san josé · evergreen
COMMUNITY COLLEGE DISTRICT

InfoBits from ITSS

March 1, 2019

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ITSS Help Desk

**Monday to Thursday
7:00 am—7:00 pm**

**Friday
7:00 am—5:30 pm**

(408) 270-6411

itss.helpdesk@sjeccd.edu

Reprographics

Online Printing Requests

EVC Office
SJCC Office

District 508 Task Force

The District 508 Task Force was formed in June 2018 to help ensure the district is in compliance with the new requirements of Section 508. This is in accordance with the State Chancellor's Office Standard for Information and Communication Technology (ICT) and Instructional Material: "CCC is committed to ensuring equal access to instructional materials and ICT for all, and particularly for individuals with disabilities in a timely manner. In accordance with California Government Code §7405, Government Code §11135, Government Code §11546.7, and best practices, the CCCCO and CCC will comply with the accessibility requirements of Section 508 of the Federal Rehabilitation Act of 1973." (CCCCO Accessibility Standard)

ITSS Help Desk—New Self-Service Portal

The ITSS Help Desk has launched a new self-service portal at https://services.sjeccd.edu/tdclient. The portal includes quick links to common IT service requests, a knowledge base for self-help, contact information for the Help Desk and Canvas after-hours support, and scheduled maintenance updates. Furthermore, you may go to the portal to check the status of your submitted service requests.

ITSS Projects and Resources for AB 705

Several ITSS projects have been completed or are underway in support of AB 705: Student waitlist improvements, document imaging migration (High School transcripts), automatic pre-requisite waivers based on CCCApply data, simplified manual waivers, Self-Guided Placement, and updated communications to students. Available resources include Student Profile CROA report, MyWeb Retention Alert, and Canvas shells for all courses.

SJECCD Secure Login

We have a relatively new Single Sign-On portal that is used for resetting passwords, accessing Office 365, ITSS Help Desk, CROA Reports and other applications for specific user access. In order to reset your password, you must first log into the SJECCD Secure Login and follow the prompts to answer selected questions and set up an alternate authentication option. Eventually, SJECCD Secure Login will be used for accessing MyWeb, Canvas and all enterprise applications and selected hosted applications.

IMPORTANT NOTE: When you reset your password, be sure to reset it on all of your mobile devices at the same time. If not, your mobile devices will continue trying to log in with your old password and lock your account.

Personnel Changes in ITSS and IESS

There have been recent personnel changes in ITSS and IESS. Peter Teipe is our new Senior Director of Information Technology Infrastructure and Security, replacing Heather Lancaster. Peter comes to us with many years of experience in the California Community College system. After 38 years of service in Reprographics, Khanh Vo will be retiring this March. Wilmer Tejada recently joined IESS as the Research Analyst II, replacing Ronald Lopez Ramirez who resigned last fall. Welcome Peter and Wilmer and all the best to Khanh Vo!

District Technology Plan Annual Report 2018

The District Technology Master Plan [Annual Report 2018](#) was presented to the Board on February 12, 2019. The report included project accomplishments for 2018 and scheduled projects for 2019. This year the plan was co-presented by the ITIE Management Team—Ben Seaberry (VC ITIE), Sergio Oklander (Director, Enterprise Application Services), Peter Teipe (Senior Director, IT Infrastructure & Security), Alice van Ommeren (Executive Director, IE, Research & Planning), and Irene Gutierrez (Supervisor, Help Desk & Reprographics).

Free Technology Resources

Microsoft Office—Users may install MSOffice on up to 5 personal PCs/Macs and 5 mobile devices. After logging into http://outlook.com/sjeccd.edu (or [/sjcc.edu](#) or [/evc.edu](#)), select the box of squares in "Office 365" in the upper left of the browser window and follow the directions. For Office tutorials go to the [ITSS Help Desk](#).

Zoom Conferencing— CCC employees may request a Professional license of Zoom through CCCConfer at no cost, http://conferzoom.org.

Sophos Security — [Free computer security](#) protection for home computers.

CCC Technology Resources — Go to https://ca.college.technology/ for a listing of statewide technology resources at low- or no- cost.

Voice Mail Messages

Each voicemail box can hold up to 40 messages. Once the limit is reached, it will not accept new incoming messages.

The best practice is to delete messages after listening to them. If you call in to voicemail (# dial or dial 8545) to check messages, delete saved messages to keep your voicemail box from getting full. If you use visual voice mail, delete unneeded messages as you go.

If you are configured to get an email copy of your voice mail, deleting it from your email box does not delete it from your voicemail box.

If you need assistance or detailed instructions with voicemail, please contact the ITSS Help Desk.

Counterfeit Email

It is important to be aware of different types of counterfeit emails and how to recognize them (Security Alert–Counterfeit Email sent 12/11/18). Cybercriminals are sophisticated and targeting users based upon their roles in an organization. For more information about online safety, go to, staysafeonline.org. Another resource is the Keenan training videos on cyber security. If you think that your email or user account has been compromised, contact the ITSS Help Desk right away (408-270-6411). If the ITSS Help Desk detects that your email account has been compromised, your account will be disabled immediately and you will be notified by phone for next steps.

Non-IT Word: Equanimity (noun, ee-kwuh-nim-i-tee): steadiness of mind under stress

(The New York Times Word of the Day, January 17, 2019)