

HELP DESK

Lone Tree Hours:

Monday-Thursday, 7am-9pm

Friday, 7am-7pm

Saturday, 9am-3pm

Fourth Street Hours:

Monday-Thursday, 8am-7pm

Information Technology Services

(928) 226-HELP

helpdesk@coconino.edu

Basic Technology Information For STUDENTS



Coconino Community College Labs and Public Computers

Lone Tree computer lab
Fourth Street computer lab
Page computer lab



E-Mail

CCC provides cloud based e-mail service to students. Go to <http://www.coconino.edu/studentemail> to learn how to get started and login.

This service provides:

- ✓ 10GB of storage for e-mail
 - ✓ 25GB for online storage (SkyDrive) and
 - ✓ Access to Microsoft's Office Web Apps to edit Word, Excel, PowerPoint and OneNote files online.
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Wireless Access

Available at both Flagstaff campus locations as well as the Page campus, wireless internet can be accessed by choosing the "CCC" network from your computer or mobile device. After you choose the network, open a web browser and accept the terms of use. Once accepted, you can freely surf the web and use other Internet applications. (Some restrictions apply.)

SSID: CCC **Wireless Protocols Supported:** a/b/g

Network & Web File Storage

All students are provided a network storage drive to save documents and shows up as the "S" drive from any computer on campus.

- ✓ If you are using Microsoft Windows, you can find the "S" drive by opening "My Computer".
 - ✓ From Apple OSX, you can access your student network drive by navigating to "Go", "Connect to network server", and typing in `smb://student5/students/<CometID>` where `<CometID>` is your college Comet ID.
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Blackboard Vista

CCC supports online learning via the Blackboard Vista Learning system. You can access online classes, download information and handouts for classes and communicate with your peers. Just go to <http://elearn.coconino.edu> or choose "Login to Your Online Class" from the Quicklinks menu on the CCC website.

Accessibility Productivity

Coconino Community College computers have many of your favorite applications like Adobe Photoshop, Office, Skype, Google Earth, and Visual Studio and have the latest operating systems installed including OSX 10.6 and Windows 7. The campus computers are free to use for registered students.

The computer labs have technology available for disabled students including larger screens, screen reader applications, touch pads and adjustable tables. Students can use the many power outlets located in the back of the computer labs to charge their mobile devices.

- ✓ **Printing:** If you need to print a document, you can log in to a computer in any of the college's computer labs and select a printer within the application.
 - ✓ **Scanning:** If you need to scan a document, several computers in the computer labs have scanners attached to them which can easily be used at the push of a button.
 - ✓ **Copying:** Copiers can be found in the vicinity of the computer labs. There are fees associated with copying.
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Web4 Students

You can login to CCC's Web4 Students system to register for classes, check your balances and pay tuition and fees. You can also check your transcripts, change your contact information and order official transcripts from this convenient online resource. Go to <http://www.coconino.edu/prod> for more information.

Help Desk

Many answers to technical questions can be found by visiting the frequently asked section on the college's Help Desk website or at: http://www.coconino.edu/its/user_services/Pages/FAQ.aspx

The Help Desk staff are here to help you with all your technology needs and are located in the vicinity of the computer labs of all CCC campuses. For Help Desk operating hours visit our website at http://www.coconino.edu/its/user_services/helpdesk or call us at (928) 226-HELP.
