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 Online Help Desk Support 24/7 Phone - 860-723-0221
Online Chat, Create Case, or Service Now Request

Gateway IT Help-Desk
On-Site IT Service – providing virtual support
• Phone: 203-285-2040 (8:00 AM-5:00 PM)
• Service Now Request

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

Quick Links
What personal technology is recommended to access CSCU systems and Blackboard?
• Personal Technology Recommendations

Help with Logging in
• Login Instructions Video on how to login to Mycommnet.edu
• Password Reset
• What is a NetID
• 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 Portal Tour Video
• MyCommNet
  • First Time Logging into MyCommNet
  • Frequently Asked Questions about MyCommNet and Blackboard
• Online Support
• Course registration, withdrawal, and drop (through Banner Self-Serve)
• Student Grades and Registration History
• Course Search
• McGraw Hill tech support Contact: (800) 331-5094 – Submit a Support Request
• Aleks Support Contact: (800)258-2374 – Live Chat
• Hawkes Learning Contact: (843)571-2825- Live Chat
• Pearson Support - Technical Support - Live Chat
• Cengage Support – Contact: (800)354-9706 - Live Chat

Blackboard Guidance:
• 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
- OneDrive Guide
- 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
- Teams Quick Guide
- Training Videos on Microsoft Teams
- Link to Office Online
- Download the Microsoft Teams App
- Logging in and out of Microsoft Teams
- Play and Share Meeting Recordings
- General Microsoft Team’s help website
- Microsoft’s Teams On-Demand Training Videos
- Our Teams FAQ for how Teams is used by our institution – including the Expiration information.
- Use the Naming Convention to name your Teams correctly.
- 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: Remote Learning Wakelet
- Webinars: Teams EDU Remote Learning Webinars (On-demand & upcoming series)

WebEx Guidance:
- WebEx Playlist
- WebEx Support
- How to Lock/Unlock a WebEx meeting
- Change Backgrounds in WebEx
- http://supportcenter.ct.edu/Service/WebExForAttendees.asp

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

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

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