



IT Desktop Management

Desktop Computing At CTC

October 2016

Prepared by
Angela Mars
IT Education and Training



Table of Contents

The IT Help Desk	page 3
Contacting the IT Help Desk	page 4
Information required by the IT Help Desk	page 5
Locating the computer's serial number	page 6
HR Computer Usage Policy no. 295	page 7
Internet Use Statistics	page 8
Email account and Postini [®] Information	page 10
Safe email practices	page 11
Recommended email etiquette	page 12
Outlook Web Access [®]	page 13
How to create strong passwords	page 14
Password tactics	page 15



The IT Help Desk

About the IT Help Desk:

The IT Help Desk is a customer service entity focused on providing prompt and courteous assistance to the CTC community.

It is the first point of contact for information and support of computing and telephone services offered by the CTC IT Division.

Direct all support questions/issues to the IT Help Desk at extension 3103 or by email at help.desk@ctcd.edu.

IT Help Desk Services:

- Access to e-mail and spam filtering services
- Resetting passwords
- Questions about desktop products and services.
- Problem resolution with computing and telephone services
- Moving computers and peripherals
- Questions about software licenses, purchasing new software, or software upgrades
- Telecommunications and voice mail inquiries



Contacting the IT Help Desk

Steps to complete before contacting the IT Help Desk:

- Ensure that the computer and monitor are on.
- Check to make sure all cables are secure.
- Check with others to see if they are experiencing the same problem.
- Make note of when you first noticed the issue.
- Make note of exactly what you were doing before the issue occurred.
- Write down the exact wording from any error messages.
- Remove any disks from your computer before rebooting.
- Reboot your computer. Some issues are fixed by restarting a program or computer system. If possible, be sure to save your work first!
- If you have a problem with a World Wide Web site, check several different websites for the same issue.



Information Needed By The IT Help Desk

Information needed by the IT Help Desk:

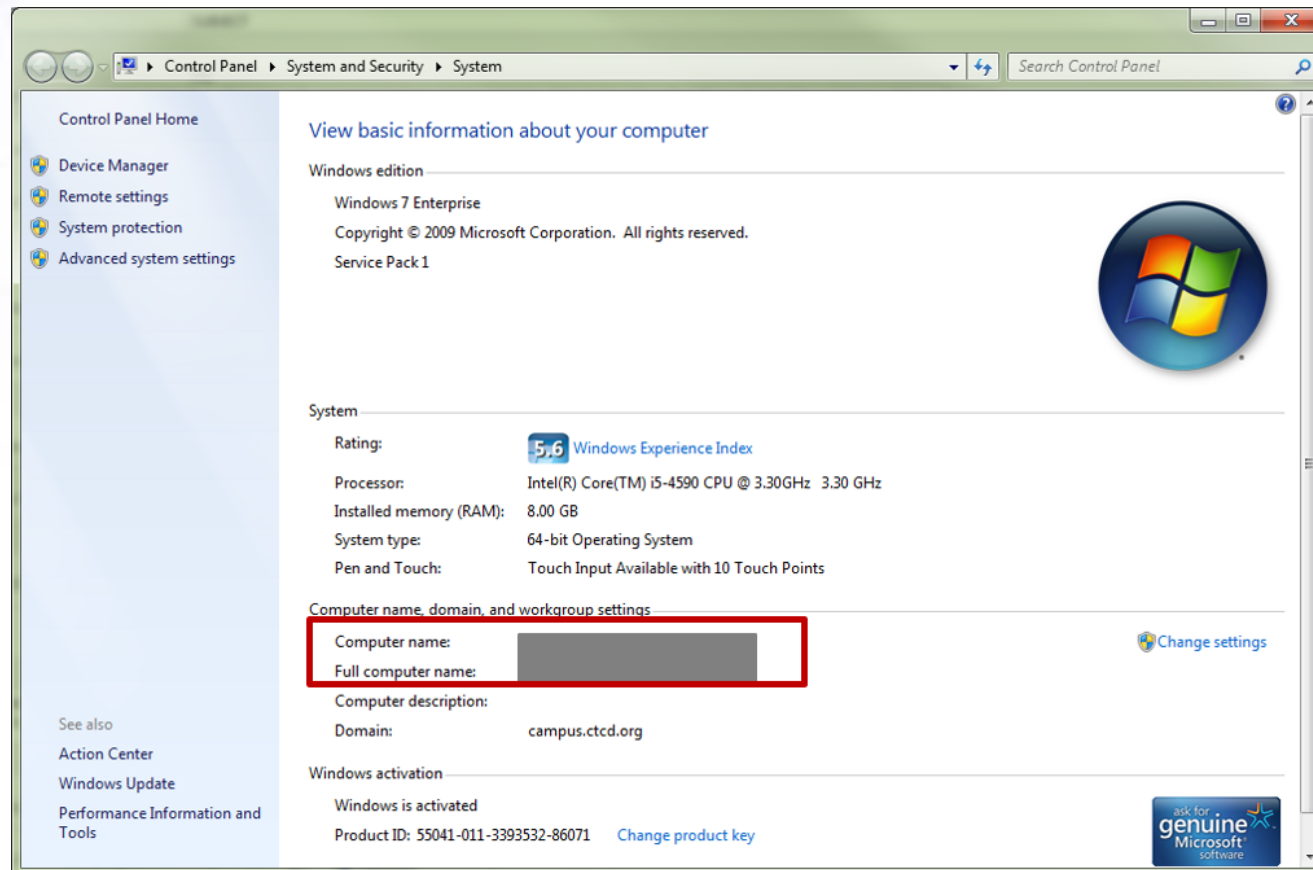
- Contact name
- Department
- Building and room number
- Phone number
- Type of equipment
- Computer serial number
- Please be specific and include exact wording of any error messages



Locating the Computer's Serial Number

To locate your computer's serial number:

1. Click the **Start** button.
2. Right-click **Computer** from the Start menu.
3. Select **Properties** from the list that appears.





HR Computer Usage Policy no. 295

What is HR Computer Usage Policy no. 295?

HR Computer Usage Policy no. 295 provides guidelines to protect the College, its computing resources, and employees from liability, harassment, and business interruptions due to inappropriate computer usage.

Inappropriate uses:

- Using Emoticons/Wallpaper/Screensavers/Marquee screensavers.
- Listening to Internet radio.
- Using public IM tools and chatting.
- Downloading/installing unauthorized applications.
- Downloading MP3 music and playing/downloading movies to DVD.



Internet Use Statistics

Instant Messaging

- Nearly 80 percent of instant messaging in companies is done over public IM services such as AOL, MSN and Yahoo, exposing companies to security risks. (*Radicati, 2003*)
- There are more than 43 million users of consumer IM at work. (*IDC, 2003*)

Peer-To-Peer File-Sharing

- Forty-five percent of the executable files downloaded through Kazaa contain malicious code. (*Trusecure, 2004*)
- A company can be liable for up to \$150K per pirated work if it is allowing employees to use the corporate network to download copyrighted material. (*RIAA, 2003*)

General Misuse of the Internet

- One-third of time spent online at work is non-work-related. (*Websense, IDC*)
- Internet misuse at work is costing American corporations more than \$85 billion annually in lost productivity. (*Websense, 2003*)

Hacking

- 75% of companies cited employees as a likely source of hacking attacks. (*CSI/FBI, 2003*)
- 45% of businesses had reported unauthorized access by insiders. (*CSI/FBI, 2003*)



Internet Use Statistics, cont.

Pornography

- 70 percent of porn is downloaded between 9am and 5pm. (*SexTracker*)
- 37 percent of at-work Internet users in the US have visited an X-rated Web site from work. (*ComScore Networks, Dec 2003*)

Spyware

- 1 in 3 companies have detected spyware on their network. (*Websense UK Survey, 2003*)
- There are more than 7,000 spyware programs. (*Aberdeen Group, 2003*)

Streaming Media

- 77 percent of weekly online listening to Internet Radio takes place between 5 a.m. and 5 p.m. Pacific time. (*Arbitron, 2004*)
- 44 percent of corporate employees actively use streaming media. (*Nielsen NetRatings, 2002*)

Viruses/Malicious Code

- Although 99% of companies use antivirus software, 82% of them were hit by viruses and worms. (*CSI/FBI, 2003*)
- The number of malicious code attacks with backdoors, which are often used to steal confidential data, rose nearly 50% in 2003. (*Symantec, 2003*)

<http://www.websense.com/global/en/PressRoom/MediaCenter/Research/InternetStatistics/>



Email Account Information

Acquiring email accounts

To acquire an email account, the Director or Dean of your Division must send an email request with the following information to the IT Help Desk at help.desk@ctcd.edu.

- Employee's name
- Employee's start date
- Position Title
- Department
- Building and Room number
- Phone number
- Supervisor's name



Safe Email Practices

Safe email habits

- Do not open email if you do not know the sender. Contact the IT Help Desk at extension 3103.
- Do not open attachments if you do not know the sender. If you know the sender and the subject line looks suspicious, contact the sender before opening the attachment.
- Turn off your preview or reading pane. Some viruses can be activated by simply opening an infected message.
- Check IT Service Alerts for security risks.



Recommended Email Etiquette

Electronic Correspondence For The Workplace

- Be professional and courteous.
- Keep messages short and to the point.
- Use a meaningful subject for all messages.
- Do not use personalization, such as, backgrounds, signatures, colored fonts, and quotes.
- Do not type using all capital letters. This is considered SHOUTING and is impolite.
- Respond to messages promptly.
- Get permission from the sender before forwarding email messages.



Outlook Web Access®

Accessing your email from off-campus through Outlook Web Access®

1. Go to the [Faculty and Staff CTC webpage](#).
4. Click on the [Logins tab](#) and select **OWA** from the list.
5. When the login window pops up, type in your email address: john.doe@ctcd.edu.
6. Enter your password.
7. Press OK.

Microsoft®
Outlook® Web App

Security ([show explanation](#))

- This is a public or shared computer
- This is a private computer
- Use the light version of Outlook Web App

Domain\user name:

Password:

Connected to Microsoft Exchange
© 2010 Microsoft Corporation. All rights reserved.



Strong Passwords

How to create strong passwords:

- **Good passwords are long.**
A good password should include at least eight characters, more if possible.
- **Good passwords are complex.**
 - Use upper and lower case characters.
 - Use numbers.
 - Use special characters such as @, #, \$,*, and not just one at the end of your password.
- **Change your password regularly.**
When you change your clocks, change your password. At a minimum, passwords should be changed every six months.
- **Choose a password you can remember.**
Choose a phrase that you can remember and substitute characters for the phrase; for example:
“I love potatoes and shrimp.” would be - **i1Lpsas2**.



Password Tactics

Remember these important rules:

- **Do not write your password down.**
Passwords should not be written down and left near your computer, taped to your monitor, or under your keyboard... especially at work.
- **Do not share your password with anyone.**
If you think someone may know your password, change it immediately.
- **Do not use personal information to create a password.**
Passwords should not be related to information that can be easily guessed if someone knows you.
- **Do not choose the same password for everything.**
If a hacker guesses your password then they could have access to your online bank accounts, email accounts, etc.

Need help storing or creating passwords?

A **password manager** can store all your passwords, and some can even generate new passwords for you. All you need to remember is one password to access your password manager! If you're looking for a password manager, the IT Division recommends [KeePass](#).



Q&A?

Educational Requests:

Contact Angela Mars

angela.mars@ctcd.edu

254-501-3103

Technical Questions:

Contact the IT Help Desk

help.desk@ctcd.edu

254-501-3103