

SERVICE UPDATES

St. Clair One Account Security Update Unified Authentication Policy

To enhance overall account protection and simplify how you manage your security methods, IT Services has migrated the Multi-Factor Authentication policy and Self-Service Password Reset policy to a new unified Authentication Methods policy.

What Does This Mean for You?

- No action is required from users.
- After the migration, your existing authentication methods (such as the Microsoft Authenticator app, phone number, or alternate email) will automatically carry over. Continue using them as you do today.

Benefits:

- A more streamlined and secure experience for managing sign-in methods and performing password resets.

Helpful Links:

- [St. Clair College Setting up Multifactor Authenticaiton](#)
- [St. Clair College Self Service Password Reset](#)

For any questions or assistance, please contact the IT Help Desk.

New sign-in experience

St. Clair College is adopting a new authentication platform to enhance the sign-in experience and better protect against evolving cybersecurity threats. As part of this update, you'll notice a refreshed look and feel when signing in to services such as mySt.Clair, email, OneDrive, and other connected applications.



Why We're Making This Change

This update brings several important benefits:

- **Improved Security:** Enhanced, modern security protections will help keep your account and data safer.
- **Better Reliability:** Signing in will be more consistent and resilient, reducing disruption from system outages or maintenance.
- **Modern Experience:** This updated sing-in page aligns with current design and accessibility standards.



MONTHLY FEATURES

New Student Orientation

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

Frequently Asked Questions

Do you have questions related to connecting to Wifi, resetting your password, requesting a name change, or would like information on Service Updates, you can find answers to these and many others on the [FAQ page](#).

Blackboard Ultra is HERE!

Blackboard Ultra is rolling out for the Spring 2026 semester. Its a significant update that will secure the use of the Blackboard platform into the near future. Please see the below links for a deeper dive.

- Watch an [introductory video to Blackboard Ultra](#).
- Watch a [Blackboard Ultra Quick Start Guide](#).
- Watch a brief comparison video of [Blackboard Original and Ultra interfaces](#).

Staff - Additional **Quick Guides** [can be found here](#). Please continue to contact BBHelp@stclaircollege.ca for additional assistance with changes in Ultra. You are also encouraged to refer to the email sent by the CAE on March 27 for additional tips and guidance.

Some Changes to Adobe Products

Students now have access to **Adobe Express**, which provides browser-based versions of some of the products typically found in Creative Cloud. This includes lightweight versions of **Acrobat, Lightroom and Photoshop**. Its is completely web-based, so there is nothing to install. You are able to access these apps from your home computer, which is new for this version. You can get to your Express interface at [this link](#), and login using your W#@myscc.ca username and regular password. You are also provided with 250cr/month for Firefly - Adobe's generative AI engine.

PT and FT staff will have access to Adobe Studio which also provides you with a few additional functions.

The suite of Adobe products **will not change in the computer labs.*



THE CYBERSECURITY CORNER

Beware of “Password Verification” Email Scams

Cybercriminals frequently use phishing emails that urge you to “verify your password” or “confirm your account” to avoid suspension. These messages are designed to create urgency and trick you into revealing your login credentials.

How the Scam Works

You may receive an email that appears to come from a trusted source—such as IT support, a bank, or a well-known service. The message often includes:

- A warning that your account will be locked or disabled
- A link prompting you to “verify” or “reset” your password
- Branding or logos that look legitimate

Once you click the link, you’re taken to a fake website that closely mimics a real login page. If you enter your credentials, they are immediately captured by attackers.

Red Flags to Watch For

- Unexpected requests to verify or reset your password
- Generic greetings (e.g., “Dear User”)
- Suspicious or misspelled email addresses
- Links that don’t match the official website Urgent or threatening language

How to Stay Safe

- Never click links in unsolicited emails asking for your password
- Verify the request directly: If you're unsure, contact the sender using a known and trusted method (e.g., company directory, official website, or phone number)
- Check the URL carefully before entering any credentials
- Report suspicious emails to IT Services
- Enable multi-factor authentication (MFA) whenever possible

When in Doubt, Don't Act

If something feels off, trust your instincts. It's always safer to pause and verify than to risk exposing your credentials.



GRIFF'S PRO TIP OF THE MONTH

How To Enable Clipboard History

Enabling Clipboard history allows you to access your clipboard across multiple devices, clear your history and access the history using the Windows key + V.

In Windows 11, go to the **Settings** app, then find the **Clipboard** section. Enable the toggle for Clipboard History. From here, you can also enable History Across Your Devices for automatic synchronization if you log into your MS account on several devices.



THIS MONTH'S CONTEST



Can you find all of the hidden Griffins in the Spring time scene?

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

[See contest rules.](#)

JANUARY'S CONTEST WINNERS

Congratulations to our 3 WINNERS from January's contest!

They figured out all the clues to the crossword!

<u>Across</u>	<u>Down</u>	
4. Winter	1. Snow	7. Shovel
6. Boots	2. Sled	8. Icicle
9. Hockey	3. Cocoa	
10. Toque	5. New Year	

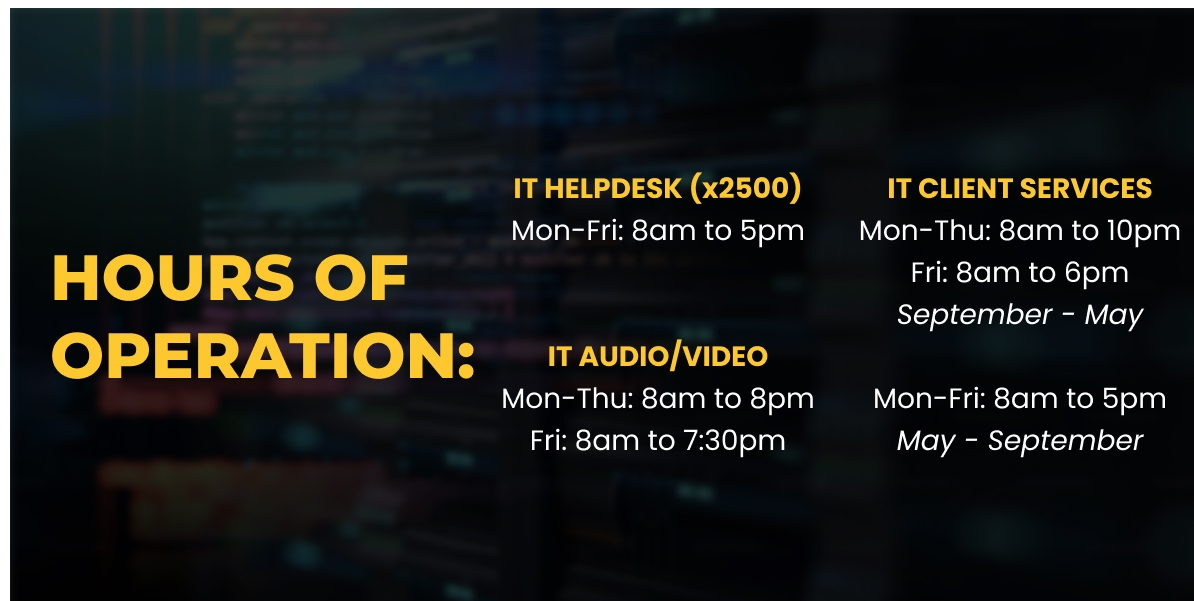
Katrina Tomanelli

Eric Dyck

Melissa Sprague

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-Fri: 8am to 5pm	IT CLIENT SERVICES Mon-Thu: 8am to 10pm Fri: 8am to 6pm <i>September - May</i>
IT AUDIO/VIDEO Mon-Thu: 8am to 8pm Fri: 8am to 7:30pm	Mon-Fri: 8am to 5pm <i>May - September</i>

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](#).