

Frequently Asked Questions

Malware impacting access to Triton network

General

- **What happened?**
 - On February 6, we became aware of suspicious activity within our computer network. We promptly commenced an investigation and discovered potential malware that is preventing access to some data within our network.
- **What was affected by the malware?**
 - Presently, certain information within Colleague may be inaccessible, including student registration information, accounts payable, accounts receivable, student and employee records.
- **When did the incident take place?**
 - We discovered the suspicious activity on February 6. We promptly commenced an internal investigation and engaged third-party cybersecurity experts to determine what happened and facilitate restoration of data that may have been rendered inaccessible.
- **How do you know other files/information weren't affected?**
 - Our investigation is ongoing. However, we are not presently aware of any evidence that other sensitive files or information have been accessed without authorization.
- **How are you going to protect against this happening again?**
 - We are working with cybersecurity experts to conduct an independent investigation to determine what happened and to help restore access to any data that may be unavailable. We want to assure you that we are taking steps to further improve the security of our computer network and minimize the likelihood of a similar event from occurring in the future.

Students

- **Is my personal information compromised?**
 - Our investigation is ongoing. However, we are not presently aware of any evidence of unauthorized access to personal information within our network. We will promptly advise upon further developments. We take this situation extremely seriously, as protection of personal information is one of our highest priorities.
- **I applied for financial aid to pay for books and supplies? Will I still receive money?**
 - We are working with Financial Aid and Follett Bookstore to develop a short term solution. You can also reserve most required books via the library.
- **If I submitted an assignment through Blackboard, how do I know if it was received?**
 - Blackboard has not been affected by this incident.
- **Will I need to retake or re-submit any quiz in Blackboard as a result of this incident?**
 - Blackboard has not been affected by this incident.
- **I don't have internet access at home, and use library computers to complete my assignments. I have several late assignments because of this problem. What do I do? How does this affect my grades?**

- Library computers are available for use and can access the internet. The Educational Technology Resource Center (ETRC) in A Building also has internet access. Discuss late assignments with your instructor.
- **My class starts this week. Should I still attend?**
 - Yes, you should attend all of your registered classes. Instructors will mark your attendance via paper form. Contact your counselor or advisor for information about your schedule.
- **I need to drop a class. What do I do?**
 - You must withdraw officially by submitting a withdrawal form to the Student Center in B Building prior to the withdrawal deadline. If you do not withdraw officially from a class, you may be subject to an “F” grade. Remember:
 - If you are not attending a class, it is your responsibility to drop the class. Your teacher cannot and will not automatically drop you. Your counselor or advisor can help you explore the pros and cons of your decision.
 - Withdrawing from a class may impact your financial aid or athletic eligibility. Check with those departments or a counselor or advisor before withdrawing from a class.
- **I need to complete an application for graduation, but the system is down. What do I do?**
 - The deadline for completing graduation applications is extended through Monday, February 25. Your counselor or advisor can help you complete a paper form.

Faculty/Staff

- **How does this affect my ability to teach classes?**
 - Classes should be held as normal. Although you will not be able to access programs via computers directly connected to the on-campus network, Information Systems is working on wireless access options.
- **If I can't access the internet, how can I show videos in class?**
 - Contact the help desk at x3527 and request classroom assistance.
- **Can I use my personal laptop/tablet to teach class? How do I connect it to the teacher station?**
 - Yes you can. You can view the “Instructor Classroom Tips” below for more information, or contact the help desk at x3527.
- **Where are the workstations with Wi-Fi access? If there's not one in my building, when will laptops be loaned out?**
 - Information Systems is working to provide Wi-Fi enabled stations across campus. The Educational Technology Resource Center (ETRC) in A Building also has internet access.
- **Should I still show up for work?**
 - Yes. Work with your supervisor to determine productive uses for your time.
- **How do I record my time and office hours?**
 - Timesheets are being delivered to each department with instructions for completing. Keep track of your hours and time and submit them to your supervisor. Make sure your supervisor initials your timesheet. Contact [Julie Nitts](#) at x3751 to request a timesheet, or pick up additional copies from Payroll or Human Resources in P Building.

- **How do I get a copy of my W-2?**
 - Payroll in P Building can provide a paper copy of your W-2. Contact Payroll at x3751.
- **I need to complete a budget transfer. What do I do?**
 - The Business Office in A Building can provide cost center managers with paper forms to complete requests for budget transfers, travel requests and other budget-related activities. Contact Danielle Stephens by [email](#) or at x3475.
- **I can't submit retention alerts. What should I do?**
 - Contact the student directly via their Triton email address.

Instructor Classroom Tips

If you teach in a projection classroom:

- Word, Excel, Access and PowerPoint are accessible. You cannot access networked files, but you can load and project files from a USB or flash drive.
- Audio CDs will play on the desktop with sound from the classroom speakers.
- Internet cannot be accessed from the desktop. To access the internet, use a Wi-Fi enabled laptop, tablet or mobile device.
- For video projection, laptops can be connected to the wall projection controls using a VGA 15-pin male to male adaptor cable for video. Contact the Help Desk at x3527 for assistance.
- To broadcast audio, you will need a mini to mini (3.5mm) cable to connect from your device to the control panel on the wall. The Help Desk does not provide this cable. Consider using your device's audio capabilities.
- Apple devices can connect through Apple TV in rooms equipped with the service. You may request Apple TV through the Help Desk, x3527.
- MacBooks can connect through room projection if you have an adapter that converts your output to VGA. You also need mini to mini (3.5mm) cable for sound. However, the Help Desk does not provide this cable.

Contact the Help Desk at x3527. IT and AV support is available: 7:30 a.m.-8 p.m., Monday-Thursday; 8 a.m.-4 p.m., Fridays; and 8 a.m.-1 p.m., Saturdays.