

Technology Resources for Faculty and Staff – Fall Semester – 2020

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](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](#)
- 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 [TeamsFAQ](#) 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 [TeamsFAQ](#) 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](#)