

The Cyber Nautica

ISSUE 6: OCT - DEC 2011

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Don't Sweat

Keep Your Tech Worries at Bay!

Feature Story -
ACP : Technological Trendsetter

Join our Readership Survey 2011
and Win Prizes!

A Publication by



Partner Sponsor for Overcome! : A Journey of Hope by Seng Lee

ACP is proud to come on board as a partner sponsor and to provide support to this project that inspires hope to individuals as well as the community at large. ACP leverages on this community project to support awareness and widespread understanding on struggles of depression as well as to provide encouragement for hope, strength and renewed endeavor through difficulties in life.



The book was launched on 7th July 2011 at The Arts House and attended by Guest of Honour, Mr Teo Ser Luck, Minister of State for the Ministry of Trade and Industry. (Overcoming: A Journey of Hope is published by Write Editions and is available at all major bookstores in Singapore)



ACP at EduTech 2011 @ Nanyang JC

EduTech 2011 was held on 5 September 2011 at Nanyang Junior College. ACP had the opportunity to showcase our solution, a Student Portfolio System, called ImPrints. ImPrints is an assessment tool that enables students to practice technical skills and document their learning processes. The EduTech exhibition provided visitors with an avenue to gain insights and explore possibilities for collaboration, with the Education Technology Division or ICT Solution providers like ACP, who leverages technology for Teaching and Learning.

> 15 October 2011

Talk : Getting your very own
24/7 HR Assistant

Business owners of SMEs usually wears more than one hat within their organizations. The rising cost of manpower can increase an organization's expenses while reducing profit. Find out how a 24/7 HR assistant will assist your organization to grow while improving your bottomline.

Time: 3:00pm - 5:00 pm
Venue: 3 Lim Teck Kim Road,
Genting Centre #08-02

> 07 November 2011

Moodle Administrators Training
(Course Preview)

Moodle Administrators who want to learn about Moodle's architecture and environment, user management, enrolment, authentication, security, backup and 3rd party add-ons.

Time: 3:00pm - 5:00 pm
Venue: 3 Lim Teck Kim Road,
Genting Centre #08-02

> 11 December 2011

Talk : Rapidly create and convert
content into SCORM compliant
learning packages

A quick training course targeted for teachers to learn how to rapidly create and convert existing contents into SCORM compliant e-learning packages. These e-learning packages can then be easily imported into any SCORM compliant LMS to make teaching self-directed and interactive.

Time: 3:00pm - 5:00 pm
Venue: 3 Lim Teck Kim Road,
Genting Centre #08-02

Microsoft Office Academic Skills Challenge Awards Ceremony 2011

The Microsoft Office Academic Challenge Skills 2011 Awards ceremony was held on 17 August at Microsoft Singapore Auditorium. The event has been running for the 7th year and has attracted more than 2000 participants who are students and teachers from both primary and secondary schools. The objectives of this challenge are to promote the use of Information Technology (IT) in daily work and to give recognition to students and MOE staffs who are proficient in IT by awarding them a globally-recognised certification. Congratulations to the student winners!



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Your Thought Matters!

We'd love to hear your opinions and feedback about our publication and services.

Drop us a message anytime via email, twitter or facebook!

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Editor's Note

For most of us, I'm sure there has been at least one occasion when we have sat in front of the computer, feeling completely baffled when a pop-up window prompting an error message appears out of nowhere. By then, the common question of "Why?" or "How?" would play several times in our minds while we struggled to fix the problem. Being not-so-tech-savvy, it is common to feel frustrated, or even lost when facing with such technical problems. It is worse when no one is around to help. What do we do then?

In this issue, we are happy to say that technology does not have to be scary or difficult. From browser settings to online shopping and even, website administration, there is always an easy way to tackle the common problems that the technology demon may bring.

This issue, we also take a retrospective look at our achievements for the year. In our quest to be the technological trendsetter of this industry, we are proud to say that we have been moving in the right direction and is happy with what we have achieved. By looking back at what we have achieved through constantly innovating and keeping at the forefront of technology, we are confident ACP is geared towards building a promising future!

Firzillia
Editor

Double Celebration

ACP was featured in Business Times, SME Inc on Singapore's National Day on 9th August 2011!

It is to our delight and surprise to see a full page editorial on ACP in Business Times on the same memorable day we celebrated Singapore's Independence. Business Times did a feature on ACP called 'Riding the ICT Wave beyond Local Shores' which included a story behind our success and plans for the future. Do visit our website to read an electronic version of the article!



ACP is Now an Exclusive Distributer of RMEasiTech!

ACP has been appointed as RM Education (Asia Pacific)'s exclusive distributor in Singapore for RM EasiTech, the next generation interactive software for the classroom. RM EasiTech is a tool that is designed to help you create and deliver personalised, motivational and engaging lessons. You can either create resources from scratch or access a wide range of contents that suit your own teaching needs.

Through this partnership, we hope to revolutionise learning through a more engaging and interactive manner for schools in Singapore. For more info, visit www.acpcomputer.edu.sg/rmeducation



Mabuhay*! ACP has expanded into the Philippines!

ACP has set up a new representative office in Ortigas Business Centre, Philippines! This marks our first market entry in a country outside Singapore and is aimed to promote ACP's brand as well as our products and services overseas. Look out for us when you're there!

* Tagalog for 'Hello'

Our Luminaries

Poon Kum Seng, shares with us on how ensuring good service quality is part and parcel of what he does as an Account Executive.

As an Account Executive, my role is to ensure that ACP's solutions are able to meet our clients' unique requirements and at the end of the day, to satisfy them with the service we provide. As part of the Education Sales team, I will also propose and share solutions to clients to help enhance and strengthen their ICT practices, transforming their organisations into 21st century learning centres.



I started working in ACP in 2007 as an ICT Trainer and was later promoted in 2009 as a Account Executive. Being very familiar with the school industry and having developed a growing passion in ICT tools and technologies, I was given the opportunity to handle school accounts. In my new role, I also get to participate in projects and events which have provided me with deeper insights into the current ICT demands in the Education industry. As an AE, we know the importance of having a good rapport with schools. We work closely with them as partners and together, we will discuss and brainstorm for the best ways to integrate our solutions so that it will help meet their needs and achieve their objectives.

I am thankful for the management in ACP, who has given me guidance and support that helped with my transition from a trainer to an AE. I was given ongoing trainings, mentoring and feedbacks which helped built my confidence and has equipped me with the professional skills needed to deliver my best in what I do.

Reyes Charity Castillo realises that as an ICT Professional, not only are skills important, you need to have passion and confidence as well.



Right after my graduation, I was aiming to work for an organization that was able to help me develop my skills and help me grow professionally. Being a reputable local company that has been around for more than 15 years, I know ACP was the right place to work in. ACP's clear career progression has helped inspire me to perform well. As an ICT professional, I was also given many opportunities to be versatile and push boundaries in my role in order to deliver enduring results.

Since joining the team, I also realised that while qualifications are an asset, it is also equally important to have the confidence, passion

and trust in yourself to strive further. It takes constant effort but as individuals, you need to be motivated in order to pursue career success. ACP helped me with the motivation by offering a good system that recognises efforts and rewards good performances.

Don't Sweat I.T: Tips to Tackle Common Tech Problems

New technology appears at such a rapid rate that sometimes it is hard to keep up. Whether it is a new invention, the latest version of a popular product or a revolutionary way a tool is being used; in this gadget-centric and technology-driven world, it is easy to get overwhelmed. It can also be hard to keep up with **how** technology is being used and there are many times when we can get stumped because it is 'too hard' or it simply can't be solved. Or can it?

Let's look at some of the common tech problems one may face and how to tackle them :

HELP! Why do I keep receiving SPAM mails?

Yes, as frustrating and annoying as it is, once you own a public email address, no one can stop SPAM mails from coming in. A suggestion is, you may want to consider having more than one e-mail address: use one address whenever you sign up for anything on the Web, and give your other address only to people you know. Also, when you do get spam mail, never reply or click a link offering to remove you from their mailing list. This will only confirm your address is real and you will then get even more spam. Never sign up for any spam e-mail opt-out lists, these are just another attempt to get your email address or money. More importantly, do check that you have up-to-date anti-virus software. If a virus infects your PC it may try to use your address book to spread itself through e-mail spam to all your contacts.

As technology advances, it reverses the characteristics of every situation again and again. The age of automation is going to be the age of 'do it yourself'.

- Marshall McLuhan



HELP! My PC is too slow!

If you don't know where to begin fixing the slow computer, the good idea is to begin with inspecting the hard disk drive for it is the most common cause of poor PC performance. Check for disk errors, bad sectors, low disk space issues and fragmentation level. You can do this with any good freely available disk diagnostic tool you may find on internet. Once you are done with diagnosing and troubleshooting your hard disk, run a scan for operating system issues. These include registry scan, antivirus scan and system files scan. Check if there are any issues with it. This is how PC repair experts repair their home computers.

HELP! I need to shop online, is this website safe?

While online shopping can be addictive, extra precaution should also be made to ensure that your credit card information is safe from fraudulent websites. To know whether a site is secure before you give your credit card details, look at the address bar and make sure the web address begins with https://. There should also be a padlock symbol on the address bar to indicate the site is secure.

HELP! I need to update my website but I do not know HTML!

If you do not come from a programming or IT background but somehow was given the task to update a company website, it is always best to consider using Content Management Systems (CMS). Tools like CMS will help ease the 'pain' as they have intuitive control panels and front-end editing features that allow users to edit directly on the webpage without any HTML code. For example, one of the web solutions that ACP provides is built on an award-winning CMS called Joomla. ACP has used Joomla for everything from simple websites to complex corporate applications as it is powerful, reliable and easy to manage.



Congratulations if you get them all correctly!



Answers to
Last Issue's
Puzzle : 'Are You
Tech-Aware'

JOIN OUR READERSHIP SURVEY 2011



Take part in our online readership survey by visiting
www.acpcomputer.edu.sg/readershipsurvey

10 readers will be randomly picked to win a book 'Overcoming : A Journey of Hope' worth \$20!

Closing Date : October 31, 2011

ACP : Technological Trendsetter

Taking the first step is always the most crucial part in every aspect - whether in business or in life. Whether the first step can be a 'make or break' situation, it is definitely a start of a new horizon for all.

With only a couple of months before the end of the year, ACP has been elated by the recent achievements obtained. 2011 offered many key milestones for ACP, making the year to be quite a monumental one. This year, we have been awarded several big tenders by Ministry of Education and InfoComm Development Authority for our learning management solutions. We were also awarded for the Asia Pacific Entrepreneurship Awards in the Most Promising Entrepreneur category. Soon after the award, we were also featured in several media publications including an exclusive feature in the Business Times, SME Inc on our 46th National Day.

Now, ACP, the leading local Education and ICT Solutions provider is taking its first step towards globalization. ACP is expanding its business overseas by opening a new representative office in Philippines. Our workforce has also grown substantially to support the number of growing projects that we have won.



The Management Staff at the APEA Awards 2011

ACP is also expanding its product lines by offering digital contents, managed support services for Moodle and Search Engine Optimization services. These services will complement and value add to our existing product portfolio in Learning Management Solutions and Web Development.

Says our director, Mr Alan Poh :

"We're excited about the new developments and offerings that we are bringing to the table. In time of intensive competition, this strategic move to differentiate ourselves is to further enhance our position as a one-stop knowledge management and ICT consultancy provider -- not only in Singapore, but also beyond our local shores."

This is a giant leap for ACP as well as a promising move to cement ourself as the premier solution provider for our clients. With the dedicated teams and talented management staff helming our ship, we are optimistic and excited with what 2012 may bring!



ACP's product manager showcasing our product and services at the EduTech 2011 @ NanyangJC

FOLD HERE

5 Plug-ins and Visual Treats for Joomla Sites
to get you in the festive mood!

FOLD HERE

WISHING YOU A Merry Christmas
may this festival bring abundant joy and happiness in your life!

FOLD HERE

JE Gifts Registry
This Snowfalling module adds a snow effect to your site. Completely customisable with type and number of images falling on the screen! The YOOholidays module comes with nice visual effects for the holidays. It bundles a snow, fireworks and halloween javascript in one module for an easy time-controlled integration in your website. Displays a nice Christmas-themed clock that reflects current user time. It can be resized for all web site.

Merry Christmas
Make your Joomla! website snow with a snowman, unlike other scripts to create real snow, snowman can simulate the real movement of flakes of snow driven by windCalculator.

JF Snowman
ACP provides Joomla website development and maintenance services. To find out more about this plug-ins and how they can be installed in your current website, call us at 6227 7996

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Engaging the Future