

# DVC Technology News & Highlights

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To: DVC ALL Employees <alldvcemployees@email.4cd.edu>;

Sent on behalf of Percy Roper and DVC IT

Information Technology and Systems

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## DVC Technology News & Highlights

### Technology survey

District and DVC IT would like to thank those who participated in the Technology survey conducted during spring 2016. Your comments and concerns have been noted and we are currently working to resolve challenges that were expressed in the survey. Our goal is to continue to improve the services we offer and enable you to utilize campus and district technology to the fullest extent.

### Information security

We continue to hear about data breaches at education institutions here in this state and around the nation. According to *"Data breach report"* published by the California Attorney General's Office earlier this year, the largest breach of data is happening through malware/phishing. Some of the ways you can keep your information safe and safeguard the data we hold about our students are:

- Protect your password!
- Don't respond to unsolicited emails
- Don't click on unknown links and DO practice "Think Before You Click"
- Choose a STRONG password
- Never share your password (**Remember IT will NEVER ask for your password nor disable your access if you fail to respond to an email solicitation**).
- When in doubt about any email you receive that looks like it came from us, please call our help desk.
- If you receive a phishing email, please DELETE it; do not forward to anyone else.

### Campus Wi-Fi SSID

There seems to be confusion about how best to access Wi-Fi and the difference between the multiple SSIDs. Below is a brief explanation of what each of the SSIDs are meant for and when you should use each one.

- **DVC Student** – This is the SSID for students. When students connect to this SSID they will be required to login using their InSite Portal ID/password.
- **DVC Staff** – This is the SSID you should connect to AFTER you register your device. Instructions on how to register your device are at [www.4cd.edu/wifi/default.aspx](http://www.4cd.edu/wifi/default.aspx). If you travel to another site

within the district, including the district office, you must register your device at that site. Once you register your device, you will no longer be prompted for any authentication for one year and your device will connect to the staff network.

- **DVC Guest Wi-Fi Reg** – This SSID serves two purposes:
  1. This is the SSID you connect to **first** to register your device. Instructions can be found at [www.4cd.edu/wifi/default.aspx](http://www.4cd.edu/wifi/default.aspx)
  2. This is also the SSID your **GUEST** will connect to when they visit the college. Guests are defined as those that are not students and not employees of the district. Before your guests can connect to the Wi-Fi you have to provide them with a passcode. Instructions on how you can get passcodes are at [www.4cd.edu/wifi/default.aspx](http://www.4cd.edu/wifi/default.aspx)


## Office 365 email access (50GB mailbox)

- Access email via web at <http://mail.4cd.edu> or use your campus user ID to login (e.g. [JDoe123@email.4cd.edu](mailto:JDoe123@email.4cd.edu))
- From your smartphone or mobile devices you can use the “Outlook” App for iPhone/Android, or use the native mail app.

## Help Desk hours

- **DVC Help Desk hours:**
  - Monday – Thursday: 7:30 a.m. – 9 p.m. (except from 9 to 10:30 a.m. on 2nd and 4th Thursday for staff meetings.)
  - Friday: 8 a.m. – 4 p.m.
  - Located on the first floor of the Library Administration Building, Room L110
- **District Help Desk hours:**
  - Monday – Friday from 7:30 a.m. to 7 p.m.

## Requesting IT/ Media Services Assistance

- **To get assistance please use one of the following options:**
  - SysAid ticketing request system: (  ) icon located on your desktop computer,
  - email: [helpdesk@dvc.edu](mailto:helpdesk@dvc.edu),
  - login to website: <http://contracosta.sysaidit.com>,
  - call Help Desk: ext. 2-2576 or from off-campus call 925-969-2576

## Campus updates

- **Software updates**

To get software updates installed on your computer in a timely and efficient manner we are utilizing automated processes that install updates late at night. For this process to work we ask that you LOG OFF your computer at the end of the day but DO NOT shut down your computer.
- **IT Staff have updated the following to Windows 10:**
  - 50+ computer labs - requires users to log in with InSite portal ID/password
  - Standalone computers in classrooms - requires users to log in with InSite Portal ID/password
- **40+ podiums/lecterns installed in classrooms. These include:**
  - Control Panel for Projector;
  - Computer;
  - Document Camera;

- External VGA & HDMI connectors
- **S-drive permission and mapping**
  - Files and folders are now only accessible to individuals assigned to their respective security group.
  - Direct mapping is required, for example:
    - [\\ACADEMIC\S-Drive\\$\Math](\\ACADEMIC\S-Drive$\Math)
    - [\\STUDENTSERVICES\S-Drive\\$\Veterans](\\STUDENTSERVICES\S-Drive$\Veterans)
    - [\\ADMINISTRATION\S-Drive\\$\Conferences](\\ADMINISTRATION\S-Drive$\Conferences)
- **P-drive**
  - Improved ease of use and security
    - [\\P-Drive\Shared\\$\Smith000](\\P-Drive\Shared$\Smith000)
  - Only assigned individual will have access
  - Migration of personal folders to one location/servers
- **Mac Support**
  - Issues should be reported to the help desk
  - Technician will troubleshoot
  - IT&S will consult w/ Apple Help Desk Support via Campus Support Agreement w/ Apple
  - IT&S will take the device to Apple for warranty/repair, if required

Sincerely,

**Chrisanne Knox**

Director, Marketing and Communications

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Please copy all requests for any website services to  
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