



INFORMATION TECHNOLOGY DEPT (IT) EMPLOYEE QUICK GUIDE

ABOUT US: The Information Technology Department provides students, faculty, and staff with computing and telecommunication based-resources for the effective instruction of our students; and by which to record, manage, and report data related to student service, administrative, and financial transactions of the college.

LOCATIONS: There is an IT Helpdesk on each campus.

UTICA : IT 139

ROME : PC 102i

HOW TO CONTACT US:

EMAIL : helpdesk@mvcc.edu

PHONE : (315) 731-5711 – Utica Campus

(315) 334-7715 – Rome Campus

DEPARTMENT WEBSITE:

<http://www.mvcc.edu/information-technology>

SIGNING ONTO COMPUTERS FOR THE FIRST TIME:

Using an mvcc faculty/staff computer for the first time you sign on, your username will be your first initial, entire last name. Your password will be a capital M, followed by lowercase "vcc" and the last four digits of your ssn (Mvcc####). When you log on, you will be prompted to change your password (See Password Rules below). This password will be good for the next 6 months.

EMAIL/LOG ON PASSWORD:

This is the password you use for email, logging onto the wifi and computers.

PASSWORD RULES:

Password must be changed every 6 months.

Password must be:

- 1) 8 characters long
- 2) Have at least one capital letter
- 3) Have at least one number
- 4) Can not be a password you have used in the past 6 times
- 5) Can not include your name

SIGNING ONTO COMPUTERS IN CLASSROOMS:

When logging onto a computer in a classroom or lab, you must first type "mvcc\" followed by your username in the username field.

CONNECTING TO EMPLOYEE WIFI:

- 1) Log onto MVCC-EMPLOYEE wifi connection
- 2) Open Web browser
- 3) Enter Username/Password (The username/password is the one you use to log onto computers and email)

ACCESSING EMAIL FROM OFF CAMPUS:

You can either access your email on the mvcc.edu website or on your smart phone:

A) BY WEBSITE:

- 1) Open a web browser and go to www.mvcc.edu
- 2) Click on Faculty/Staff tab
- 3) Click on the EMAIL icon on the left under "Quick Links"
- 4) Sign in with your username/password
(Please note to only put in your username and not the full email address in the username field.)

B) SET UP EMAIL ON YOUR SMART PHONE:

You will want to use Microsoft Exchange (ActiveSync) or Corporate Email Icon on the email setup wizard on the phone.

Once in the wizard, the information you will need is:

- **EMAIL** : your faculty email (example) John.Doe@ mvcc.edu
- **USERNAME** : your username (example) jdoe
- **PASSWORD** : your password that you check your email and log onto the computers with
(Remember your capital letter)
- **DOMAIN** : mvcc.edu
- **EXCHANGE SERVER** : email.mvcc.edu

IF MVCC.EDU BECOMES TEMPORARILY UNAVAILABLE:

You may still access the following internal web-based services:

- **SIRS** : <http://bannerweb.mvcc.edu/>
- **BLACKBOARD** :
<http://mvcc.blackboard.com/webapps/portal/frameset.jsp>
- **EMPLOYEE E-MAIL** : <https://email.mvcc.edu>

SAVE YOUR FILES ON THE H DRIVE:

Employees are provided a network drive (H drive) to save work to. It will be secure and backed up every night on our servers.

** Please note that we do not recommend saving anything onto the “C Drive” on your MVCC computer. Files saved on the C drive are not backed up. If your MVCC computer fails, any files saved to the C drive may be impossible to recover.

Sensitive/Private college data* should never be saved on the C drive. **Always save to your H Drive!**

ACCESSING YOUR H DRIVE FROM OFF CAMPUS:*

- 1) Click on the Windows Button in the bottom left corner of the screen
- 2) Click on All Programs
- 3) Click on Accessories
- 4) Click on Windows Explorer
- 5) In the top address bar, type:
“ftp://mvhawk.mvcc.edu”
- 6) A box will pop up asking for your username and password (The username/password is the one you use to log onto computers and email)
- 7) You should now be logged onto your account
- 8) Once your folder is open, files can be copied from your network folder to your own computer or you can copy files from your computer to your folder

Please Note : You cannot directly save to your network space remotely, you must copy to your computer, open the file to work on it, save it on your computer and then copy it back over to your network space.

*** Sensitive/Private data should not be transmitted from or received from off campus.**

Sensitive/Private data is defined as any data that could provide access to personal information of an individual or institution. Such data includes, but is not limited to, documents and files that may contain Personally Identifiable Information such as financial, human resources, payroll and student information documents and files.

HOW TO ADD A PRINTER TO MY MVCC COMPUTER:

- 1) Click on the Windows Button in the bottom left corner of the screen
- 2) Click inside the Search Program and Files box and type "[\\mvcc-print\](#)" and then the "Enter" key
- 3) This should open a window with a list of available printers, select the one with the appropriate room number and double click on it
- 4) If it asks you anything about trusting this server's driver or anything like that, click "yes"
- 5) The print driver will automatically install

HOW TO USE PROJECTORS IN SMART CLASSROOMS:

- 1) Log onto the teacher's station computer (remember to use mvcc\username) and load the screen you would like to project
- 2) When ready, press the "Windows" Key and "P" Key at the same time
- 3) Select how you want to project:
 - a) **DUPLICATE**: displays the same on both the computer screen and the projector
 - b) **EXTEND**: extends the desktop space to the projector and you will need to drag the window to the projector screen
(Both screens are not the same width)