## Technology and Computer Services (TeCS) Update

July 2020

Supporting you remotely

Technology and Computer Services (TeCS) has been hard at work supporting faculty, staff and students and keeping our critical systems secure, current, and operational during this period of remote work and instruction.

The entire TeCS department meets every morning via a Microsoft Teams video conference. A screen capture from one of our recent meetings is shown in the adjacent image. During the morning meeting we review the help desk calls that have been coming in, review the status of ongoing projects, and set the schedule for database upgrades and software installations.
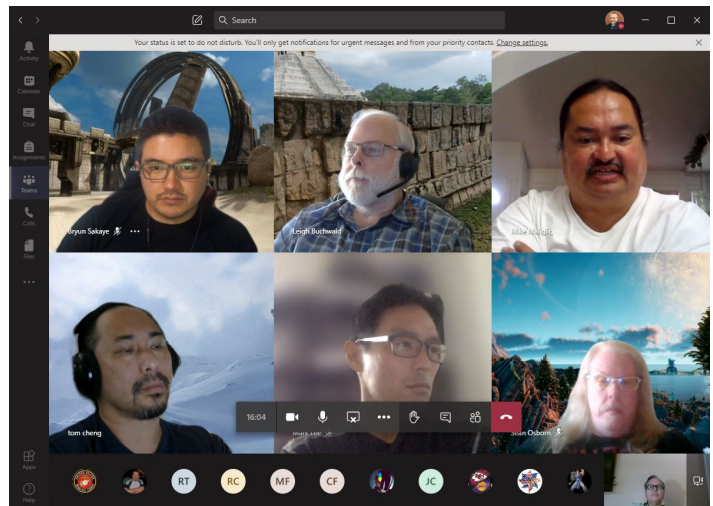
Since March 18, TeCS staff have remotely resolved 457 support tickets for faculty and staff; resolved 2,073 support tickets for students; delivered 171 bulk e-mails; completed 242 software projects; performed several database and security updates; created several new web pages; and processed numerous technology-related requisitions.

WingSpan (Banner 9) Registration

One of the long-term projects that TeCS has been working on is the implementation of the new version of WingSpan, also known as Banner 9. In spring 2020, Citrus College launched the new version of WingSpan self-service registration. This system has a modern, graphical user interface and gives students the

ability to create a planned list of courses prior to their registration date. The new registration function has been launched by students over 24,000 times in the last 90 days. Although the legacy version of WingSpan self-service registration is still available and in use, our plan is to soon retire this in favor of the new, enhanced version.
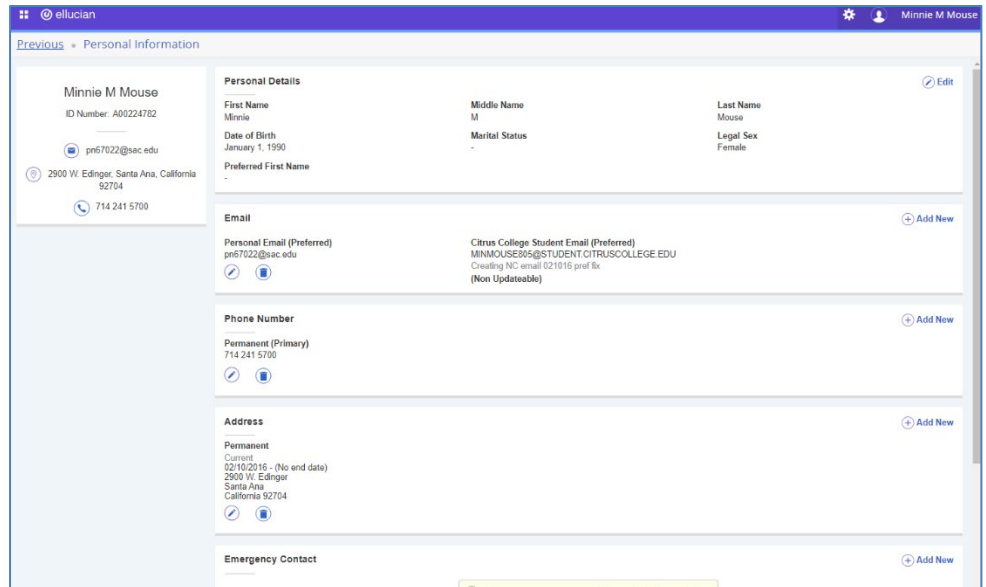
WingSpan (Banner 9) Personal Information Update

Another feature that TeCS has recently released to students is the **Personal Information Update** page. Students now have the ability to view all the information that Citrus College has for them on a single screen. In the legacy version of WingSpan, students had to visit multiple screens to see their contact information.

In the new screen, students can update their preferred first name, their telephone number, and their emergency contacts. Most importantly, students can now update their mailing address online. This process used to require a separate form and a manual update by an Admissions and Records staff member. The new Personal Information Update page will significantly streamline this process and ensure our database is current and correct. The Personal Information Update page is located on the my.citruscollege.edu portal at https://my.citruscollege.edu/launch-task/all/student-update-form.
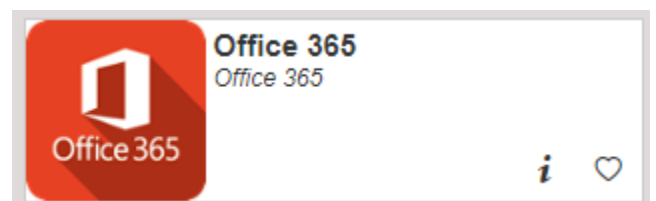
Office 365 Migration – July 29 – 31

Due to the dramatic increase in e-mail traffic and the need to expand our capacity, TeCS is working closely with a vendor to move our e-mail from the on-campus Exchange server to Office 365. Step one of this transition is to prepare our Office 365 environment for the move. If you are currently using Office 365, please note the following:

- Office 365 for faculty and staff will be off-line and unavailable from July 29 – July 31.
- If you are using Microsoft Teams and have meetings scheduled during that period, plan on conducting them using Zoom or via another platform.
- If you have documents stored in OneDrive that you may need to access during that time, please download a local copy.
- If you are using Microsoft Office products in the cloud online (such as Word, Excel and PowerPoint), install a copy on your local computer to ensure you can continue to operate.

Your current Citrus College e-mail (whether through webmail or on your phone), Office 365 for students, and all other services (Canvas, Zoom, WingSpan, my.citruscollege.edu, etc.) will remain available during this transition.

Argos Training for Staff

TeCS is pleased to announce upcoming training on Argos - the reporting tool for the college.

This class is intended to show you the basics of navigating Argos. Topics include logging in, navigating, finding and launching dashboards, running reports, exporting data to the desktop, and tools for filtering and sorting results.

These classes will be held remotely via Zoom on the following dates and times:

Date	Time	Zoom Meeting ID
Thursday 7/23	3:30 p.m. – 4:30 p.m.	96722077152
Monday 7/27	3:30 p.m. – 4:30 p.m.	94508481960
Thursday 7/30	3:30 p.m. – 4:30 p.m.	92500894857

Register to attend any of these sessions on the Training Calendar:
https://my.citruscollege.edu/launch-task/all/training-calendar---vision-resource-center

Security Matters

Cybercriminals have learned that a successful way to take advantage of a victim is through social engineering. We've seen this recently at Citrus College. Social engineering begins with research, whereby an attacker reaches out to a target to gain information and resources.

When someone you don't know contacts you and asks you open-ended questions, this may be the first step of a social-engineering attack. After the attacker reaches out to you, they will then attempt to establish trust with you and get you to provide them with the information or access that they need. Often, the attacker does this by creating a sense of urgency.

One common social-engineering scam is the gift-card scam. The attacker poses as a supervisor or manager (the impersonator). The impersonator will email the victim and begin a brief email exchange. The impersonator will tell the victim that they need to purchase one or more gift cards for other employees but that they are unavailable to do so, and will ask the victim to buy several gift cards and keep one for themselves. As the victim is worried about pleasing the impersonator, the victim goes through with the purchase, spending hundreds or thousands of dollars.

How do you avoid becoming a victim of these types of attacks? Ask yourself if the request makes sense. Check the email address of the sender. Does the sender's email address come from Citrus College? Is there a warning that the e-mail came from outside of the Citrus College e-mail system?

Whenever you receive an "urgent" email communication, the first thing you should do is contact the sender using another mode, such as phone or text message, and confirm that the email is legitimate. If something seems off to you, it probably is.