

## **OEC Part Time Faculty Network Accounts**

All SCC non credit part time faculty are issued a Microsoft Outlook mailbox and network accounts.

- Logon: lastname\_firstname (see below for password information)
- Email address: lastname\_firstname@sccollege.edu
- District web: <http://www.rscsd.org>
- SCC web: <http://www.sccollege.edu>

### **Faculty receiving accounts for the first time after Spring 2005**

The *initial* password to your network and email account is your full birth-date with a special format as follows: The first three letters of your birth month with the first letter being capitalized and the remaining two characters are in lower case followed by the day and full birth-year.

(**Example:** Birth-date is January 09, 1980 – password is Jan091980)

### **Returning Faculty**

Your password is the same as the last time you logged on. If you changed your password the change is still effective.

### **Important Note:**

**It is strongly recommended that this initial password be changed soon to a password of the user's choice. Faculty can change their passwords now or at any future time at computers located in their division offices or the Faculty Hoteling / Staff Work Area. After logging into the computer press CTRL-ALT-DEL and choose change password from the box.**

Please read your email on a regular basis as there is a limited storage capacity. Delete all unnecessary files especially from your Inbox and Sent Items folders, and make sure you empty the "Deleted Items" folder routinely. Log into the computer then open Outlook then:

1. Highlight a message and press the delete button which moves the message from the Inbox or Sent Items folder to the Deleted Items folder
2. Then click on the trash can icon on the tool bar to empty your "Deleted Items" folder.



## Accessing OEC email messages over the Web

To access your OEC email messages over the Web from anywhere on planet Earth including your home, point your Web browser to <http://remote.rsccd.edu>

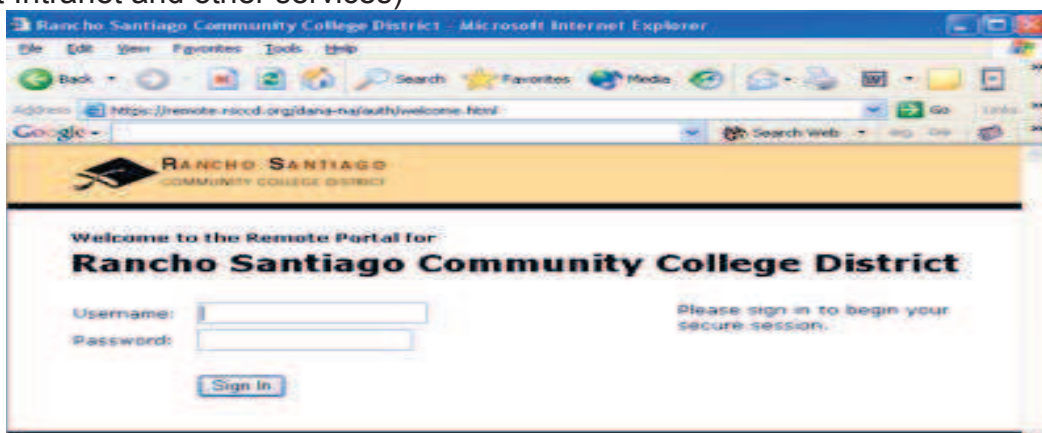
### Several important notes:

- A. Web access is merely a subset of Microsoft Outlook's full features and some functions are limited.
- B. Password changes can **ONLY** occur at these locations
  - a. Office computers
  - b. OEC-116 Faculty Hoteling / Staff Work Area
- C. For help contact SCC Help Desk at 714-628-4999
- D. Please look at your email on a regular basis and delete all unwanted messages routinely.**

### Step 1

Open Internet Explorer (IE) and type <http://remote.rsccd.edu>

This message is displayed requesting your username and password. Once those two items are entered it will connect you to all the District Services (Outlook Web Access, District Intranet and other services)



### Step 2

Type your User Name and Password and click on sign in

### Step 3

Click on "Outlook Web Access"

**Congratulations you're on.**

# How to Report Computer Problems

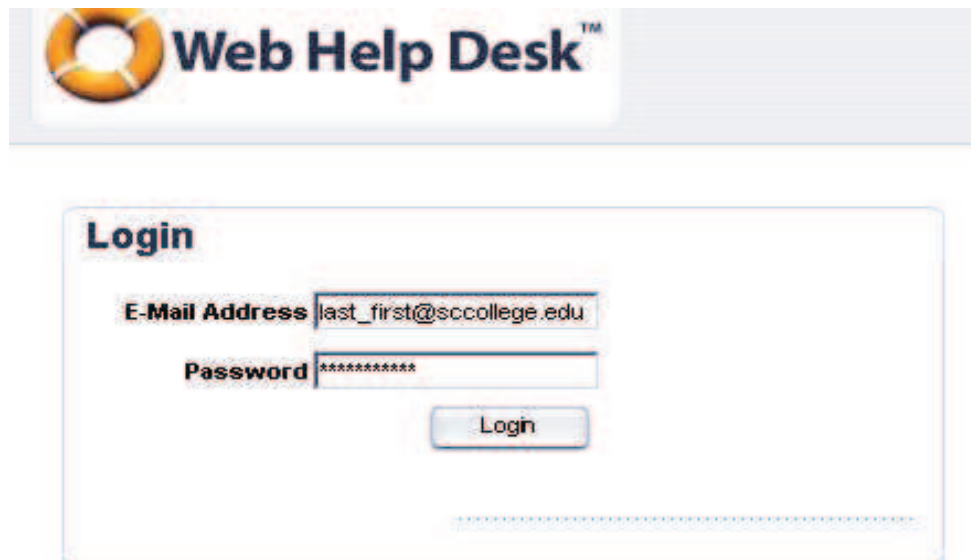
1) Before reporting the problem, please restart the computer and see if the error still occurs. Many problems are automatically fixed when the computer restarts.

If the problem is *an emergency* (i.e. something breaks which is needed for the class to function) then please call **628-5918** and report the problem. A technician will be by as soon as possible. Please only call if the request needs immediate attention.

If the problem is not urgent please report the problem via the web based technology work request form available at **<http://Helpdesk>**

## How to use the Helpdesk Work Order System:

1) Open a browser (Internet Explorer, Mozilla Firefox, etc.) and go to <http://Helpdesk>. You will see a page similar to the one pictured below. Fill in you email address and password and click login. This will tell the tech who is reporting the problem and verifies you identity.



The login page for Web Help Desk ( <http://Helpdesk> )

After logging in you will see a page asking for information about the problem. Find the *Problem Type* drop down box and select OEC then select 11 self service. In the *Subject* line place a one line description of the problem. In the *Problem Detail* area place a description of the problem. Please include:

- 1) A summary of the problem. Include a list of everything in use at the time of the problem. Exp. Plato crashed while using Ms Word and.
  - 2) Steps to reproduce the problem. Include the user you were logged in as, and a set of steps the tech can use to cause the failure.
  - 3) When the problem first noticed. Include date and time if possible.
  - 4) Please include the room number and computer number. (Computer 1 is the computer closest to the west most door. Instructor's stations are always the highest numbered computer in the room.)
  - 5) (Optional) A screenshot of the error message is also helpful. Screenshots can be made using Lightscreen (start->programs->office and graphics->lightscreen)
- Click on continue to proceed to the next step.

Problem Type: OEC : 11 Self Service

Subject: Error with Plato in room 148

Problem Detail: Program crashes when using Plato.  
Steps to reproduce:  
Log in as hssstudent  
Start Plato  
Go to Lesson 4, Activty 3, and choose Chapter Test.  
First noticed 8/3/05  
Attached screenshot of error:

Attachments: Add File

Continue...

*The problem description area.*

After clicking continue you will be asked to select the Location and Room where the problem occurred. Please replace the defaults with the correct information and click save.

**My Location**

Please select a Location.

Location: SCCCE-OC Santiago Canyon Co


Room: OEC 148

Cancel Save

*The location selection area.*

After click on save you should receive an e-mail detailing the problem you just submitted. You can add additional information to the work order by clicking add note or cancel the request with the cancel button. This can also be done through <http://helpdesk> as well. In addition, the website shows your past requests for historical record.

This automated e-mail has been sent to you for informational purposes. Please refer to the ticket number when calling the ITS Helpdesk for a status on this ticket. If you have received this message in error or you notice a problem with the information in the ticket, please contact the ITS Helpdesk.

**Ticket Info** [Cancel Ticket](#)


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**Ticket No.:** [3854](#)  
**Report Date:** 08/23/05 11:18 AM  
**Reporter:** Jeremy Collins <[Collins\\_Jeremy@scccollege.edu](mailto:Collins_Jeremy@scccollege.edu)>  
**Location:** SCCCE-OC Santiago Canyon College Continuing Education  
**Room:** OEC 148  
**Technician:** Jeremy Collins <[collins\\_jeremy@scccollege.edu](mailto:collins_jeremy@scccollege.edu)>  
**Status:** Open  
**Problem Type:** OEC > 11 Self Service  
**Subject:** Error with Plato in room 148  
**Description:** Program crashes when using Plato.

Steps to reproduce:  
Log in as hssstudent  
Start Plato  
Go to Lesson 4, Activiy 3, and choose Chapter Test.

First noticed 8/3/05  
Attached screenshot of error

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**Notes** [Add Note](#)

*Sample email from the helpdesk.*



# Technology Reference Sheet

## Need to Know Info

### Log In Basics

(Same as Last Semester)

User Name ( abe | bsd | esl | hss ) + ( student | instructor )  
Examples: eslstudent, eslinstructor  
Domain OEC

### Instructors Stations

#### Startup / Power On

Flip red switch on, turn computer on, use computer to turn on the projector

#### Shutdown / Power Off

Projector off via computer, Computer shutdown as normal, and flip red switch off

#### Equipment Information

Equipment: Flip red powers switch in top left corner of right cabinet  
Computer: Power button top front, use USB ports on bottom and keyboard  
Document Camera Switches:  
Top Switch Up: light on, Down: light off  
Middle Switch Up: show computer, Down: show document camera  
Bottom Switch Up: show computer or doc camera, Down: show VCR  
Projector: Computer controls power, freeze frame, and blank

### Using Instructor Software and Media

Playing DVDs in Computer Insert DVD (auto plays), projector showing computer  
Controls: +/- Volume; <Esc> Exits; <Space> Pause/Play  
Playing CDs in Computer Inset CD, Standard controls shown on screen  
Projector Toolbar Controls power, freeze frame, and blank

### Classroom Controls (Desktop->Instructor Tools->Manage Equipment)

Power on/off, log off, and turn monitors on/off Computer Power, choose action  
Projector Controls Projector Manager  
Printer Management Manage Printer

### Technology WebPages

URL

Technology Work Requests (onsite or via remote.rscdd.org) <http://helpdesk>  
E-mail, remote portal, and ASAP <http://remote.rscdd.edu>  
Intranet <https://intranet.rscdd.edu>

### Technology Phone Numbers (for emergencies)

Last 4 digits are Ext.

1. Helpdesk (Monday-Friday) 555  
2. OEC ITS (714) 628-5918  
3. SCC Helpdesk Direct Line (714) 628-5999