

OVERVIEW OF NCTC EMAIL, NETWORK ACCESS AND DATA STORAGE: FT Faculty and Staff

LOGGING ON TO NCTC NETWORK COMPUTERS

Network User Name: Your first initial and full last name ie: jsmith (for John Smith)

Network Password: your social security number – no dashes (if you ss begins with zero(s) drop the leading zero(s))

Changing login and email password: You must be on campus to change your network and email password.

Log onto any networked computer, use the Ctrl-Alt-Del keys to view Windows Security Screen, select “Change Password” button. (Changing your network password also changes your WebMail Access password.)

FACULTY NOTE: Help you students login! Student network IDs are displayed on your temporary course rosters issued at the beginning of each semester. Students will need their network ID the first week of classes so that they can access the network in computer labs, library, and Angel distance education website.

Student network IDs are on Campus Connect course rosters (available from Department Assistants).

Student network IDs available when students log into Campus Connect, under their demographic information.

Student default passwords are their full social security number with no dashes.

Students can also call the Help Desk, Admissions or their Advisor to obtain their Network ID number. Due to the large number of students, calling Help Desk and Admissions can mean a long wait on the phone. We do our best to be quick however; if you can help by giving students the network id information on your rosters it is greatly appreciated.

NCTC EMAIL

Full time employees will set up Outlook 2003 on their workstation (directions below). **Do not set up Outlook 2003 on any other workstation but your own; when not at your desk, use the WebMail Access link at the bottom of the NCTC homepage to check email.**

Setting up Outlook at your workstation:

- 1 - Start>Programs>Microsoft Office>Microsoft Office Outlook 2003
The Outlook 2003 Start up Wizard will open
- 2 - Click Next
- 3 - Would you like to configure an email account? Answer: Yes> Next
- 4 - Select the option “Microsoft Exchange Server” and click Next
- 5 - In the space next to “Microsoft Exchanger Server” type in the server name “mail”
- 6 - In the User Name field enter your login user name
- 7 - Click the “check name” button and verify your “Real” name is completed in the box
- 8 - Click Next
- 9 – Click Finish

WebMail Access

Employees can check NCTC email from any computer connected to the Internet.

NOTE: Email is not available between Midnight and 5 a.m. as maintenance is run on mail servers during this time.

To check NCTC email through the Web go to the NCTC Home page, www.nctc.edu and scroll to the bottom, click on the link “WebAccess” and enter your user name and password.

WebMail Access Login Username: (sample name, John Smith): nctc\jsmith

Older operating systems may ask for a domain name, if so, enter: nctc.edu

Login Password: your social security number, no dashes, if your SS# begins with zero(s) drop the leading zero(s)

To change your password: While on NCTC campus, log onto any networked computer

Use the Ctrl-Alt-Del keys to view Windows Security Screen, select “Change Password” button. – This changes your network login and Webmail password.

Troubleshooting WebMail Access login:

Check direction of the slash in the user name: nctc\jsmith

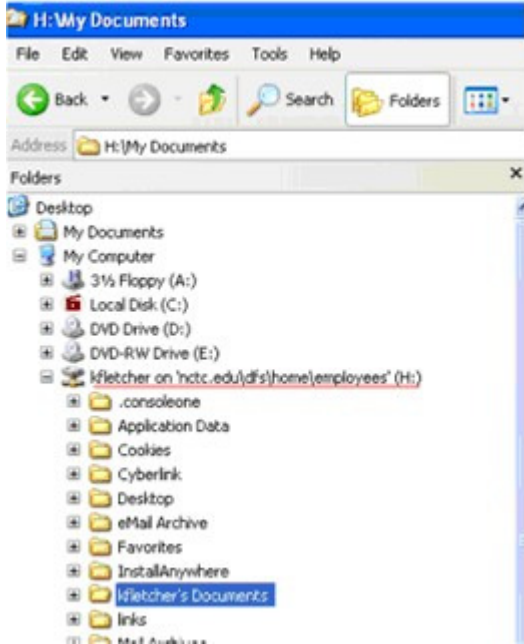
Check numbers lock and caps lock keys

Check to be sure that NCTC is listed in your browser & firewall software as a “safe site” and to allow pop-ups from NCTC.edu

STORING DATA ON THE NCTC NETWORK

Employees and students have an individual drive on the NCTC network; titled H. Data stored here is not accessible to others. Your H drive is available to you from any NCTC networked computer.

Store your files & folders in the My Documents folder on your H drive. (see image below)



For more information, visit the FAQ page on the NCTC website:

<http://www.nctc.edu/Infosystems/StaffFAQs.htm>

The NCTC Help Desk provides user support for NCTC faculty, staff, and students.

Please feel free to call us for assistance!

Call 940-668-4284 or when on campus call ext. 4284
NCTC Information Systems Help Desk Hours
Monday - Thursday 7:30 a.m. to 7:00 p.m.
Fridays 7:30 a.m. to 3 p.m.
(Long semesters: Saturday hours 8-Noon)

(Summer Mon – Thurs. 7:30 a.m. to 4:30 p.m.
Fridays 7:30 a.m. to 3:00 p.m.)

There is also a “My Documents” folder on the C drive of each the computer.

BEFORE SAVING A DOCUMENT ON THE NCTC NETWORK - BE SURE TO SCROLL TO YOUR H DRIVE AND SELECT “MY DOCUMENTS” ON YOUR H DRIVE. Do not assume that the software default offering of “My Documents” is on your H drive, it may be pointing to the local machine’s hard drive and unavailable to you from another computer.

The college backs up network data, however these back ups are for major system recoveries - recovering individual data and recovery takes time. **It is strongly recommended that you use a USB flash drive to back up your data files or email copies of important documents to yourself. In the “digital world” keeping back up copies of important documents is a wise practice.**

(NOTE: Student drives are removed at the end of each long semester; files left on their drives are also removed. Adjunct Faculty drives are removed when the department chair advises the IS department that the Adjunct is no longer teaching for NCTC.)

SHORETEL PHONE SYSTEM:

Full time staff receiving an assigned workstation will use the Shoretel Voice Mail system.

Configure and launch Shoretel Call manager Software:

- 1 – Launch Shoretel Call manager from the icon on your desktop or from the Program File menu
- 2 – the set up wizard will start
- 3 – Click Next >Next
- 4 - Enter your user name (same as your network log in)
- 5 - Enter your Shoretel password (the default set up password is: changeme)
- 6 – Click Next > Next > Next > and Finish

A small yellow telephone icon will appear by the clock in the lower left corner of your screen. Right mouse click on this icon to configure your voice mail messages. Visit the FAQ page for more information on customizing Shoretel.

<http://www.nctc.edu/Infosystems/StaffFAQs.htm>

USER SUPPORT: Karen Fletcher, 940-668-3349, ext 3349 kfletcher@nctc.edu

Help Desk Hours

Monday - Thursday 7:30 a.m. to 7:00 p.m.

(Summer 7:30 a.m. to 4:30 p.m.)

Friday 7:30 a.m. to 3:00 p.m.

(Summer 7:30 a.m. to 3:00 p.m.)

During long semesters: Saturday hours 8 a.m. to Noon