



Upcoming Events—Technology

Date	Event	Start Time	Location
Oct 15	Information Security workshop	2 PM	BONH 106
Oct 16	Respondus Open Lab	10 AM	LIBR 224
Oct 24	Web Committee	2 PM	BONH 106
Nov 5	Technology Committee	3:15 PM	BONH 107

See Professional Development for a complete list of workshops.

Cyber Security Corner

By Mike Gunther

Don't be Struck by Your Lightning Cable

Be cautious of the lightning cable you use to charge your mobile Apple devices. Hackers have [produced a cable that is capable of hijacking your mobile device](#). The modified cable has a short-range wireless adapter embedded into the cable, which allows a hacker to connect to the mobile device that is attached to the cable. To be clear, we're talking about cables that you did not purchase yourself and that are made available to the public. Think public charging station at the airport or Starbucks, where the cables are already provided and you just plug your device in for a quick, free charge.

However, for cables that you did purchase yourself, be warned that these cables look identical to a standard lightning cable, so if someone swapped your personal cable with a modified version or gave one to you as a gift, you would not be able to tell the difference. Therefore, it is a good idea to mark your cables so that you can identify them and be cautious of cables given as gifts.

CSS

By Hsiawen Hull

Who you gonna call?

If you're reading this newsletter, and especially this article, it's pretty safe to assume that you already know to call the helpdesk @ x3953 (Val) or x3533 (CCC) for any technical requests. But what do you do when a student asks for help? Is there a number they can call to address issues with student email, MyCanyons or Canvas? As a matter of fact, there is. There's even walk-up help available! Below is a list of contact numbers and locations that will help you guide your students to get the technical help they need.

Need help with MyCanyons and student email?

The Welcome Center in Canyons Hall is staffed Monday through Friday and can provide walk-in, phone and email support. Students can stop by or call the Welcome Desk @ (661) 362-3398 during their normally scheduled hours or contact them via emailsupport@my.canyons.edu.


Need help with Canvas?

The TLC has walk-in, phone and email support available to students Monday through Saturday during normal operating hours. Students can stop in, call (661) 362-2244, or send an email for support to cvsupport@canyons.edu. We all know that online learning doesn't always happen during normal business hours, so after-hours support for Canvas is available by calling (833) 286-2864.

Please keep these links handy so you can share them the next time a student isn't sure where to go for help!

<https://www.canyons.edu/academics/onlineeducation/>

<https://www.canyons.edu/studentservices/admissions/students/email.php>

Oct Birthdays


Pete Hernandez – Oct. 5
Noel Lopez – Oct. 12
Stephen Burns – Oct. 16

HELP DESK

For Technical or Audio Visual Assistance

Dial:
x3953 (Valencia)
x3533 (CCC)

Or Email:
helpdesk@canyons.edu

Updates from MIS



By Mark Garcia

Fall Patches are Coming Oct. 18

The Fall Patch season is upon us. MIS will be working to test and install upgrades in the test systems over the next few weeks. This will culminate with the installation of updates and patches to Colleague and Web Advisor on Friday, Oct. 18. While installing these upgrades into the live systems, Colleague Web UI, MyCanyons and Self Service (Education Plans) will be unavailable starting at 4 a.m. Friday Oct. 18 until approximately 2 p.m. We will send out a notice to all staff when the systems are returned to service.

Single Sign On is coming to College of the Canyons

Information Technology has taken the next step toward Single Sign-On with the launch of "Canyons ID." Canyons ID runs on an application called "PortalGuard" and represents a new way to access electronic campus resources that focuses on minimizing the number of passwords you need to remember while enhancing account security and adding self-service options for things like password reset.

Starting today, you will be able to activate your Canyons ID account by going to:

<https://portalgaurd.canyons.edu>

In the coming weeks, new systems will be added to Canyons ID, allowing you to access electronic resources from a central location. The first resource you'll be able to access via Canyons ID is Adobe Creative Cloud, which will be made available to everyone who activates their Canyons ID account on Oct. 16.

Expect to see regular announcements as we provide access to additional district resources through Canyons ID, including MyCanyons, Colleague WebUI, Canvas, and MyLearningPlan.

Enterprise System Project Updates

By Michael Dioquino

Office 365 is coming!

Enterprise Systems has begun the Office 365 Migration project for employees. The project has a planned completion by the end of December. The focus will be to migrate the district's 3,200 mailboxes from our on-site Exchange server to O365. Please be on the lookout for communications regarding the project implementation and how it will affect you.

Website Forms

Please contact web developer Stephen Burns (please cc our Helpdesk so a ticket is made) if your web pages include forms. We are trying to migrate our forms off of our old servers. We will reach out to form owners in order to expedite the process. Our new form systems will make your forms 508 compliant and easier to manage. If you have a very simple form, for example a "contact us" form, please take one of our OU Forms trainings. The training will instruct you on how to create simple forms on our web content management system.

Website Training (Frontline)

10/11/19 9-11:30 AM

10/14/19 1-3:30 PM

10/22/19 9-11:30 AM

10/30/19 1-3:30 PM

Website Form Training

10/23/19 1-1:30 PM

Website Open Labs

10/23/19 1:30-3:30 PM

IT HOURS

Valencia
M-Th 7am-9pm
Fr 7am-530pm
Sat 8am-230pm



CCC
M-Th 7am-7pm
Fr 8am-530pm
Sat CLOSED

MIS
M-F 7am-6pm