ANNOUNCEMENTS

A Message From Our CIO:

Greetings Staff & Students,

The time has come to start a new semester at St Clair College. While many of you are returning this year, there any many more that are embarking on the next phase of their life journey.

The St. Clair College I.T. Services department is dedicated to providing robust and reliable networks, computers, software and services to the entire College population. In the ever-changing world of I.T. and Cyber security, it can be difficult to prevent outside entities from disturbing the infrastructure we have in place, so we rely on all of you to be diligent in your use of systems like email and the Internet. Be aware that those bad-actors exist, and you are the key to keeping our internal systems running optimally.

This newsletter is intended to keep you abreast of improvements and innovations that the I.T. Services department is working on. To give you an Insight into what we are doing for you. Please take the time to review the provided articles, the Griff's tips and have a little fun with the contest.

We strive to have our readers engage, because an engaged reader is a knowledgeable reader. If you have any feedback related to something you've read, please use the link provided at the bottom to contact our Newsletter team. We enjoy reading your feedback and comments.

On that note, welcome to a new semester here at St. Clair College and have a safe and enjoyable school year.

Amar Singh
Chief Information Officer & Chief Information Security Officer

KEY PROJECTS & INITIATIVES

Wi-Fi:
We are excited to announce that we are upgrading the Wi-Fi system across the college to the latest technology for better connectivity. Please be aware that some of the old SSIDs have been replaced.

St. Clair College hosts several wireless networks to support students, faculty and staff. These services are based on a secure reliable platform using WPA/2 enterprise encryption with 802.1X authentication. Please be aware devices that use WPA personal encryption will not work on this network, including some wireless printers, gaming consoles, etc.

Please check the knowledgebase for details and follow the St. Clair College Wireless Overview - June 2024 document to connect to the Wi-Fi system.

Esports Facility:
The college is partnering with Dell Canada to provide a facelift to the esports facility at the South Campus, the largest of its kind in Canada. The grand reopening is scheduled for September 19, 2024.

MONTHLY FEATURES

- **Questions about SIS?**
  Have a look at St. Clair College's Student Information System (SIS) which is available through My St. Clair portal.
- Additional Orientation Information for New Students

THE CYBERSECURITY CORNER

Welcome Back! Essential Cybersecurity Tips for the New School Year.
As we kick off a new school year, it's a great time to refresh our cybersecurity habits. Whether you're a returning student or staff member, keeping your digital information safe is crucial. Here are some basic security practices to help you stay cyber secure and protect yourself throughout the year:

1. **Refresh Your Passwords:** Start the year with strong, updated passwords. We recommend that you use passphrases, as they are longer and easier to remember than a password made up of random, mixed characters. A passphrase is a memorized phrase consisting of a sequence of mixed words with or without spaces. Your passphrase should be at least 4 words and 15 characters in length. If you haven't changed your passwords in a while, now is a good time to do so.
2. **Enable Two-Factor Authentication (2FA):** Activate two-factor authentication wherever possible. This adds an extra layer of security by requiring a second form of verification-like a code sent to your phone-beyond just your password. It's an easy step that significantly boosts your account's protection.
3. **Be Cautious with Emails and Links:** Watch out for phishing scams. Be skeptical of emails or messages asking for personal information or containing unexpected links or attachments. Verify the sender's identity before clicking on anything. When in doubt, contact the sender through a trusted method (ex: phone call) to confirm their request.
4. **Lock Your Devices:** Always password-protect your devices, including computers, tablets, and smartphones. This simple step helps prevent unauthorized access if your device is lost or stolen.
5. **Report Security Concerns:** If you notice anything suspicious or believe your account might be compromised, report it immediately to the IT department. Early reporting can help address issues before they escalate.
6. **Stay Informed:** Cybersecurity is constantly evolving. Stay updated on the latest security practices and potential threats by reading relevant updates from your institution's IT department and cybersecurity resources.

By incorporating these basic practices into your daily routine, you can help ensure a secure and smooth year ahead. Here's to a successful and safe school year for everyone!

GRIFF'S PRO TIP OF THE MONTH

The College offers lots of public spaces and computers for you to do your work, but remember these 2 important tips.

1. Never save your personal information *(logins, passwords, banking information, etc)* on Open Lab or classroom computers.
2. Make sure you logoff when you are done using a computer. Never walk away and leave yourself logged in. If you need to step away for a moment, you can quickly lock the computer by using the *Windows Key + L*, and re-enter your password when you come back. Many College systems using Single Sign On (SSO) which is a convenience for users, but if you leave your account access open to other people it can be very dangerous.

THIS MONTH'S CONTEST

I connect you to the entire world, but you can't see me. I can be fast, slow or non-existent but it all depends where you're standing. I'm much older than an iPhone, but I can be found nearly everywhere now, even in your car. You love me when I'm around, and hate it when I'm not. I have a long name, but everyone shortens it to make a cute rhyme. **What am I?**

Use this online form to submit your answer. Three (3) winners will be chosen at random.

See contest rules.

SELF SERVICE

Need assistance? We're here to help! Simply click the links to Open an IT Support Ticket or Book an Appointment with Front Desk.

HOURS OF OPERATION:

IT HELPDESK (x2500)

Mon-Thu: 8am to 8pm
Fri: 8am to 7:30pm

IT AUDIO/VIDEO

Mon-Thu: 8am to 8pm
Fri: 8am to 7:30pm

IT CLIENT SERVICES

Mon-Fri: 8am to 10pm
September - June

Mon-Fri: 8am to 5pm
June - September

Something you'd like to see in future issues?
Drop Us a Line