

## 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.

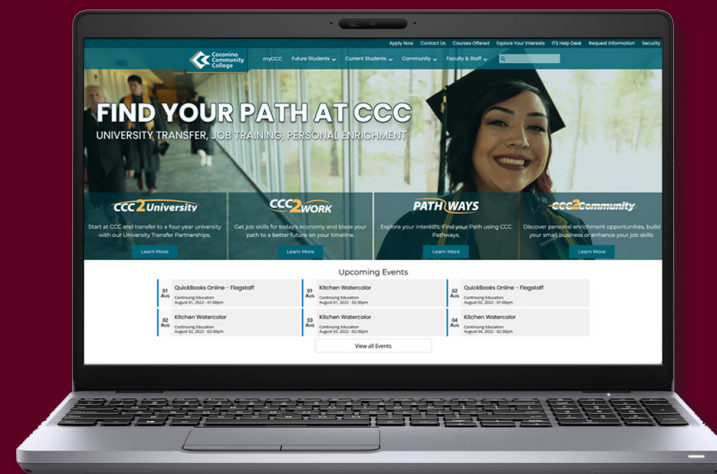
928-226-4357

[ITS.HelpDesk@coconino.edu](mailto:ITS.HelpDesk@coconino.edu)

[www.coconino.edu/help-desk](http://www.coconino.edu/help-desk)

Fall 2025 / Spring 2026

# Technology Information For FACULTY & STAFF



## Technology Services and ITS Help Desk Information



The Help Desk will NEVER ask for your password



A single sign-on portal that provides access to a variety of college services including: Canvas, Student Email, Self Service Banner, and more. On first sign-in users are required to setup account recovery information.

myCCC can be accessed using your Comet ID and password using the link in the main menu of the CCC website, or by going to <https://myccc.coconino.edu>

## Device Checkout

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

Laptop Cart(s)  
Windows Laptop(s)  
Webcam(s)/Microphone(s)

## Faculty & Staff Email

On-campus employees can access their email using college computers through Microsoft Outlook.

Off-campus CCC and personal devices can access email using the "Employee Email" link in the Faculty & Staff menu by going to: <https://webmail.coconino.edu>

Employees are allocated 5GB of email storage.

## Self Service Banner - Faculty & Staff

With Self Service Banner, Faculty and Staff can:

Modify personal information, View leave balances, View tax & other employment information

Check course rosters, Enter FTSE data, Input grades, and attendance

Self Service Banner can be accessed through myCCC or within the Faculty & Staff menu on the website.

## Duo Multi-Factor



Duo is a Multi-Factor Authentication (MFA) tool utilized by CCC for all employees logging into college systems. Using MFA provides an additional layer of security to protect data by ensuring a user uses something they know (username/password) with something they have (mobile phone, USB security key) to log in. For more information visit: <https://www.coconino.edu/duo>

## Wireless Access (WiFi)

Wireless internet access is available on all CCC campuses to Students, Faculty, and Staff. To access our WiFi connect using the "CCC-Comets" network. For more information visit <https://www.coconino.edu/wifi>

SSID: CCC-Comets

## 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 myCCC.

For assistance, contact [Distance.Learning@coconino.edu](mailto:Distance.Learning@coconino.edu), 928-226-4368, or visit room 405 on the Lone Tree Campus.

## Network File Storage

OneDrive is available to all employees and is the primary place to store and access user files. OneDrive can be used in Windows File Explorer, Teams, or on the web.

To get started with OneDrive, sign in at <https://office.com> with your CCC email and password. Select Apps, then OneDrive.

Depending on role, employees may also have access to department network drives, such as the Department (I) Drive, or Secure (P) Drive. To locate your network drives:

Windows: Found under "Network Locations" on This PC. (WIN+E -> This PC)

## Intranet - SharePoint Online



The Intranet is for collaboration, sharing, and document management between employees, departments, and committees.

To access the intranet visit the link in the Faculty & Staff menu on the website or by visiting: <https://coconinocc.sharepoint.com/sites/intranet>

## Office 365



All active Faculty, Staff, and Students have access to Microsoft Office 365. Included with Office 365 users can download the full Office Suite including Teams.

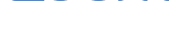
Users can get started by logging in using their CCC email and password at <https://office.com>.

## Microsoft Teams



Teams is CCC's supported communication tool for the college. Within Teams, users can send messages, edit files, create/join meetings join a department/area team, and more! For additional information on Teams, visit our information page: <https://www.coconino.edu/teams>

## Zoom Video-Conferencing



Online classes are delivered through the Zoom video conferencing tool. Users may join a meeting anywhere with their smartphone, tablet, or computer with an active internet connection. For additional information visit our information page: <https://www.coconino.edu/zoom>