Our Final Transition to EDU

Frequently Asked Questions
- General
- Web
- E-mail

Eliminating “losrios.cc.ca.us”
The Long and the Short Of It
No doubt you have enjoyed using our new short domain name “losrios.edu” for both your e-mail address and for our Web addresses. In fact, it has been so successful that nearly everyone has forgotten all about our old long “losrios.cc.ca.us” name. Yet unfortunately many others haven’t forgotten. For example, links from other sites to us may still use our long name, students and the community who have bookmarked our Web pages may still use our long name. Even our friends and colleagues may still be using our long name for our e-mail addresses.

So what’s wrong if some people still want to use our long name? Why get rid of it?
The obvious reason to eliminate the long name is that it is hard to say, write, repeat or communicate. Furthermore, keeping up both names requires additional systems work and complicates troubleshooting when problems arise. The simpler things are, the easier they are to maintain.

Eliminating the long name also allows us to develop a single identity. That is essential because anyone can create a page that looks just like any Los Rios Web page. How will students know if they are registering and paying for a real Los Rios class, or just some look-alike? If we continue with multiple identities, “losrios.edu” and “losrios.cc.ca.us”, it just further complicates the situation. Better to declare, “If it doesn’t say ‘losrios.edu’ then you aren’t at Los Rios.”

For the past 10 months, we have been using both names transparently for e-mail and Web. However, the time has come that the EDU Technical Team recommends we eliminate the long name altogether.

There are two important upcoming dates you should be aware of. These dates are:

**Mark These Dates**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 11, 2003</td>
<td>All Web Addresses using “losrios.cc.ca.us” will automatically redirect the user to a “We Have Moved” page. Some e-mail addresses using the long name will be undeliverable.</td>
</tr>
<tr>
<td>June 3, 2003</td>
<td>All E-mail addressed to “losrios.cc.ca.us” will be undeliverable</td>
</tr>
</tbody>
</table>
Frequently Asked Questions

General

1. What if all this technical stuff just doesn’t make sense to me?
2. Why do we have two different dates for eliminating “losrios.cc.ca.us”?
3. Why will some e-mail addresses no longer work when the “losrios.cc.ca.us” Web address stops working on April 11, 2003?
4. Which e-mail addresses will stop working on April 11, 2003, and which will continue to work?
5. What should we do with business cards, pamphlets, brochures, and handouts with the old e-mail or Web address?

Web

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2. What are the specific changes in URLs?
3. What is a “We Have Moved” page?
4. Once a user reaches the “We Have Moved” page, will they be able to find the specific Web page they want?
5. How long will the “We Have Moved” page be used?
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7. If I maintain Web pages and I don’t do anything what happens?
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9. I have a lot of Los Rios “Bookmarks/Favorites”. Can I update them all at once?
10. What will happen after April 11, 2003 if I click on a “Bookmark/Favorite” that hasn’t been updated?
11. What are the new valid Administrative Web addresses?
12. Which Web addresses are invalid or should be avoided?

E-mail

1. Which e-mail address suffixes (the part after the @) were formerly in use?
2. Which e-mail addresses will be accepted after June 3, 2002?
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4. What is a list serve (aka mailing list)?
5. What will happen to my subscriptions to mailing lists?
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8. How do I add my signature to the e-mail I send out from Outlook?
9. Do I need to change my Personal Address Book in Outlook?
10. I have created numerous distribution lists in my Address Book; do I have to update these?
11. Do I have to update my Outlook Contacts as well?
12. How is student e-mail affected?
13. Some of my “losrios.cc.ca.us” e-mail has already stopped working, why?
GENERAL FAQ

1. What if all this technical stuff just doesn’t make sense to me?

We understand. Just call the District Office IT Help Desk at 3012 (or 568-3012).

2. Why do we have two different dates for eliminating “losrios.cc.ca.us”?

While everyone is impacted by the e-mail address change, only a few webmasters (including instructors that maintain Web pages) are affected by the change in the Web address. Since e-mail affects everyone, we wanted additional time for the transition. On the other hand, in order to establish a single Los Rios identity with our new Web address, we wanted as short a transition period as possible.

3. Why will some e-mail addresses no longer work when the “losrios.cc.ca.us” Web address stops working on April 11, 2003?

Since Los Rios starting using e-mail in 1995, we have used a variety of e-mail addresses. Some of these were “tied” to our Web addresses, and when we make our April 11th Web changes, these e-mail addresses will be disrupted as well. Fortunately, this will affect only a few people.

4. Which e-mail addresses will stop working on April 11, 2003, and which will continue to work?

Any e-mail sent to the addresses listed below after April 11, 2003, will be returned as “Undeliverable.” [The “xxx” below stands for your college or district office abbreviation, such as “arc” or “flc.”]

user@mail.xxx.losrios.cc.ca.us
user@ex.xxx.losrios.cc.ca.us
user@exi.xxx.losrios.cc.ca.us
user@wserver.xxx.losrios.cc.ca.us
user@www.xxx.losrios.cc.ca.us
user@iserver.do.losrios.cc.ca.us
user@iserver.losrios.cc.ca.us
user@go.losrios.cc.ca.us (student e-mail)
user@zip.arc.losrios.cc.ca.us (student e-mail)

E-mail in the form of user@xxx.losrios.cc.ca.us will continue to work until June 3, 2003.

5. What should we do with business cards, pamphlets, brochures, and handouts with the old e-mail or Web address?
No one wants to throw out perfectly good older versions if the only change is for an e-mail or Web address. The simplest thing to do is to strike out the old address and ink in the new. However, for the most professional look, print labels with the new information and affix them over the old.

One very important Web Address to watch out for is the changed address for the District Office. Simply changing www.do.losrios.cc.ca.us to www.do.losrios.edu will NOT WORK. You must change the address to www.losrios.edu (the .do. will NOT WORK with the “.edu” address).

WEB FAQ

1. What is a URL?

A “URL” is a Web address, such as www.flc.losrios.edu. (If you’re interested, URL stands for Uniform Resource Locator.) A URL can also be more detailed—forexample. www.flc.losrios.edu/~counsel/assesst.html lists a specific Web page (assesst.html) on the counseling (~counsel) Web site at Folsom Lake College (flc).

2. What are the specific changes in URLs?

Our new shorter Web address only affects the first part of the URL, the www.xxx.losrios.cc.ca.us. The “cc.ca.us” is now replaced with “.edu”, while the xxx is the campus acronym, arc, crc, flc, or scc..

Note one other major change in the address for the District Office. Before “.edu”, most Web addresses hosted at the D.O. included the abbreviation “do”, as in www.do.losrios.cc.ca.us, or blackboard.do.losrios.cc.ca.us. However, www.do.losrios.edu and blackboard.do.losrios.edu no longer work. When you make global changes to documents, remove any “do” references.

Consistency throughout a Web site is important. Since our college Administrative Web Servers (www) have standardized to the www.xxx.losrios.edu format, do not use names like “wserver.xxx.losrios.edu,” which technically work, but are confusing and may not always work in the future.

Until recently, people needed to see the www to recognize something as a Web address. In our current Internet-aware world, this is no longer the case. If a web address doesn’t list the “www”, don’t automatically add it. It may not work. For example, www.blackboard.losrios.edu is invalid. Always test an address before using it in any documentation,

3. What is a “We Have Moved” Page?

After April 11th, any user who attempts to use a “cc.ca.us” Web address will
automatically be sent to a “We Have Moved” page. The user will be told to use the
www.xxx.losrios.edu address for the specific college, and given a link to the College’s
Home Page.

4. Once a user reaches the “We Have Moved” page, will they be able to find the
specific Web page they want?

That depends. If the page is a commonly used one, it is probably linked from the
College Home Page, which they will reach from the “We Have Moved” page.
However, if a page was reached from a search engine or a bookmark, it may be more
difficult to locate from the College Home Page. If the user is technically savvy, they
may know to change the Web address from “losrios.cc.ca.us” to “losrios.edu” in order
to reach the correct page. However, in most cases, they will depend on the Home Page
menu or search function.

If the user clicked on a link that went to a Web server other than the Administrative
Web Server (www), for example, ic.arc.losrios.cc.ca.us, they will be taken to ARC’s
generic “We Have Moved” Web page on the Administrative Web Server, thus making
it even more difficult to locate the correct Web page on the correct Web server.

5. How long will the “We Have Moved” page be used?

There is no set date for when we will eliminate the “We Have Moved” page. It will
depend on usage. The sooner the usage dwindles, the better, and the sooner we can
remove it altogether.

6. If I maintain Web pages, what do I need to do before April 11, 2003?

Since in most cases, links using the “cc.ca.us” format will act like a “broken” link,
these links should be corrected in all Web pages before April 11th.

You can view a Web report to see if you have any pages with “cc.ca.us” links--but only
on a college or district computer. The report can be found at
https://www.xxx.losrios.edu (again, replace “xxx” with your campus abbreviation). On
that page, click on “View Web Report Link”. If your account name is on the list, click
on it to see a list of pages that contain references to “cc.ca.us.” (These links may not be
obvious. Use the “View Source” function in your browser to view the page code and
find all occurrences of “losrios.cc.ca.us”. ) If you need help, contact your college
webmaster or the Los Rios Help Desk.

7. If I maintain Web pages and I don’t do anything what happens?

After April 11th, anyone trying to use your Web site will become frustrated with what
appears to be a poorly maintained Web site. Be prepared for angry e-mails, or students
who are unable to complete assignments, or locate important information.
8. **Do I need to change my “Bookmarks” or “Favorites”?**

Yes. If you have bookmarks (also called favorites) that link to Los Rios Web pages, you will need to correct these if they use the old “losrios.cc.ca.us” format. If you only have a few bookmarks, you may wish to use the “help” facility in your browser for instructions on how to update or manage your bookmarks.

9. **I have a lot of Los Rios “Bookmarks/Favorites”, can I update them all at once?**

Some people may have a lot of bookmarks for Los Rios links. Updating each and every one is tedious. You’ll find instructions on how to update all your Los Rios bookmarks/favorites at: [http://www.losrios.edu/services/technology/lrc_conversion.htm](http://www.losrios.edu/services/technology/lrc_conversion.htm).

10. **What will happen after April 11, 2003 if I click on a bookmark or a link that hasn’t been updated?**

If you click on a bookmark or a link that still uses the “cc.ca.us” address, you will be taken to the “We Have Moved” page.

There are a lot of Web Servers being used at Los Rios. In addition to the Administrative Web Server, www, there may be Student Web Servers, Instructional Web Servers, Business Lab Web Servers, etc. If any link on any one of these servers (or any bookmark) is not changed by April 11, 2003, then when a user clicks on that link, they will be taken to the one single College generic ‘We Have Moved” page on the Administrative Web Server. That will be one frustrated user.

11. **What are the new valid Administrative Web addresses?**

- [www.arc.losrios.edu](http://www.arc.losrios.edu) or arc.losrios.edu
- [www.crc.losrios.edu](http://www.crc.losrios.edu) or crc.losrios.edu
- [www.flc.losrios.edu](http://www.flc.losrios.edu) or flc.losrios.edu
- [www.scc.losrios.edu](http://www.scc.losrios.edu) or scc.losrios.edu
- [www.losrios.edu](http://www.losrios.edu)
- [ecenter.losrios.edu](http://www.ecenter.losrios.edu)
- [ps.losrios.edu](http://www.ps.losrios.edu)
- [blackboard.losrios.edu](http://www.blackboard.losrios.edu)
- …and many others

12. **Which Web addresses are invalid or should be avoided?**

- [www.do.losrios.edu](http://www.do.losrios.edu)
- [blackboard.do.losrios.edu](http://www.blackboard.do.losrios.edu)
- [ps.do.losrios.edu](http://www.ps.do.losrios.edu)
- [ecenter.do.losrios.edu](http://www.ecenter.do.losrios.edu)
- any Web address with “do.losrios.edu”
Web Addresses to Avoid:

wserver.xxx.losrios.edu

E-MAIL FAQ

1. Which e-mail address suffixes (the part after the @) were formerly in use?

user@mail.xxx.losrios.cc.ca.us
user@ex.xxx.losrios.cc.ca.us
user@exi.xxx.losrios.cc.ca.us
user@wserver.xxx.losrios.cc.ca.us
user@iserver.do.losrios.cc.ca.us
user@iserver.losrios.cc.ca.us
user@losrios.cc.ca.us
user@zip.arc.losrios.cc.ca.us (student e-mail)
user@go.losrios.cc.ca.us (student e-mail)

2. Which e-mail addresses will be accepted after June 3, 2002?

user@losrios.edu
user@xxx.losrios.edu
user@go.losrios.edu
user@zip.arc.losrios.edu

3. Which address is used today on the e-mail I send?

All e-mail being sent from faculty/staff Outlook accounts use the “losrios.edu” format. All student e-mail being sent from either ZipMail or GoMail also use the “losrios.edu” format.

If you are using Outlook Express, or some other e-mail program, you must ensure that you have set up your account information correctly in order to send mail using the “losrios.edu” format. If you are unsure about this, send an e-mail to the Help Desk and ask them how your “From” address is formatted.

4. What is a list serve (aka mailing list)?

A “list serve” is a generic term for mail-handling software that lets people subscribe and unsubscribe to mailing lists. (Note that “ListServ” and “listserv” are registered names.) It is also commonly used as a synonym for “mailing list”. People typically subscribe to a mailing list based on a topical interest. If you have been asked questions on Web sites or product registration cards such as “Would you like to receive our monthly e-mail newsletter?” and you have responded by providing your e-mail address, you belong to a mailing list administered by a list serve.
5. What will happen to my subscriptions to mailing lists?

If you subscribed to mailing lists prior to June 4, 2002, you subscribed with your “losrios.cc.ca.us” e-mail address. On June 3, 2003, you will no longer receive mailings from these lists. (Many people find this to be a benefit, since they have lost interest in various lists, but don’t know how to unsubscribe.)

If you really want to continue receiving mail from the list serve, you must re-subscribe to the mailing list. Some mailing lists will indicate at the bottom of the e-mail how to subscribe or unsubscribe, and in some cases will indicate which e-mail address you used for your subscription.

Between now and June 3, 2003, make a record of all the mailing lists from which you receive e-mail. After June 3rd, determine which lists you are no longer receiving, and re-subscribe to the ones you wish to continue.

If you belong to any lists hosted by Los Rios, your subscription e-mail address has been automatically converted to the “losrios.edu” mail format.

6. How can I get others to change their address books and use my new e-mail address?

Because all of your e-mail from Outlook to others across the Internet will show user@xxx.losrios.edu (or user@losrios.edu for District Office) as the sender, anyone using a “reply to sender” command or button will automatically reply to your new address. This does not ensure that they will use that new address when they initiate a new message, however. Here’s what you can do to help others adapt to your new e-mail address and avoid any last-minute concerns before June 3rd:

A. To let friends and colleagues know about the change:
   - Send a message to everyone in your address book (who are not at Los Rios), such as: ”Please note my new e-mail address – user@xxx.losrios.edu --and revise your address book accordingly.”
   - Change your e-mail signature to include your “losrios.edu” address and a note about your old address, such as: ”Please note my new e-mail address: user@xxx.losrios.edu . After June 3, 2003, my old e-mail address user@xxx.losrios.cc.ca.us will be undeliverable.” (See below for instructions on creating or changing your signature.)

B. To assure that you don’t misdirect anyone to your old e-mail address:
   - As you discover pages on your computer that refer to your “losrios.cc.ca.us” e-mail address, update them immediately.
   - Update all Web pages you maintain with your new “losrios.edu” e-mail address. This is particularly important if you have forms on your Web site that e-mail you the contents of the form. You must manually check and verify that the form has been updated to use your “losrios.edu” address; otherwise, your form mail will be discarded automatically.
If you are a faculty member, update syllabi and other class materials to reflect the “losrios.edu” e-mail address. If you use the Blackboard system, your information has been converted automatically. However, if you have put any of your own Web pages on Blackboard—or any other web server—verify that the links and e-mail no longer use “losrios.cc.ca.us.”

7. How can I tell if someone is using my long or short e-mail address?

When you receive an e-mail from someone via Outlook, you can right-click with your mouse on your name in the e-mail header that says: “TO: My Name.” This brings up a dialog box, where you click on “Properties” to see which address was used by the sender—“losrios.edu” or “losrios.cc.ca.us”.

8. How do I add my signature to the e-mail I send out from Outlook?

Open Outlook. Click on “Tools” in the menu bar at or near the top of the Outlook screen. A dialog box appears, with tabs across the top. Click on the “Mail Format” tab. A new dialog box opens, and near the bottom you will see a button named “Signature Picker.” Then choose “New” and pick a name for the signature (i.e. ‘your name’) then choose “Start with a blank signature”. Click “Next” and type your signature, as you want it to appear on your e-mail. When done, click ‘Finish’ then click ‘Ok’. Now your new signature will appear on all of your new outgoing e-mail. The process is the same in Outlook 2000 and 2002.

9. Do I need to change my Personal Address Book in Outlook?

The Outlook Address Book consists of two parts—the Global Address Book, and your Personal Address Book.

The Global Address Book is maintained by staff at each college and at the District Office, and is already updated to reflect the correct “losrios.edu” address for everyone.

On the other hand, if you have added any Los Rios individuals to your Personal Address Book, you need to update any with “losrios.cc.ca.us” addresses.

10. I have created personal distribution lists in my Address Book; do I have to update these?

If you created the distribution list after June 4, 2002, all the Los Rios entries most likely are up to date. However, since it is difficult to know just when you created (or added to) a list, it’s safer to verify each address. Delete any “losrios.cc.ca.us” entries, then add those names to the list again—which will automatically retrieve their “losrios.edu” address.

11. Do I have to update my Outlook Contacts as well?

Los Rios Contacts created prior to June 4, 2002, may be using the old address. Verify
all Los Rios contacts and update any with the old e-mail address.

12. How is student e-mail affected?

There should be few problems, since student e-mail in the form of user@go.losrios.edu or user@zip.arc.losrios.edu has been in use since June 4, 2002. Blackboard also has been updated. Students are also being reminded that their e-mail address ends in “edu”.

Old forums on the Administrative Web servers (www) created by faculty may still contain old student e-mail addresses. There are no plans to automatically update these.

Distribution lists created by the “Grade/Roster Program” will list correct student e-mail addresses. However, faculty members who have created personal distribution lists or contacts should verify and update these as needed.

13. Some of my “losrios.cc.ca.us” e-mail has already stopped working, why?

Any e-mail using the address user@wserver.xxx.losrios.edu or user@wserver.xxx.losrios.cc.ca.us was shut off in early March, due to the significant amount of spam being funneled through these addresses.

In addition, in late February, there was a temporary system glitch that shut off all “losrios.cc.ca.us” e-mail. This temporary glitch lasted for a couple of days. Some people thought that this was the end of “losrios.cc.ca.us”. On the bright side, we would like to just use this mishap as a WAKEUP CALL for when losrios.cc.ca.us is really turned off on June 3, 2003.

If you have any further questions, please don’t hesitate to call the District Office IT Help Desk (x3012) or send e-mail to Helpdesk@losrios.edu.

We hope this document has been helpful.
District Office, Technology Services