

The College of Liberal Arts' team of technicians (aka "CLA Tech") provides a wide range of technical service (support and purchasing for computers, software, printers and other peripherals) for all college employees and their state-issued equipment by drop-in, appointment, phone, and email.

College Techs: Jeff Yeackle, Jennifer Hodges, Scott Kraczek

Contact us:

805-756-1252

clatech@calpoly.edu

Building 47, Offices 22 E, F, and G

Hours: Monday-Friday 8-5, and often extended weekday hours as available.

College Website Coordination: Krista Smith

Administrative Coordination: Margie Valine (AAS)

Dean's Office Contact: Debra Valencia-Laver (Associate Dean)

Department Techs: Art: Matt Corippo, Graphic Communication: open, Journalism: Thomas Morales and Velanche Stewart, Music: Ben Reveley

General Cal Poly Technical Services

Some issues do not fall under our purview. As needed, CLA Tech may direct you to general campus support for university-wide systems, such as the following:

University IT Services (ITS): Password reset, Account locked, PolyLearn/Canvas issues, Guides

Hours: Service Desk: 8 a.m. - 5 p.m. M-F. PolyCard Services: 8:30 a.m. - 4 p.m.

Contact info: tech.calpoly.edu 805-756-7000, servicedesk@calpoly.edu, Support articles available at calpoly.atlassian.net

2019-2020 Moodle Learning Management System (PolyLearn):

Website: polylearnsupport.calpoly.edu email: polylearnsupport@calpoly.edu

Classroom Technologies: Classroom projector and other AV issues, equipment checkout

Hours: Classroom Support: 8 a.m. - 9 p.m. M-Th, 5 p.m. F tech.calpoly.edu/services/classroom-technology/
805-756-7198

2019-2020 CAL POLY TECHNOLOGY CHANGES

The university replaced some major systems and software contracts this year. Some software may require meeting with CLA Tech to complete installation.

Network Changes

- Wi-Fi: **eduroam** and CalPolyGuest will be the only wireless networks.
 - Login to **eduroam** with your [user]@calpoly.edu email address.
 - eduroam access is available at campuses around the world.
 - eduroam replaces Secure Mustang Wireless and other services as of September 8.
- VPN: Global Protect provides access to campus resources when off campus. (Figure 1).
 - VPN requires Duo 2-Step Verification configured under Personal Info in the portal.
 - VPN no longer accesses the full campus network. Contact CLA Tech if you can't reach a particular service.



Figure 1: New Global Protect VPN icon.



Software Changes



- New Antivirus Software: **Sophos Endpoint**
 - Symantec for campus and home will no longer work in October.
- **Adobe:** Adobe Creative Cloud allows licensing for 2 computers, including a home computer.
 - This includes Acrobat DC for editing PDFs, and other media creation tools like Photoshop.
- New computers are now encrypted and must be backed up — Microsoft **OneDrive** is the Cal Poly solution.
 - Cloud sync of Desktop and Documents is available.
 - You will need to manage your own backups of personal Photos and Music.
- Learning Management System: **Canvas** will be replacing PolyLearn in 2020.
 - <https://ctlit.calpoly.edu/WhyCanvas>
- Install Mac software through JAMF **Self Service**.



Figure 2: Left: Managed Software Center will only perform updates. Right: Install new Mac software packages from JAMF Self Service.

COMMON SOLUTIONS

Printing to a Department Copier

If your department allows for printing to a copier, it should automatically be installed on your Cal Poly computer. You will need to either:

- enter your PIN in the password field of “Account Track” settings
- or your department’s Username and PIN in “User Authentication”

otherwise the copier will delete your print job. CLA Tech provides a picture guide for entering your PIN on your computer. Contact us if you have further difficulty printing.

Campus Software

Cal Poly provides self-service software installation of common packages (Adobe products, Google Earth, etc.) through **Software Center** on Windows, and **Self Service** (NEW!) on Mac. For Mac users, Self Service will notify you about updates and may force your Mac to reboot if updates are not run within a week (can be awkward in a classroom setting — be sure to keep your computer up to date!).

Specialty software must be reviewed for security and accessibility before purchasing is approved; accessible software is required when students with disabilities might need to use a software package. If you wish to purchase software, please contact CLA Tech so we can send you a [survey about your specialty software use case](#) and get you started on the process.

IMPORTANT NOTE: Cal Poly cannot reimburse personal purchases, even with a receipt, nor buy technology for home use (though some software is licensed for a work and home copy). All software purchases must go through Cal Poly’s review process.

Annual Checkups and Renewal of Off-campus Use Forms for Laptops

On an annual basis, CLA Tech inventories and verifies all CLA computers are in working condition and getting updates. Laptops need to be inspected and have warranty work assessed during this time. For laptops and other portable devices, each user needs to fill out an off-campus use form each year:

http://cola.calpoly.edu/tech_forms.html

For International Travel, an office campus use form **MUST** be filled out again 1-2 months in advance. International forms are valid only during the travel period, and equipment must be re-inspected upon return.

Home Software

Some Cal Poly [software is available for free or at a reduced price](#) for use on personally owned computers.

- Adobe Creative Cloud can now be downloaded from [Adobe.com](#). Choose **Enterprise ID** and enter your Cal Poly email to log in through the portal.
- Microsoft Office for home can be downloaded from the Portal links to Email or **OneDrive** under the gear icon > **Your App Settings: Office 365 > Install Status**.
- Sophos antivirus is available from [home.sophos.com/employee.aspx](#).
- VPN software can be downloaded after configuring Duo 2 -Step Verification in the Portal under Personal Info. Download VPN software from and connect to [cpvpn.calpoly.edu](#).
- IBM SPSS and some titles are freely available to staff through the **Technical Service Request App** on the Portal. Choose the **New Software Request tab**. Make sure the software you selected may be installed on a “Personal Computer”.
- Other titles are available for purchase at: [calpoly.onthehub.com](#). Be sure to select “Faculty/Staff” at the top for the best pricing.

Don't Get Locked Out! - Annual Password Changes

With the proliferation of mobile devices, you might have Wi-Fi and email passwords stored on your phone, tablet, child's tablet, printer, etc. Changing your password while these devices repeatedly attempt to connect to campus could lock your account. We recommend turning off Wi-Fi and disabling email on all your devices before a password change, and then updating your password on all relevant devices.

Campus Wi-Fi access must be made with your own Cal Poly username; enabling Wi-Fi on someone else's device puts your account at risk of abuse or repeated lock outs.

Mac users will also need to sync their keychain after a password change. If your CLA Mac keeps asking for a password, call CLA Tech for help fixing your keychain. CLA Tech is rolling out NoMAD (No more Active Directory) on new encrypted Macs. Those of you on encrypted Mac computers will be able to sign in through the NoMAD menu, then enter your old password to update your computer login.

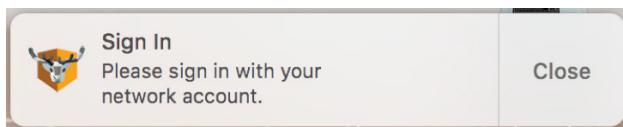


Figure 3: NoMAD login or password sync notification.

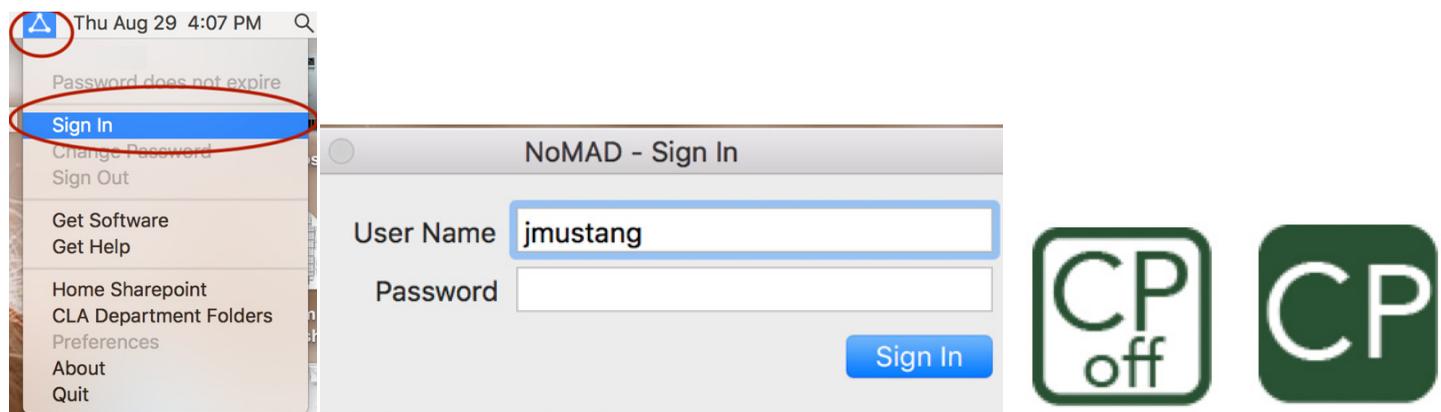


Figure 4: Mac with NoMAD. After changing your password on the portal, open the NoMAD triangle (CP menu on newest Macs) in the top right of the menu. Choose 'Sign In' and enter your new password. You will then be prompted for your old password to update access to your keychain.

Confidential Data

Department and confidential files should live on the appropriate file share on the designated college or campus server. These files are backed up regularly and have the appropriate security for [Level II or Level III data](#). Please contact CLA Tech if you are working with regulated Level I data.

Green Computing - Reduce, Reuse, Return

Technology has a short life span before it becomes eWaste – computers are often supported for only 5-7 years. If you aren't using your CLA equipment, please return it to your department or CLA Tech to maximize Cal Poly's fiscal and environmental investment in these resources. If your CLA computer isn't working, please let CLA Tech know ASAP so we can make sure it can be repaired or replaced to meet your academic needs.

CLA Tech can also send old Cal Poly electronics out for appropriate disposal. Proper disposal of data storage, i.e. hard drives, thumb drives, CDs and other devices, is always required under the assumption that they may contain confidential data.

Back Ups

Syncing your files to OneDrive can protect your data from hard drive failure, theft, or damage. Once you've enabled OneDrive syncing on your computer, you can move files into the OneDrive folder and they will automatically be synchronized on the cloud and available through OneDrive in the my.calpoly.edu portal. Synchronization of Desktop and Documents is now an option through OneDrive settings on Windows or JAMF Self Service on Mac.

CLA does not have an offline back up system for college computers at present (OneDrive may not protect you if you accidentally delete your files). Campus security requires encryption for computers and backup drives.

Be sure to occasionally verify that OneDrive is still signed in and running, especially after a password change:

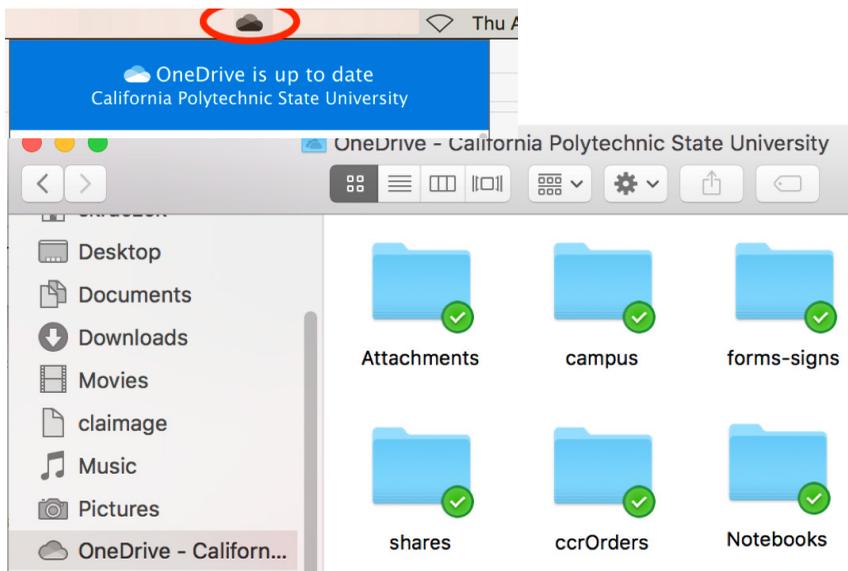


Figure 5: Synchronized files and their contents should have green checkmark badges while connected to OneDrive. You can edit the local files even when you are offline.

Phishing and Spam

Your email address is a target for malicious and commercial messages—fraudulent impersonation of Department Chairs and other university officials and the use of more official looking logos and web and email addresses have increased. **Please report these using the “Junk” and “Phishing”** buttons in web mail, or the **“Report Message”** button in desktop Outlook. Apple Mail users can forward phishing messages to abuse@calpoly.edu.

Log into the portal directly from your web browser in advance if you need to click a link in an email-- browsing directly to a source is safer than clicking an email link. You should be suspicious about any links that ask for a login after you've logged in directly at my.calpoly.edu . Forward an email to clatech@calpoly.edu if you are unsure about its authenticity or if it includes an irregular request such as a purchase or disabling access.

NINJIO Information Security Training videos are available on the [Cal Poly Learning Hub](#) under the Staff and Faculty Training tab on your portal page. Visit frequently for new security tips.

