# RANSOMEWARE

Ransomware is a type of malware that users inadvertly install on their computers by opening malicious email attachments, clicking links, or downloading files that appear to be harmless but actually contain malware. Ransomware, once installed on a computer, encrypts and blocks access to computer files and network. The only way to get access to the files is by paying money to the criminals who installed the ransomware.

## Tips to Help Avoid Ransomware Attacks

1. ***Don't click.*** Visiting unsafe, suspicious or fake websites can lead to the intrusion of malware.

2. ***Always back up your files.*** By maintaining offline copies of your information, ransomware scams will have a limited impact on you.

3. ***Keep your computers and mobile devices up to date.*** Having the latest security software, web browser, and operating system are the best defenses against viruses, malware, and other online threats. Turn on automatic updates so you receive the newest fixes as they become available.

4. ***Enable popup blockers.*** To prevent pop-ups, turn on popup blockers to avert unwanted ads, popups or browser malware from constantly appearing on your computer screen.

5. ***Don't fall prey to social engineering or phishing.*** Attackers will attempt to get you to reveal sensitive information to them. If you receive a suspicious email from a family member or work colleagues, ask yourself whether it's unusual before you click. If you're not sure, contact the sender via a different medium, such as giving them a phone call, to cross-check.

6. ***Don't install unapproved software, plugins, or extensions.*** If in doubt, ask your IT System Administrator if the software is safe to use.

## Symptoms of Infection

-Multiple pop-ups on your computer.

-Ransom message on your screen.

-Locked out of your computer.

-Can't open your files.

-Odd or missing file extensions.

-You've received instructions for paying the ransom.

**23%** of employees open phishing **EMAILS**

**If you believe you have Ransomeware, immediately turn off the computer and contact IT at ext. 1300.**

# MEET OUR NEW IT STAFF

Miguel is ecstatic to be working at College of the Desert and to be a part of such a wonderful, evolving community. He brings eight years of experience with tech repair. Miguel is an Alumni of California State University, San Marcos and is always eager to help with anything to do with technology and electronics.

He loves to take computers, televisions, phones and other electronics apart, examine and repair them. Miguel enjoys spending free time going on hikes and taking trips to San Diego. He lives in Indio with his wife Laura and their dog Bella. They are currently awaiting the birth of their first child this summer.

**MIGUEL PENA, Information Technology Technician**

Nicolás received his BA in Mathematics from UC Berkeley and completed the Independence Training Program at the Colorado Center for the Blind. He taught math and computer literacy at California State University Channel Islands. After working in education, Nicolás began working with non-profit organizations. He has also worked as an education and technology consultant for schools, colleges, private companies, and state agencies. He recently moved to Palm Desert where he lives with his husband Brad, three dogs, and fourteen tortoises. In his spare time, Nicolás enjoys yoga and cooking.

**NICOLÁS CRISOSTO, Instructional Support Specialist**

# Training Dates – Spring 2017

| Topic | Time | Dates | | Instructor |
|-------|------|-------|---|-----------|
| **Adobe Acrobat** | **10:00am-11:00am** | **Thurs., 3/23** | | **J. Gorges** |
| **Colleague Web UI** | **10:00am-11:00am** | **Thurs., 3/9** | | **F. Roa** |
| **Colleague Web UI** | **3:00pm-4:00pm** | **Tues., 4/25** | | **F. Roa** |
| **Excel – Intermediate** | **10:00am-11:00am** | **Mon., 4/3** | | **M. Hadley** |
| **Excel – Advanced** | **10:00am-11:00am** | **Wed., 3/22** | | **M. Hadley** |
| **Informer** | **10:00am-11:00am** | **Wed., 5/17** | | **F. Roa** |
| **Phones** | **10:00am-11:00am** | **Tues., 3/7** | | **E. Camargo** |
| **Scantron 101** | **3:30pm-4:30pm** | **Wed., 2/22, Wed., 3/15** | **Wed. 4/19, Mon. 5/15** | **J. Lin** |
| **Web Maintenance** | **10:00am-11:00am** | **Mon., 3/20** | | **M. Harlow** |
| **Web Maintenance** | **10:00am-11:00am** | **Mon., 4/17** | | **M. Harlow** |

## Session Outcomes

**Adobe Acrobat Pro**
Saving files to pdf
Combining pdf files
Inserting/Deleting pages

**Colleague/Web UI/Web Advisor**
Learn how to use new features of Colleague Web UI navigation
Review, discuss and demo tips and tricks of the Web UI navigation
Use of favorites
Processing by using Saved Lists
Use of Web Advisor
Introduction to Self Service

**Excel – Intermediate**
Navigate spreadsheets
Freeze Panes; Side-by-Side Compare
Basic Formulas
Auto Complete; Auto Filter

**Excel – Advanced**
Looking up data with MATCH and INDEX formulas
Inserting PIVOT Tables and CHARTS to your data
Using MACROS to automate data manipulation
Using What-If Analysis to project numbers

**Informer**
Ability to create reports from data fields
Ability to navigate tools for Auto-Emailing
Understand how to use report features like Scheduling

**Phones 101**
Ability to use basic functions (Hold, Transfer, Conferencing & Forwarding
All Calls)
Ability to change user settings like Ringtones and Volume
Understand how to reset Voicemail Pin

**Scantron 101**
Ability to operate and use the new features of existing, plus new Scantron machines
Tips & tricks, from simple test marking, to more elaborate reports from ParScore.
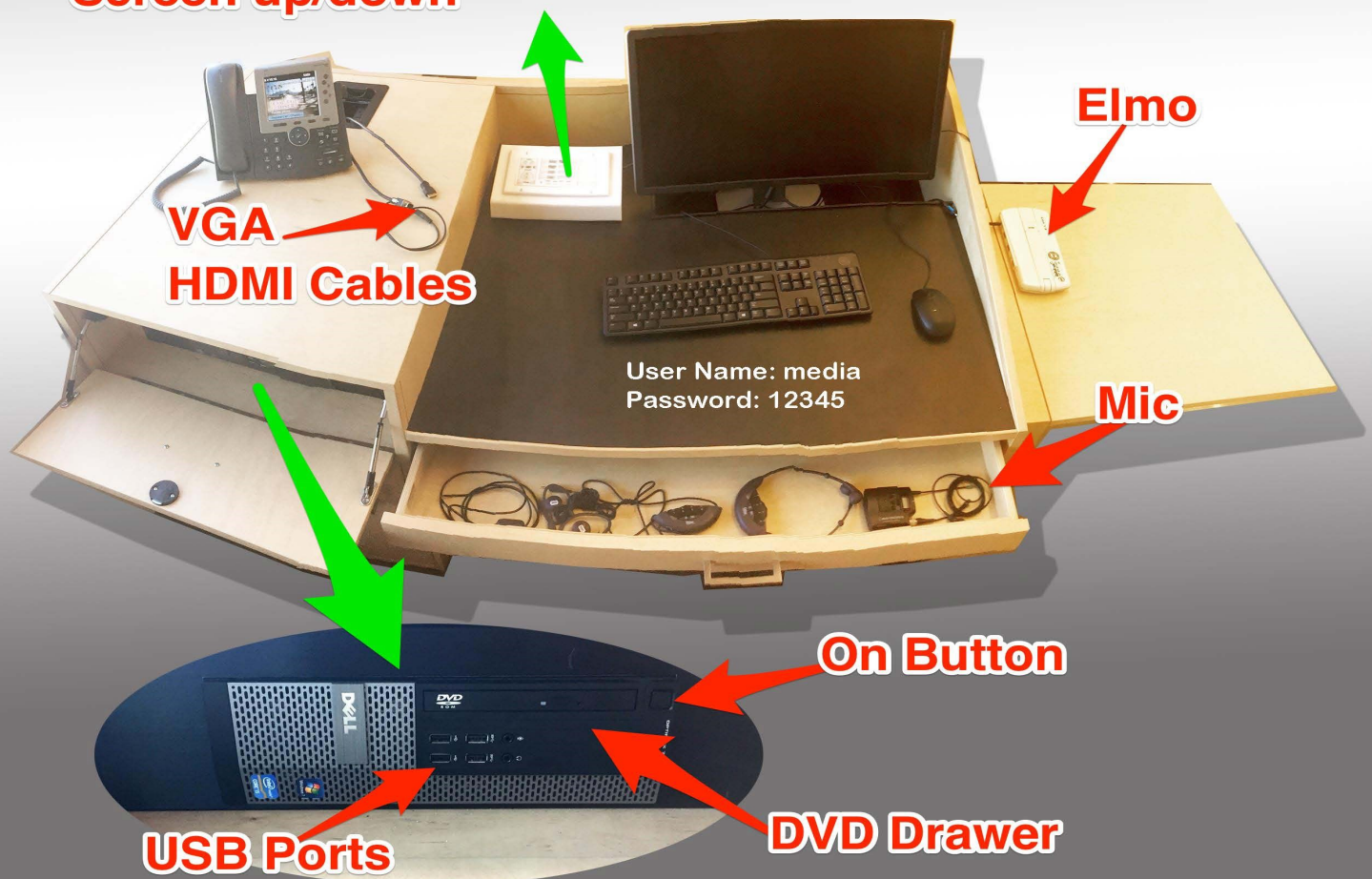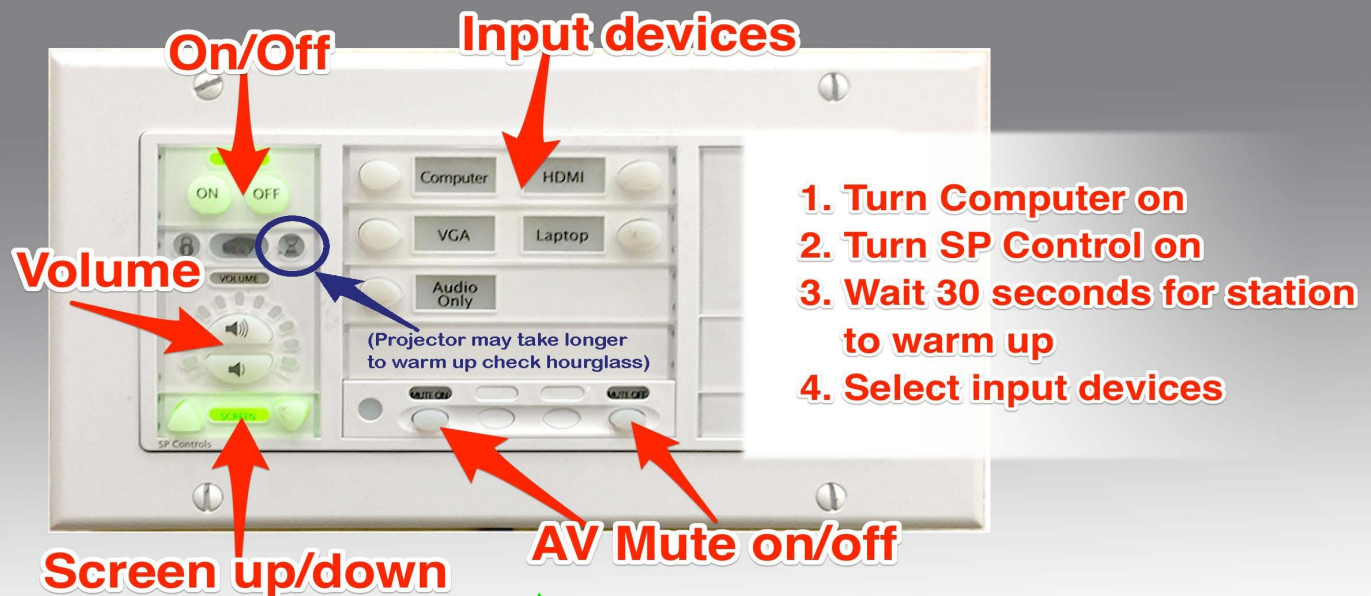
**Web/Portal Maintenance**
Structure
Manage web parts
Adding files

# Instructions Regarding Use of Classroom Media

## SP Control Panel & MEDIA TEACHING PODIUM

**On/Off**

**Input devices**

Computer | HDMI

VGA | Laptop

Audio Only

(Projector may take longer to warm up check hourglass)

**Volume**

1. Turn Computer on
2. Turn SP Control on
3. Wait 30 seconds for station to warm up
4. Select input devices

**Screen up/down**

**AV Mute on/off**

**Elmo**

**VGA HDMI Cables**

User Name: media
Password: 12345

**Mic**

**On Button**

**USB Ports**

**DVD Drawer**

*****Watch for "How To" videos coming soon!!!!!!**