



IMT News



Information Media and
Technology

Volume 1, Issue 5
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Support Desk Hours: Mon.—Thurs. 7 a.m.—10 p.m. Fri.—7 a.m.—5 p.m. Sat. 12 p.m.—6 p.m. Sun.—2 p.m.—8 p.m.

Phone: (626) 815-5050 | **E-mail:** support@apu.edu | **website:** www.apu.edu/imt

IMT Introduces the IMT Work Order Request

Faculty, Students, and Staff now have the option to create a work order for IMT via the internet. IMT Work Order Request can be found in:

- Cougars' Den under "Application Links"
- imthelp.apu.edu

Creating a work order is simple:

1. Login to Cougars' Den using your APU NetID and password and click on the IMT Work Order Request link or go directly to the imthelp.apu.edu site.
2. The main page will take you directly to your history of work orders created with IMT (Note: Apple users may need to reenter APU NetID)
3. In the navigation panel click on "New Word Order".
4. Please verify that your contact

information, such as **Email ID, Phone, and Location**, is accurate before submitting your work request as these fields are how we can inform you when your work order is complete.

5. Finally, write a description of the incident you are experiencing as clearly as possible, then click Submit.

IMT will process your work order in a timely manner. You will be able to check on the status of your work orders anytime by logging into the IMT Work Order Request page. Once the work order is completed an email will be sent to your Cougar's Den account informing you of its completion.

Thank you for helping IMT serve you better!

Upcoming Training Events:

- 2/9—25 Things Your Mom Didn't Tell You about Microsoft Word 9:00 a.m. in Berger
- 2/10—25 Things Your Mom Didn't Tell You about Microsoft Outlook 2003 9:00 a.m. in Berger
- 2/14—Microsoft Excel Level 2A Waiting List Only
- 2/15—25 Things Your Mom Didn't Tell You about Microsoft Word 8:30 a.m. in Sakioka
- 2/23—Microsoft Excel Level 2B 1:00 p.m. Berger
- 2/24—APU Look/APU Online 9:00 a.m. Berger
- 2/28—Microsoft Excel Level 3A 1:00 p.m. Sakioka
- 3/7—Microsoft Excel Level I 1:00 p.m. Berger
- 3/10—25 Things Your Mom Didn't Tell You about Microsoft Outlook 2003 9:00 a.m. in Sakioka
- 3/15—Microsoft Excel Level 2A 8:30 Berger
- 3/17—Microsoft PowerPoint Level I 1:00 p.m. Berger
- 3/22—APU Look/APU Online 8:30 a.m. Sakioka
- 3/23—Microsoft Excel Level 2B 1:00 p.m. Sakioka

Reservations are required, to sign up for a class please email training@apu.edu with the date and class title. For more information please see: www.apu.edu/imt/training

Fast Facts

All the IMT Newsletters are now available on the web at:

<http://www.apu.edu/imt/training/facultynewsletters/>

Computer Store Hours:

Mon.—Thurs. 9 a.m.—5 p.m.
Fri.—9 a.m.—4:30 p.m.

Phone: (626)815-5096

E-mail orders to:

computerstore@apu.edu

Did You Know?

That most Microsoft application allow you to "undo" 99 actions? The keyboard shortcut for undo is CTRL+Z on a Windows™ machines and Command+Z for the Mac.

You can also "Redo" many commands by using CTRL+Y/Command+Y

IMT Media Service

Support Hours:

Mon.—Thurs. 7:00 a.m.—10:00 p.m.

Fri. 7:00 a.m.—5:00 p.m.

Call ext. 5050 for assistance.



Phone and Voice Mail Tips:

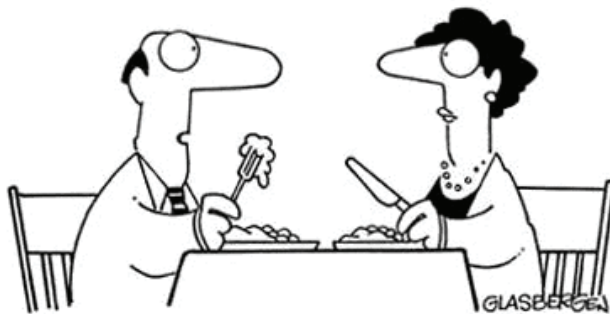
It is recommended, especially for faculty who are often out of the office, to **Select an Attendant**. This allows the caller the option of transferring to an attendant, such as a department administrative assistant, rather than leaving a voicemail.

The **Alternate Greeting** is a great way to inform callers when you will be out of the office and when they can expect you to return. An Alternate Greeting does not erase your regular greeting, but allows a separate greeting with special information, such as vacation dates, department events, or anything else that would pertain to or affect callers.

Instructions on selecting an attendant and creating alternate greetings can be found at:

<http://www.apu.edu/imt/telecom/voicemail.php>.

Just a thought...



"I found a typewriter at work in a storage closet. The first person to correctly identify it won \$10."

Don't Be Phish Bait

From Deborah Fowles, Your Guide to Financial Planning.

The complete article can be found at:

<http://financialplan.about.com/od/fraudandfinancialscams/a/PhishingScams.htm>

Avoid Phishing Scams

With newspapers, television, magazines, and the Internet full of warnings about phishing scams, it's astonishing that so many people continue to fall victim to the many variations of this high tech scam that tricks you into providing private information for the purpose of stealing your identity. Phishing scams use a variety of ways to convince you to give up one or more of the following pieces of personal information:

- your credit card number
- bank account information
- social security number
- Passwords
- other personal information

Protect yourself from becoming phish bait with a little information and a big dose of skepticism.

Common phishing come-ons include statements such as:

- Verify your account...
- Dear Valued Customer...
- If you don't respond within 48 hours, your account will be closed...
- Click the link below to gain access to your account...

To protect yourself from phishing scams the Federal Trade Commission offers the following advice:

- Keep your virus protection software up-to-date.
- Don't send personal or financial information in mails. E-mail is insecure.
- When entering personal information on a Web site that you initiate a transaction with, make sure the http in the address bar changes to https and the padlock icon appears in your browser window, indicating that the site is secure.
- Check your credit card statements carefully and report any charges that look suspicious.
- If you have broadband Internet access, consider adding a firewall to protect your computer.
- Be very cautious when opening any e-mail attachments.
- Don't download files you receive in e-mail.