allow Financial Aid to utilize workflow and web forms to process forms and appeals. By using OnBase, the Financial Aid department hopes to see an increase in response and decreased processing times, as well as greater efficiencies.

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I Need Help!

By Jack Garbett

Need a quick answer on a program you use? Or maybe just some extra help on how the software works? We have curated some "Quick Vids" just for you!

"Quick Vids," easy guides, and information: https://www.canyons.edu/academics/onlineeducation/facultysupport/continuity/instructional_continuity.php

Need help with Zoom? Online Education has a great resource site here: https://www.canyons.edu/academics/onlineeducation/facultysupport/conferzoom.php.

Our IT Department has also put together a large resource of guides, videos and information that can help you accomplish anything you need to do.

We have a comprehensive website complete with videos and how-to guides at https://www.canyons.edu/administration/it/helpdesk.php.

Need additional info on how to log in (PortalGuard)? We've got that here! https://www.canyons.edu/administration/it/resources/portalguard.php.

We also have resources throughout our website that provide more substance and content.

For training documents and How To's: https://www.canyons.edu/administration/it/resources/

Additional FAQs on common questions: https://www.canyons.edu/administration/it/faq/index.php

Information regarding Information Security (AKA SPAM!): https://www.canyons.edu/administration/it/is/index.php

And, if you have any additional questions, the Help Desk is available to you via Zoom Monday through Friday, 8 a.m. to 5 p.m.

happy fall

Protecting the health of students and employees remains our top priority, so during remote operations, Computer Support directs anyone seeking support to utilize one of the three communications methods listed below.
Note hours of support during this time are 8 a.m. to 5 p.m. Monday through Friday

Send us an email:
helpdesk@canyons.edu

Call & leave a message:
(661) 362-3953

Connect with us via Zoom:
https://intranet.canyons.edu/departments/it/

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