

YOUR ONE STOP SHOP FOR INFORMATION TECHNOLOGY NEWS ON CAMPUS!

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Windows 10 and Office 2016 are Here!

For student facing machines, all employees coming soon

ITS has completed its installation of Windows 10 and Office 2016 in all computer labs, classroom computers and classroom workstations throughout campus.

During the Fall 2016 semester ITS will contact departments and make arrangements to upgrade employee workstations. We are mindful that most users are not comfortable with these products therefore, we have created have a guide that will help you with the most common tools we felt would make this transition a lot less painful. For this guide, visit the FAQ section of the Help Desk page on our website. www.coconino.edu/help-desk

For any questions about this transition to Windows 10 or any questions about navigating Windows 10, please contact the Help Desk at (928) 226 - 4357 or email ITS.Helpdesk@coconino.edu

New Webmail & Exchange Environment

A brand new look for a brand new semester

Exchange 2013 is here! If you are a Webmail user, by now you have noticed that the upgrade to Exchange 2013 in July has now brought Webmail up to the look and feel of Outlook 2013.

As a result of the upgrade, we have also increased mailbox size to 1GB, which is a four-fold improvement from our previous setup. Please continue to manage your mailbox, however, and delete unneeded items. Even 1GB gets filled up!

If you have not yet logged in, check it out using your desktop, tablet or mobile phone browser at <https://webmail.coconino.edu>.

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ASKING FOR FEEDBACK

We strive to provide you with great customer service. Therefore, your feedback is important to maintain this level of service. Please provide both positive and negative feedback and/or ideas for future newsletters.

ITS.Helpdesk@coconino.edu

Now a word from Cosmo the Llama:



*Change Your Password
Routinely!*

New Voicemail Changes are Here

Ring, ring, ring, ring, ring, ring, ring, Banana Phone!... Please leave a message

Voicemail access has changed due to the Exchange 2013 upgrade, voicemails are now delivered to your email inbox, and can be played at your desk or on mobile devices. You may have also noticed that short voicemails are transcribed in your inbox, with greater or lesser accuracy depending on the caller's diction! However some features such as the phone message lights, and accessing voicemail by phone, are no longer available.

ITS also have instructions available for changing your greeting for both yourself, and any mailbox you manage. Contact the Help Desk for more information.



"Episode 3899."
Sesame Street. PBS. 04/20/00

Disaster Recovery Contingency Site

For your protection, also ours, but mostly ours

A disaster recovery contingency site is a secondary site that stores backups of mission critical data. This allows for this data to be brought back online in the event the primary site of Lone Tree is temporarily inoperative.

The disaster recovery contingency site is operational at Fourth Street and backup data is being moved there daily. It now contains initial backup servers, storage, Internet connection, and various systems designed to operate as a contingency site for critical and essential functions.

Email Filtering and You

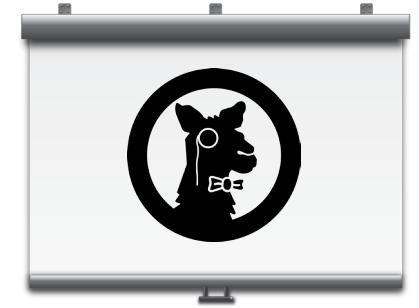
Protecting student and employee information through outbound email filtering

Consider this – email sent to non-Coconino email accounts is not secure. Therefore, in an effort to better protect student and employee information, we have implemented a new feature for emails. This feature filters all CCC email by looking for financial and personal information that would compromise a student or employee's identity and information should it be captured by nefarious individuals. Emails caught by the filter are reviewed by college compliance officers who check for false positives and advise departments on sending appropriate information through email. Examples of data that should not be sent are:
Bank account details, routing numbers, credit or debit card numbers, driver's license numbers, medical patient forms, passport numbers, and social security numbers.

Projector Replacements

Are you looking for a better PROJECTION of our college?

Projector replacements are planned for C23 and LT515. They are on order and awaiting delivery and installation.



New Password Reset Tool

For when you just don't like your birthday anymore

A new password reset tool will debut in late September. It will become a component of MyCCC, with students redirected to set up security answers upon first login after deployment. This self-service feature will enable students to reset their expired or forgotten passwords any day, any time.

Look for a more detailed announcement as the date approaches.

New Canvas Support Options

It's your Canvas and you need it now!

The Help Desk is being supplemented with direct support from Canvas, thanks to an Innovation Fund proposal submitted by the Teaching and Learning Center. What this means for you and our students is that Canvas issues will be addressed 24x7! Canvas support contact information is available when logged into Canvas and selecting the Help button, or you can call the Help Desk at [\(928\) 226-4357](tel:9282264357) or stop by the desk at either Lone Tree or Fourth Street campus.

New Website Support

For when that one misspelling drives you insaen

Basic CCC website help is currently being provided by the Help Desk, due to the recent resignation of Morgan Baggs from ITS.

Contact the Help Desk for more information.

Doug King Accepted into Flagstaff Leadership Program

Spam his inbox with congratulations!

Doug King was accepted into the Flagstaff Leadership Program, class of 2017. Starting in September, the Flagstaff Leadership Program (FLP) brings together a class of approximately 25 diverse individuals to spend nine months learning about the challenges and opportunities facing the greater Flagstaff area. As FLP graduates, they are ready to assume responsibility as community leaders and to serve as a resource for their employers and other organizations that seek to make a positive investment in our community.



Cosmo The Llama

Cosmo is a warm and fluffy llama (in space), Coco is a piece of rock and ice (in space)

In all recent ITS Help Desk emails sent, or in our previous newsletter you may have noticed a new llama looking character. This is our unofficial ITS Help Desk mascot. This mascot was created to have a display picture for when anyone gets an email from ITS they can verify its authenticity. Although you will always want to be cautious of any email you receive asking for personal information or linking to non-Coconino websites, no matter the cute display picture.

Wishing You The Best!

The Best, The Best, The Best - Foo Fighters

We wish you the very best for the start of the semester. If you have any IT needs, please contact the Help Desk and we will do our best for you.

ITS Help Desk

2800 S Lone Tree

Coconino Community College

[\(928\) 226 - 4356](tel:9282264356)

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www.coconino.edu/help-desk



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