

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>

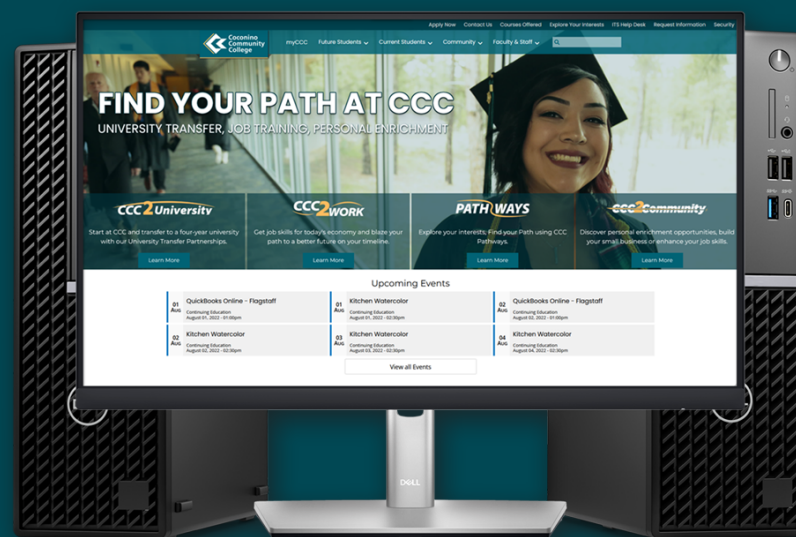
SUPPORT / ASSISTANCE

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 STUDENTS



Technology Services and ITS Help Desk Information



The Help Desk will NEVER ask for your password

myCCC Portal



A single sign-on portal that provides access to a variety of online services; including Canvas, Student Email, Library, Tutoring, Self Service Banner (Degree progress, Transcripts, Registration, Financial Aid, Pay your Bill, Personal information), 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 using the link in the main menu of the CCC homepage, or by visiting: <https://myccc.coconino.edu>.

Canvas LMS Online Learning



CCC's online learning management system is used by most instructors to post syllabuses, grades, assignments, and announcements. Canvas can be accessed through the myCCC Portal.

For assistance or to report a problem, students can use the Help option in the bottom left of the menu when logged into Canvas.

Self Service Banner - Students

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 & Workspace



Enrolled students have a student email which is provided by the college through Google. Your student email is the main point of contact for all CCC emails - including notices, announcements, outages, or events.

Your student email provides access to the Workspace of apps: Google Drive, Docs, Sheets, Slides, Forms, Calendar, and more. Workspace includes cloud-based document creation and editing, large storage, and easy collaboration between students.

Wireless Internet (WiFi)

Wireless internet access is available on all CCC campuses to Students, Faculty, and Staff. To access the WiFi, students can connect using the "CCC-Student" network. Visit the WiFi webpage for the most current password: <https://www.coconino.edu/wifi>

- » SSID: CCC-Student
- » Wireless Protocols: g/n/ac

Comet ID

The Comet ID is the username registered students will use to access CCC technology resources on campus and online. It typically begins with a student's first and last initial. *Example: AB123*

Computer Lab

Coconino Community College computer labs have essential classroom applications for students. The labs are equipped with Windows 10 and 11. Access to the Computer Labs is available for all enrolled students using their Comet ID.

CCC has three Computer Lab locations: Lone Tree Campus, Fourth Street Innovation Center, and the Page Center.

- » **Printing** is available for students in the Computer Labs and the Student Learning Center. Printing is only available in black and white. Students are allotted 100 pages per semester and can purchase more from Student Accounts for \$0.10/page.
- » **Scanners** are available on multiple computers in the Computer Labs.
- » **Power strips with USB** are available in the back of the computer labs for students needing to charge laptops or mobile devices.
- » **Specialty Computers** are found in the Computer Labs on the Lone Tree and Fourth Street campuses. These specialty computers include Adobe CC, MatLab, and additional accessibility software.

Zoom Video Conferencing



Online CCC courses are delivered through the Zoom video conferencing tool. This tool allows instructors to conduct classes online through a desktop client or a mobile app. Students may join a Zoom class anywhere with their smartphone, tablet, or computer with an active internet connection. To participate users must have a microphone, webcam, and speakers.

To view additional information and to create a free account view our Zoom Information page: <https://www.coconino.edu/zoom>

Office 365



Active Students have access to Microsoft Office 365 and the option to download the full Office Suite.

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