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

Technology and Computer Services (TeCS) Update

April 2020

Working from Home Safely

According to a recent public service announcement, the Federal Bureau of Investigation (FBI) has seen an increase in scams and phishing schemes due to the COVID-19 outbreak and the transition to working and attending classes remotely. In the past few weeks, Technology and Computer Services (TeCS) has seen a dramatic increase in fraudulent e-mail activity. Here are just a few examples:

- Requests supposedly from a manager or a supervisor requesting the immediate purchase of gift cards;
- Alerts that your e-mail box is getting full, with a link to 'click here' to correct the problem; and
- Alerts that your e-mail password will expire soon, with a 'click here' link to reset your password.

All messages like these are fraudulent. Any purchasing activity must follow our standard business practices, and TeCS does not send e-mails asking you for your user name and password

If any e-mail is delivered to a Citrus College e-mail address from an external sender, it will have the following warning on the bottom of the e-mail. Please heed the warning.

CAUTION: This email originated from outside of the organization. Do not click links, open attachments, or reply unless you recognize the sender and know the content is safe. Contact Helpline at 4357 if you need assistance.

Avoid "Zoombombing"

Recent news articles have reported incidents of "Zoombombing", where uninvited participants join a classroom session on Zoom and interrupt the proceedings with unwelcome and offensive comments. Citrus College faculty have also reported incidents of this happening in a few classes. See this article on Inside Higher Education for more on this subject.

Faculty using Zoom for classroom activity can protect themselves from "Zoombombing" by using Zoom within your Canvas course site. If you are hosting a meeting outside Canvas, follow the instructions in this document to configure your Zoom session to prevent uninvited participants from interrupting your meeting.

Using Office 365

All Faculty and Staff now have the ability to use Office 365 when working from home. Some of the features of Office 365 include OneDrive, where you can store and share documents online; traditional Microsoft Office applications such as Word, Excel and PowerPoint which can be run online and 20 other productivity tools that are available from any device. You can connect to Office 365 at this link.

Microsoft Teams is an especially powerful tool within Office 365 that provides a space for video calls, chats, shared documents, calendaring and collaboration. Since the campus closed and we started working remotely, the Technology and Computer Services department has been using Microsoft Teams for a daily video conference, and we will continue using it when we return to working on campus. Watch an introduction video and learn more about using Microsoft Teams at this link.

Using Adobe Creative Cloud

Did you know that you can download Adobe Acrobat, Photoshop, and other powerful Adobe products for use on your home computer under our Citrus College licensing? Log in to the Adobe Creative Cloud at this link, and click here for step-by-step instructions on accessing Adobe Acrobat and other Adobe software applications.

Resetting your Citrus College Network Account

Faculty and Staff now have the ability to reset their Citrus College password by using the 'Forgot My Password' link when signing in to Office 365. When you first sign in to Office 365, you will be asked to enter a number of 'lost password' questions along with an alternate e-mail or cell phone number for an additional level of security. If your password is expired or you can no longer log in using your Citrus College Network Account, try resetting your password on Office 365. It will synchronize to the campus network.

Getting Help from TeCS

Like the rest of the college community, TeCS staff has adjusted to working remotely. In the past three weeks TeCS configured over 250 virtual desktop accounts to provide secure access to our administrative system and configured over 50 campus phone numbers to be answered as 'soft phones'. Staff can answer calls to these phone numbers remotely using the microphone and speakers of their computer. TeCS staff has also resolved over 100 help desk requests from faculty and staff.

Students can submit a ticket requesting help with e-mail or network logins at this link. Students, faculty and staff can also leave a message on the help desk telephone at (626) 857-4100. Our help desk staff is working remotely and will respond during regular business hours.

Employees can submit a ticket requesting help at this link, where you can provide contact information, explain the issue you are experiencing, and upload screen shots if desired. TeCS staff will respond promptly during regular business hours.