

**From:** [Warrier, Satish](#)  
**To:** [Warrier, Satish](#)  
**Subject:** Technology Newsletter Fall 2017  
**Date:** Friday, August 26, 2016 2:57:49 PM  
**Attachments:** [CCC Information Technology and Systems Newsletter.pdf](#)

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Good afternoon,

Attached you will find a brief technology newsletter with updates and reminders.

If you have questions or feedback on contents of newsletter please let me know.

Satish Warrier  
Director, Information Technology  
Contra Costa Community College District  
swarrier@4cd.edu

# Technology News & Highlights

## Technology survey

District and CCC IT would like to thank those who participated in Technology survey conducted during Spring 2016. Your comments and concerns have been noted, we are currently working to resolve concerns that were expressed in survey. We will continue to improve the services we offer to 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 and according to “*Data breach report*” published by the California attorney general’s office earlier this year the largest breach of data is happening thru malware/phishing. Some of the ways you can keep your information safe at the same time 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 helpdesk.
- If you receive phishing emails, 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 difference between the multiple SSID. Below is a brief explanation what each of the SSID are meant for and when you should use each one.

- **CCC Student** – This is the SSID for students, when students connect to this SSID they will be required login using their InSite Portal ID/password.
- **CCC Staff** – This is the SSID you should connect to AFTER you register your device. Instruction on how to register your device is at <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.

- **CCC 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 <http://www.4cd.edu/wifi/default.aspx>
  2. This is also the SSID your GUEST (guests are defined as those that are not students and not employees of district) will connect to when they visit the college. Before your guests can connect to the Wi-Fi you have to provide them with a passcode. Instructions on how you can get passcodes can be found at <http://www.4cd.edu/wifi/default.aspx>

### Office 365 Email Access (50GB mailbox)

- As part of the district Office 365 contract, Microsoft allows FREE download of Full version of Office (Word, Excel, Powerpoint, OneNote, Outlook, etc.) on up to 5 devices (PCs, IPADs and other tablets) for all employees as well as students. Instruction on how to download can be found at: <https://insite.4cd.edu/staff/office365/default.aspx>
- You have ability to access email via web:
  - at <http://mail.4cd.edu>
  - Your userid to login will be [userid@email.4cd.edu](mailto:userid@email.4cd.edu) (e.g. [JDoe123@email.4cd.edu](mailto:JDoe123@email.4cd.edu))
- From your smartphone/devices
  - Can use “Outlook” App for iphone/android devices
  - Or use the native mail app on your device

### Help Desk Hours

#### **CCC Helpdesk:**

- Hours: Monday – Thursday 8am to 6:30pm  
Friday 8am to 5pm  
Phone: 510 215 3888 or x43888  
Email: [Techs@contracosta.edu](mailto:Techs@contracosta.edu)

#### **District Helpdesk:**

- Monday – Friday from 7:30am to 7:00pm  
Phone: 925 229 6888 or x16888  
Email: [helpdesk@4cd.edu](mailto:helpdesk@4cd.edu)