IT Helpdesk

Website:
http://helpdesk.mpcc.edu

Phone:
308-535-3712 or
1-800-658-4308
Ext. 3712

Email:
techhelpdesk@mpcc.edu

Hours:
Monday-Thursday:
8:00 AM to 8:00 PM
Friday: 8:00 AM to 5:00 PM
Sunday: 11:00 AM to 8:00 PM
Closed: Saturdays
Helpdesk will also be closed when
MPCC Campuses are closed

What's new?

The Network Team has been busy this past week changing out Switches and Wireless Access Points and installing new equipment in McCook. Once installations are complete in North Platte, all Campuses, including all of the Community Campuses, will have new updated network equipment. This is all in an effort to provide a more stable and stronger Wireless Network. The Network Team will also be upgrading the Operating System on the Wireless Controller that controls the Wireless Access Points.

Password Expiration

It is the time of year when many of us will be off campus for about a month. Passwords expiring when off campus tends to cause issues. Please be aware if you have not changed your password recently, your password could expire while you are gone. If you allow your password to expire, you will not able be able to logon or change your password. The Reset Password or Forgot Password from the password management must be used. This will supply a new password and update the expiration date. Student passwords expire after 120 days and faculty and staff expire after 90 days from the date it was changed. To eliminate logon problems when you return, the Information Technology staff are recommending you change your password now.

Link to brochure for change and reset password directions → Helpdesk Brochure

Faculty and staff that have MPCC computers should change passwords while on campus by using Ctrl+Alt+Delete to change the password. This will update all of your passwords.

Student Corner

1098-T Tax Forms
Tax time is just around the corner. Schools must send Form 1098-T to any student who paid "qualified educational expenses" in the preceding tax year. Qualified expenses include tuition, any fees that are required for enrollment, and course materials required for a student to be enrolled. The 1098-T tax forms are available online at the end of January. Here is how you can access it → Access 1098-T Tax Form

Server Error
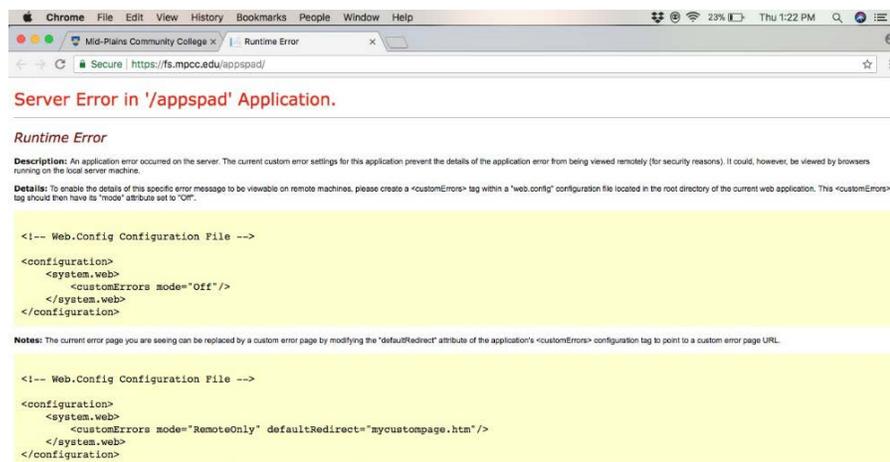
This error occurs when you click on the myCampusweb icon on the website. The IT staff is working on a solution. If you receive this error, cleaning your browsing history will remove it and allow you to logon. If you are unsure how to clean your browsing history, this link will provide instructions → Server Error on appspad Application

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Jenzabar issues

Currently we are experiencing an issue where the Jenzabar Work Resources can take from several seconds up to 3 minutes to connect. This issue does not affect the functionality of Jenzabar once connected. We are in contact with Jenzabar and together are taking steps to troubleshoot the issue. As a result of this issue, off campus access to Jenzabar has been disabled and we are reevaluating how off campus connections are being made. With the help of Jenzabar we hope to have both issues remedied in the near future.

Distance Learning News

Recording Classes and Meetings

There are several options available for recording all or part of a Distance Learning class or meeting both automatically or manually. These options can also apply to non-Distance Learning classes and meetings in a Distance Learning room or instructional/supplemental videos in any setting to put on Blackboard.

Courses and meetings are not automatically recorded unless there is a request submitted. When a request to record is from a student or staff other than the course's instructor, permission will need to be obtained from the instructor by Information Technology Staff before recording can be setup. For this reason, and setup time, please submit requests well ahead of class time whenever possible. If you wish to manually record in a room and are not sure how, please contact Information Technology Staff, as this can vary from room to room.

To request recording, you will need to submit a helpdesk ticket, but if time does not allow, one will be created for your request. When submitting your request, please include the date, start time and runtime of the recording (full class time, 2 hours for a meeting, only the first 20 minute of a class, etc.), and what sites and room numbers need connected.

The recording of your class or meeting will be uploaded to the MPCC video server and available within 24 hours (in most cases less than this), and a link will be sent to you prior to recording. You can post this link on Blackboard or send it to specific person. If you would like a copy of the recording, you can download it from the video server link. If you would not like the recording to have the option to be downloaded, please specify this with your original request for recording and it will be removed.

HELP!

MPCC has a system setup to get computer help when needed as efficiently as possible. There are multiple ways to get help when having a problem.

✓ **Helpdesk webpage** – http://helpdesk.mpcc.edu or click on any **HelpDesk** or **IT HelpDesk** link (Not SysAid Helpdesk). Webpage contains access to Password Management tools, How-to Articles, Video Tutorials, About IT and Helpdesk hours.

✓ **Helpdesk phone** – Ext 3712, Number 308-535-3712, Toll Free 800-658-4308 Ext 3712. This number is manned Monday through Thursday 8:00 AM to 8:00 PM, Friday 8:00 AM – 5:00 PM and Sunday 11:00 AM to 8:00 PM. If you need **HELP NOW**, this is the quickest way to get help. Please use this number instead of calling a specialist directly.

✓ **Helpdesk incident reports (SysAid Helpdesk)** – An IT specialist must have an incident report in the system to track what is being done. These incidents are distributed quickly to the specialist to take care of them. The specialist then documents what actions are being taken to resolve the problem. Incidents can be created by staff, faculty, and students from the Helpdesk webpage. Staff and faculty can also use the **Sysaid Helpdesk** icon.

✓ **Helpdesk email** – techhelpdesk@mpcc.edu If unable to use the options above, an email can be sent. This email account is monitored the same hours as the phone.

✓ **Helpdesk Chat** – The chat can be accessed from the helpdesk webpage. Just click on the **Live Chat** icon if it says Online Now.

Mary's Blackboard Corner

Now Available

Blackboard Mobile App
for Instructors & Students

The Blackboard mobile app for faculty and students is designed especially for students to view content and participate in courses content and organizations on a variety of devices including iOS® and Android™ devices. Blackboard Mobile Learn is supported on iOS 9.0+, Android 4.2+ and Windows 10+. The app is available currently on the iTunes App Store for iPhone or iPod Touch, the Google Play store for Android devices and Microsoft.com for Windows devices.

1. From your device, access the appropriate online store.
2. Search for Blackboard.
3. Install the app on your mobile device.
4. Open Blackboard and search for the full name of your institution.
5. Login into Blackboard with your username and password.

More information is available on Blackboard Announcements on My MPCC tab in Blackboard.

Meet the Staff

Joshua Blagdon

What do you do at Mid-Plains Community College? I am the Area Systems Administrator.

What are your credentials/past experience, for working in your position? I have an Associate of Applied Science in Electronics Technology. The college has sent me to administrator training for Microsoft Server, Microsoft Exchange, Microsoft Sharepoint, Microsoft System Center, VMware vSphere and VMware Horizon.

What do you like about working at Mid-Plains Community College? The flexible schedule that allows me to spend more time with my family.

What is your proudest moment at Mid-Plains Community College? It's hard to pick just one looking back over my years here. It may not be just one moment but the development of the ITS Helpdesk stands out for me. I am proud to have been a part of the process and to see it fully functional and providing better service is a great thing.

What does true leadership mean to you? True leadership to me is support. Support when you need someone to help you complete a difficult job and when you need someone to stand up for you.

Where is your hometown? I grew up 10 miles north of Stapleton.

What was your first job? Stocking shelves during the overnight shift at a grocery store.

What do you enjoy doing when you are not working? I love building things with Legos. Classic Legos are the way to go the possibilities are endless.

If you could have one superhuman power, what would it be? I am a big fan of Captain America, so I will have to say strength. Maybe not so much physical strength but moral strength.

What's your favorite line from a film? "Little bitty stinging rain…" Forrest Gump

**Faculty and Staff Corner**

Stalled Printer

We are currently experiencing issues with campus copiers. The printers will stall if information is printed from Microsoft Edge (the defaulted browser of Windows 10) and printing picture files (jpeg, tiff, gif bmp and png files).

If you notice these, stop, as you are at risk of stalling the printer.

1. In the taskbar you notice that you are printing using the Microsoft Edge browser. By default Windows 10 sets pdf files (Adobe) to print in Microsoft Edge. Click here for directions to change the default →
    [Update Program Defaults for Windows 10](#)

Microsoft Edge   Internet Explorer

2. The print dialog box is black instead of the normal gray dialog box.
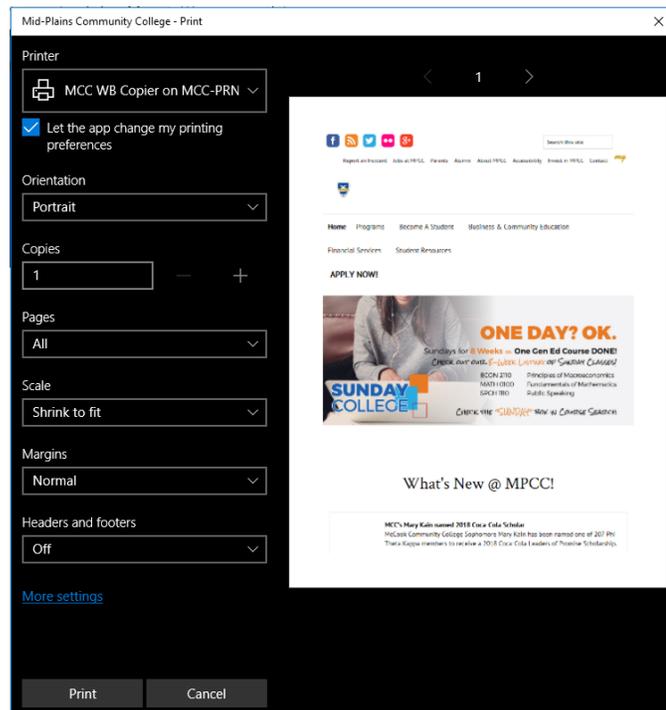
What do I do if still want a hard copy?

1. For websites: Open the page using Internet Explorer or Firefox and then print.
2. For pictures: Open or copy them into Microsoft Word.

    or

3. Set the printer to **Print to PDF** then choose **Print**. You will be asked for where and what name you would like for the PDF file.

Oops I Forgot!

If you forgot to use one of these and the printer is stalled, call the helpdesk. The helpdesk is the only one who can clear the printer. If no answer, leave a message or enter a helpdesk incident so a tech can get it cleared.