Technology Resources for Students Only

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

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

Course Resources
- Academic Calendar
- 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:

- 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