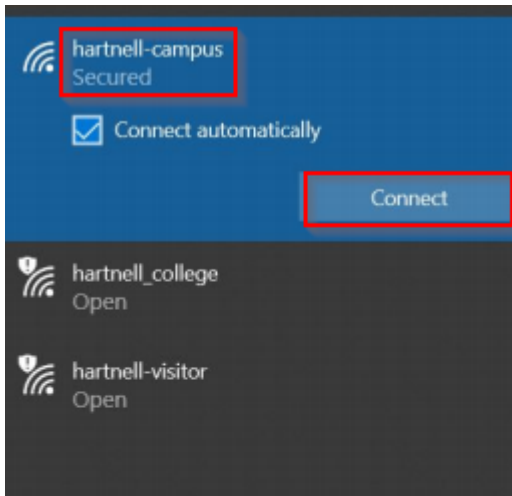




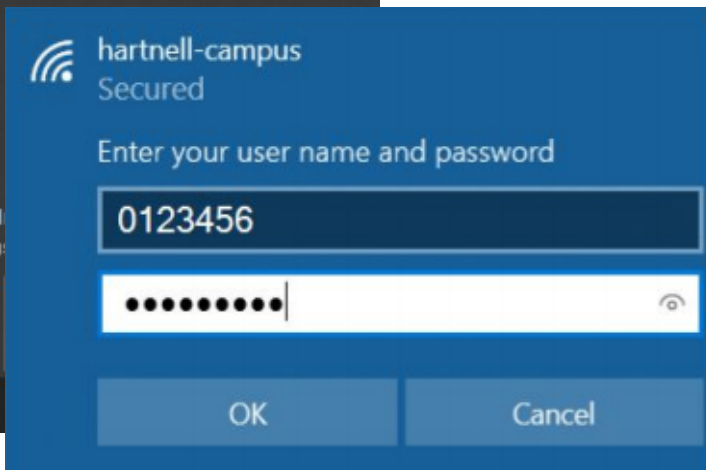
# Hartnell College IT Newsletter, Spring 2021

## New WiFi Access on all Campuses



At the beginning of the year ITR installed new Wi-Fi networks on the main campus in order to improve security and connection speed. All users will now be required to sign in to campus Wi-Fi using their **Hartnell ID** and **password**.

**Hartnell-campus** is the network for students, faculty and staff  
**Hartnell-visitor** is the network for campus guests



The outdated technology of the old network will eventually be removed, so please make the switch.

For detailed login instructions, please visit the

[Wi-Fi Access on Campus website](#)

## NEW! - Resources for Website Editors in OU Campus!

Visit [hartnell.edu/web](http://hartnell.edu/web) for the latest OU Campus user information including Tips and Tricks, the latest Campus Reports and Statistics and links to useful web design resources.

This month's Tip is Search Engine Optimization (SEO): Learn a SIMPLE and Important method to create correct and appropriate meta-data for your department's web page rankings in the NEW internal Google Search Engine results.

**Hartnell College Website**

HOME | HARTNELL COLLEGE WEBSITE

- OU Campus Training Guides and Videos
- General Accessibility Training
- Website Accessibility Support
- Request Accessible Media
- Website Error Report
- Website Access Request Form
- Search Engine Optimization (SEO)
- Website Statistics
- Online Services Committee

Who to Contact  
James Fitch

**HC Website Users Resources**

Here is where you might find additional information to help you succeed in creating and managing your online content.

- [OU Campus Training Guides and Videos](#)
- [NEW! - Checking your Webpage Analytics made easy!](#)
- [NEW! - Increase your web pages Search Engine Rank Results!](#)
- Coming Soon - Contact Info done right!!
- Coming Soon - Adding Email links done right!!
- Training Schedule - OU Campus Trainings are going to be held twice a month - dates TBD.
- Website Permissions - Please contact [jfitch@hartnell.edu](mailto:jfitch@hartnell.edu) if you need additional website directory access.

**Need Support?** 831.755.6789 IT Help Desk | [ithelp@hartnell.edu](mailto:ithelp@hartnell.edu) | [support.hartnell.edu/user](http://support.hartnell.edu/user)

**Growing Leaders Opportunity. Engagement. Achievement.** [Hartnell College ITR](#)



# Hartnell College IT Newsletter, Spring 2021

## Tech Tips

### Update/inquire about the status of a trouble ticket in iSupport:

Wondering about an update on your ticket? Want to check the status or send a message to technicians regarding an existing ticket? Follow the easy steps below:

1. Log on to iSupport [isupport.hartnell.edu/user](https://isupport.hartnell.edu/user)
  - a. Hint: credentials are the same as your computer login
2. Select the **My Open Incidents** icon
3. Open the ticket in question
4. Select **Update**
  - a. this will open a window, where you can write a message/question and this notification will go directly to the technician assigned to your ticket and will become part of your ticket history.

## Professional Development Center (PDC)

### Current Online PDC Courses

[View Course Descriptions & Register](#)

**Online Teaching 100: Foundations for Success** (12 hrs. flex):

Get an introduction to the Canvas LMS, our virtual classroom space, and learn how to be compliant with basic ACCJC and ADA standards.

**Online Teaching 101: Introduction to Teaching Online** (12 hrs. flex):

Learn how to plan, build, facilitate and improve an accessible online course using DE best practices.

**Online Teaching 102: Virtual Classroom Skills** (up to 6 flex credits):

In this course, you will gain specific technical skills that you can use in the online classroom. Take one or all of the modules! Includes basics (like importing courses) and advanced tools (like Canvas Studio) and more!

**PDT 101: Introduction to Tech Tools** (1-9 hrs. flex):

From Adobe to ConferZoom, learn about a new tech tool in each learning module. Take as many as you'd like!

### Upcoming Live\* Workshops

[View Course Descriptions & Register](#)


\*All live workshops are delivered via Zoom.

**Office/Open Lab Hours** (no flex):


Drop in hours for general troubleshooting, training & Colleague support. Hours vary weekly.

 View the [Drop-In Support Hours](#)


**ConferZoom Workshop** (1 hr.): Learn how to use the Zoom to lead live online lectures.

 3/3 (9-10am) & 3/30 (9am-10am)


**Creating Hartnell Webpages** (1 hr.): Learn how to create, edit, and maintain a Hartnell webpage.

 3/3 (2-3pm) & 4/1 (2-3pm)

**Canvas Quizzes** (1 hr.): Learn how to administer quizzes in Canvas and make accommodations for students.

 3/4 (9-10am) & 3/8 (10-11am) & 3/17 (2-3pm)

**Google Drive & Jamboard** (1 hr.): Get acquainted with Google Drive & use Google Jamboard to create collaborative, virtual pinboards.

 3/9 (3-4pm) & 4/15 (2-3pm)

**Need Support?** 831.755.6789 IT Help Desk | [ithelp@hartnell.edu](mailto:ithelp@hartnell.edu) | [isupport.hartnell.edu/user](https://isupport.hartnell.edu/user)

**Growing Leaders Opportunity. Engagement. Achievement.** [Hartnell College ITR](#)



# Hartnell College IT Newsletter, Spring 2021

For even more PDC courses and workshops, [view & register now!](#)

## PDC Learning Links

**SUBSCRIBE**

Want to get automatically notified about new training videos? Subscribe to the [PDC's YouTube channel!](#) You'll receive an email every time there's a new Tips & Tricks video in Canvas, Adobe, Google, Zoom, and more. You will also be able to like and share videos with your colleagues, here at Hartnell and beyond!

While most of the videos posted on that channel are for Hartnell College Staff and Faculty, there are even some student-facing videos. These videos can be embedded in your Canvas classroom (if you're a faculty member) to help your students, or emailed to students in your program (if you're a staff member) in order to help them succeed.

## Zoom Update

*ConferZoom*

Effective on **June 30th, 2021**, all Zoom cloud recordings created *prior* to August 15th, 2020 will be deleted. Typically, Zoom recordings stay in the cloud on the [ConferZoom portal](#) for up to one year, but we have run out of space system-wide! To back up your Zoom recordings, follow [this instructional video](#) to learn how to download your recordings, upload them to YouTube, and post them in Canvas.

## IT Project Updates

### Colleague UI 5.16

#### Upgrade in TEST

The Colleague user interface was upgraded from version 5.09 to version 5.16 in the Test environment.

Small performance upgrades have been noted. If you are a regular Colleague user please have a look and report any issues. The upgrade will be moved to Production at the end of March.

### SARS Anywhere

Counseling and ITR upgraded the College's counselor scheduling system (SARS GRID) to the new, web-based **SARS Anywhere** system in December. SARS is fully integrated with Zoom, supports sending email and text reminders, and provides Early Alert student support services. At the beginning of the spring semester, 14 departments were using Anywhere, and 10 departments provided student self-booking using eSARS. As of March 3, SARS has been used to book over 2,000 attended, online appointments.

### FlexIT

**FlexIT Reporting System** will replace COGNOS. The transition is planned in 2 phases:  
Phase 1: Reports currently available in COGNOS are recreated in FlexIT. If your COGNOS report is missing, kindly reach out to ITR.  
Phase 2: FlexIT training will be provided to individual functional areas.

*How to access FlexIT:*

1. Log in to virtual machine (users must access from the campus network)
2. URL: <https://flexit.hartnell.edu>

**Need Support?** 831.755.6789 IT Help Desk | [ithelp@hartnell.edu](mailto:ithelp@hartnell.edu) | [isupport.hartnell.edu/user](https://support.hartnell.edu/user)

**Growing Leaders Opportunity. Engagement. Achievement.** [Hartnell College ITR](#)



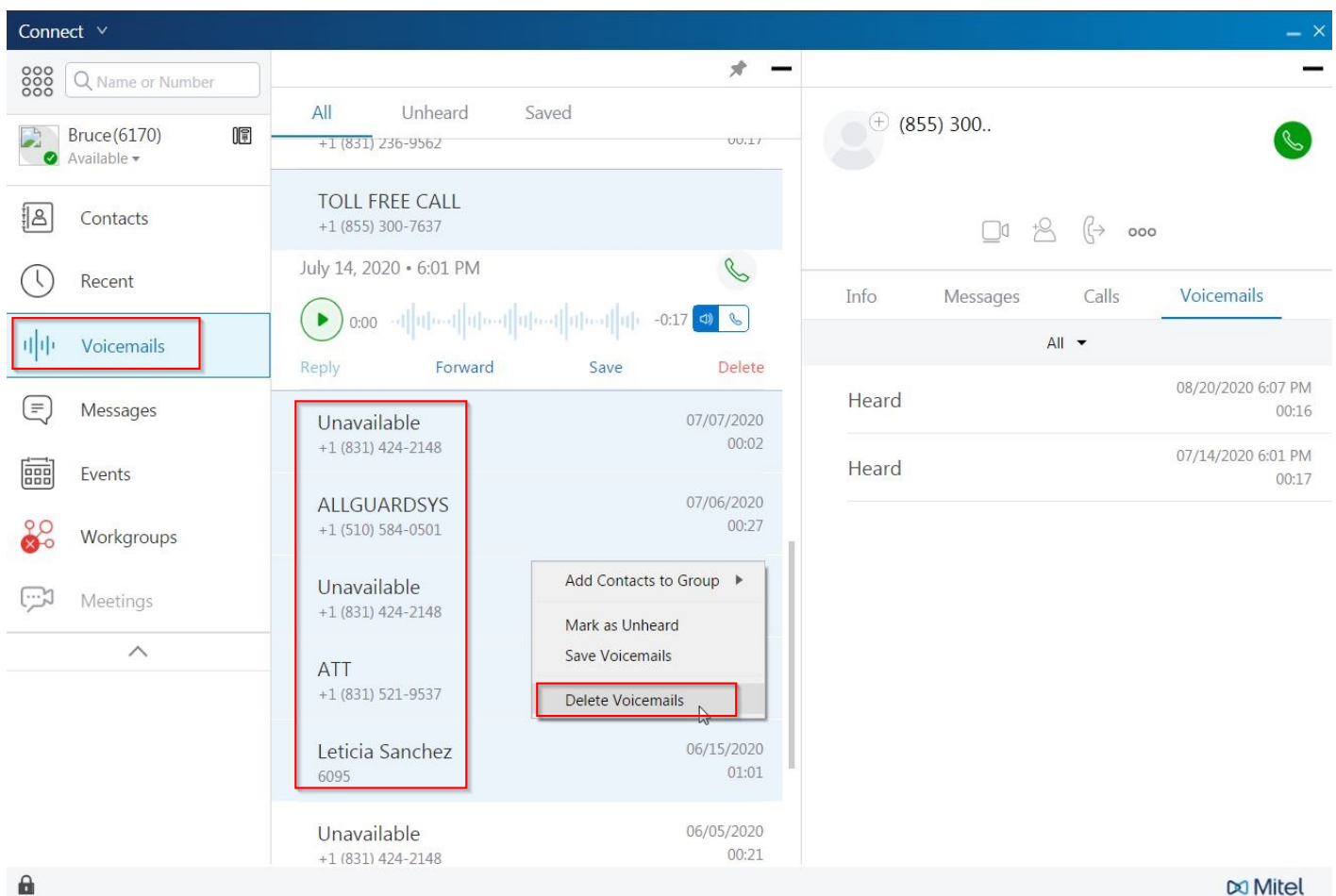
# Hartnell College IT Newsletter, Spring 2021

## How to Delete Multiple Voicemails in Mitel

1. Open the **Mitel App**.
2. Select **Voicemails**
3. If one voicemail is selected, the **Delete** option is available. This will remove only one voicemail.
4. To delete multiple, hold down the **Shift** key, and select the messages to delete.
5. Right click on the chosen items, and select **Delete Voicemails**.

After a message is deleted, the user can scroll down to see how many have been deleted. There is no way to see them or restore them however, so once they are deleted, **they are gone forever**.

By default, an email should be sent to the user for every voicemail received, including the recording. This allows for the user to save every voicemail locally if they wish. A single voicemail can also be forwarded to an individual's email using the **Forward** option when one voicemail is selected.



Screen shot of MiTel Voice Mail application with Delete Voicemails option highlighted.

**Need Support?** 831.755.6789 IT Help Desk | [ithelp@hartnell.edu](mailto:ithelp@hartnell.edu) | [support.hartnell.edu/user](https://support.hartnell.edu/user)

**Growing Leaders Opportunity. Engagement. Achievement.** [Hartnell College ITR](#)



# Hartnell College IT Newsletter, Spring 2021

---

## Faculty Corner

Faculty, we are aware that some students don't know they can access our virtual labs. Please share the following information with your students to let them know how to utilize our virtual labs.

### Instructions for Students to Connect to a Virtual Computer Lab

1. Using your browser, navigate to <https://viewconnect.hartnell.edu/portal/webclient/index.html>
2. Log in with your **Hartnell ID** number and **password**

The screenshot displays the VMware Horizon login page. At the top, there is a logo consisting of a green grid icon above a white cloud icon. Below this, the text "vmware Horizon" is displayed. The login form includes three input fields: a text field with the ID number "0873243", a password field with masked characters ".....", and a dropdown menu currently set to "HCAD". A prominent green "Login" button is centered below the fields, with a blue "Cancel" link underneath it. At the bottom of the page, there is a blue link that reads "Help with VMware Horizon".

3. Find the **room number** of the computer lab you usually work in

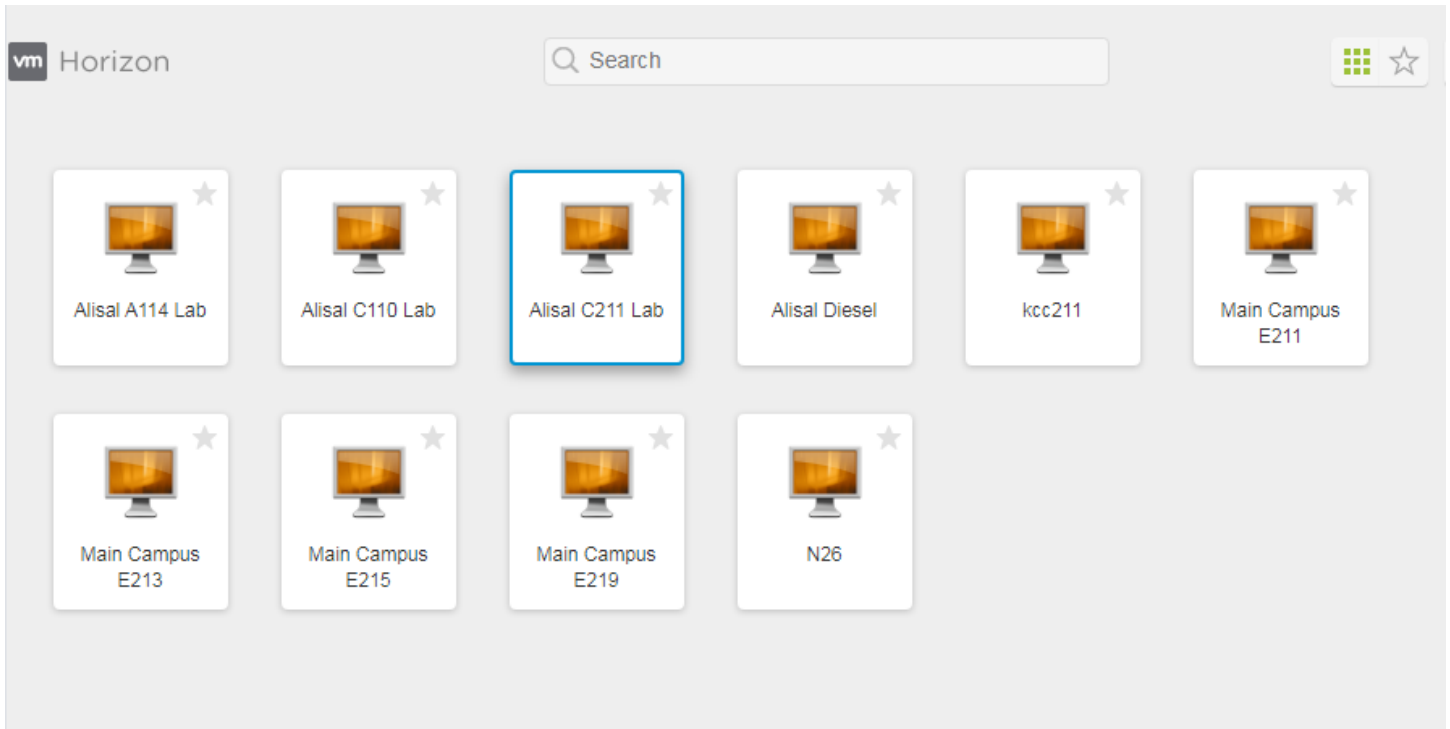
---

**Need Support?** 831.755.6789 IT Help Desk | [ithelp@hartnell.edu](mailto:ithelp@hartnell.edu) | [support.hartnell.edu/user](https://support.hartnell.edu/user)

**Growing Leaders** *Opportunity. Engagement. Achievement.* [Hartnell College ITR](#)



# Hartnell College IT Newsletter, Spring 2021



Double-click the icon for the **room** you usually work in to load the virtual desktop for that room. The first time you log into the virtual room from a new device, it takes extra time to create your desktop experience - up to two minutes, so please be patient. If you don't usually work in any of those labs, use the **Main Campus E211** lab.

Kindly note once the desktop is loaded, it will operate exactly as if you were in the physical lab, with a few exceptions:

- USB drives are not supported
- Sound may not work on your device

## Important Notes:

- Please be sure to log off (**Start** menu -> **Log off**) when you are finished, to free up a desktop for the next student.
- Please be aware that once you log out, everything saved to the virtual will be wiped out. Save your work to your Google Drive.

**Need Support?** 831.755.6789 IT Help Desk | [ithelp@hartnell.edu](mailto:ithelp@hartnell.edu) | [support.hartnell.edu/user](https://support.hartnell.edu/user)

**Growing Leaders Opportunity. Engagement. Achievement.** [Hartnell College ITR](#)