

JANUARY 10, 2020

# TECH TALK

*Crafton Hills Technology Services Newsletter*



## NEED ASSISTANCE? WE ARE HERE TO HELP!

### Technology Contacts:

Helpdesk x4357  
CHC Helpline x3560  
Evening support: x3560

### Submit a Work Order

Go to: [login.schoolmate.com](http://login.schoolmate.com)  
Login with: [username@sbccd.cc.ca.us](mailto:username@sbccd.cc.ca.us)  
Enter Password. (Use Forgot password  
to reset password)  
Use the "Go to" pull down menu and  
select "Help Desk"

### Technology Services Staff

Melissa Oshman, Director  
Tracy Gray, Admin Secretary  
Anthony White, Senior TSS  
Alan Oshiro, Senior TSS  
Shane Veloni, TSS II  
Karen Mottl, TSS I  
Charlie Rahn, TSS I  
Juan Nevaes, TSS I

## Tech Talk Launch!

Happy New Year and welcome to the 2020 Spring Semester! I hope everyone had a restful and relaxing break and enjoyed time with friends and family.

I would like to kick off 2020 with the first edition of "Tech Talk". In this Technology Services newsletter you will find just-in-time technology news and project updates, security and phishing information, and helpful hints and tips. I hope you will find this newsletter is packed with beneficial information on how you can use technology securely and efficiently.

If you would like any additional information on any of the topics covered in this newsletter, feel free to email or call me directly.

Melissa Oshman

## Office 365 & OneDrive

The Technology Services team has been working to upgrade all faculty and staff computers to Office365. With this latest version of Office, you can take advantage of all the features of OneDrive! OneDrive allows you to save your files securely to the Cloud so you can work on them not only at your desk, but anywhere with an internet connection. No need to email yourself documents or save files in an unsecure, unsupported cloud storage, such as Dropbox.



### Advantages of using OneDrive:

- Files accessible anywhere you have an internet connection
- 1 TB of storage space!
- Access previous versions of the same file
- Easily and securely share files with your team members - no need to email files back and forth!
- No need to remember to save - OneDrive automatically saves files as you work on them
- Files safe even if your computer fails - OneDrive can automatically sync files saved on your desktop

Unsure of whether you have Office365 or not? Want additional information or training? Give Tech Services a call at x3560 for assistance.



## Don't Take the Bait!

Phishing is to blame for 90% of data breaches with email being the weapon of choice for cyber criminals. That means YOU are the most important data security protection. Here are a few common tips to recognize potential phishing messages:

- The message was unexpected
- The message or request is urgent
- The greeting is generic such as "Dear Colleagues"
- The message contains an unexpected attachment
- The email contains a link directing you to a website asking you to enter your username and password

If you believe you have received a phishing email, and if you clicked on any links or opened any attachments on a suspicious email call the Helpdesk at x4357.