



SAN JACINTO COLLEGE

INFORMATION TECHNOLOGY SERVICES



Did You Know?

At San Jacinto College, a number of technology resources are available for your use.

MORE INFORMATION

ITS TECH SUPPORT HOURS OF OPERATION

MONDAY-THURSDAY:
7:00am to 10:00pm

FRIDAY:
7:00am to 7:00pm

FOLLOW US

ITS WEBSITE

www.sanjac.edu/its

FACEBOOK

www.facebook.com/sanjacits

TWITTER

www.twitter.com/sanjacits

USEFUL LINKS

SANJAC WEBSITE

www.sanjac.edu

EMPLOYEE WEBMAIL

<http://outlook.com/sjcd.edu>

SANJAC ONLINE SYSTEM (SOS)

www.sanjac.edu/soslogin

BLACKBOARD

<https://blackboard.sanjac.edu>

INTRANET (ON-CAMPUS ONLY)

<http://internal.sanjac.edu>

SERVICE LEVEL AGREEMENT

www.sanjac.edu/its/sla

POLICIES & PROCEDURES

www.sanjac.edu/its/support

Password Self-Service

All San Jacinto College employees are required to change their network password every 180 days. This process helps improve security and protect the College's computer systems from unauthorized access through email phishing.

Employees have the ability to reset their network passwords through Password Self-Service (www.sanjac.edu/password). In order to successfully reset your password online or through the credential manager feature on your workstation, you must set up answers to your challenge questions. Instructions on how to set up your security questions and how to reset your password online or on your workstation are available on the ITS website (www.sanjac.edu/its/password).

What's Available?

SanJac Online System (SOS)

With SOS, employees can perform a wide variety of tasks; such as review contact information, pay stubs, time off/leave balances, and tax forms.

Blackboard

Courses offered at SJC have a course site in the Blackboard learning management system to provide content and grade reporting for all classes and where students login to complete work for their online courses. The login for Blackboard uses your G# as the username and your network password. Information and training is available through Educational Technology and details can be found on their blog at www.sanjac.edu/edtech. Technical support is available through the Blackboard Support office and may be reached at 281-542-2084 or by email at BbSupport@sjcd.edu

Voicemail

To access voicemail, dial ext. 6198 (281-998-6198 off campus) and enter the appropriate extension and password when prompted. Requests for assistance with telephone issues can be made through Tech Support.

Tech Support Online

Tech Support Online (www.sanjac.edu/rightanswers) is a self-service support knowledge base, accessible from the College homepage or within the Blackboard Tech Support tab, which allows college employees and students to search for answers to questions or issues related to the use of college technology resources.

Virtual Private Network (VPN)

When off campus and not connected to the college network, a VPN makes it possible to connect to the network and remotely access network resources including network storage, Banner, and remote access to an office computer by using a home computer or a college laptop.

The Pulse Secure System, the College's adopted VPN, makes it possible to connect directly to the SJC network so that network drives may be mapped and Outlook may be configured for email. For additional information and instructions, please visit the ITS website (www.sanjac.edu/its/vpn).

If you have any questions or require assistance with any offered services, please contact the Tech Support Office at

Email: TechSupport@sjcd.edu

Phone: 281-998-6137 (Off-Campus) or x6137 (On-Campus)



SAN JACINTO COLLEGE

INFORMATION TECHNOLOGY SERVICES



GETTING SUPPORT

TECH SUPPORT ONLINE

www.sanjac.edu/rightanswers

Find the answers to your San Jac technology questions or submit a request for technical assistance directly through the web!

SEND AN EMAIL

TechSupport@sjcd.edu

Send your questions or requests for assistance via email to our Help Desk Analyst Team.

CALL TECH SUPPORT

[281-998-6137](tel:281-998-6137)

Prefer to discuss your questions or concerns over the phone with a live person? Simply contact the Tech Support Office to speak with a Help Desk Analyst.

SCHEDULE MEDIA CLASSROOM TRAINING

Training is highly encouraged for employees teaching in media classrooms. Please contact Tech Support to request an appointment with a Media Specialist for training.

Phishing Emails

Phishing refers to an attack that uses email or a messaging service (like those on social media sites) that tricks you into taking an action, such as clicking on a link or opening an attachment. By falling victim to such an attack, you risk having your highly sensitive information stolen and/or your computer infected.

You can prevent falling for a phishing attempt by remembering the following:

- ◆ **DO NOT** click on any links from suspicious or unsolicited emails. Doing so can result in malicious software / virus installation on your workstation.
- ◆ San Jacinto College ITS will **never** ask for your username and password details in an e-mail or by phone. If you receive a suspicious e-mail, contact Tech Support.

Laptop Care

Employees who have been issued a laptop receive a docking station which allows the laptop to connect to devices such as monitor, keyboard, mouse, and network cable in the office. Take care to prevent damage by properly docking and undocking your laptop.

Please review the steps below to help maintain your assigned laptop:

1. Allow your laptop to receive important updates and security maintenance from ITS.
 - Leave your laptop turned on and docked when it's in the office.
 - Turn on and connect your laptop to the internet on a regular basis.
 - If the laptop has been turned off for an extended period of time, leave the laptop turned on and connected to the internet for at least an hour after you turn it on next.
2. Remember to keep liquids and food away from your laptop so accidental spills don't interfere with your laptop usage.
3. Let your laptop breathe so it can perform its best.
 - Maintain a clear area around the sides of the laptop to allow proper ventilation.
 - Keep the laptop away from dusty environments; the fans inside will become ineffective in cooling down the system.
4. Restart your laptop at least once a week to improve performance.

In the event your laptop becomes damaged, contact Tech Support for assistance. We are here to get your device working again.

ITS Quick Help (IT Security Awareness Campaign)

ITS is currently hosting Quick Help Sessions at the District offices. Techs are available to assist SJC Employees with IT-related questions. In addition, ITS will have monthly topics related to IT Security such as phishing, guarding your privacy online, viruses, etc. Please read the monthly Did You Know sent to your email to find out what the featured topic will be.

Additional information can be found on the ITS website (www.sanjac.edu/its/quickhelp).