Citrus College eMEMO
CITRUS COMMUNITY COLLEGE DISTRICT 1000 W. Foothill Blvd., Glendora, CA 91741-1899

Technology and Computer Services (TeCS) Update

June 2018

Hardware Refreshes during Semester Break

The week between spring and summer semester was a busy one for TeCS staff, as it represented a short, five-day window to update technology in busy classrooms. Technology was placed in three new classrooms in the P1 building – Rooms 101, 102 and 105. The Learning Center was moved from the ED building to the P1 building to accommodate the ED building remodeling project, and computers were replaced in PS 214 and PS 217 as part of the college's annual computer replacement cycle.

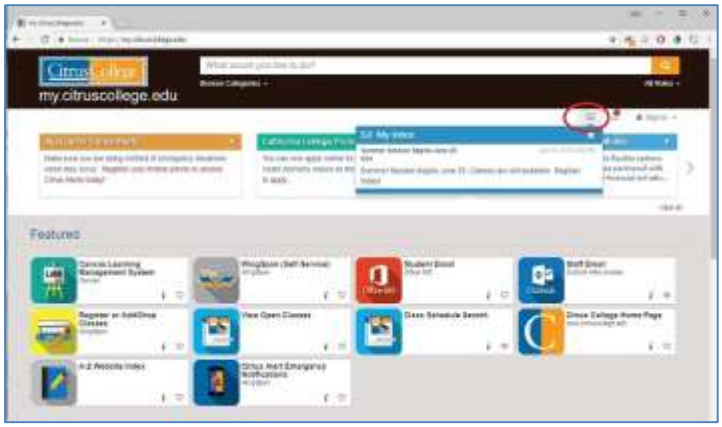
Learning Center in P1

P1 105

PS 214

PS 217

"My Inbox" on my.citruscollege.edu



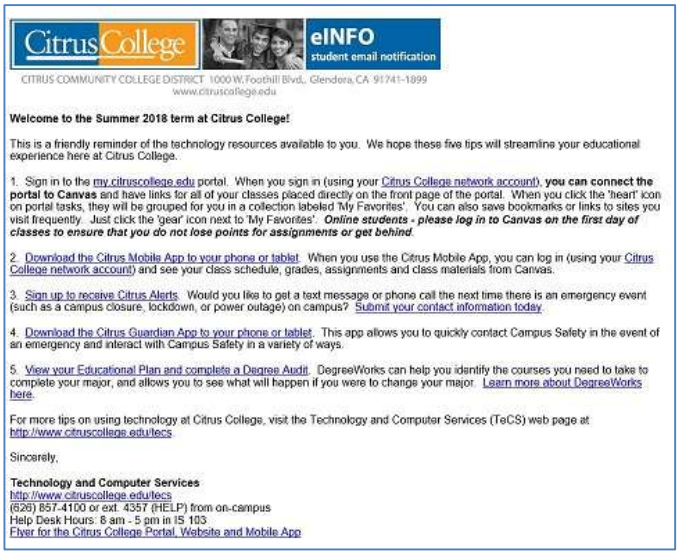
Have you noticed the recent addition to my.citruscollege.edu? Technology and Computer Services partnered with our portal vendor to create an interface between our Rave alert messaging system and the my.citruscollege.edu portal. When an emergency event occurs on campus, we can have a broadcast message automatically post directly on the front page of my.citruscollege.edu.

We can also post messages to a new messaging inbox located on the portal. Students, staff and faculty can see general messages without logging in. Once you log in to the portal, you can also see messages that are posted specifically to you.

Welcome Letter from Technology and Computer Services

We've learned from feedback at the Help Desk that students are not always informed of the technology resources available to them at Citrus College. On the first day of the 2018 summer session, TeCS sent an e-mail to all students reminding them to log in to the portal and connect to Canvas; to download the Citrus Mobile App; to sign up to receive Citrus Alerts; to download the Citrus Guardian App; and to view their educational plan through DegreeWorks.

The e-mail included links to all of these resources, along with information on contacting the Help Desk. We plan to continue this practice on the first day of each semester.



Citrus College — eINFO student email notification

CITRUS COMMUNITY COLLEGE DISTRICT 1000 W. Foothill Blvd., Glendora, CA 91741-1899
www.citruscollege.edu

Welcome to the Summer 2018 term at Citrus College!

This is a friendly reminder of the technology resources available to you. We hope these five tips will streamline your educational experience here at Citrus College.

1. Sign in to the my.citruscollege.edu portal. When you sign in (using your Citrus College network account), **you can connect the portal to Canvas** and have links for all of your classes placed directly on the front page of the portal. When you click the 'heart' icon on portal tasks, they will be grouped for you in a collection labeled 'My Favorites'. You can also save bookmarks or links to sites you visit frequently. Just click the 'gear' icon next to 'My Favorites'. ***Online students - please log in to Canvas on the first day of classes to ensure that you do not lose points for assignments or get behind.***

2. Download the Citrus Mobile App to your phone or tablet. When you use the Citrus Mobile App, you can log in (using your Citrus College network account) and see your class schedule, grades, assignments and class materials from Canvas.

3. Sign up to receive Citrus Alerts. Would you like to get a text message or phone call the next time there is an emergency event (such as a campus closure, lockdown, or power outage) on campus? Submit your contact information today.

4. Download the Citrus Guardian App to your phone or tablet. This app allows you to quickly contact Campus Safety in the event of an emergency and interact with Campus Safety in a variety of ways.

5. View your Educational Plan and complete a Degree Audit. DegreeWorks can help you identify the courses you need to take to complete your major, and allows you to see what will happen if you were to change your major. Learn more about DegreeWorks here.

For more tips on using technology at Citrus College, visit the Technology and Computer Services (TeCS) web page at http://www.citruscollege.edu/tecs

Sincerely,

Technology and Computer Services
http://www.citruscollege.edu/tecs
(626) 857-4100 or ext. 4357 (HELP) from on-campus
Help Desk Hours: 8 am - 5 pm in IS 103
Flyer for the Citrus College Portal, Website and Mobile App

Security Matters

With the threat of hacking, malware, phishing, and other digital threats constantly looming, it can be easy to overlook the importance of physical security. Here are some ways to improve the security of our technology resources and confidential data by securing our environment:

- **Prevent tailgating**. In the physical security world, tailgating is when an unauthorized person follows someone into a restricted space. Be aware of anyone attempting to slip in behind you when entering an area with restricted access.
- **Don't offer piggyback rides**. Like tailgating, piggybacking refers to an unauthorized person attempting to gain access to a restricted area by using social engineering techniques to convince the person with access to let them in. Confront unfamiliar faces!

If you're uncomfortable confronting them, contact campus safety.

- **Put that shredder to work**! Make sure to shred documents with any personal, medical, financial, or other sensitive data before throwing away. Organizing campus-wide or smaller-scale shred days can be a fun way to motivate your community to properly dispose of paper waste.
- **Be smart about recycling or disposing of old computers and mobile devices**. Make sure to properly destroy your computer's hard drive. Use the factory reset option on your mobile devices and erase or remove SIM and SD cards.
- **Lock your devices**. Protecting your mobile devices and computers with a strong password or PIN provides an additional layer of protection to your data in the event of theft. Set your devices to lock after a short period of inactivity; lock your computer whenever you walk away. If possible, take your mobile devices and/or laptop with you. Don't leave them unattended, even for a minute!
- **Lock those doors and drawers**. Stepping out of the room? Make sure you lock any drawers containing sensitive information and/or devices and lock the door behind you.
- **Encrypt sensitive information**. Add an additional layer of protection to your files by using the built-in encryption tools included on your computer's operating system (e.g., BitLocker or FileVault).
- **Back up, back up, back up!** Keeping only one copy of important files, especially on a location such as your computer's hard drive, is a disaster waiting to happen. Make sure your files will still be accessible in case they're stolen or lost by backing them up on a regular basis to multiple secure storage solutions.
- **Don't leave sensitive data in plain sight**. Keeping sensitive documents or removable storage media on your desk, passwords taped to your monitor, or other sensitive information in visible locations puts the data at risk to be stolen by those who would do you or your institution harm. Keep it securely locked in your drawer when not in use.
- **Put the laptop in your trunk**. Need to leave your laptop or other device in your car? Lock it in your trunk (before arriving at your destination). Don't invite criminals to break your car windows by leaving it on the seat.
- **Install a remote location tracking app on your mobile device and laptop**. If your smartphone, tablet, or laptop is lost or stolen, applications such as Find My iPhone/iPad/Mac or Find My Device (Android) can help you to locate your devices or remotely lock and wipe them.

Monthly Content for Security Matters is courtesy of the EDUCAUSE Campus Security Awareness Campaign.