

YOUR ONE STOP SHOP FOR INFORMATION TECHNOLOGY NEWS ON CAMPUS!

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Windows 10 and Office 2016 are Here!

For your learning enjoyment?

ITS has completed its installation of Windows 10 and Office 2016 in all computer labs, classroom computers and classroom workstations throughout campus.

For any questions about this transition to Windows 10 or any questions about navigating Windows 10, please contact the Help Desk at [\(928\) 226 - 4357](tel:9282264357) or email ITS.Helpdesk@coconino.edu

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Computer Replacements

Exciting new ways to learn

New replacement computers are now being deployed to three computer classrooms, 26 instructor stations, and one laptop cart (known as a COW, or Computers on Wheels) in preparation for the Fall semester. In addition, all computer labs and instructor stations will have the new Windows 10 and Office 2016 are installed so that you will have the most current applications available. A Quick Start guide has been published by the Help Desk to convey the changes from the previous versions. It is available under our FAQ here: www.coconino.edu/help-desk

ASKING FOR FEEDBACK

We strive to provide you with great customer service. Therefore, your feedback is important to maintain this level of service. Please provide both positive and negative feedback and/or ideas for future newsletters.

ITS.Helpdesk@coconino.edu

Now a word from Cosmo the Llama:



*Change Your Password
Routinely!*

No More CRTS for CIS Classroom

A whole new worrrrrld, a whole new way to view output

The CIS Lab no longer has CRT monitors, thanks to both a W. L. Gore donation and NAU Surplus! They have been replaced with 19 inch digital displays available this semester for certain CIS classes.

New Password Reset Tool

For when you just don't like your birthday anymore

A new password reset tool will debut in late September. It will become a component of MyCCC, with students redirected to set up security answers upon first login after deployment. This self-service feature will enable students to reset their expired or forgotten passwords any day, any time.

Look for a more detailed announcement as the date approaches.

New Canvas Support Options

It's your Canvas and you need it now!

The Help Desk is being supplemented with direct support from Canvas, thanks to an Innovation Fund proposal submitted by the Teaching and Learning Center. What this means for you and our students is that Canvas issues will be addressed 24x7! Canvas support contact information is available when logged into Canvas and selecting the Help button, or you can call the Help Desk at [\(928\) 226-4357](tel:9282264357) or stop by the desk at either Lone Tree or Fourth Street campus.

Wishing You The Best!

The Best, The Best, The Best - Foo Fighters

We wish you the very best for the start of the semester. If you have any IT needs, please contact the Help Desk and we will do our best for you.

ITS Help Desk

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