A MESSAGE FROM THE CIO

Hello Students and Staff and welcome to the 2025-2026 school year at St. Clair College. This year promises to be one full of excitement and new experiences!

Please keep in mind that the I.T. Services department is doing their very best to make sure your user experience in the labs and classrooms is a good one. We strive to have little or no disruption. We are also looking out for your digital safety and security while on campus.

The purpose of the IT Insights Newsletter is to keep you informed on the types of service improvements we are making for you but also to pass along some helpful information to make your experience that much better. We hope you enjoy the content we provide on a monthly basis and look forward to your feedback.

Thank You,
Amar Singh
CIO, St. Clair College

SERVICE UPDATES

AlertAware - You will be receiving an email invitation with instructions on how

to download and install the AlertAware App. This app facilitates emergency notifications via text, email and phone.

OneCard - You now have 3 options when it comes to your Staff and Student OneCard. Your first option is a physical SmartCard with your photoID and information on it. This SmartCard allows you to tap-to-print and swipe into doors. The second option is a physical SmartCard PLUS a DigitalID on your phone, using the TouchNet360u app. Staff and students who use an iPhone are now able to enjoy the same services accessed using a physical OneCard – with just the tap of a phone. Using the TouchNet360u App, users can take their OneCard digital by adding it to the Apple Wallet. Once downloaded, the OneCard in Apple Wallet will be available for existing door access and printing anywhere the OneCard is accepted. Downloading the app and adding the card to your Apple Wallet is easy, with step-by-step instructions available online at https://www.stclaircollege.ca/onecard/mobile.

FrontDesk - Please continue to use the FrontDesk System and Kiosks to book appointments to meet with the Registrar's Office, OneCard, I.T. HelpDesk, International Office, Parking and Financial Aid Staff.

HelpDesk - We've introduced Generic Request in ServiceNow to help with certain types of tickets, but remember to use the right type of ticket for your situation. If something is broken/not working it is an Incident. If you require something like access/hardware or software it is a Request. Blackboard merges and organization creations are also submitted as a Request.

Also remember to provide as much detail as possible, including where the problem occurred (ie. computer name) and any error messages that were encountered.

You can find the Self Service ticket submission site here.

For additional information on contacting the IT Helpdesk, see the document here.

MONTHLY FEATURES

Welcome New Students! Please check out the Orientation Document. It has important information on accessing SIS, printing and how to contact the IT Services Helpdesk.

THE CYBERSECURITY CORNER

Welcome Back! Essential Cybersecurity Tips for the New School Year

As we kick off a new school year, it's a great time to refresh our cybersecurity habits. Whether you're a returning student or staff member, keeping your digital information safe is crucial. Here are some basic security practices to help you stay cyber secure and protect yourself throughout the year:

1. Refresh Your Passwords: Start the year with strong, updated passwords. We recommend that you use passphrases, as they are longer and easier to remember than a password made up of random, mixed characters. A passphrase is a memorized phrase consisting of a sequence of mixed words with or without spaces. Your passphrase should be at least 4 words and 15 characters in length. If you haven't changed your passwords in a while, now is a good time to do so.
2. Enable Two-Factor Authentication (2FA): Activate two-factor authentication wherever possible. This adds an extra layer of security by requiring a second form of verification—like a code sent to your phone—beyond just your password. It's an easy step that significantly boosts your account's protection.
3. Be Cautious with Emails and Links: Watch out for phishing scams. Be skeptical of emails or messages asking for personal information or containing unexpected links or attachments. Verify the sender's identity before clicking on anything. When in doubt, contact the sender through a trusted method (ex: phone call) to confirm their request.
4. Lock Your Devices: Always password-protect your devices, including computers, tablets, and smartphones. This simple step helps prevent unauthorized access if your device is lost or stolen.
5. Report Security Concerns: If you notice anything suspicious or believe your account might be compromised, report it immediately to the IT department. Early reporting can help address issues before they escalate.
6. Stay Informed: Cybersecurity is constantly evolving. Stay updated on the latest security practices and potential threats by reading relevant updates from your institution's IT department and cybersecurity resources.

By incorporating these basic practices into your daily routine, you can help ensure a secure and smooth year ahead. Here's to a successful and safe school year for everyone!

GRIFF'S PRO TIP OF THE MONTH

Ever try to remember something you've read, or a tip that you saw in a previous IT Insights Newsletter? All of our past issues are available online through the St. Clair College web site!

You can navigate through the STUDENT SERVICES > I.T. Services > IT Insights Newsletter menu, or you can click on the direct link **here**.

THIS MONTH'S CONTEST

"ERIS VBOAE HET ONARIDYR"

Can you unscramble the phrase?
Use this online form to submit your answer. Three (3) winners will be chosen at random.

See contest rules.

SELF SERVICE

Need assistance? We're here to help! Simply click the links to Open an IT Support Ticket or Book an Appointment with Front Desk.

HOURS OF OPERATION:

IT HELPDESK (x2500)

Mon-Thu: 8am to 8pm
Fri: 8am to 7:30pm

IT AUDIO/VIDEO

Mon-Thu: 8am to 8pm
Fri: 8am to 7:30pm

IT CLIENT SERVICES

Mon-Thu: 8am to 10pm
Fri: 8am to 6pm
September - May

Mon-Fri: 8am to 5pm
May - September

Something you'd like to see in future issues?
Drop Us a Line