



Information Technology Services Newsletter

COMMITTED TO PROVIDING THE HIGHEST QUALITY TECHNOLOGY BASED SERVICES AND PRODUCTS TO THE SCHOOL
COMMUNITY

Website: <http://www.spc.edu/TechHelp> Telephone: 201-761-7800

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Frequently Asked Questions

If I cannot see my H
drive, how do I get it
back?

Reboot your computer
and it should come back.
If not call the helpdesk
at 201-761-7800 and
someone will assist you.

Why am I having
problems getting into mu

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What's New in ITS!

Peacock Mail is Coming for Students!

Saint Peter's College has partnered with Google Mail to provide students with a service that has more email storage and a suite of communication and collaboration tools. The end result is what we call 'Peacock Mail'. This means big savings for the College on software, hardware, storage and support but an improvement on the email services currently being offered to students.

Peacock Mail is not just about email. In addition to email, students will also have Google Docs, Google Calendar and Google Talk as a part of the package. This will enhance the student's ability to collaborate and increase their productivity.

Peacock Mail is set to go live on June 30th, 2010. Look out for further announcements as we get closer to the live date on this very exciting endeavor.

New Firewall Soon to Be Installed!

email account? The error message says account locked.

The reason an account will be locked is because the wrong password was typed in 3 times. In order to unlock your account you must call the helpdesk at 201-761-7800 and they will unlock it for you.

How do I change my password on my email?

You can either call the helpdesk at 201-761-7800 and they can reset it for you. Or you can go to webmail, then go to options on the lower left hand side and reset it.

Quick Links

[ITS Website](#)

[Helpdesk](#)

[Blackboard](#)

[ITS System Service](#)

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[ITS Contact List](#)

Dale Hochstein

A firewall that will separate the public internet from the school's network will be installed soon. It comes with an intrusion prevention system and more sophisticated algorithms. This will allow us to proactively monitor packets going in and out of the network and prevent network breaches. The College will therefore be provided with a more secure environment in which to conduct day to day activities.

Web Based Budget Reporting is here

On May 18 the Budget Reporting section of SPIRIT Online was officially opened for business. The result of a joint effort between the Office of Finance and Business and Information Technology Services, this feature will replace the monthly budget-to-actual detailed paper reports that budget officers previously received through their vice-president's offices. This new feature will provide effective and secure access GL budget information at anytime from everywhere you have Internet access, not to mention saving hundreds of sheets of paper every month. In addition to being a more efficient delivery mechanism, the new reports feature 'live drill downs' meaning you can click on any underlined item shown in the report to obtain further information. We believe budget officers will find this a much better tool for managing budgets.

Instructional Technology News

MOODLE received positive reviews from faculty and students

After a week long survey the results are in and MOODLE received some very positive reviews from faculty and students. They were impressed with the layout, ease of use and the features and functionality it allows for such as blogging and podcasts. Nineteen (19) faculty and one hundred and three (103) students participated in the survey. Whereas there is no final word yet on whether we will migrate to MOODLE one thing is certain is that if we do it will be a great addition to the College.

HelpDesk Advisory

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Instructional Design

Helpful Tips to Protect Your Computer

Here are some helpful tips when using a computer at work or school:

Save-down your Office documents to 2003

Those who are using Office 2007 applications for better compatibility when sharing the documents to other colleagues, save your documents to Office 2003.

Get into the habit of periodic saves

Save your document frequently.

Safe Computing Practices for Students

Make back-ups

Always make back ups of your Word documents. High capacity flash drives and portable external drives are getting cheaper and cheaper at your local Best Buy or Staple Store and even more at reputable online stores such as NewEgg.com and Amazon.com.

Always have an up-to-date Anti-Virus software

Every computer should have an up-to-date anti-virus software. When one buys a new computer or laptop from any store, unless you specifically configured for it, it only comes with a 3 month teaser version of an antivirus software. Make sure to look into getting the full updated version and renew it annually. It's just like visiting a doctor.

Some ISPs such as Comcast provide free anti-virus software to their Internet subscribers such as McAfee or Symantec Security suite <http://security.comcast.net/> All you need to do is type in your Comcast

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credentials to get started. Others can inquire with their ISPs for similar offers.

Others can look into FreeAVG basic antivirus software that can be downloaded at the reputable site called www.download.com

Datatel News

The Datatel Users Committee (DUC) is available to assist you.

Got a Datatel related question, concern or idea? The Datatel Users Committee (DUC) consists of representatives from areas that use Datatel, as well as relevant members of the ITS dept. The current members are, Steve Smith-Chair, Stephanie Autenrieth, Anna Cicirelli, Joe DeSciscio, Diane DiStaulo, Jennifer Ragsdale, Ben Scholz, Irma Williams, Liz Cappelluti, Mike DeJager, Donna Furina, Leslie Lang, Liz Long, Frank McCue, Bert Nieves, David Orenstein, Jennifer Stern, David Surrey, Mike DeVarti, Dale Hochstein, and Mike Rankin.


The DUC is your voice in making sure Datatel is working to your best advantage and that your concerns and questions are heard. The DUC mission is "... to foster communication among the offices that use Datatel. The committee identifies and prioritizes projects that enhance the system, ensures the integrity of the data, oversees system security, and improves processes to enhance the efficiency and effectiveness of services to our customers."

The Committee meets every other week. If you have something that you would like to bring to the attention of the Committee, please contact a DUC representative from your area, or contact the Committee chair, Steve Smith.

Malicious Emails

A reminder about Phishing

Phishing is a form of social engineering that uses email or instant messages



that appear to be from a government agency, financial institutions, Internet Service Providers, Internet-based company or any agency or business you trust and/or do business. The intent of the phishing communication is to deceive you into divulging personal information such as website usernames and passwords, credit card numbers, financial account numbers, social security numbers, dates of birth and any other form of personal or account information that an identity thief or cybercriminal can use to carry out criminal activity. PLEASE DO NOT RESPOND TO THESE EMAILS. DELETE THEM IMMEDIATELY!

Here is a link to video about Phishing

[Phishing Explained](#)