Technology Resources for Faculty and Staff

Direct links to Online Resources:
MyCommNet: http://my.commnet.edu/
Microsoft Office 365: https://www.office.com/
Protective Enclave: https://enclave.ct.edu/
WebEx Portal: https://ctedu.webex.com/
GCC IT Help-Desk Email: GW-helpdesk@gwcc.commnet.edu
24/7/365 IT Service: Phone - 860-723-0221 or Online Chat
CSCU Support site: http://cscu.edusupportcenter.com/

Gateway IT Help-Desk

On-Site IT Service – providing virtual support
- Email: GW-helpdesk@gwcc.commnet.edu
- Phone: 203-285-2040 (8:00 AM-4:30 PM)

Online IT Service: Available 24/7/365
- Phone: 860-723-0221
- Online Chat

Quick Links

Help with Logging in
- Login Instructions
- Password Reset
- What is a NetID
- Update your own password here
- Change two factor authentication method

Help with your Browser
- Recommended Browsers
- System/Browser Setup for Blackboard
- How to clear Browser Cache, Cookies, Temporary Internet Files-ALL Browsers

Course Resources
- MyCommNet
  - First Time Logging into MyCommNet
  - Frequently Asked Questions about MyCommNet and Blackboard
- Online Support
- Course registration, withdrawal, and drop (through Banner Self-Serve)
- Course Search
- McGraw Hill tech support
- Aleks Support
- Hawkes Learning
- Pearson Support
- Cengage Support
- Student Grades and Registration History

Blackboard Guidance:
- Learn How to Access Blackboard
- Click Here for step by step Blackboard Access Instructions
- FAQ’s about logging into Blackboard
- Using Blackboard Mobile App
- All System Office ED Tech videos: https://www.youtube.com/user/CTCCEdTechTraining
- Kaltura Playlist
- How to upload or record media (video or audio files) directly into Blackboard using Kaltura
- Still having a problem? Contact the 24/7/365 Support Line at: Call 860-723-0221
Help with Email/Office 365

- Link to Office Online
- Office 365 Installation Guide
- Microsoft's Office 365 Installation Walk-through
- How to sign into Office applications that you installed on your personal device
- Office 365 Training from Microsoft

Email

- Student Email and Office 365
- Forwarding (or redirecting) Office 365 College Email
- How to access Public Folders from Outlook Web
- Email Security – what to do when you get Phishing messages or SPAM
- Email Security – General information
- Setting an Out of Office message in the Outlook Web App
- Forwarding your student email
- Learn How to Access Your Student Email
- Learn how to access your email through myCommnet

OneDrive

- Frequently Asked Questions about OneDrive
- How to Upload or Transfer Documents into OneDrive (Video from Microsoft)
- How to Use OneDrive
- How to submit assignments in Blackboard from OneDrive

Help with Microsoft Teams

- Link to Office Online
- Download the Microsoft Teams App
- Accessing Microsoft Teams for the First Time
- Logging in and out of Microsoft Teams
- Play and Share Meeting Recordings
- General Microsoft Team’s help website
- General Microsoft Team’s video training
- Microsoft’s Teams On-Demand Training Videos
- Microsoft Teams Quick Start Guide
- Our Teams FAQ for how Teams is used by our institution – including the Expiration information.
- Use the Naming Convention to name your Teams correctly.
- General Microsoft Team’s help website
- General Microsoft Team’s video training
- Microsoft’s Teams On-Demand Training Videos
- Microsoft Teams Quick Start Guide
- Our Teams FAQ for how Teams is used by our institution.
- Refer to the BOR Teams and O365 Groups FAQ for more information about creating and using Microsoft Teams or O365 Groups.
- Microsoft information on Teams Meetings
- Microsoft information uploading transcripts of Teams Meetings
- BLOG: How schools can ramp up remote learning programs quickly with Microsoft Teams
- DOCS: Get started with Microsoft Teams for remote learning
- MEC Course: Getting Started with Online Learning in Office 365
- Asset: Microsoft Teams for EDU Quick Start Guide
- Asset: Remote Learning Wakelet
- Webinars: Teams EDU Remote Learning Webinars (On-demand & upcoming series)

Help with Campus WiFi

- WiFi and wireless Information
- ConnSCU WiFi Setup
- WiFi Guest Account Form
Self-Help – Training

• Self-Help Training videos from ConnSCU EdTech Training
• Blackboard video tutorials
• Microsoft Teams On-Demand Training Videos
• Kaltura video tutorials
• WebEx video tutorials

More help and Alerts

• 24/7/365 Online Help Desk
• myCommNet Alert Signup – (log into myCommNet first)
• Recommended guidelines for computer specifications

Some links for Employees

• WebEx How-To
• Core-CT
• CSCU Technology Faculty Professional Development Page
• Faculty Training on Remote Teaching
• Protective Enclave Information
• BOR IT Policies
  • CSCU Acceptable Use Policy
  • CSCU Electronic Communication Policy
  • CSCU Information Security Policy

WebEx Guidance:

• WebEx Playlist
• WebEx Support
• How to Lock/Unlock a WebEx meeting
• Change Backgrounds in WebEx
• CSCU IT Support Center – WebEx
  • http://supportcenter.ct.edu/Service/webex.asp
  • http://supportcenter.ct.edu/Service/WebExForAttendees.asp
• CSCU System Ed Tech WebEx Playlist
  • CSCU YouTube Playlist for Educational Technology

Apple Support

• New Apple Accessibility Support
• General Apple Support

Adobe Support

• Install Creative Cloud apps on a new computer
• Direct download of Creative Cloud Desktop App