Citrus College

Citrus Community College District
1000 W. Foothill Blvd., Glendora, CA 91741

eMEMO

Office of Technology and Computer Services
Robert Hughes

Colleagues -

As you prepare to return to campus for the Spring 2022 semester, you may find this checklist of items to consider helpful.

1. Check the wireless Internet connectivity of your mobile devices.

During the month of December, our team updated both the network access control software and the campus firewall software in order to ensure that our systems were protected and up-to-date. If you bring a mobile device on campus (laptop, phone or tablet) to connect to the wireless network (Citrus-Secure) with a saved a connection to the network, you will need to 'forget' the network on that device and log in again. If you don't know how to do this, follow the steps that Tennessee Tech put together at https://its.tntech.edu/display/MON/How+to+Forget+a+WiFi+Network. If you need additional assistance, please stop by the Help Desk in IS 103 and we can walk you through the process.

2. Devices delivered to homes - Inspect them before you connect them

During normal operations, laptops and computers that TeCS purchases will be configured with virus protection and limited user access controls to protect your system and the network. However, devices delivered directly to homes bypassed those controls. Before connecting devices from home to the campus wired network, please submit a Footprints request so that one of our technicians can scan the device for threats and properly configure it for connection to the network.

3. Launch a Zoom session and verify the functionality of your web cam and microphone.

Web cams and microphones have been installed on PC's throughout campus. Log in to Zoom, start a meeting, and verify that the camera and microphone function as expected. If you don't have a web cam on your computer and would like one, please submit a Footprints request (available from the Citrus College Intranet) and a technician will be assigned to install one for you.

4. Verify your personal greeting and out-of-office message on your phone

You may need to change your voice mail messages to indicate that you are working on campus. Step by step instructions can be found on page three of the December 2018 TeCS Newsletter.

If you had a phone extension routed to your computer at home through the Mitel software, make sure that your 'Primary Assignment' is set to ring at your desk on campus. If you are not sure, call your extension from another line or a cell phone to verify that phone calls are getting to you.
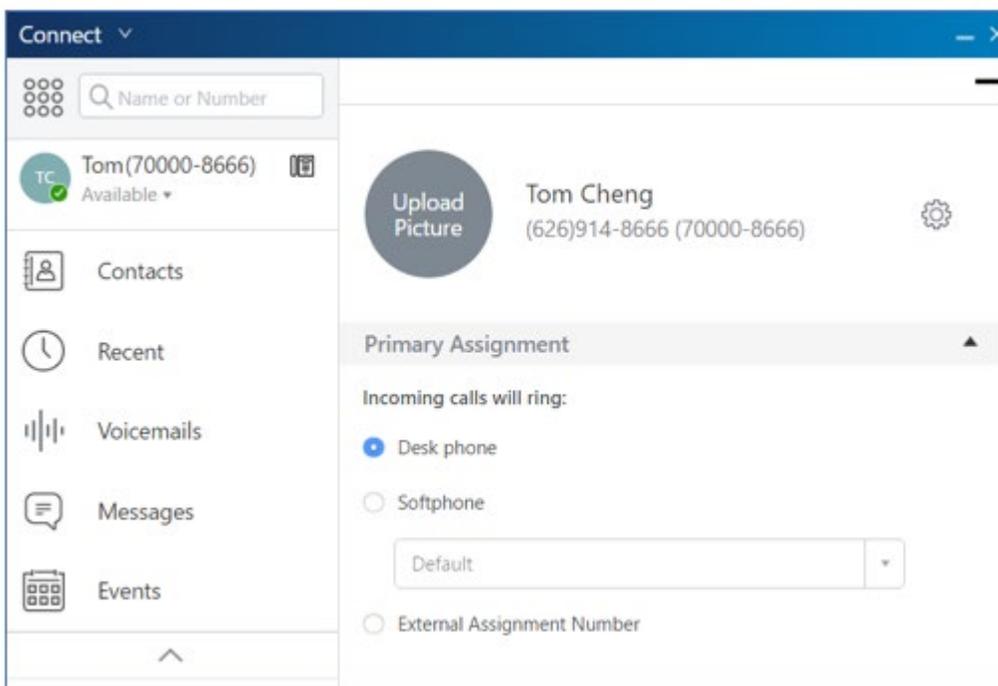
5. Check your email signature to make sure it is accurate

Verify that you have removed or updated any references on your email signature block indicating that the campus is closed due to the pandemic.

6. Check the networked drives, printer destination and documents folder on your PC

If you are a faculty or staff member with an office in the CI building, you are likely the recipient of a new desktop PC. Fifty-five faculty and staff computers were replaced in 2022. The profile and documents from your old computer have been transferred to your new computer. Log in to your computer and check to make sure your printing goes to your desired printer; your saved documents are available; and your networked drives are all mapped. If you have anything that needs to be corrected, please submit a Footprints request (available from the Citrus College Intranet) and a technician will assist you. We still have the hard drives from the original machines if anything needs to be restored.

7. Classroom - Test your Meeting Owl

If you are planning to use the Meeting Owl camera in your classroom to teach in a hybrid mode (or to allow remote participants to participate in your on-premises class), practice using the camera before your meeting starts. Follow these steps in your classroom:

- Start up and log in to the podium computer
- Power on the projector in the classroom
- Verify that the Meeting Owl is plugged in to power
- Launch a Zoom session from the podium computer
- Verify the camera and microphone are set to the Meeting Owl

[View this brief video to see a demonstration of the Meeting Owl in a Citrus College classroom.](#)

8. Problems logging in? Reset your email password

If you are having difficulties signing in to a computer on campus or in to one of our many systems (such as Canvas and WingSpan), you may need to reset your email password. All of our systems, including desktop login on campus, use the same user name and password as your email. Reset your password by going to Office 365 (https://my.citruscollege.edu/launch-task/all/office-365) and click the "Can't access your account?" link.
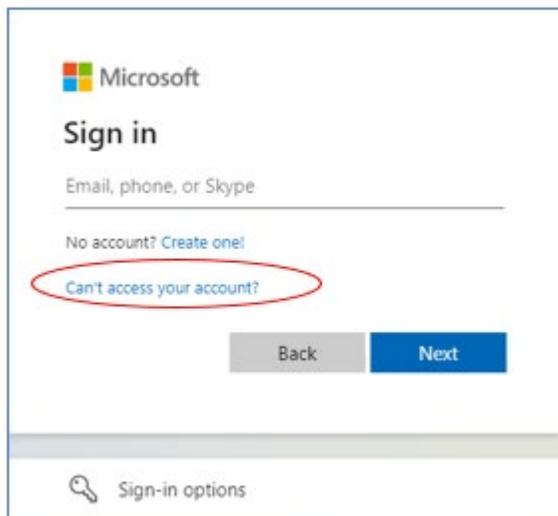
Best wishes for a successful Spring 2022!

Bob Hughes
Chief Information Services Officer