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Community  
College  
of Philadelphia

## INFORMATION TECHNOLOGY SERVICES

### PHISHING

#### *What is Phishing?*

*Phishing is the attempt to acquire sensitive information such as usernames, passwords, and credit card details (and sometimes, indirectly, money) by masquerading as a trustworthy entity in an electronic communication.*

Cybercriminals are everywhere today. These individuals often use social engineering to talk you into installing malicious software or giving them access to your personal information. They will email you, or try to introduce themselves to you in a social media environment like Facebook or Twitter.

Spam and Phishing schemes are everyday life in the world of email today. An easy rule to remember is; NEVER, NEVER, NEVER Send your

username and/or password via email. Neither the ITS Network Team nor the Client Support Team will ever ask for your account information. *We already know it!*



What Does a Phishing email look like? A real example is below.

**From:** Helpdesk  
<paulan@goldmail.estu.edu>  
**Subject:** Account Upgrade  
Dear User,  
The ccp webmail database is undergoing a system upgrade. All users are required to reply to this email with their username and pssword to ensure that their account remains active in the school database system.  
Username:  
Password:  
HELPSDESK SUPPORT  
Courtesy CCP  
@ccp.edu

Is this an address you recognize?

Spelling

Is this a valid user?

If you receive a request for your account information; 1) do not respond, no one should be asking; 2) validate the sender, do you know who they are; 3) why do they need it; 4) repeat #1, just ignore it which is the best rule.

Links in email are a possible sign of phishing or scams. Point to the link, does it look like an address you know and trust? If not, don't click.

Forwarding or automatic transferring of college email to an external server/address puts the College at risk. We were guided to address this risk as a result on an audit of IT services. The risk restricts our ability to maintain control over data that may have personally identifiable information embedded like social security numbers. We understand this causes an inconvenience and are working to ensure that you have the tools to enable you to perform your job here at the college.

*Jody Bauer, Vice President ITS & CIO*

## PASSWORDS

### *Why do I have to change my password every 45 days?*

These are common questions to 4ITSupport. The answers are all related to cyber-security and keeping data safe. Passwords are a form of protection to ensure that we are vigilant about our data. It is important to select a secure password, not just adding another number to the existing version. *Why?*

Passwords and passphrases are used to access many online services, such as email, credit card and bank accounts, ecommerce sites like Amazon, and social networking sites like Facebook and Twitter. It is important to choose good passwords or passphrases to make sure no one gets access to your private information. This includes your college email, Banner, and workstation files. Here are some tips on how to create secure passwords and passphrases and how to keep them secure.

If you struggle with creating--and remembering--a complex password, an equally good option is to use a passphrase instead. Passphrases are simple sentences that use length instead of complexity to make them secure. Passphrases at the College must be derived from the same standard as our passwords; at least eight (8) characters in length and contain at least 1 capital letter and at least 1 number.

The common tips on passwords that are less likely to be hacked are:

**Do not use dictionary words or names**

**Do not use sample passwords and change them often.**

The best password length rule is to make your password 12 or more characters in length and user multiple character sets. My favorite is using letters from a favorite phrase or song lyric.

**The Best rule of thumb, make it memorable for you.**

**Do not forget to fill out your password reset security questions. Remember that these are not a test!**

<http://4itsupport.ccp.edu/pdf/passwordreset1.pdf>

## WI-FI EXPANSION

After years of no Wi-Fi service in the West Building and outdated Wi-Fi service in the Center for Business & Industry Building; the ITS and Facilities departments completed a Wi-Fi Refresh/Implementation this Summer.

The West Building Wi-Fi service, thanks to the Capital Projects Renovation Team, is now state-of-the-art! We have full coverage on all levels of the building. This Wi-Fi service is non-broadcasted but does not require a password. Students, faculty and staff may enjoy roaming service while in all main campus buildings now. We have upgraded the existing Wi-Fi access points and are ensuring that students have the bandwidth they need to facilitate teaching and learning.

Not sure how to connect, click on the "College WiFi Access" link on the login page of MyCCP. The SSID must be all upper-case and include that space between CCP and WLAN (CCP WLAN).



In addition to the West Building outfitting, the team also completed the CBI Building refresh. This building was initially outfitted for Wi-Fi back in the day but required a refresh of equipment to bring it into the current wireless standard of 802.11n. They also added connectivity by implementing wireless access points on the first and second floors. This enhances our ability to provide seamless connectivity for guests using the Center.

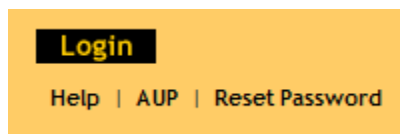
We hope you are enjoying the connectivity and my appreciation to the Network Team and the Facilities Team that helped provide these enhancements to our campus network. Great Job!

Need help connecting? Review the Wi-Fi document on the Login Page of MyCCP; <http://patb.ccp.edu/vp-is/wifi/wirelessinstructions.pdf>

If you need more help, please feel free to stop by Room B2-38, or call us at 215-496-6000. Use Option #1 for Faculty/Staff.

## LOGIN PAGE LINKS

Let's start at the top. Below the Login button are three items;

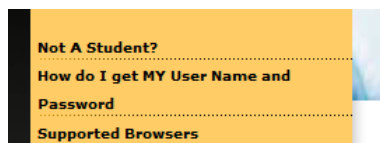


**Help** provides some basic assistance with what browsers work best with this application.

**AUP** takes you to the link for the College's Acceptable Use Policy #307

<http://path.ccp.edu/vpfin-pl/policies/307.HTM>

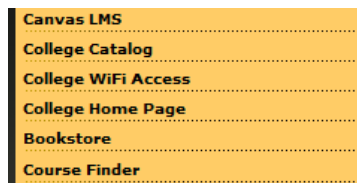
**Reset Password** is a powerful tool that allows self-service password resets. You must complete the Security Questions prior to using this tool but once you have you can reset your own password. Need to set your Security Questions? Follow these instructions. <http://path.ccp.edu/vp-is/PasswordReset1.pdf>



**Not A Student?** Takes you to the College Home Page for Getting Started at the College.

**How do I get MY User Name and Password?** This link takes you to the Student Account Retrieval web page which asks you to enter Your Student ID Number and Your Social Security Number. If the pair is found, the screen then displays the Student User Name and Password for Login to the MyCCP system.

**Support Browsers** Is a link that shows the current listing of browsers that render MyCCP content well.



**Canvas LMS** Link to the College Learning Management System.

**College Catalog** A link to the College Home Page and the College Catalog.

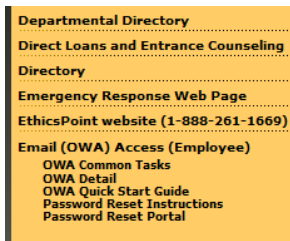
**College WiFi Access** A link to the documentation on where and

how to connect to the College Open Wi-Fi network.

**College Home Page** A link to the College's Home Page.

**Bookstore** A link to the College web page for our Barnes and Nobel bookstore

**Course Finder** A link to the College's search feature to find the course you need.



**Departmental Directory** Is a link to the listing of the main College Departments and their phone numbers.

**Direct Loans and Entrance Counseling** Takes the you to the StudentLoans.gov

**Directory** is a link to the internal College Directory system. You can search for a person or list the entire department. The % sing symbol is the wild card for searching.

**Emergency Response Web Page** is a link to the College's Emergency Response site.

**EthicsPoint** website and phone number– An external link to the provider the college utilizes to handle reporting of compliance issues in a confidential fashion.

**Email (OWA) Access (Employee)** Currently for Employees only, this link will launch the login for our email/calendaring system. The links below this items are documentation on using the system.



**Institutional Research** is a quick link to our College IR website.

**Policies & Procedures** is a quick link to our College P&P web site.

## 4ITSUPPORT TEAMS

One of our key areas of focus is always client satisfaction. Please call or email us your suggestions on how we can improve our service to you. We look forward to seeing you stop by B2-38, hearing from you at [4ITSupport@ccp.edu](mailto:4ITSupport@ccp.edu), or via the phone at 215-496-6000.



Pat Gorman  
Donna Aviles

Rob Zugaro  
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