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
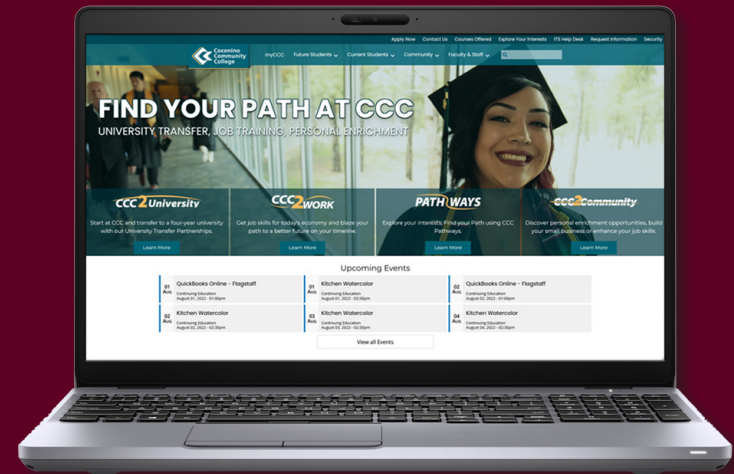
SUPPORT / ASSISTANCE

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 2024 / Spring 2025

Technology Information For
FACULTY & STAFF

Technology Services and ITS Help Desk Information

Coconino Community College

www.coconino.edu

The Help Desk will NEVER ask for your password

myCCC Portal

A single sign-on portal that provides access to a variety of college services including: Canvas, Student Email, Self Service Banner, and more. On first sign-in users are required to setup account recovery information.

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

Device Checkout

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

» Laptop Cart(s)
» Windows Laptop(s)
» Webcam(s)/Microphone(s)

Faculty & Staff Email

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

Employees are allocated 2GB of email storage and are encouraged to delete or archive email regularly.

Network & Web File Storage

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: Found under "Network Locations" on This PC. (WIN+E -> This PC)
» MacOS: Located in the Dock or through CMD+K
SMB://datastore/users/YourCometID

Duo Multi-Factor

Duo is a Multi-Factor Authentication (MFA) tool utilized by CCC for all employees logging into college systems. Using MFA provides an additional layer of security to protect data by ensuring a user uses something they know (username/password) with something they have (mobile phone, USB security key) to log in. For more information visit: https://www.coconino.edu/duo

Wireless Access (WiFi)

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

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

Canvas LMS Online Learning

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. For more information visit: https://www.coconino.edu/distance-learning

Self Service Banner - Faculty & Staff

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.

Intranet - SharePoint Online

The Intranet is for collaboration, sharing, and document management between employees, departments, and committees.

To access the intranet use the link in the Faculty & Staff menu on the website or by visiting: https://coconinocc.sharepoint.com/sites/intranet

Office 365

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

Users can get started by logging in using their CCC email and password at https://office.com.

Microsoft Teams

Teams is CCC's supported communication tool for the college. Within Teams, users can send messages, edit files, join a department/area team, and more.

For additional information on Teams, visit our Teams Information page: https://www.coconino.edu/teams

Zoom Video-Conferencing

Online classes and meetings are delivered through the Zoom video conferencing tool. Users may join a Zoom meeting anywhere with their smartphone, tablet, or computer with an active internet connection.

For additional information view our Information page: https://www.coconino.edu/zoom