HARTNELL COLLEGE

>>> INFORMATION TECHNOLOGY RESOURCES <<<
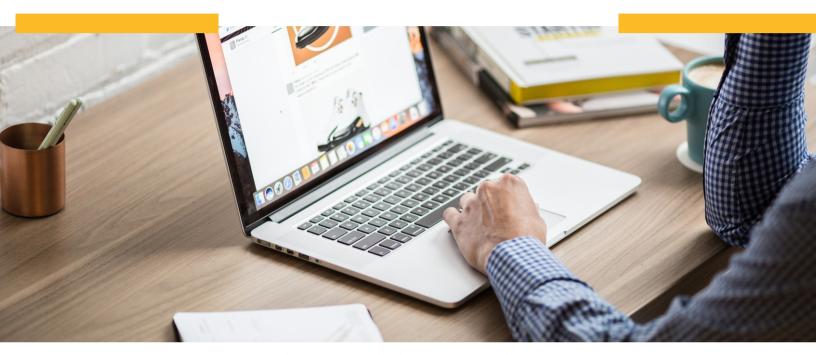
THE PANTHER BYTE

TOP NEWS OF THE MONTH

A NOTE FROM DR. PHAM

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As our world and work lives become increasingly digital and internet-based, practicing good cyber security habits in our work environment is more important than ever to ensure the uninterrupted delivery of Hartnell's mission to the people we serve. Thank you for being patient and diligent as we strengthen our core.

Please use the Computer/Phone Account Request form in the interim for all new account or account change requests. All forms must be submitted using Adobe Sign to sotero@hartnell.edu.

<<< ### NEW ACCOUNT PROCESS

WE NEED YOUR HELP!

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As we're redesigning the Hartnell website, we'd like to know what **you** would like to have available online! Please help us out and take ten minutes for the User Experience Brainstorm survey. Thank you!

⋙ TECH TIP: EASY SIGN IN WITH MY HARTNELL

My Hartnell (formally P.A.W.S.) is your faculty and student portal. Sign-in to access Canvas, Colleague, NeoEd, Box, and more! While you will need to authorize your sign in with Duo, all of your apps and websites are located in one, easy to find location. You can access My Hartnell through hartnell.edu and clicking on "My Hartnell."

⋙ PROJECT SPOTLIGHT:

I am very proud of our teams across campus. IT, in partnership with the Business Office, Student Affairs, Human Resources, and Academic Affairs, was able to complete 147 projects since the ransomware attack; this includes the ESM Purchasing Migration, restoring the Cat Cards, Ad Astra, and the Bookstore integration, the release of App Stream, and operational student labs across five campuses to name a few. What's next? We are working on state-mandated changes, including integration changes due to the upgrade with CCCApply are in progress and will be completed in the next quarter. Cloud Phone system: We will be replacing our phones with a new phone system that is cloud-based; more details coming soon.

Coming Soon: The next major project for the summer is the restoration of district computer accounts and district printing; more details to come on this project and a timeline of when you can print coming soon.

WE'RE HERE TO HELP!

For PASSWORD RESET or DUO issues use our LIVE CHAT Support for immediate online assistance (M-F 9-5)

For ALL OTHER ISSUES please SUBMIT A TICKET

⋙ DIGITAL EQUITY SURVEY

The Digital Equity Survey is intended to identify the digital equity barriers and needs of California's residents. The survey can be taken online or via mobile phone. It is accessible in 14 different languages and includes audio functionality. Please help us by taking the Digital Equity Survey!