



2026 Q1 - January • Issue 24

SERVICE UPDATES

After a long hiatus, the Newsletter Team is back at it, providing Students and Staff with some *Insights* to the I.T. Services world at St. Clair College. We are changing our distribution, so keep your eyes out for the next Quarterly issue.

- **Changes to the SPAM and Phishing Reporting Procedure.** Please check your email for the latest from St. Clair College Communications regarding the changes. [Important information can be found here](#).
- **Passwords.** When the Helpdesk or I.T. Services provide you with a new temporary password, you will need to go to the My StClair Portal first to set your new password. You will have to access it using a personal computer or mobile device, not one of the college lab computers; you will not be able to login using the temporary password. This applies to both Students and Staff.
- **Why We're Using App Protection Policies on Microsoft 365**
We've added extra security to Microsoft 365 apps—like **Outlook and email**—to keep college data safe. These **App Protection Policies** help protect information even when you use personal devices.
 - **What This Means for You:**
 - You can still access Outlook and other Microsoft 365 apps on your own devices.
 - Some actions, like **copying email content to other apps** or **saving attachments outside college systems**, may be restricted.
 - Always sign in with your college account for full access and security.
 - Thank you for helping us keep our data secure!
- **We are currently working on 2025 T2202's** - they will be released before February 28th, 2026 - the link in SIS has been disabled until they are

released. If you need immediate assistance for a **PRIOR** year, please contact the Registrar's office at info@stclaircollege.ca.

- **Through SIS:** *Main Menu > Self Service > Campus Finances > T2202 Tuition Tax Receipt*
- Forms cannot be emailed, should you not have access to SIS and need a form, you can call the Registrar's Office and require one be mailed to you (519-972-2759) or pick one up from the Registrar's Office in person with a photo ID.
- Find more [information and instructions](#).



MONTHLY FEATURES

Welcome to our new students starting this winter. Please see the [Student Orientation Document](#) for some helpful hints and tips.



THE CYBERSECURITY CORNER

PROTECT YOURSELF FROM SMS SCAMS: WHAT EVERYONE SHOULD KNOW

SMS scams—often called “smishing” (SMS + phishing)—have become one of the most common ways criminals try to trick everyday people. Because text messages feel personal and urgent, scammers use them to pressure you into clicking links, sharing personal information, or sending money. The good news: once you know the signs, these scams are much easier to spot.

How SMS Scams Work

A scammer sends you a text that looks like it's from a trusted organization—your bank, a delivery service, a government agency, or even a friend. Their goal is to make you act quickly without thinking. A typical scam message might say:

- “Your package is on hold. Update your address here.”
- “Unusual activity detected on your bank account.”
- “You’re owed a tax refund. Claim now.”

- “Click to view your voicemail.”

These messages often include a link leading to a fake website that steals your login details, credit card number, or other sensitive information.

Common Red Flags

Watch out for:

- **Unexpected messages**, especially about accounts or services you weren't using.
- **Spelling mistakes or odd phrasing**—a sign the message may be automated or from overseas.
- **Links that look strange** or don't match the company's usual website.
- **Urgent or threatening language** meant to make you panic.
- **Sender numbers that don't look official**, though scammers can sometimes spoof real ones.

What to Do If You Get a Suspicious Text

- **Don't click anything.** Even opening the link can expose you to risk.
- **Don't reply**, not even with “STOP”—it confirms your number is active.
- **Verify independently.** If it claims to be your bank, call the number on the back of your card—not the one in the text.
- **Delete the message** after verifying.

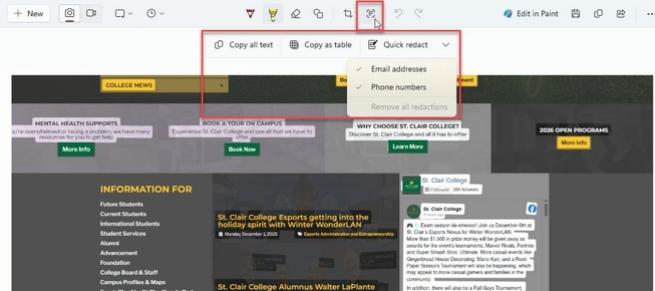
Scammers rely on urgency, surprise, and our tendency to trust text messages. By pausing before you act and recognizing the warning signs, you can protect your accounts, your money, and your peace of mind.



GRIFF'S PRO TIP OF THE MONTH

OCR in Windows Snipping Tool

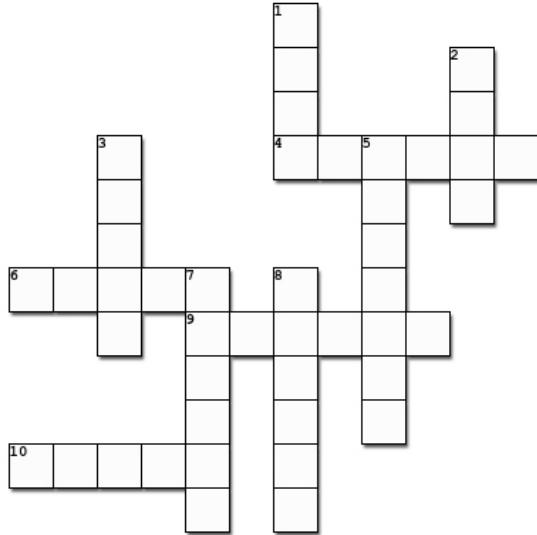
The Windows Snipping Tool has OCR (Optical Character Recognition) built-in. When you take a snip of something with text, you can now work with the text inside the snip, even if it's a snip of a picture. You can copy the text out to the clipboard to paste into another application, copy it as a table and even do some redaction to hide email addresses and phone numbers.



THIS MONTH'S CONTEST

Tis the Season

Complete the crossword puzzle below



Across

- 4. the coldest season of the year
- 6. footwear to keep you warm when its cold and snowy
- 9. winter sport played with sticks and pucks
- 10. a Canadian winter hat

Down

- 1. what falls from the sky during the winter
- 2. you ride this down a snowy hill
- 3. hot sweet drink with marshmallows
- 5. January 1st celebration
- 7. hand tool used to clear snow from sidewalks
- 8. frozen water hanging down from a roof

Use this [online form](#) to submit your answer. Three (3) winners will be chosen at random.

[See contest rules.](#)

SEPTEMBER'S CONTEST WINNERS

Congratulations to our 3 WINNERS from September's contest!

They knew the answer was **RISE ABOVE THE ORDINARY**

Kat Nagel Koeller

Foluso Ojo

Ayla Kalayci

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](#).



Something you'd like to see in future issues?

[Drop Us a Line](#)

I agree to receive electronic messages from St. Clair College containing information and offers with respect to activities and services that may be of interest to me. I may withdraw this consent at any time by [unsubscribing](#).