

PASSWORD RESET

Passwords expire every 180 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>

LONE TREE CAMPUS ITS HELP DESK / COMPUTER LAB

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

*Summer and Holiday hours are posted on the ITS Help Desk Hours page:
<https://www.coconino.edu/help-desk-hours>

FOURTH STREET CAMPUS ITS HELP DESK / COMPUTER LAB

Fourth Street Lab Hours:

Monday - Thursday	8 a.m. - 7 p.m.
Friday	8 a.m. - 5 p.m.
Saturday - Sunday	Closed

*Summer and Holiday hours are posted on the ITS Help Desk Hours page:
<https://www.coconino.edu/help-desk-hours>

SUPPORT

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 2020 / Spring 2021

Technology Information For FACULTY & STAFF



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, 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 home page, or by going directly to <https://myccc.coconino.edu>

Device Checkout

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

- ✓ Laptop Cart(s)
 - ✓ Windows Laptop(s)
 - ✓ Webcam(s)
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Faculty & Staff Email

On-campus college computers can access email through Microsoft Outlook. Off-campus CCC and personal devices can access email by using 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 email on a regular basis.

Network & Web File Storage

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

To find the folder on a college computer on campus:

- ✓ Windows 10 can be found through Network Locations under This PC. (WIN+E -> This PC)
 - ✓ MacOS is located by the Dock or through CMD+K -> type `SMB://datastore/users/CometID`
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Wireless Access (Wifi)

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

- ✓ SSID: CCC-Access
 - ✓ Wireless protocols: b/g/n/ac, 2.4/5GHz
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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 the myCCC portal or by going to: <https://coconino.instructure.com>

For assistance, contact the Teaching & Learning Center at Distance.Learning@coconino.edu, call 928-226-4368, or visit room 458 on the Lone Tree Campus. The Faculty 411 Canvas Page has additional information and resources: <https://coconino.instructure.com/courses/3016028>

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
- ✓ Email students

Users can access SSB through myCCC or by using the link in the Faculty & Staff menu on the website.

myCoconino Intranet

myCoconino is the internal intranet for employees. Departments and committees use myCoconino to collaborate and share files and documents.

To access myCoconino use the link in the Faculty & Staff menu on the website or by going to: <https://mycoconino.coconino.edu>

Zoom

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

For view additional information and to access your account view our Zoom Information page: <https://www.coconino.edu/zoom>
