Direct links to Online Resources:
MyCommNet: [http://my.commnet.edu/](http://my.commnet.edu/)
Microsoft Office 365: [https://www.office.com/](https://www.office.com/)
WebEx Portal: [https://ctedu.webex.com/](https://ctedu.webex.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](http://my.commnet.edu/)  [Video on how to login to Mycommnet.edu](http://my.commnet.edu/)
- [Password Reset](http://my.commnet.edu/)
- [Setup of the security verification process](http://my.commnet.edu/)
- [MyCommnet Tour](http://my.commnet.edu/)
- [What is a NetID](http://my.commnet.edu/)
- [Update your own password here](http://my.commnet.edu/)
- [Change two factor authentication method](http://my.commnet.edu/)
- [Student Resource Packet](http://my.commnet.edu/)
- [How to build your Class Schedule](http://my.commnet.edu/)
- [How to Register for Classes](http://my.commnet.edu/)
- [Course Modality](http://my.commnet.edu/)

Help with your Browser
- [Recommended Browsers](http://my.commnet.edu/)
- [System/Browser Setup for Blackboard](http://my.commnet.edu/)
- [How to clear Browser Cache, Cookies, Temporary Internet Files-ALL Browsers](http://my.commnet.edu/)

Course Resources
- [Academic Calendar](http://my.commnet.edu/)
- [MyCommNet](http://my.commnet.edu/)
  - [First Time Logging into MyCommNet](http://my.commnet.edu/)
  - [Frequently Asked Questions about MyCommNet and Blackboard](http://my.commnet.edu/)
- [Online Support](http://my.commnet.edu/)
- [Course registration, withdrawal, and drop (through Banner Self-Serve)](http://my.commnet.edu/)
- [Student Grades and Registration History](http://my.commnet.edu/)
- [Course Search](http://my.commnet.edu/)
- [McGraw Hill tech support](http://my.commnet.edu/)  Contact: (800) 331-5094 – [Submit a Support Request](http://my.commnet.edu/)
- [Aleks Support](http://my.commnet.edu/)  Contact: (800)258-2374 – [Live Chat](http://my.commnet.edu/)
- [Hawkes Learning](http://my.commnet.edu/)  Contact: (843) 571-2825 - [Live Chat](http://my.commnet.edu/)
- [Pearson Support](http://my.commnet.edu/)  - Technical Support  - [Live Chat](http://my.commnet.edu/)
- [Cengage Support](http://my.commnet.edu/) – Contact: (800) 354-9706 -[Live Chat](http://my.commnet.edu/)
Blackboard Guidance:
- Learn How to Access Blackboard
- **Navigate your Blackboard Course**
- Click Here for step by step Blackboard Access Instructions
- FAQ’s about logging into Blackboard
- Using Blackboard Mobile App

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

Help with Microsoft Teams
- Link to Office Online
- Download the **Microsoft Teams App**
- Accessing Microsoft Teams for the First Time
- Microsoft Teams Quick Start Guide
- Logging in and out of Microsoft Teams
- General Microsoft Team’s help website
- General Microsoft Team’s video training

Help with Campus WiFi
- WiFi and wireless Information
- **ConnSCU WiFi Setup**