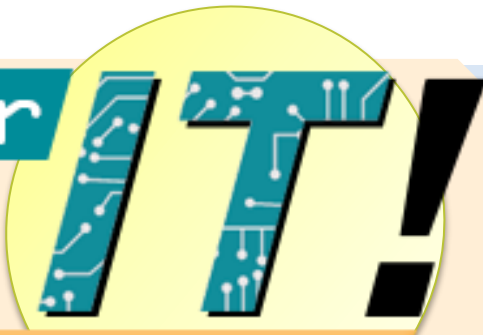


ITS Newsletter

THIS IS



Coconino
Community
College

YOUR ONE STOP SHOP FOR INFORMATION TECHNOLOGY NEWS ON CAMPUS!

IN THIS ISSUE

SUSPICIOUS EMAILS

Ever receive a suspicious email?

Email is one of the primary ways we communicate with our students, faculty, and staff. It is what we use to provide services, such as confirmation of online registration or information about various workshops offered at the school.

Since so many of us depend on email, it's important to keep in mind that not all emails are safe, or from legitimate sources. Email attacks have become one of the primary attack methods used by cyber criminals. If you are mindful of potential phishing traps and observant of the telltale signs of a scam, you can better defend against a phishing attack. Here are some easy tips to protect yourself:

- If a suspicious email is received, do not click on any links or respond to the email.
- The CCC Help Desk will never ask you for your password.
- Be cautious about all communications you receive including those purported to be from "trusted entities" and be careful when clicking links contained within those messages. If in doubt, do not click.
- Don't respond to any spam-type e-mails. This lets spammers know your email is "real"
- Don't send your personal information via email. Legitimate businesses will not ask users to send their sensitive personal information through this means.
- Don't input your information in a pop-up; if you are interested in an offer that you see advertised in a pop-up ad, contact the retailer directly through its homepage, retail outlet or other legitimate contact methods.

- SUSPICIOUS EMAILS
- LOCKING YOUR SCREEN
- COMPUTER PASSWORDS
- UPCOMING TECHNOLOGY



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



COMPUTER PASSWORDS

Is your password secure?

Computer passwords are used to help identify and distinguish users and their access or capabilities on a computer or computer network. Passwords can also help restrict and prevent users from accessing confidential data or accessing programs they should not have access to.

We have a password reset tool that will allow you to change your password to something more secure than the generic one given upon registration at the school. The password reset tool has certain requirements for these passwords.

The following are the rules for the password reset tool.

- Do not use a password that you have used in the past.
- Create a password that is at least eight characters long.
- Create a password with both digits and at least one capital letter
- Create a password with at least one special character (!@#\$\$%, etc)



REMEMBER TO LOCK YOUR SCREENS

Not locking your screen is a huge security risk!

When using the computers on campus, it is important to remember to lock your screen or log off when finished. Logged in computers that are left unattended, create easy opportunities for unauthorized access to information and misuse of accounts, such as sending of bogus email messages purporting to come from the genuine account holder. Computers and other equipment such as smartphones must never be left unattended and unlocked when logged into University IT accounts. Before being left unattended they should be logged out or locked.

UPCOMING TECHNOLOGY

A look ahead

In the near future we are looking at the following technology to help improve student life and success here on campus! We have a new WiFi system, a Student Portal, and more.

Wireless Internet

This Spring ITS will be replacing our decade-old wireless networks with a new, modern wireless system. This new system will provide the latest and greatest functionality available in wireless technology bringing faster speeds, more flexibility, and better reliability, as well as stronger security, command and control. Users will enjoy the new benefits of the system seamlessly across all three campuses.



Student Portal

Developed by CampusEAI, "MyCCC" will be used as a single sign-on portal for students to easily access Canvas, Gmail, and Web4. Along with that it will allow students to easily access school documents for financial aid and Registration purposes. MyCCC allows for a single point of login for all web based services available for CCC Students.



Lock Screen Backgrounds

In the coming weeks a new image will appear when you go to login to your machines. This will have important information how to contact the Help Desk and add our CCC colors to replace the standard Windows blue. If you have any questions about how this will affect you or your machine, contact the Help Desk.

