

## PASSWORD RESET

Passwords expire every 120 days. For more information on password requirements and how to change a password, visit the Password Information page below:

<https://www.coconino.edu/password-information>

## HELP DESK FALL/SPRING SUPPORT HOURS

Monday - Thursday, 8 a.m. - 9 p.m.  
Friday, 8 a.m. - 6 p.m.  
Saturday, 9 a.m. - 3 p.m.  
Sunday, limited support

## COMPUTER LAB FALL/SPRING HOURS

### Lone Tree Lab Hours:

Monday - Thursday, 7 a.m. - 9 p.m.  
Friday, 7 a.m. - 6 p.m.  
Saturday, 9 a.m. - 3 p.m.

\*Hours differ from support hours

### Fourth Street Lab Hours:

Monday-Thursday, 8 a.m. - 7 p.m.

## SUPPORT

Information Technology Services  
(928) 226 - 4357 (HELP)

Fall 2016 / Spring 2017

# Technology Information For FACULTY & STAFF



## Technology Services and ITS Help Desk Information



The Help Desk will NEVER ask for your password!

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## MyCCC Student Portal

MyCCC is a student oriented portal with single sign on (SSO) for users to access Canvas, Self Service (Web4), and more.

To login to MyCCC Faculty and Staff can click the “MyCCC” link in the top right of the home page.

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## Device Checkout

The Lone Tree Help Desk offers multiple devices available for checkout for current Faculty & Staff.

- ✓ Windows Laptop(s)
- ✓ Apple iPad(s)
- ✓ Apple TV(s)
- ✓ MiFi(s)
- ✓ Webcam(s) / USB Drive(s)

Limited amounts available. First come, first served. Laptop carts are also available for reservation.

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## Email for Faculty & Staff

On-campus, email is available through Outlook. Off-campus, email can be accessed online by going to the “Employee Email” link on the bottom of the home page.

Faculty and staff can also login to their staff email by going to <https://webmail.coconino.edu>

ITS highly recommends that all employees delete or archive emails as users are allocated 1 GB of email storage.

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## Network & Web File Storage

A personal network folder (U: Drive) is available to all faculty and staff for secure storage of files.

On college issued computer, the network folder is located under Network Locations under My Computer. On OSX it is located on the dock.

From home, users can connect to it via a web browser, WebDAV compatible software, or My Network Places in Windows. The address is

- ✓ <https://datastore.coconino.edu/<CometID>>
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## Wireless Access (Wifi)

Available at the Flagstaff CCC campuses, wireless internet can be accessed by choosing the “CCC-Access” network from a computer or mobile device. After choosing the network, open a web browser and accept the terms of use. Some restrictions apply to browsing.

- ✓ SSID: CCC-Access
  - ✓ Wireless Protocols: b/g/n - 2.4/5GHz
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## Online Learning (LMS)

CCC supports online learning via Canvas by Instructure. Faculty can upload information and handouts for classes, grade work and communicate with students.

Users can access Canvas by logging into the MyCCC portal or going to <https://coconino.instructure.com>

Visit the Resource Center for Faculty here:

<https://coconino.instructure.com/courses/832037>

For assistance with Canvas, contact the eLearning department at [elearning@coconino.edu](mailto:elearning@coconino.edu), call (928) 226 - 4368, or stop by the Lone Tree Campus in room 458.

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## Self Service (Web4) for Faculty & Staff

With Self Service, Faculty and Staff can:

- ✓ Modify personal information
- ✓ View leave balances
- ✓ View tax & other employment information

In addition, Faculty will be able to:

- ✓ Check course rosters
- ✓ Enter FTSE data
- ✓ Input grades, and attendance

Users can access Self Service by clicking “Self Service Web4” on the bottom right of the CCC home page.

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## Intranet

The Intranet is restricted local website that has documents and files to share within CCC for Faculty and Staff. Users can find the Intranet link on the CCC home page or by going to <https://intranet.coconino.edu>

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## ITS Help Desk

The Help Desk is here for all college technical problems! If any assistance is needed; stop on by, give us a call, send an email or submit a ticket.

**(928) 226 - 4357**

**[ITS.HelpDesk@coconino.edu](mailto:ITS.HelpDesk@coconino.edu)**

**[www.coconino.edu/Help-Desk](http://www.coconino.edu/Help-Desk)**

The Help Desk is located near to the computer labs on both Flagstaff campuses, and near the student learning center on the Page campus.

For Help Desk and Computer Lab hours, review the information on the back of this pamphlet.

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