

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:

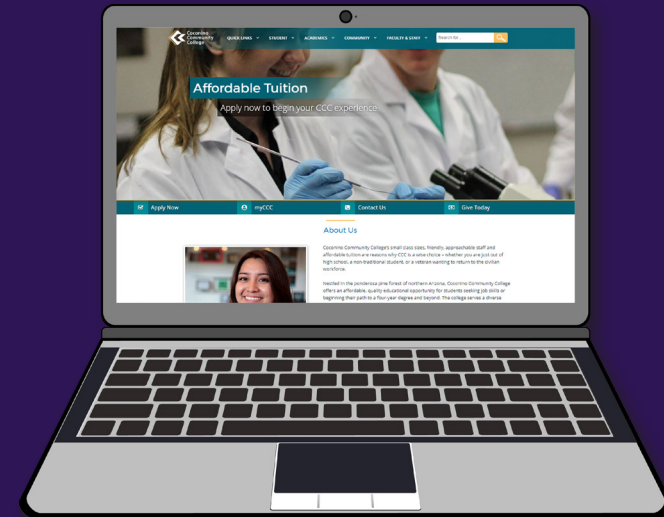
Monday - Thursday	8 a.m. - 7 p.m.
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SUPPORT

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

Fall 2018 / Spring 2019

Technology Information For FACULTY & STAFF



Technology Services and ITS Help Desk Information



The Help Desk will NEVER ask for your password!

MyCCC Student Portal

MyCCC is a student oriented portal with single sign on (SSO) for users to access Canvas, Self Service Banner, and more.

To login to MyCCC Faculty and Staff can click the “MyCCC” link under Quick Links on the CCC website.

Device Checkout

The Lone Tree Help Desk offers multiple devices available for checkout for current Faculty & Staff.

- ✓ Laptop Cart(s)
- ✓ Windows Laptop(s)
- ✓ Webcam(s)

Limited amounts available. First come, first served.

Faculty & Staff Email

On-campus, email is available through Outlook. Off-campus, email can be accessed online by going to the “Employee Email” link in the Faculty & Staff menu.

Employees can also login to their employee email by going directly to <https://webmail.coconino.edu/>

Employees are allocated 1GB of email storage and are encouraged to delete or archive their employee email on a regular basis.

Network & Web File Storage

A personal network folder (U: Drive) is available to all faculty and staff for secure storage of files.

- On a college issued computer, the folder is located:
- ✓ Windows 10 under Network Locations under This PC. (WIN+E -> This PC)
 - ✓ OSX/Mac OS is located by the Dock or through CMD+K -> type *SMB://datastore/users/<Comet ID>*

From home, users can connect to the U:Drive via a web browser, WebDAV compatible software, or in My Network Places in Windows. The address is
✓ <https://datastore.coconino.edu/<CometID>>

Wireless Access (Wifi)

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

- ✓ SSID: CCC-Access
 - ✓ Wireless protocols: b/g/n/ac, 2.4/5GHz
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Online Learning (LMS)

CCC supports online learning via Canvas by Instructure. Faculty can upload information and handouts for classes, grade work and communicate with students.

Users can access Canvas by logging into the MyCCC portal or going to <https://coconino.instructure.com/>

Visit the Resource Center for Faculty here:
<https://coconino.instructure.com/courses/832037>
For assistance with Canvas, contact the eLearning department at elearning@coconino.edu, call (928) 226 - 4368, or stop by the Lone Tree Campus in room 458.

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

Users can access Self Service Banner under Faculty & Staff on the CCC website.

myCoconino Intranet

myCoconino is a restricted intranet that has documents and files to share and collaborate within CCC for Faculty and Staff. myCoconino can be found on the CCC home page under Faculty and Staff or by going to:
<https://mycoconino.coconino.edu/>

ITS Help Desk

The Help Desk is here for all college technical problems! If any assistance is needed you can stop on by, call us, send an email or submit a ticket.

(928) 226 - 4357
ITS.HelpDesk@coconino.edu
www.coconino.edu/Help-Desk

The Help Desk is located near to the computer labs on both Flagstaff campuses, and near the student learning center on the Page campus. For location hours, review back the back of this pamphlet.
