

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>

ITS HELP DESK FALL/SPRING HOURS

Monday - Thursday	8 a.m. - 9 p.m.
Friday	8 a.m. - 6 p.m.
Saturday	9 a.m. - 3 p.m.
Sunday	Closed

*Support hours vary by location

COMPUTER LAB FALL/SPRING HOURS

Lone Tree Lab Hours:

Monday - Thursday	8 a.m. - 9 p.m.
Friday	8 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.
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SUPPORT

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

Fall 2018 / Spring 2019

Technology Information For STUDENTS



Technology Services and ITS Help Desk Information



The Help Desk will NEVER ask for your password!

MyCCC Student Portal

myCCC is an online web portal where students can access a variety of tools to manage their student experience at Coconino Community College. Students are able to connect to Canvas, Self Service Banner Student Email (Gmail), Starfish and more using a single sign on with their Comet ID and password.

Students can login to myCCC with their Comet ID and password by clicking the “myCCC” button on the home page or by going to <https://myccc.coconino.edu>. For more information, contact the Help Desk.

Online Learning (LMS)

CCC supports online learning with our LMS, Canvas by Instructure. Students can visit their online classes by logging into MyCCC and clicking the “Canvas” link.

For assistance or to report a problem, students can click Help in the bottom left when logged into Canvas. For help navigating Canvas visit the following link: <https://coconino.instructure.com/courses/923533>

Self Service Banner

Students can login to Self Service Banner to view class schedules, register for classes, check their balances, and pay tuition and fees. Students can also check their grades, change their contact information, and order official transcripts from this online resource. To access SSB, login through the myCCC Portal.

Student Email & G Suite

All students have a student email which is provided by the college through Google. With the student email, students have access to the full G Suite of apps including: Google Drive, Google Docs, and Calendar. G Suites includes unlimited storage, and easy collaboration between students. To access the Student Email, login through the myCCC Portal.

Wireless Internet (WiFi)

Wireless internet access is available at both of our Flagstaff campuses. To access our wireless internet service, users can connect using the “CCC-Student” network. Contact the ITS Help Desk or visit the WiFi webpage at <https://www.coconino.edu/wifi> for the most current password.

- ✓ SSID: CCC-Student
 - ✓ Wireless Protocols Supported: b/g/n/ac - 2.4/5GHz
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Computer Lab Uses & Software

Coconino Community College computer labs have many needed applications for students and have the following operating systems installed: **Windows 10** and **MacOS 10+**. Access to the Computer Labs is free for all enrolled students using their Comet ID.

There are three Computer Lab locations: Lone Tree Campus, Fourth Street Innovation Center, and the Page Instructional Site.

- ✓ **Printing:** Students can print in our Computer Labs and the Student Learning Center. Printing is only in black and white. Students are allotted 100 pages per semester, and can purchase more from Student Accounts for \$.10/page.
 - ✓ **Scanning:** Scanners are available on multiple computers in the Computer Labs, with instructions.
 - ✓ **USB drives** are available for lending upon request at the Help Desk. Collateral required. (Student ID/Keys)
 - ✓ **Power strips with USB** are available in the back of the computer labs for students with laptops or mobile devices.
 - ✓ **Specialty Computer Pods** are found in the Computer Lab on Lone Tree campus. We have four specialty computer pods for the 2017-2018 year. These pods include the following:
 - ✓ CIS pod with Microsoft Visio, and Project
 - ✓ DR pod with access to assisted technology
 - ✓ Math pod with MatLab
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ITS Help Desk

The ITS Help Desk is here for all college technical problems! If students need any assistance, stop on by. Students can also call, email or send a ticket.

(928) 226 - 4357

ITS.HelpDesk@coconino.edu
www.coconino.edu/help-desk

We have multiple locations: Our Help Desks are located near the Computer Lab on Lone Tree and Fourth Street, and near the Student Center in Page.

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