PASSWORD RESET
Passwords expire every 180 days. For information on password requirements and how to change a password, visit the Password Info page: https://www.coconino.edu/password-information

SUPPORT HOURS
ITS Help Desk and Computer Lab hours change by semester, please view the ITS Help Desk Hours page: https://www.coconino.edu/help-desk-hours
Hours are subject to change based on holidays, weather, and other circumstances.

CANVAS SUPPORT
Canvas offers 24/7 support to Students and Faculty. To contact Canvas support, simply use the “Help” menu option within Canvas!

myCCC PORTAL
myCCC is an online web portal for students, faculty, and staff to access online courses (Canvas), student email (Gmail) and other CCC services using their Comet ID and password. myCCC can be found on the CCC home page, or by going to https://myccc.coconino.edu

WiFi ACCESS
Wireless internet access is available at both Flagstaff campuses. Password and Terms can be found on our WiFi information page https://www.coconino.edu/WiFi

SUPPORT / ASSISTANCE
The ITS Help Desk is here for all college technical problems. If you need any assistance, please visit, call or email. We are located next to the computer labs on the Lone Tree and Fourth Street campuses.
928-226-4357
ITS.HelpDesk@coconino.edu
www.coconino.edu/help-desk

Fall 2022 / Spring 2023
Technology Information For
FACULTY & STAFF

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The Help Desk will NEVER ask for your password!
A single sign-on portal that provides access to a variety of online services; including Canvas, Student Email, Library, Tutoring, Self Service Banner, and more. When users first sign-in they are prompted to setup multi-factor authentication and create recovery questions.

myCCC can be accessed using your Comet ID and password using the link in the main menu of the CCC website, or by going to [https://myccc.coconino.edu](https://myccc.coconino.edu)

The Lone Tree Help Desk offers multiple devices available for checkout for current Faculty & Staff. Due to limited availability, devices are first come, first served.

- Laptop Cart(s)
- Windows Laptop(s)
- Webcam(s)/Microphone(s)/Tablet(s)

On-campus employees can access their email using college computers through Microsoft Outlook.

Off-campus CCC and personal devices can access email using the “Employee Email” link in the Faculty & Staff menu by going to: [https://webmail.coconino.edu](https://webmail.coconino.edu)

Employees are allocated 1GB of email storage and are encouraged to delete or archive email regularly.

An employee network folder (U: Drive) is available to all faculty and staff for storage of files on campus.

To find the folder on a college computer on campus:
- Windows: Located under “Network Locations” on This PC. (WIN+E -> This PC)
- MacOS: Located in the Dock or through CMD+K

  SMB://datastore/users/YourCometID

Duo is a Multi-Factor Authentication (MFA) tool utilized by CCC for users with speciality or remote access. Using MFA provides another layer of security to protect data by ensuring a user uses something they know (username/password) with something they have (mobile phone, Security Key) to log in.

Wireless internet access is available on all CCC campuses to Students, Faculty, and Staff. To access our WiFi connect using the “CCC-Access” network. For more information visit [https://www.coconino.edu/wifi](https://www.coconino.edu/wifi)

  SSID: CCC-Access | Protocols: g/n/ac

Faculty use the Canvas LMS to facilitate student learning. Canvas can be used to upload syllabi and handouts, grade student work, and communicate with students. Canvas can be accessed through myCCC

For assistance, contact the Teaching & Learning Center at Distance.Learning@coconino.edu, 928-226-4368, or visit room 458 on the Lone Tree Campus. The Faculty 411 Canvas Page has additional information and resources: [https://coconino.instructure.com/courses/3016028](https://coconino.instructure.com/courses/3016028)

With Self Service Banner, 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

Self Service Banner can be accessed through myCCC or within the Faculty & Staff menu on the website.

myCoconino is the internal intranet for employees. Departments and committees use myCoconino to collaborate and share files and documents.

To access myCoconino use the link in the Faculty & Staff menu on the website or by going to: [https://mycoconino.coconino.edu](https://mycoconino.coconino.edu)

All active Faculty, Staff, and Students have access to Microsoft Office 365. Included with Office 365 active users can download the full Office Suite including Teams.

Users can get started by logging in using their Comet ID and password at [https://office.com](https://office.com) or within the Teams desktop client.

Online classes and meetings are delivered through the Zoom video conferencing tool. Zoom allows hosts to conduct classes and meetings online through a desktop client or a mobile app. Users may join a Zoom meeting anywhere with their smartphone, tablet, or computer with an active internet connection.

For additional information view our Zoom Information page: [https://www.coconino.edu/zoom](https://www.coconino.edu/zoom)