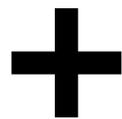


SCC COMPUTER ESSENTIALS

Welcome New SCC
Employees!!!



Today's Topics



HELPDESK

COMPUTER NAMING CONVENTION

USERNAMES

NETWORK DRIVES & ONEDRIVE

WIRELESS ACCESS

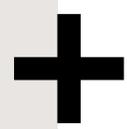
REMOTE ACCESS

BACKUP

PROGRAMS

EMAIL

COMPUTER USES AND POLICIES



At the SCC Help Desk, we can help with a variety of IT needs!



How do I log in to the SCC Hub?



Microsoft 365 Apps FREE!



Canvas Instructor Orientation Course



Don't forget to log in to **SCC Wireless** on your phone!

Scan or Click->



Check out the IT Help Desk Main Web site!!



Don't miss our New Employee Welcome and Orientation Docs!

Canvas, OneDrive, Self Service, SCC Wireless and more!

Welcome

Orientation



Introduction

- SCC has approximately 4,000 managed devices (desktops, thin clients, laptops, tablets, etc....) on five main campuses & Learning Centers
- 8800 O St, CEC, ESQ, BEATRICE, MILFORD & 6 Learning Centers
- Approximately 1,700 Active Employees
- Approximately 9,000 students during a given Semester
- 5 Full time Information System Technicians in Lincoln, 1 in Beatrice, 2 in Milford and 1 at CEC
- 3 Full time Help Desk technicians in Lincoln, 1 in Beatrice

IT HELP CENTER

Help Desk

- Use the HelpDesk for computer issue
- Call extension 2447 (402-437-2447 from Outside)
 - Email Helpdesk@southeast.edu
 - Access helpdesk website from HUB under “Menu” in the top left click on Helpdesk
- IMPORTANT:
 - Who you are
 - Where you are located
 - How you can be reached
 - What computer is having issues (the computer name)
 - What the issue is

Example:

From: Instructor or Staff

Re: Issue summarized here

Hello,

I have a serious issue with (paragraphs of details follow)

mauris. Nam arcu libero, nonummy eget, consectetur id, vulputate a, magna. Donec vehicula augue eu neque. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Mauris ut leo. Cras viverra metus rhoncus sem. Nulla et lectus vestibulum urna fringilla ultrices. Phasellus eu tellus sit amet tortor gravida placerat. Integer sapien est, iaculis in, pretium quis, viverra ac, nunc. Praesent eget sem vel leo ultrices bibendum. Aenean faucibus. Morbi dolor nulla, malesuada eu, pulvinar at, mollis ac, nulla. Cur-

Loc: Room 208 Main Campus

Cell/Desk Phone #: xxx xxx xxxx

My computer name: BMHoschL

Destination Printer (If applicable):

Note: This is not a formal requirement for emails, it is helpful when all of this information is provided but it is not necessary to follow this format.

When in doubt, reach out!!



IT Help Desk

506

Computer Naming Convention



- The computer's name is important ...it will be on a label on the computer
- Computer naming convention: CJSMITHD
- **C** = CEC (location)
- **J** = First initial of first name
- **SMITH** = last name
- **D** = Desktop computer
- **L** = Laptop Computer
- **T** = Tablet
- You need this information when you contact the HELPDESK
- It also tells the system what printers and other access this computer needs

Computer Naming Convention

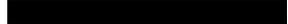
What if here is no label on my computer?

While IT makes every effort to ensure that labels are added to devices at the time of issuance, they can wear off or be missed

In order to look up your device on a standard Windows 10 or 11 PC, you can type “**pcname**” into the search bar and either press enter or click on the option to open the **System Settings** Page

The image shows a composite of two screenshots. On the left is a Windows search interface for 'pcname' on a Southeast Community College device. The search results include 'View your PC name' (System settings), 'pc name' (See school and web results), and several other search results like 'pcname - See school and web results', 'pc/nametag', 'pcnametags', 'pcnamer', and 'pcnamew'. On the right is the Windows 'System > About' page, showing the user's name 'M...h' and email 'mh4...@southeast.edu'. A yellow box highlights the device ID 'BM...HL' and '2057554B00'. A large black plus sign is positioned between the two screenshots.

Lab Naming Conventions



– ME18401

- M= Milford
- E= Eicher Building
- 184 = the room number
- 01= the computer number

– LT10401

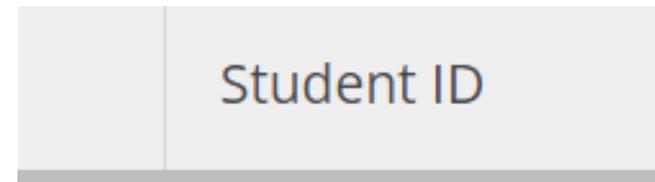
- L = Lincoln 8800 O ST
- T = the T section
- 104 = the room number
- 01 = the computer number

– BK10105

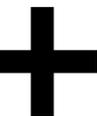
- B = Beatrice
- K = Kennedy Building
- 101 = the room number
- 05 = the computer number

Username

- **Username** is usually
 - The first letter of your first name
 - The first letter of your last name
 - your **SCC ID number**,
 - John Smith = js12345
 - **Note-** *Once issued, a username is permanent and cannot be changed!*
- **Login Username** = js12345@southeast.edu
- You can log in to any computer on any campus
- If you are just issued a computer, you must log in **Before Leaving Campus!** If you fail to do so, you will not be able to log in at home on your own wireless network
- You change your password by going to the HUB or by pressing Ctrl + Alt + Del on the keyboard then select “Change Password”.
- Some formats show the ID# as a 7-digit number with an appropriate number of “Leading Zeros”. You will see these in various areas (the example on the right is from Faculty Self Service) but keep in mind that when logging in, the “Leading Zero” is NEVER entered!
- Referring to the example above and the 7-Digit ID# format, the system ID# for John Smith (username js12345) would be: **0012345**



0734535



Network Drives

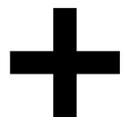
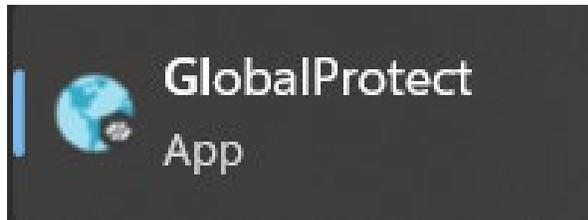
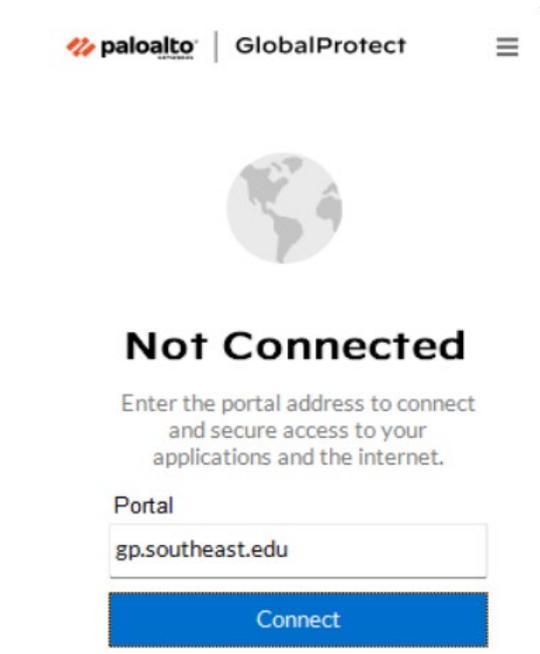
- STORE NOTHING VALUABLE ON THE C: DRIVE!
- Hard Drives and USB Drives can and do Fail!
- **Network Drives** are accessible **On-Location** or through **VPN** only
- **N: Drive** offers 25 Gb of secure storage on SCC Server
- **N: Drive** can be accessed from any SCC computer that you are logged on to
- **O: Drive** can be used to share documents with colleagues
- **OneDrive:** Refer to instructions on handouts, 1 Tb of storage available anywhere
- Due to security and virus attack risks we are NOT to plug non-SCC computers into Ethernet ports.



SCC Wireless

- SCC has three types of wireless
- Secured (SCC Wireless)
 - For faculty and staff
 - Used on SCC owned computers, automatic connection
 - Allows access to network drives and printers and internet
- Unsecured (SCC Open Wireless)
 - For Internet access only
 - Unsecured network access, Login expires every 90 days.
 - No access to network drives and printers
 - SCC login account still required
- Eduroam
 - Internet Access Only
 - Modern WPA-2 Enterprise Security
 - No Access to Network Drives and Printers
 - SCC Login Still Required
 - Able to Use at other Colleges, login does NOT Expire





Remote Access

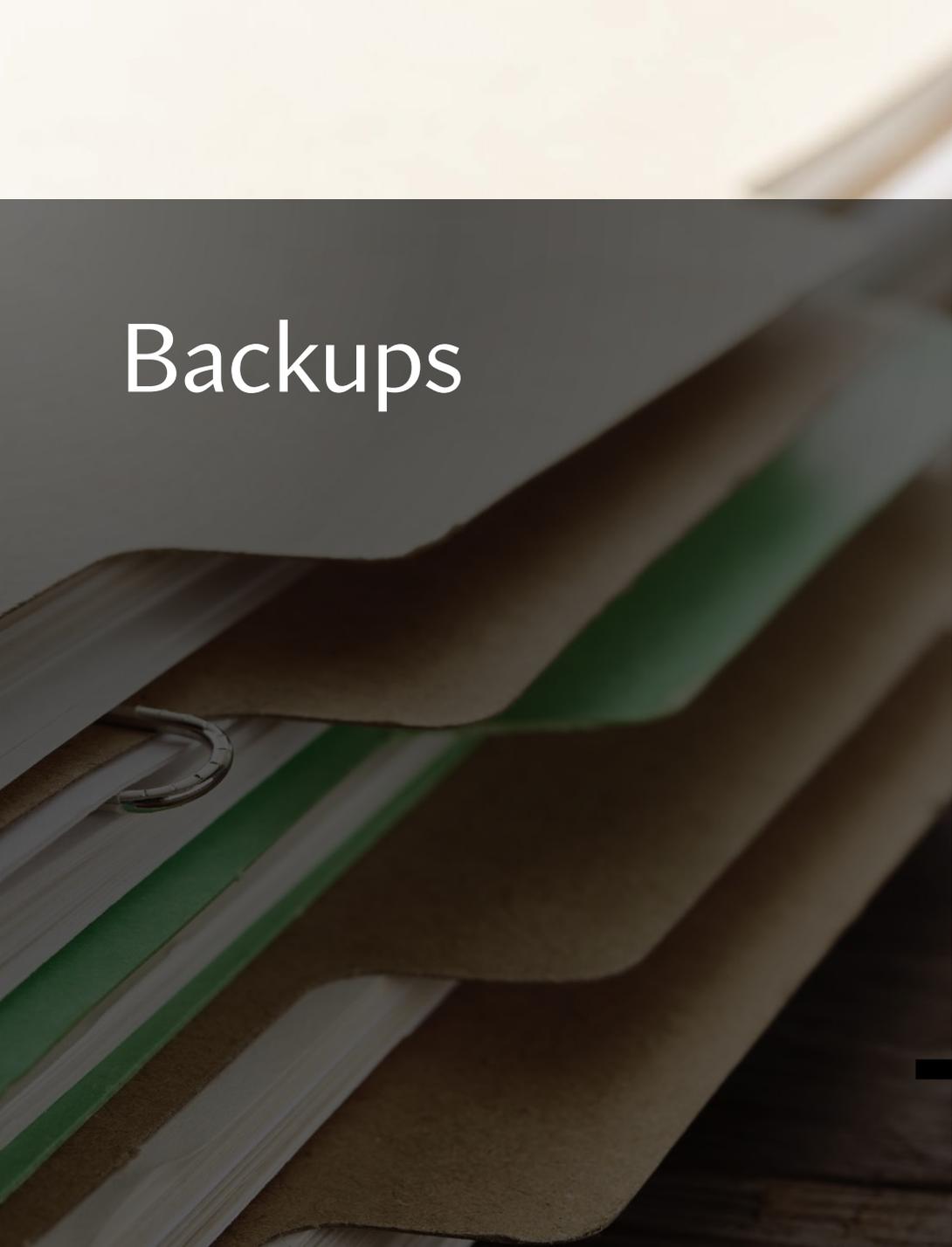
Global Protect

Access from ^ in the taskbar

Must connect to Global Protect when on SCC campus for the first time.

Gives you access to your network drives while working remote.

[Global Protect SSO Remote Login Instructions](#)



Backups

-
- If you lose a document on the network drive, we may be able to salvage it
 - Must at least know the name and file path of the document
 - Contact the helpdesk
- 

Programs



The basic programs needed by most SCC employees are already installed



Other programs available as Thin Apps within the “Application Shortcuts” menu.



If you have a special request it must be approved by the VP of Technology who will review it to ensure it can work with existing network and computer operating systems

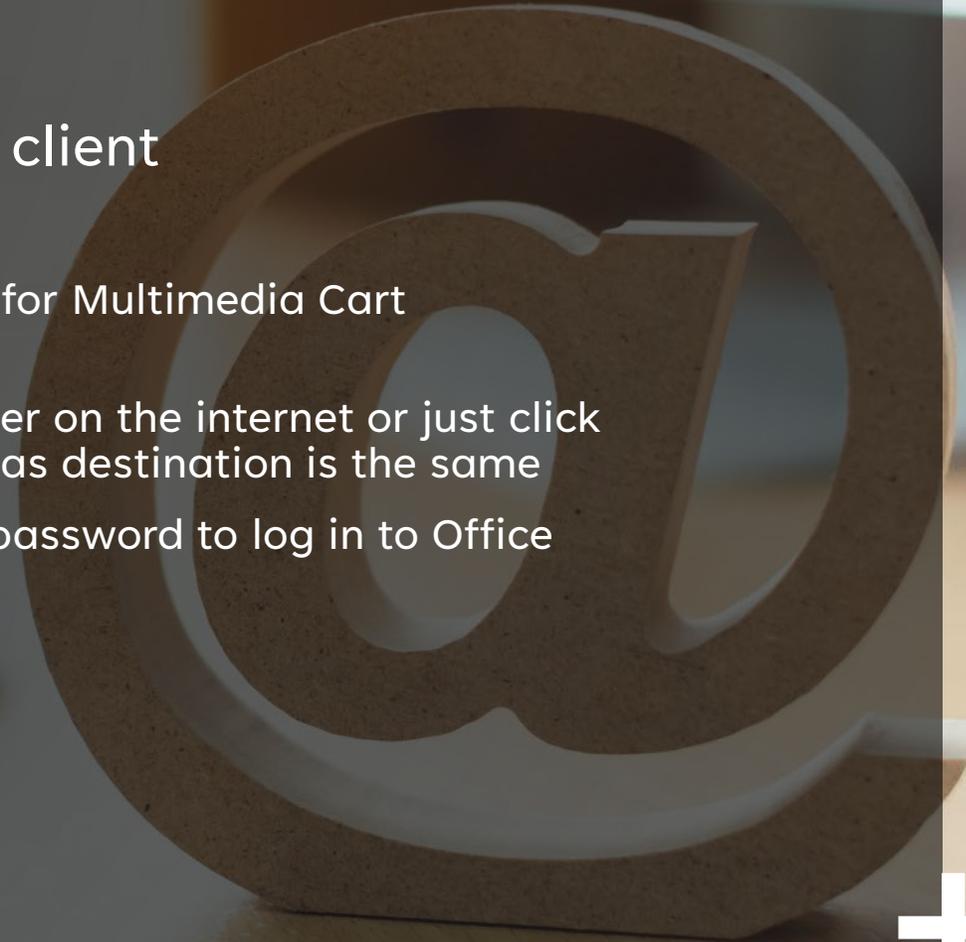


Approved applications must be installed by Techs... schedule through HelpDesk

Email Access

Outlook is our Email client

- Use it on the computer assigned to you.
- Best practice is to use the HUB (SCC Office 365) for Multimedia Cart computers.
- Can use outlook.office365.com from any computer on the internet or just click on “Email” or “OneDrive” link from the SCC Hub as destination is the same
- Use your user ID @southeast.edu and your SCC password to log in to Office 365.
- John Smith = js12345@southeast.edu
- SCC email on your cell phone.
- Example of phishing email.



Email Security

Take the time to check before you click or respond!

Thank you,

From: Mann, Dan [<mailto:damann@chicagotribune.com>]

Sent: Tuesday, April 12, 2016 1:04 PM

To: Mann, Dan <damann@chicagotribune.com>

Subject: RE: Mailbox Helpdesk

From: Mann, Dan

Sent: Tuesday, April 12, 2016 12:51 PM

To: 'damann@tribune.com'

Subject: Mailbox Helpdesk

Dear Staff(s).

New security updates need to be performed on our servers, due to the rate of phishing. Please [CLICK HERE](#) and sign in to the IT Help server for maintenance and update of your mailbox.

If your mailbox is not updated soon, Your account will be inactive and cannot send or receive messages.

On behalf of the IT department, this IT Alert Notification was brought to you by the Help Desk Department. This is a group email account and its been monitored 24/7, therefore, please do not ignore this notification, because its very compulsory.

Sincerely,
IT Department

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How to Report a Phishing Email at SCC (Before the Fish Hooks You!)

Step 1: Spot the Suspicious Email

•If the email seems sketchy—unexpected attachments, fishy (pun intended) links, or asking for personal info—you’re probably dealing with a phishing attempt.

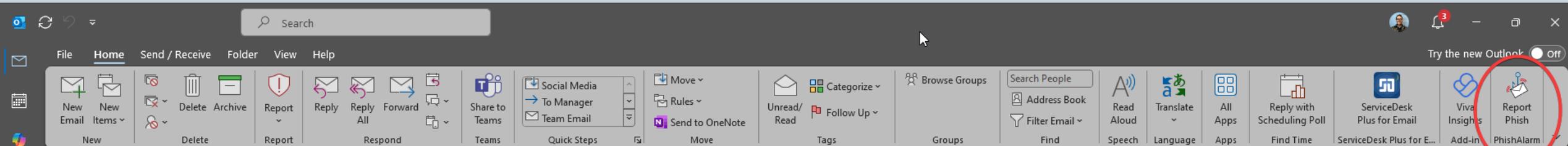
Step 2: Don’t Click, Don’t Respond

•The number one rule: Don’t take the bait! Avoid clicking any links or replying to the email.

Step 3: Click the “Report Phish” Button from the Outlook Toolbar Home Ribbon

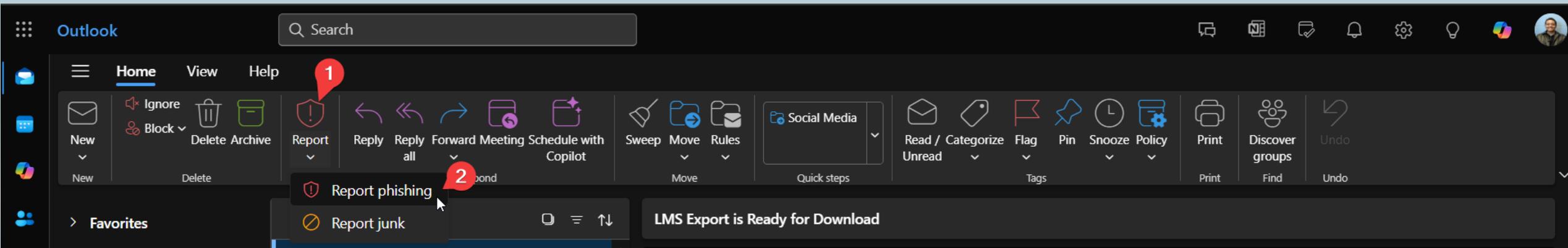
*Note: If you want us to review and then enable **if safe**, you must contact the Help Desk after reporting! Emails reported as Phishing are otherwise quarantined permanently!*

Desktop Client



How to Report a Phishing Email at SCC (Before the Fish Hooks You!)

Online Client



Bonus Tip: Stay Sharp

- Phishers are sneaky! Always look twice before taking action on unexpected emails. **NEVER** enter SCC Credentials or Personal Information unless you are SURE the email or source is legitimate!

Need Help?

- If you're unsure about an email, contact the SCC IT Helpdesk before doing anything risky. Better safe than sorry!
- Phone: 402-437-2447
- Email: helpdesk@southeast.edu

Computer Use and Policies

- Never leave a computer unattended while logged in because someone could use your credentials for malicious purposes
- Could change grades, steal Student/Staff personal information, delete files on your N: drive, Delete co-workers files on the O: drive
- You can lock the computer, log off or restart it
- All computers, software and email are property of SCC
- All usage is subject to being monitored and logged including but not limited to:
 - Internet
 - Email
 - Programs on local computer



Multi Media Carts

- Many lecture rooms have the equipment
- Two main types: Crestron and older style MMC's
- Have a plan B in case of malfunction
- Report issues to the helpdesk
- Please do not ask students to fix
- Return the devices to the configuration that allows next instructor to use PowerPoint
- Additional media cart training – While your colleagues may show you the basics, please feel free to Contact Help Desk for more detailed instructions!
- [Crestron Media Cart Training](#)

**Questions?
We'd love to hear
them!**

– Thank You and Happy Computing!

402-437-2447

helpdesk@southeast.edu

» www.southeast.edu/helpdesk

