



— TECHNOLOGY UPDATE —



Upcoming Technology Events

Date	Event	Time	Location
Apr 7	How to Use Canvas for Classified Staff	9:45am	Zoom
Apr 7	Zoom Tips & Tricks	11:00am	Zoom
Apr 7	Outlook Email Overview	2:30pm	Zoom
Apr 14	Section 508/Accessible Design	4:00pm	Zoom
Apr 15	PebblePad Rollin' Stone Tour	10:00am	Zoom
Apr 28	Section 508/Accessible Design	10:00am	Zoom

Connect with us via Zoom
Log in with your [CanyonsID](#)
Click "Online Help Desk"



April IT Birthdays

Faiqa Yazdani - Apr 3
Santhy Chandran - Apr 17
Shawn Irwin - Apr 23

If you see them on their special day, please wish them a Happy Birthday!

Limited on campus support is now available Monday - Friday 8:00am - 4:30pm
Please call **(661) 362-3953** during office hours for assistance.

Classified Professional Development Week

The 23rd annual Classified Professional Development Week is here! This year's event will take place virtually via Zoom Monday, April 5 – Thursday, April 8, 2021. The theme for this year's event is **Zooming Into the Future!**

There will be a variety of workshops offered for you to attend as well as FUN ice breaker activities at which you will have an opportunity to get to know your classified and confidential colleagues better.

A few of our own IT Technicians will be teaching a some of the workshops during the week!

April 5, 2021

11:00am-12:00pm

Cybersecurity – What You Need to Know Now to Protect Your Personal Information (Recording Coming Soon)

Presenter: Michael Gunther, Systems Security Administrator

April 6, 2021

9:45am-10:45am

Microsoft Teams (Recording Coming Soon)

Presenter: Justin Smith, Information Technology Coordinator I, Computer Support

April 7, 2021

11:00am-12:00pm

Zoom Tips & Tricks (Recording Coming Soon)

Presenter: Shawn Irwin, Information Technology Technician

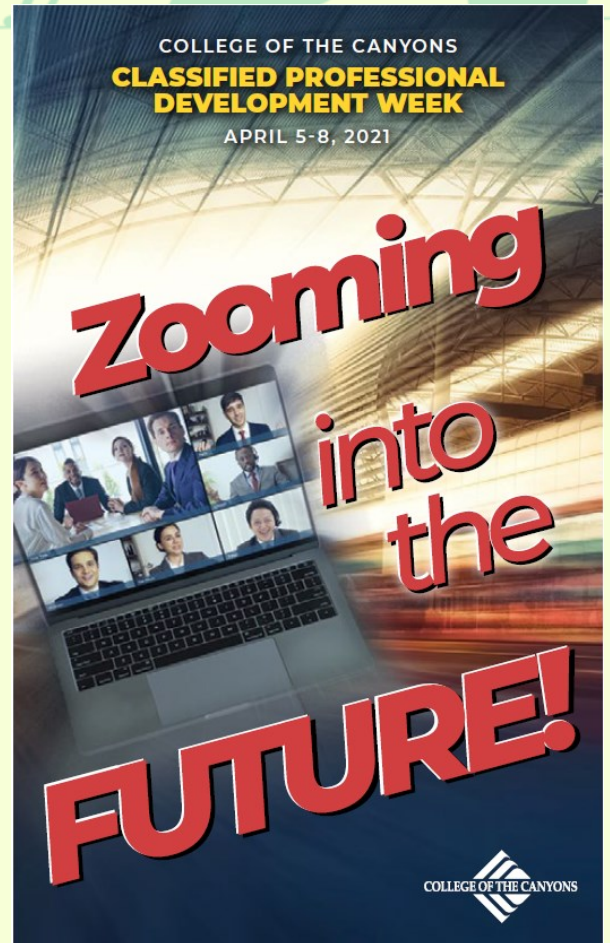
2:30pm-3:30pm

Outlook Email Overview

Presenter: Mauricio Escobar, Information Technology Technician

Pre-register for the workshops at <https://login.frontlineeducation.com/sso/collegeofthecanyons> (your login is the same as your computer login and password)

Please contact Leslie at leslie.carr@canyons.edu or at ext. 3100 if you have any questions.



Are you being scammed? Want to know how to stop them? Fun and informative workshop series on Cybersecurity

By Michael Gunther

Information Technology is launching a **new round of live presentations** of the [Information Security – Training & Awareness Program \(IS-TAP\)](#) workshops. This series will be offered during the lunch hour, noon to 1 PM, on Wednesdays. The series will start with the first workshop, Keep it Safe with Passwords, on Wednesday, April 21. Or you can watch any of the pre-recorded presentations at your convenience. Links to register for the live workshop or to watch the pre-recorded presentations are listed below. FLEX credit is available for either the live or pre-recorded versions of each workshop.

Information Security – Training & Awareness Program (IS-TAP)

Keep it Safe with Passwords

Are you using password best practices with your credentials? Find out what they are and how you can keep your passwords safe in this IS-TAP workshop.

When: Wednesday, April 21, Noon to 1 PM or [watch the pre-recorded presentation anytime](#)

Where: [Online Zoom](#)

Register: [My Learning Plan](#)

Email Scams

Does that email you just received look suspicious? Find out what the warning signs are in this IS-TAP workshop.

When: Wednesday, April 28, Noon to 1 PM or [watch the pre-recorded presentation anytime](#)

Where: [Online Zoom](#)

Register: [My Learning Plan](#)

Securing Mobile Devices

Would you be concerned if you lost your mobile phone? Should you be? Find out how to protect your mobile devices in this IS-TAP workshop.

When: Wednesday, May 5, Noon to 1 PM or [watch the pre-recorded presentation anytime](#)

Where: [Online Zoom](#)

Register: [My Learning Plan](#)

Being Web Wise

Are you protecting yourself when you browse the Internet? Find out more about using HTTPS in this IS-TAP workshop.

When: Wednesday, May 12, Noon to 1 PM or [watch the pre-recorded presentation anytime](#)

Where: [Online Zoom](#)

Register: [My Learning Plan](#)

Connect with Care

Are you protecting yourself when you connect to the Internet? Learn more about using VPNs in this IS-TAP workshop.

When: Wednesday, May 19, Noon to 1PM or [watch the pre-recorded presentation anytime](#)

Where: [Online Zoom](#)

Register: [My Learning Plan](#)

Protecting your Home and Personal Life

Are you protecting your home and family from dangers on the Internet? Learn more about steps you can take to secure your home network and Internet of Things (IOT) devices in this IS-TAP workshop.

When: Wednesday, May 26, Noon to 1 PM or [watch the pre-recorded presentation anytime](#)

Where: [Online Zoom](#)

Register: [My Learning Plan](#)



Shortage of laptops and PC components won't be cleared until 2022

[See this Article on Digital Trends](#)

This year saw a large boom in sales of laptop and desktop computers, and many hardware manufacturers are still months behind fulfilling their orders and not expected to clear the backlog until 2022, [Reuters](#) reports.

With the global pandemic of coronavirus causing a huge surge in both remote learning and working from home, people across the globe have been purchasing laptops and desktops at a higher level than any time for more than a decade. At the same time that people were buying more computers, sales of smartphones slumped, as many decided to put off upgrading their handheld devices and instead spend their money on a larger device that was more useful for work or school.

The highest level of sales of desktops and laptops in recent years was in 2008, when 300 million units were shipped. Since then, sales have declined toward 250 million, and many expected that the PC market would never recover to its previous position. Conventional wisdom said that customers wanted smaller, portable devices that were more affordable and which they would upgrade more often, rather than the large investment of a PC.

But hardware industry representative told Reuters that this year looks as if sales will recover to these previous levels, with up to 300 million PCs shipped which

is an increase of 15% from 2019. Tablet sales are also up.

This increased demand has put additional pressure on supply chains that were already impacted by the pandemic. There has been a shortage of components like [graphics cards](#) and [laptops](#), with limited stock available in many locations globally. And these private customers are also after the same laptops and other components that educational institutions are trying to stock up on for their students.

Experts told Reuters they expect the shortages of components to continue, with sales in 2021 maintaining or even exceeding those in 2020. A new wave of computers will be introduced next year with features like better cameras for video calling and the integration of 4G or [5G](#) chips for those who don't have reliable Wi-Fi. But some countries may see shortages of laptops and desktop components which will continue until 2022.



Protecting the health of students and employees remains our top priority, so during remote operations, Computer Support directs anyone seeking support to utilize one of the three communications methods listed below.

**Remote hours of support during this time are Monday-Friday 8:00am - 5:00pm*

Send us an email:
helpdesk@canyons.edu

Call our office
Mon-Fri 8:00am-4:30pm:
(661) 362-3953

Connect with us via Zoom:
<https://intranet.canyons.edu/departments/it/>