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# BITS AND BYTES

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SEPTEMBER 2016 • CALL US AT **416.675.6622 X8888** • EMAIL US AT **SUPPORTCENTRE@HUMBER.CA**



## READY, SET, PRINT!

Starting this Fall, students will no longer need to visit the Bookstore to purchase print credits. Information Technology Services is offering an alternative to print vouchers.

Students are now able to purchase print credits online. In addition, any print credits purchased online will now be usable almost instantaneously in learning spaces.

"It is a huge step forward," said Ahmed Tahir, President of IGNITE, at a recent planning meeting. "Purchasing credits online is much more convenient for students."

Credits will be available for purchase at [myPrinting.humber.ca](http://myPrinting.humber.ca) from anywhere. Any amount of credits may be purchased. The site accepts PayPal, Credit Card, and Visa Debit.

At the same time, Information Technology Services is also lowering the cost of colour printing! Starting this Fall, a colour print will cost 20 credits instead of 75 credits.

Each student at Humber currently receives 2,500 print credits a semester. Last year, students produced 13 million impressions. Six percent of all printing was in colour.

Existing vouchers may continue to be redeemed at the Support Centre until the end of the year. Vouchers will no longer be sold in the Bookstore after the end of the Fall semester.

**For more information on Humber's new print credit solution, please contact Ryan Burton, Director of I.T. Planning & Client Services, at [Ryan.Burton@humber.ca](mailto:Ryan.Burton@humber.ca) or X5290.**



**WE ARE**

**BUILDING A BETTER TOMORROW**

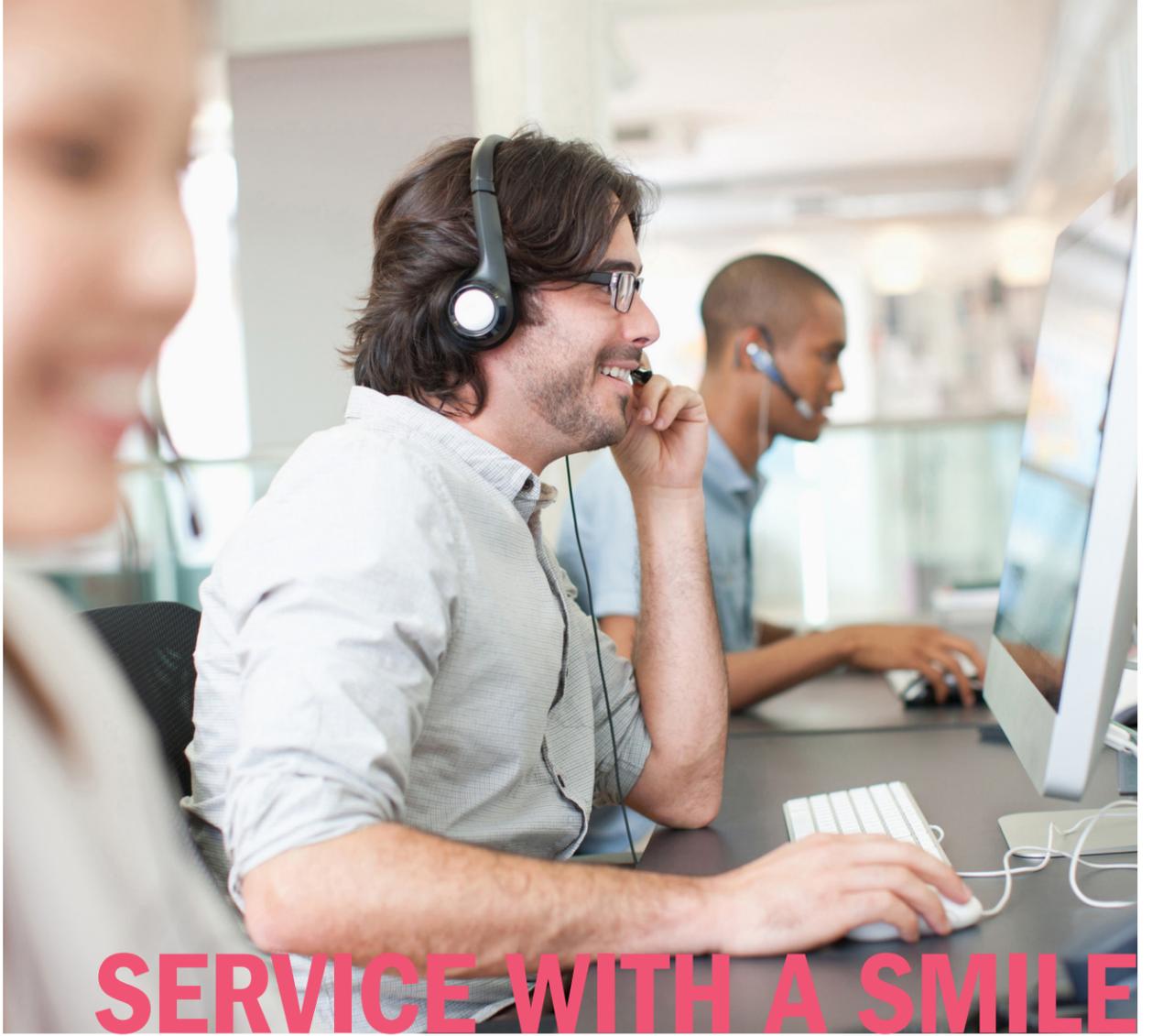
eLink-4 is here! **P.4**

# SYSTEM MAINTENANCE

Information Technology Services has three service outages scheduled for this upcoming academic year:

- NOVEMBER 12-13, 2016
- MARCH 11-12, 2017
- JUNE 24-25, 2017

ALL TECHNICAL Services (including some telephony services) will be unavailable from 8:00pm until 8:00am the next day.



## 2016 ADMINISTRATIVE DISTINGUISHED SERVICE AWARD RECIPIENT



**Tanya Goncalves**  
Manager, Technology Support

**Client satisfaction is very important to the Support Centre. Information Technology Services regularly surveys its clients and, based on student and employee feedback, implemented a number of Support Centre changes to further improve service delivery.**

First and foremost, capacity at the Support Centre has been increased. Earlier this summer, the Support Centre partnered with a third-party to complement its team. Students and employees now experience a significantly shorter wait time to speak to an Analyst.

As well, the Support Centre now offers Web chat as a new support channel. Chat is a real-time, web interface leveraging the Internet. The new channel allows the Support Centre to offer students and employees quicker and easier access to support services.

The hours of the Support Centre have also been expanded to 24 hours a day, 7 days a week, and 365 days a year for telephone, e-mail, and Web chat. The expanded hours better accommodate employees and

students working from home or during non-traditional hours.

**IMPORTANT:** Please note that the hours of operation for face-to-face support at the North (NX210), Lakeshore (A212), Orangeville, and Carrier Campuses remain unchanged.

And finally, Information Technology Services will also be introducing a new service management platform this Fall. The new platform enables workflow automation. It also offers powerful self-help and self-service features that are not available to Clients today.

With these four improvements, Clients can expect better responsiveness, greater availability, improved accessibility, and faster ticket turnaround at the Support Centre. **For more details, contact Ryan Burton, Director of I.T. Planning & Client Services, at X5290.**

Please note that the structure of the I.T. Planning & Client Services division within Information Technology has not changed. **Please continue to engage Lora Nasim, Manager of Client Services, at Lora.Nasim@humber.ca or X5261 to escalate tickets.**

# WE ARE CONNECTED



Information Technology Services is pleased to announce that it now offers guest wireless services to the Internet across all Humber campuses (North, Lakeshore, Carrier, and Orangeville). The new network, "Welcome to Humber", went live August 29th.

**Guest wireless allows visitors (varsity teams, conference attendees, prospective students, etc.) to access basic Internet service without a Humber username or password. Visitors simply need to connect to the network and accept Humber's existing Acceptable Use Policy.**

The new service is very similar to wireless services offered by retailers (Tim Hortons, McDonalds, Starbucks, etc.). Data passing over the new guest wireless services is not encrypted. Users must exercise caution when accessing Web sites that do not use encryption.

To protect campus visitors and the Humber network, access to some of the most malicious Internet-based services and sites is restricted on the guest wireless network. Note that the same restrictions are not in place on the myWi-Fi@Humber network.

**IMPORTANT: For increased security and fewer restrictions, students and employees should continue to use the myWi-Fi@Humber network for their wireless connectivity needs.**

As a reminder, Humber is also a member of eduroam, a secure, world-wide, WiFi roaming service that allows individuals at member institutions to use the wireless network at other member institutions. Local participants include Sheridan, York, and University of Toronto.

For more information on eduroam, please visit [eduroam.org](http://eduroam.org).

Support for both guest wireless and eduroam is available 24/7 through the I.T. Support Centre. Please call the Support Centre at 416.675.6622 X8888. Alternatively, you can also e-mail us at [SupportCentre@humber.ca](mailto:SupportCentre@humber.ca) or chat with us at [humber.ca/techtalk](http://humber.ca/techtalk).

**And finally, for more information on guest wireless or eduroam, please contact Steve Camacho, Director of Technology Services, at [Steve.Camacho@humber.ca](mailto:Steve.Camacho@humber.ca) or X4967.**

# WINDOWS 10 & OFFICE 2016

With the recent release of Microsoft's new operating system (Windows 10) and productivity suite (Office 2016), several people have been inquiring into Humber's plans.

To be clear, Information Technology Services has not yet adopted either software title. Software deployed on new computers and in learning spaces this Fall remains unchanged with Office 2013 and Windows 7.

Windows 10 is very different from previous versions of Windows. Information Technology Services is currently working to prepare Humber's infrastructure for future upgrades.

At the same time, upgrading to Office 2016 affects curriculum. After speaking to the Schools, Office 2016 has been deferred until at least next Fall to provide time to update curriculum.

The adoption of Windows 10 and Office 2016 is expected to be an ongoing agenda item for the Academic & Educational Technology Committee this academic year.

In the meantime, caution is advised when considering Windows 10 for home use. Consider backing up all data and checking for known compatibility issues before upgrading.

**For more information on Windows 10 and Office 2016, please contact Ryan Burton, Director of I.T. Planning & Client Services, at [Ryan.Burton@humber.ca](mailto:Ryan.Burton@humber.ca) or X5290.**



## HAVE YOU TRIED WebEx?

Have you tried WebEx, the powerful new Audio, Video, and Web Conferencing tool that launched with Humber's new Unified Communications solution?

WebEx includes powerful features like the ability to see those who are participating in a conference. You can take notes within the application. WebEx also allows you to record live sessions.

Unlike other collaboration tools, WebEx can also poll participants. There is a virtual whiteboard for illustrating points. You can also share your computer screen with participants.

People are using WebEx to save time travelling between campuses. It is also being used to host more productive and engaging meetings. And finally, WebEx is helping people cut costs.

"WebEx is wonderful", says Eileen DeCourcy, Associate Vice-president of Teaching and Learning, recently. "It has made collaborating with others so much easier."

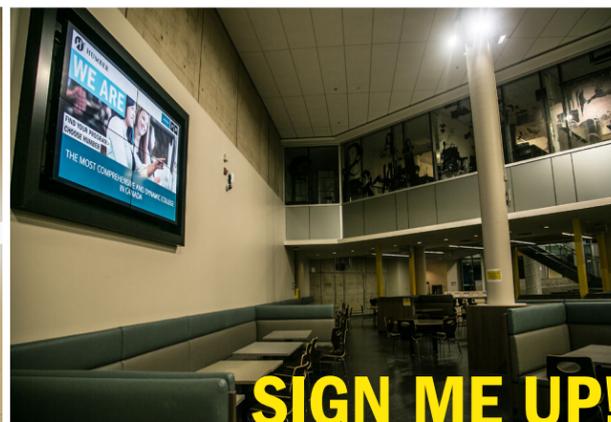
No special software is needed. To host a meeting, or to schedule a future meeting, go to [myMeeting.humber.ca](http://myMeeting.humber.ca) and log in using your Humber credentials. Setup is quick and easy.

You can host up to 100 participants in a single session. Anyone can participate in a meeting you are hosting. Note that participants do not need Humber credentials to attend a meeting.

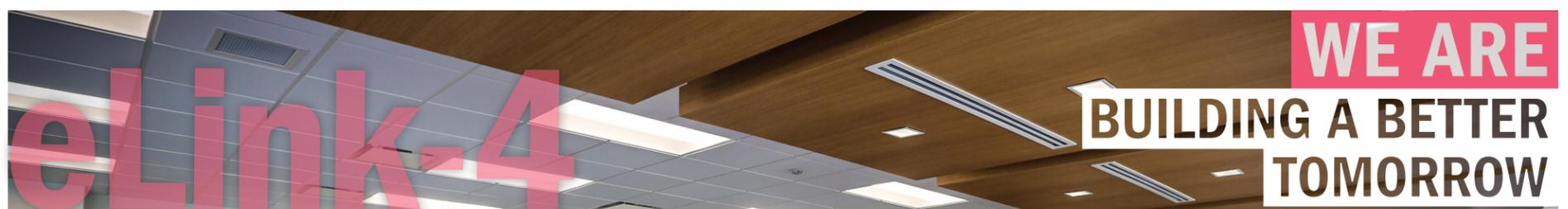
Finally, support for WebEx is available 24 hours a day, 7 days a week through the I.T. Support Centre. To speak to an Analyst, call 416.675.6622 X8888 at any time.

WebEx is a powerful tool. It is changing the way people at Humber communicate and collaborate. Are you still using a Bell conferencing line? Perhaps it is time for a change.

**For more information on Audio, Video, and Web Conferencing, please contact Ryan Burton, Director of I.T. Planning & Client Services, at [Ryan.Burton@humber.ca](mailto:Ryan.Burton@humber.ca) or X5290.**



Information Technology Services deployed its first 4K digital sign (pictured left) for the new School of Applied Technology entrance earlier this summer. The newly renovated Food Emporium also includes a new video wall and audio system (pictured above). New digital signs are also planned for the Welcome Centre, Interpretive Centre at Lakeshore Campus, and for Applied Research & Innovation at North Campus.



Information Technology Services and IGNITE are pleased to announce the opening of eLink-4, a new Open Access Learning Space at North Campus to support student learning.

**eLink-4 is the fourth Open Access space to be built at North Campus. Located in D-wing, the new facility spans 3,295 square feet and can accommodate up to 93 students.**

A key feature of the new facility is its mix of work spaces. Students can work alone in the space or as part of a group. Groups as large as 12 students can be accommodated.

For those wanting to work alone, there are 18 semi-private carrels. Each carrel has a computer. There is also seating for individuals with laptops complete with electrical outlets.

Group work is facilitated by three technology-enhanced pods. There are also four meeting spaces for group discussions. Each of the seven collaboration areas can accommodate four to six people.

There is also a fireplace for informal gatherings. There is a walk station for exercising while studying. And there are also two, semi-private lounges for small group discussions.

"The space is absolutely amazing!" said Ahmed Tahir, President of IGNITE, upon seeing the finished space for the first time. "It is exactly what this campus needs."

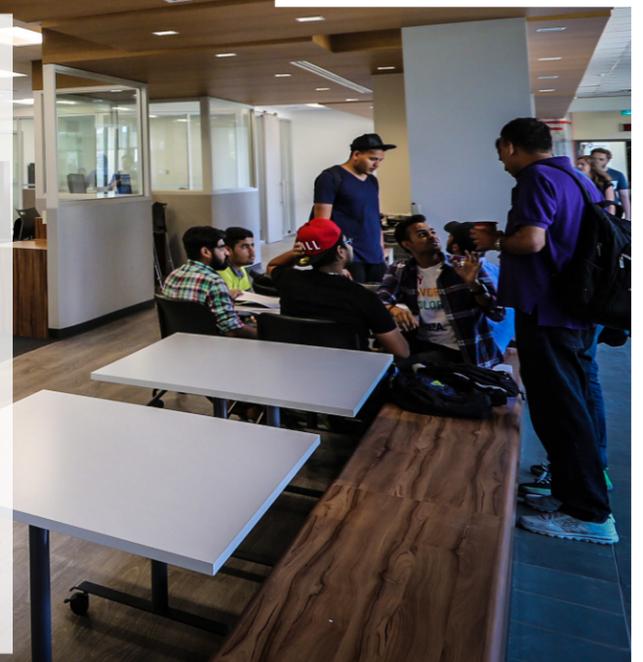
eLink-4 is open 24 hours a day, 7 days a week. It includes a multifunction device for copying and printing. And, like other eLink spaces, there is significant WiFi coverage.

Other notable eLink-4 features include warm and inviting finishes, comfortable seating options, an abundance of natural light, barrier-free furnishings, and a clean, modern look.

Despite the opening of the Learning Resource Commons last year, Open Access spaces at North remain quite busy. eLink-4 will be a welcome surprise for many students this Fall.

Information Technology Services and IGNITE would like to acknowledge Rosa Ongpin in Capital Development & Facilities Management for her efforts. You built us an excellent space, Rosa. Thank you!

**For more information on Open Access Learning Spaces at Humber, please contact Ryan Burton, Director of I.T. Planning & Client Services, at [Ryan.Burton@humber.ca](mailto:Ryan.Burton@humber.ca) or X5290.**





**WE ARE OPEN 24/7!**

The hours of the Support Centre have been expanded to 24 hours a day, 7 days a week, and 365 days a year for telephone, e-mail, and Web chat (face-to-face support hours remain unchanged).

**WE NOW OFFER WEB CHAT**

Please visit: [humber.ca/techtalk](http://humber.ca/techtalk) to chat with a friendly and knowledgeable Analyst.

**PHISHING E-MAILS DON'T TAKE THE BAIT**



Information Technology Services would like to remind all students and employees to challenge any unsolicited e-mail that requests personal or confidential information.

Phishing is the act of baiting someone into surrendering information (passwords, banking information, personal details, etc.) and is a tactic criminals use to steal identities.

Although there are tools in place at Humber to block phishing attacks, it is still possible for zero-day attacks to slip through. Vigilance is the best weapon against identity theft.

**Remember, any e-mail message that includes an offer too good to be true, demands an immediate response, or makes unrealistic threats is likely an attack and should be deleted.**

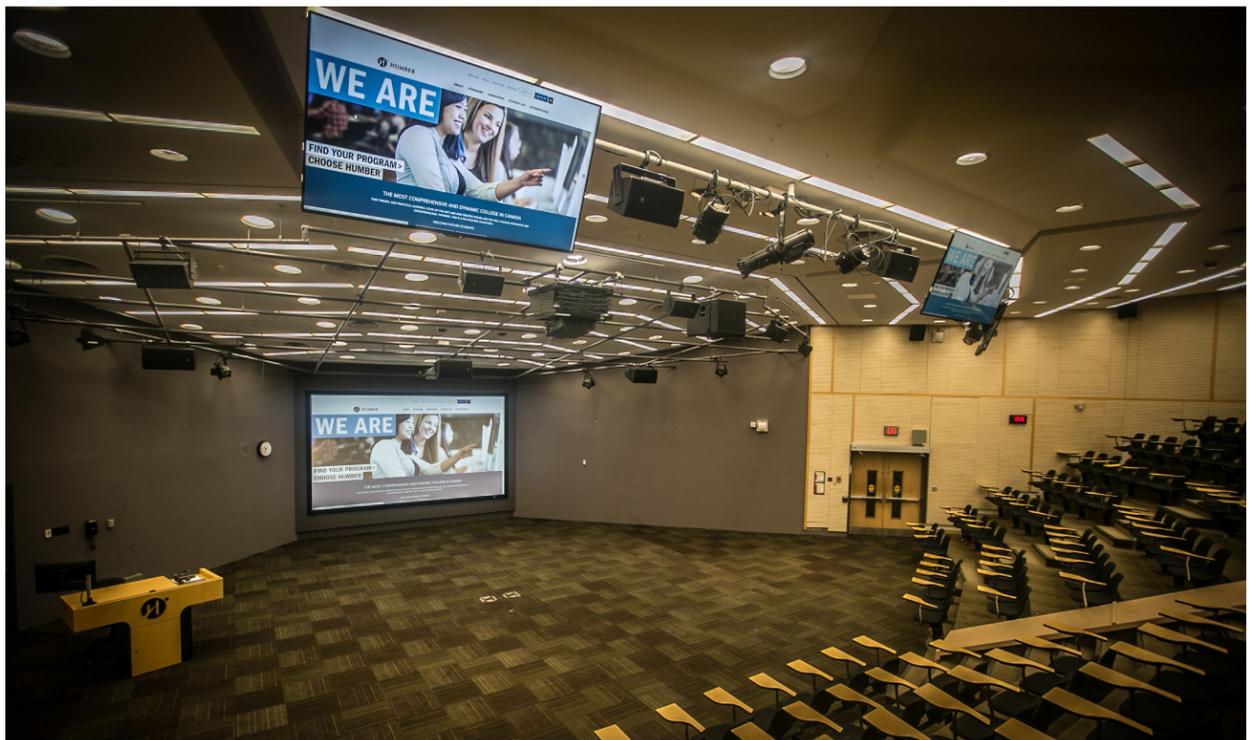
Similarly, any unsolicited e-mail that includes a link to a Web form, especially a Web form hosted at an unfamiliar Web address, is likely an attack and should be deleted.

And finally, any unexpected e-mail that is improperly branded, includes an abundance of grammar errors, or employs unfamiliar terms is likely an attack and should be deleted.

If at any time you believe you might be a victim of a phishing attack, quickly change all your passwords and contact Information Technology Services for further assistance.

Phishing attacks can be enticing. Do not take the bait. Trust your gut, and know that it is almost always better to error on the side of caution. If you suspect deceit, hit delete.

**For more information on phishing and identity theft in general, please contact Ryan Burton, Director of I.T. Planning & Client Services, at [Ryan.Burton@humber.ca](mailto:Ryan.Burton@humber.ca) or X5290.**



**LECTURE THEATRE RECEIVES UPGRADES**

Instructors and students are in for a big surprise this Fall. Over the summer, the Lecture Theatre at North Campus underwent a significant technology refresh.

"I am very proud of the changes," says Nuccitelli, the lead for the project. "Key highlights include a new projector, an improved sound system, and ceiling-mounted support displays."

It should be noted that the new data projector is unlike any other projector at Humber. There is no bulb! The new projector uses laser technology for a significantly brighter and sharper image.

"We completely redesigned the sound system. We replaced the amplifier and installed new speakers," says Nuccitelli. "The room now has surround sound capabilities."

The room now also has four ceiling-mounted displays for an unobstructed view of content. Each display is 70 inches and has high-definition capabilities.

"The ceiling-mounted support displays are a great addition to the space. People sitting in the back can now see what is being displayed at the front of the room."

Nuccitelli also took the opportunity to swap out the room's touch panel. The new panel is brighter and more responsive. It also features a sleeker, more intuitive interface.

"I think people are really going to like what we have done with the space," says Nuccitelli. "It is like nothing we have done before, and I look forward to hearing what people think."

**For more information on the Lecture Theatre refresh, please contact Tony Nuccitelli, Audio/Visual Systems Integrator, at [Tony.Nuccitelli@humber.ca](mailto:Tony.Nuccitelli@humber.ca) or X4646.**

**WORK-AT-HOME SOFTWARE PRIVILEGES**

Select software from Microsoft is available for students to download **at no cost!** Titles include Windows (Upgrade), Office Professional, and Office for Mac.

[humber.ca/software](http://humber.ca/software)



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Service is available to Students and Employees



**After you enroll, you will be able to:**

- Unlock your account
- Reset your own password
- Change your password online
- Receive password expiry alerts