



INFORMATION TECHNOLOGY STUDENT HANDBOOK



Guide to using SUNY Cobleskill
Computer and Network Services

SUNY Cobleskill

TABLE OF CONTENTS

General Information	pg. 3
ITS Staff Directory	pg. 4
Network/E-mail Services Account	pg. 5
Banner Web Account	pg. 6
Moodle Account	pg. 7
Web-Based Printing Services	pg. 8
Residence Hall Network Services	pg. 9
Campus Standard Software/ Basic Computer Maintenance	pg. 11
Available Campus Computer Labs	pg. 12
ITS Helpdesk Services	pg. 14
Computer Resources Policy	pg. 15

GENERAL INFORMATION

POSTAL ADDRESS

SUNY College Of Agriculture and Technology at Cobleskill
192 Albany Ave.,
Cobleskill, NY 12043

ITS HELPDESK

Warner Hall 023
(518) 255-5800
helpdesk@cobleskill.edu

HOURS

Monday - Thursday
8am - 9pm
Friday
8am - 4pm
Saturday - Sunday
Closed

ITS OFFICE

Warner Hall 012
(518) 255-5337
FAX: (518) 255-5188
its@cobleskill.edu

HOURS

Monday - Friday
8am - 9pm
Saturday - Sunday
Closed

IMPORTANT WEB ADDRESSES

<http://www.cobleskill.edu/information-technology/>
<http://livecobleskill.sharepoint.com/students/>
<http://livecobleskill.sharepoint.com/employees/>
<http://helpdesk.cobleskill.edu/>

STAFF DIRECTORY

ADMINISTRATION

David Loring - Assistant Director for Technical Services
Bill Motyl - Assistant Director for Information Services
Josephine Motyl - Assistant Director for End-User Services
Vincent Basile - Manager of Online Education Programs
Beverly Romain - Office Assistant 2

NETWORK SERVICES

Dave Loring - Supervisor, TS
Tim McTaggart - Lead Supervisor/Networking Technician
Chad Hisert - Telecommunications/Computer Technician
Justin Burdick - ITS Security Officer/Telecommunications Technician

INFORMATION SERVICES

Bill Motyl - Supervisor, IS
Lynne Lindh - Senior Programmer/Analyst
Dan Young - Senior Programmer/Analyst
Ted Volkert - Lead Programmer/Analyst
Mike Santoro - Lead Programmer/Analyst
David Brickman - Lead Programmer/Analyst
Saloni Patel - Programmer-Analyst

END USER SUPPORT/HELPDESK SERVICES

Josephine Motyl - Supervisor, EUS
Mark Crosby - Helpdesk Coordinator
Michael Lasdin - Service & Repair Mechanic (Electronics)
Taigh Ostrander - Digital Media Technician
Ryan Blair - ITS Procurement Officer

PRINT SHOP

Mickie Shannon - Senior Offset Printing Machine Operator
Tammie Lamont - Office Assistant 1

Online Education Programs

Vincent Basile - Supervisor, OEP
Jennifer Weingarten, Transitional Designer

STUDENT NETWORK SERVICES

NETWORK/EMAIL SERVICES ACCOUNT: (<https://webmail.cobleskill.edu/>)

Provides access to network services and email access using your Network Account Username and network password. Each user is assigned a unique username and password (see below), in order to access network services. By the issuance of network accounts, all campus users agree to follow SUNY Cobleskill's Computing Resources Policy. Accounts should NEVER be shared with others since you are responsible for your account and all activity coming from your account, some or which could result in serious legal actions. To sign onto your Cobleskill account, enter your NetworkAccountUsername@cobleskill.edu and password. Network Account Usernames are created using the following naming convention:

- The first 6 letters of your last name (or your entire last name if it's shorter than 6 letters)
- The initial of your first name
- The last 3 digits of your Banner id. Example: John American 8005555555 = AmericJ555

NETWORK PASSWORD: The Primary Security available for users to protect accounts is the effective use of passwords. Please note that your password will need to reset after 6 months, for security purposes. Memorize your password—DO NOT WRITE IT DOWN—DO NOT SHARE IT WITH OTHERS!

The following are required for passwords: Minimum of 8 alpha/numeric or special characters and a maximum of 16 characters (no spaces)

Network security policies require passwords contain 3 of the following 4 elements:

- At least 1 UPPERCASE letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character (#, @, \$, %, etc.)

ACTIVATE/RESET/UNLOCK YOUR NETWORK ACCOUNT:

(<https://secure2.cobleskill.edu/mylogon>)

- Activation can be done from your computer that has an existing Internet connection
- Go to the SUNY Cobleskill website: www.cobleskill.edu
- Click on Current Student
- Click on Password Reset
- Enter your Banner ID and PIN and click Login
- You will receive your Network Account Username, your email address, and verification of the status or account. At this point, you will be directed to create a password

ON-CAMPUS ACTIVATION FROM ON-CAMPUS COMPUTER LAB OR CLASSROOM:

- Press **CTRL+ALT+Delete**
- Enter your Network Account Username (the first 6 letters of your last name, your first initial and the last 3 numbers of your 800#)
- Enter **PW** followed immediately by your 800 number as your password
- You will be directed to change your password at first logon. Click OK
- You will be prompted to create a password for your Network Account and confirm your password.
- You will be advised that your password has been changed and you will be directed to the SUNY Cobleskill desktop where you can access all campus software
- Access your webmail service at <https://webmail.cobleskill.edu>

The ITS Fast Track: Welcome to SUNY Cobleskill and Information Technology Services. This is a quick guide to using campus information resources. If you need more help on any of the following topics, go to the page(s) listed or visit the Helpdesk in Warner Hall, Room 023. E-mail the Helpdesk at helpdesk@cobleskill.edu or call: (518)255-5800.

STUDENT NETWORK SERVICES - cont.

BANNER WEB ACCOUNT: (https://bannerprod.cobleskill.edu/pls/prod/twbkwbis.P_GenMenu?name=homepage)

Your Banner Web account identifies your records in Banner Student Information System using your Banner ID and PIN (also referred to as your SUNY Cobleskill ID, your 800 number or your Banner ID)

The Banner Student Information System (Banner Web) is the software that SUNY Cobleskill uses to collect future/current/past student information. When your pre-admission deposit was received, you were assigned a SUNY Cobleskill Student. This 9 digit number (which begins with 800) is a unique identifier assigned to you and will remain throughout your academic career. Shortly after receiving your acceptance package, you should have received a letter by mail from the Admissions Office with your PIN. This 6 digit number is used in conjunction with your Banner ID to identify your records on Banner Web.

Your Banner ID and PIN will allow you to logon to your Banner Web Account, where you can access information regarding billing, holds, financial aid, course schedule, online registration (add/drop), grades, and more using Banner Web interface. Your Student ID is used by many campus offices to grant you both on and off-campus access to services.

Forgot your PIN? If you forget or lose your Banner PIN, you can either go to the Registrar's office with identification (because of the secure nature of this account, PINs are not given out over the phone), or use the self-help feature on Banner Web by entering your 800 ID and then click the Forgot PIN? button. You will be prompted to answer your security question which will allow you to create a new PIN number. For other assistance with your Banner Account, please contact the Registrar's office (518)255-5522 or registrar@cobleskill.edu

HOW TO ACCESS BANNER WEB?

- Go to the SUNY Cobleskill homepage (www.cobleskill.edu)
- Click **Current Student**
- Click **Banner Web**
- Click **Enter Secure Area**
- **Enter your SUNY Cobleskill Student ID (800#) in the User ID box**
- **Enter your PIN**
 - *If you are a new student, you will be prompted to change your PIN number to a new 6 digit number you will remember
- You will enter the Welcome—Main Menu
- Complete the **Login Verification Security Authorization**
- Click **Submit**

Help! I don't know my Student ID!

Contact the Registrar's Office in Knapp Hall, 255-5522

STUDENT NETWORK SERVICES - *cont.*

MOODLE ACCOUNT: (<https://moodle.cobleskill.edu/>)

Moodle is a web-based course management system (CMS) that allows instructors to build a place on the web for their courses. It also allows you access to course materials anytime and anywhere you can get to the internet. Some instructors will have all their course information— syllabus, assignments, links, documents, etc. Others may use it for only 1 or 2 parts of the course. You should always check with your instructors to make sure you understand how Moodle will be used. A Moodle account has been established for each SUNY Cobleskill student.

NOTE: Do not assume that because you are registered for a class that you will also be automatically enrolled in a corresponding Moodle course. This course management tool requires enrollment in respective courses. This can be done either by the student or the instructor— check with your instructor for instruction. For addition assistance, contact Moodle Administrator at moodlesupport@cobleskill.edu

HOW TO ACCESS MOODLE?

- Go to the SUNY Cobleskill homepage (www.cobleskill.edu)
- Click **Current Student**
- Click **Moodle**
- Click Login and enter you **Network Account Username**
- Your Moodle password is your Network Account password

NETWORK ACCOUNT/E-MAIL SERVICES RESOURCES:

- Microsoft Office 365: 50 GB mailbox | 1 TB OneDrive Cloud storage
- Access to Faculty Academic Shares OneDrive
(student READ ONLY access)
- Access to Network and Web-based printing services from computer labs, classrooms and your personal Internet capable devices
(<https://ntprint1.cobleskill.edu/>)
- Access State-of-the-art computers in computer labs/classrooms
- Access to Campus standard and curriculum specific software
- Access to Virtual Private Network (VPN) services.
This service is restricted off-campus access only
(<https://ciscoasa.cobleskill.edu/>)
- Residence Hall network and Internet access

STUDENT NETWORK SERVICES - *cont.*

NETWORK/WEB-BASED PRINTING SERVICE:

Your network account permits you to use networked printing services across campus. Network printers are located in campus computer labs and the library.

Your Technology Fee will provide you with an initial \$15 allocation for printing at the beginning of the fall and spring semesters. This will allow you to print up to 300 standard black and white pages on campus networked LaserJet printers. To avoid wasting your printing allocation, use the print preview feature in all software to make sure your print jobs are in order prior to printing

When using lab/classroom computers, your balance and current page usage will be displayed in the bottom right-hand corner of your screen. Simply roll your mouse over the printer information icon.

PURCHASING ADDITIONAL PRINTING: If you exceed your printing allocation, you may purchase additional printing at the Student Accounts Office or the Library Circulation Desk. Purchases can be made in any increments. The following chart is a list of the prices for printing

PRINT CHARGES

Standard B/W	5¢ per page
Color	10¢ per page
Plotter	20¢ per page

Students can also print from various Internet capable devices via our online printing services. (<https://ntprint1.cobleskill.edu/>)

WHAT IS @COBLESKILL.EDU AND WHY DO I SOMETIMES NEED TO ENTER IT BEFORE MY USERNAME?

@cobleskill.edu refers to the Cobleskill Domain. Much like showing a picture ID to enter a secured facility. Cobleskill's network is setup to check credentials before access is allowed. Depending on the application you are connecting to, you may need to specify you NetworkAccountUsername@cobleskill.edu to authenticate that you are allowed to access the service.

RESIDENCE HALL NETWORK SERVICES

Each residence hall provides wired and wireless network connection capability for access to the Internet, e-mail, and other network resources. Internet access from residence halls is provided through the campus network. Each room is equipped with 2 active network ports (1 per student). Wireless devices known as “access points” (APs) are used to connect personal Internet capable devices to campus network services.

YOU ARE RESPONSIBLE FOR ANY AND ALL ACTIVITY COMING FROM YOUR NETWORK CONNECTION!

It is the goal of SUNY Cobleskill network services to provide campus wide Internet connectivity. We are regularly expanding or updating our wireless capability to meet the demanding needs of our campus community. Our Residence Halls have wireless capability via numerous access points throughout the building. We have also increased Wi-Fi access in our academic buildings and various areas across campus.

SUNY Cobleskill Residence Halls Wi-Fi Connection

Personal Devices: Resnet

All personal devices will need to be registered

EASY CONNECTION TO SUNY COBLESKILL WI-FI FOR WINDOWS:

- Turn on wireless
 - Be sure to check **Connect Automatically** | click **Connect**
 - If prompted for certificate authentication, click **Connect**
 - Your computer should now be connected
 - When prompted, enter your SUNY Cobleskill Network Account credentials
- Click **Connect** when prompted with **Windows Security Alert**
- (“The connection attempt could not be completed”)

In order to complete Wi-Fi connection, you will need to register all personal Internet capable devices on our online Wi-Fi Logon page (https://extremecontrol.cobleskill.edu/self_registration/)

SUNY Cobleskill requires that your computer has an up to date antivirus program and a recent successful scan as well as Windows Update to meet the requirements to connect.

NOTE: Password for Resnet Wi-Fi is **Cobleskill**

HOW TO CONNECT MY COMPUTER TO THE CAMPUS NETWORK?

WIRED: Requires a 10/100 Ethernet card and Ethernet cable

WIRELESS: Requires a 802.11b/g/n compatible wireless card

OUR CAMPUS NETWORK IS WINDOWS & Mac OSX SUPPORTED

Your personal computer must meet the following requirements in order to be connected to SUNY Cobleskill's campus network. Although ITS can supply connection advice and assistance, it is the responsibility of the student requesting connection to meet these requirements.

- Your network account and password must be activated.*
- All computers must have a valid registered copy of an operating system.
- If your computer uses Microsoft Windows, all **critical Windows Updates** must be installed
- All computers must have a valid and updated anti-virus software.
- Any non-academic activity that interferes with SUNY Cobleskill's network and Internet service is PROHIBITED. Including but not limited to:
 - Peer-to-Peer (P2P) file sharing
 - Network gaming
 - Web servers
 - FTP servers
 - Network equipment attached to wireless access point and routers.
- Use of the campus network in accordance with the Authorized Use of Campus Computing Resources Policy

****YOUR COBLESKILL E-MAIL ADDRESS IS
YourNetworkAccountUserName@cobleskill.edu****

Electronic mail is the official means of communication at SUNY Cobleskill. While many students prefer their own e-mail service and e-mail can be read/sent in a variety of ways, official campus communications will be sent to your Cobleskill.edu address.

****IT IS IMPERATIVE THAT YOU CHECK YOUR CAMPUS E-MAIL ACCOUNT ON A
REGULAR BASIS TO PREVENT MISSING OUT ON VITAL INFORMATION****

***Important Note:** You can activate your network account from any Internet capable device using our Online Password Reset services (<https://secure2.cobleskill.edu/mylogin/>) Activation can also be completed from any computer lab, library, or from your Residence Hall RA's office

TECHNOLOGY FEE

The SUNY Cobleskill Technology Fee supports student access to computer and network services. The fee supports initiatives to strengthen the student learning experience at Cobleskill by funding a broad range of equipment and services. These include (but not limited to) student high-speed internet access, network infrastructure enhancements and support, academic software and licenses, open access computing area for students, computer classrooms, and instructional technology equipment. A quota-based pay for printing initiative has been established due to increasing costs associated with printing. The Technology Fee provides an initial printing quota allocation at the beginning of fall and spring semester.

CAMPUS STANDARD SOFTWARE

Campus standard software is available on all campus computers.

- Microsoft Windows 10 Operating Systems (O/S)
- Microsoft Office 365 (Access/Excel/Outlook/PowerPoint/Publisher/Word)
- Microsoft System Center Endpoint Security

**Based on our Microsoft Campus Agreement (MSCA) all registered students are entitled to a copy of our standard version of Microsoft Windows and Office. You can download a copy of our Microsoft standard software via our eAcademy web services (<https://secure2.cobleskill.edu/eacademy/>)

You can also access from the Cobleskill website—<http://www.cobleskill.edu/>

- Then click on Current Students
- Under the Students category | bottom of the page, click on MSCA Software
- This will redirect you to eAcademy (<https://secure2.cobleskill.edu/eacademy/>)
- Enter your NetworkUsername and Password then click Logon
- Then click Students

BASIC COMPUTER MAINTENANCE

Microsoft Windows Update is a critical computer maintenance task that must be repeated regularly to protect your computer and the campus network. Windows requires regular security updates to properly function and to protect your computer. If your computer uses a version of Microsoft Windows operating system, then regularly apply all of the critical Windows Update that are available from Microsoft.

Anti-virus Software is mandatory for all computers, Windows or Macs, connecting to the campus network. Anti-virus software must have a current subscription, updated and scanned regularly. Be aware that many new computers come with a free trial subscription service to an anti-virus software. After the trial expires, the anti-virus software is no longer viable because the updates cannot be downloaded. All anti-virus software must be updated with current "definition" file on a regular basis. These definition file provide a directory of known viruses that the software can then identify and eliminate. If your definition file is out-of-date, your anti-virus software cannot protect your computer from new viruses. Virus scans should be ran after any updates have been installed.

Campus Computer Labs

ITS Services

LAB/ ACADEMIC LABS	STUDENT SEATS	AVAILABLE EQUIPMENT	HOURS
Curtis-Mott 133 (AgEng Lab)	24	Faculty Podium Projector & Screen Network Printer Copy/Scan/Print	Building Hours: 8am - 5pm For scheduled hours, see hours posted on door
Champlin 107	12	Faculty Podium Projector & Screen	
Frisbie 011	32	Networked B/W LaserJet Printer	
Library 215 (Communications Lab PC)	4	Audio Video Studio	Room is restricted to special academic programs.
Warner 016	24	Faculty Podium Projector & Screen	Building Hours: 8am - 9pm Available hours for open access are posted on door (when classes are not schedules in these rooms).
Warner 018	20	Faculty Workstation Projector & Screen	
Warner 019	24	Faculty Podium Projector & Screen	
Warner 020	30	Faculty Workstation Projector & Screen	
Warner 021	24	Faculty Podium Projector & Screen	

Campus Computer Labs

ITS Services

Open Access Labs			
Curtis-Mott Lobby	4	Network MFP Printer Copy/Scan/Print Scan to e-mail	When building is open
Warner 023	6		Mon - Thursday 8am - 9pm Fri 8am - 4pm
Center for Academic Support and Excellence (CASE) Library 001 Tutoring Services Adult Learning Center AccessAbility Services	56	Network MFP Printer Copy/Scan/Print Scan to e-mail	For CASE services availability: http://www.cobleskill.edu/academics/center-academic-support-excellence/
Education Opportunity Program (EOP) Library 003	10	Network MFP Printer Copy/Scan/Print Scan to e-mail	Room is used strictly for EOP Services
Jared Van Wagenen Library (Main Floor Reference Area)	29	Library: Books, Journals, databases, open access computers, microform scanning, photocopiers, laptops and various other equipment for sign-out, wireless connectivity, group and individual study areas, café area. Network MFP Printer Copy/Scan/Print Scan to e-mail	For scheduled hours, see hours posted at Jared Van Wagenen Library or the Library website and open access availability: http://www.cobleskill.edu/library

ITS HELPDESK SERVICES - WARNER 023

The Helpdesk is a unified concept to accomplish a “one-stop” approach to providing support for students, academic and administrative computing problems and needs. It also provides our student employees with real world work experiences in customer service and technology support they can take with them to the job market whatever their future career choice.

Students selected to become part of our IT support team are trained by and work side by side with ITS professional staff to deliver a wide variety of technology support services through the ITS Helpdesk, the open access computer labs, classroom and media support services available to the entire SUNY Cobleskill campus community.

Helpdesk services include:

- Open Access computer lab, 4 workstations
- Assistance with campus standards & limited academic applications
- Anti-virus software installation and virus cleanup assistance
- Assistance with resetting personal computer back to Factory Reset
- Assistance with network account activation and password reset
- Assistance with personal devices registration and/or e-mail configuration
- Network printing services
- Moodle assistance
- Assistance with OneDrive Cloud services

STUDENT SHAREPOINT

Student Sharepoint is our online student information center to provide you with official college announcements (such as class cancellations), news and upcoming events from all recognized student clubs and organizations, Student Activities calendar, links to other important websites and more. Be sure to save this link as a favorite and check it regularly.

<https://livecobleskill.sharepoint.com/students>

ITS TECHNICAL SUPPORT SERVICES

The ITS Helpdesk Support web interface allows calls for assistance to be logged on a chronological basis. This creates an online work order list for ITS support team. ITS support associates respond to calls in a timely and orderly manner following established ITS Trouble Call Prioritization.

<https://helpdesk.cobleskill.edu>

STUDENT RESOURCES

Banner ID cards can be obtained from the CobyCard Office located in Knapp Hall on the first floor. Parking Permit and information can be obtained from University Police in Johnson Hall.

CAMPUS COMPUTING RESOURCES POLICY - THE RULES

The rules governing use of SUNY Cobleskill's computer network are known as the Computing Resources Policy. It's your responsibility to read and understand the entire policy. By connecting your personal Internet capable device(s) to a campus network port, Wi-Fi service or logging on to the campus network from any campus computer, you have agreed to abide by the Computing Resources Policy of SUNY Cobleskill. The following is the Short List:

- Do not break the law—the law is the law whether you are on the internet or on the highway, living on your own or in a college residence hall. The most common problems for students are laws regarding harassment, pornography, fraud, and copyright infringement.
- Do not send chain letters or “global” e-mail (i.e. message to all Cobleskill users). These proliferate across the network, taking up huge amounts of space, “clogs” the network and needlessly disrupt services. If you do this, your account will be disabled.
- Do not conduct commercial activity on the campus network or use network resources such as your Website or e-mail account.
- Do not set up an FTP site, DHCP server or any type of server using campus network resources.
- Do not disrupt network systems or services or attempt to gain access to any other computer or account other than your own or a campus-owned computer.

VIOLATING ANY OF THESE POLICIES CAN RESULT IN:

- Loss of access to the network (which will hamper your ability to complete coursework and communication with your professors) and other disciplinary sanctions.
- Appearance before the Student Conduct Board. If found responsible, loss of network access may be extended and/or you may be sentenced to community service or other sanctions.
- Suspension from College for serious violations.
- Legal action for violating state or federal laws, which can result in significant fines jail time, or other penalties.

CAMPUS COMPUTING RESOURCE POLICY

- **You are responsible for your network account, your network port, and your personal computer.** Share your account or residence network port with anyone else—you will be held responsible for someone else's activities on your network account.
- All network account holders are required to use the campus network in accordance with Authorized Use of Campus Computing Resources Policy. Failure to read the Computer Resources Policy and/or lack of understanding is no excuse for offenses.
- Abuse of a network account or port may result in disciplinary sanctions, including loss of residence hall network access.
- You should never assume total privacy in a network environment. Anything you do online can or may be viewed.

Maintain secure passwords.

Apply Windows Critical Update and virus updates.

CAMPUS COMPUTING RESOURCES POLICY - cont.

E-MAIL POLICIES: The ability to use electronic mail at SUNY Cobleskill is an important campus-wide resource. It is rapidly becoming an essential element in the college's day-to-day activities. Access to the computing resources in general and electronic mail in particular is a privilege and must be treated as such by all users. As with the use of other campus computing resources, abuse of these privileges can be a matter campus disciplinary procedures or outside legal action. Depending on the seriousness of an offense, violation of campus policy can result in penalties ranging from reprimand to loss of access and referral to college authorities or beyond for disciplinary action. In a case where unacceptable use severely impacts performance or security, in order to sustain reasonable performance and secure services for the rest of the campus users, the Supervisor of Network Services is authorized to immediately suspend individual access privileges until an investigation is completed.

HARASSMENT: Sending threatening or unsolicited obnoxious or sexually explicit messages to others by e-mail is a form of harassment, as is continuing to mail someone after they have asked you to stop. You should never send anyone an e-mail message containing things you wouldn't say to him or her in person. Also, remember that what you consider humorous, others may consider offensive or even frightening. E-mail harassment violates ethical usage of your network account, and in some extreme cases may even provoke victims to press criminal charges. Harassing messages of a threatening nature will automatically be forwarded to University Police for further investigation.

SENDING GLOBAL OR "MASS" MESSAGES: Although our e-mail client allows for the distribution of a single message to all computer users, posting of these "mass" or "global" e-mail messages, ties up valuable disk space, and greatly reduces system response time (sometimes to the point of crashing it). More importantly, many times these messages are perceived as harassment or electronic "junk mail" by most users and are deleted before they're read. Posting of messages to the entire campus, (Global or "Mass" e-mail messages) without authorization constitutes irresponsible use of Campus Computing Resources and will result in the immediate suspension of your network account privileges.

CHAIN-MAIL: A Chain-mail is another form of electronic junk mail. A chain-mail message is generally sent to several people and includes instructions that each person should forward the letter to several others. These messages waste system resources and often grow quite large as senders append their own additions. The issue here has more to do with the potential for damage (wasted disk space, slowed network response time, etc.) than the fact that the message is being sent to a limited number of people. While the intent of the originator is to send the message to just few people, it has the potential of becoming a global message if one of those recipients takes the message more seriously and decides to distribute it to everyone. Do not forward such messages. If you receive such a message at SUNY Cobleskill and would like to report it, forward the entire message to the Supervisor of Network Services.

ELECTRONIC MESSAGES OF A THREATENING NATURE:

- Don't panic. Try to remain calm so that you can get as much information as possible from the computer screen.
- Treat any bomb threat as LEGITIMATE! It is not your job to determine whether or not the message is a joke.
- Copy the entire message EXACTLY as it appears on the screen. DO NOT hit any other keys (If possible, print the screen.) Try to keep the message on screen.
- Call University Police at 5666 and relay the message EXACTLY as written. Try to hold the message on-screen until an office arrives.
- Understand that only the President or his designee can order a building evacuated for a bomb threat.

CAMPUS COMPUTING RESOURCES POLICY - cont.

VIRUS ALERTS: These types of messages represent one of the most common sources of globally distributed electronic chain mail. Unfortunately, the information is usually a hoax. Before you panic, always consider the source; do some research to verify whether or not the alert is legitimate. This is especially true of Internet sources since it is so easy for anyone to say anything, make up credentials, etc. Ask yourself: Where does the information come from? Does this person have any credentials? Are they stating facts, opinions, or hearsay? If the information purports to be factual, what are the sources of the facts? Are they verifiable? There are other things you do when evaluating sources, but any one of these basic questions—which most careful readers review automatically—is sufficient to show your message as unreliable. Use the Internet to search out information on the message's validity. Look for sites that have names and e-mail addresses of people to contact for more information. This makes it easy to contact them directly, or to verify their institutional affiliation. One reliable source of information is the U.S. Department of Energy Computer Incident Advisory Capability Site at: <http://energy.gov/about-us>. In short, there is a great deal of information indicating that many of these alerts are untrue. If you still have doubts begin by checking with the Computer Center staff, before you cry "Wolf!" and risk losing your access privileges.

POLICY ON COMPUTER VIRUSES: It is the policy of SUNY Cobleskill to maintain the integrity of computing facilities against contamination from computer viruses by installing and regularly upgrading virus detection software on every campus owned computer. However, this cannot guarantee that equipment will not become contaminated in the future. All who access campus computing facilities need to understand that all student labs are open to anyone with a valid account and as such access is "public" in nature. Users who use removable media (thumb/flash drives, writable CD/DVD disks, etc.) to transfer data to or from personally owned computer and campus College-owned equipment are responsible to protect their equipment against the possible spread of viruses through the use of commercially available virus protection software. In the event a major virus outbreak is identified/detected/suspected the campus will be notified as quickly as possible.

PRIVATE, COMMERCIAL AND POLITICAL PURPOSES: Computer users may access campus resources for purposes related to academic or college business ONLY. New York State Law prohibits use of campus computing resources for commercial or personal financial gain or to promote political agendas.

FRAUD AND MISREPRESENTATION: Dishonest users sometimes attempt to forge mail messages to others to gain personal information, such as their account password or even credit card information. Do not ever divulge such personal data in a reply, even if the sender looks "official" instead, forward the suspicious mail to the postmaster at the address where the message originated. The College prefers not to act as a disciplinary agency or to engage in policing activities. However, in cases of unauthorized or irresponsible behavior, the College reserves the right to take remedial action, commencing with an investigation of the possible abuse, which may include temporary suspension of access privileges. Users, when requested, are expected to cooperate in such investigations. In cases of repeated abuse and severe violations to the Responsible Use Policy, students will be referred to the Student Conduct Board for further disciplinary action, which could result in the permanent loss of user privileges.