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

Upcoming Happenings

This Spring, the IT Dept. has contracted with Sirius Computer Solutions to do a complete overhaul of the MPCC wireless network system. Beginning **May 6th,** we will have a Sirius employee onsite with us to review our wireless setup from placement of access points to the code behind the scenes. On the evening of **May 21st**, we will switchover from the old system to the new, which will result in some down time over night for connections to the MPCC wireless network system.

This project should resolve the issues we experience with users and guests not being able to successfully connect to our wireless network.

Student Corner

The IT department would like to congratulate the 2019 MPCC graduates. Some of you will be moving on to another college while others join the workforce. College transcripts could be needed no matter what your path is going to be. All financial obligations must be met before transcripts are released. There are two types of transcripts.

1. **Official transcripts** include the Registrar's signature, the college seal and reflects your coursework and grade information. To obtain a copy of your transcripts you must create an account with Parchment at www.parchment.com. Do not use your Mid- Plains Community College student email address for this. Use an email address that is accessible after leaving Mid-Plains, preferably a personal email account. There is a minimal charge of $3.00 for an electronic copy or $5.50 for a paper copy. Colleges will require an official transcript if transferring credits.

2. **Unofficial transcripts** looks much like official transcripts but do not contain the signature or seal but does have a watermark through the center identifying it as unofficial. Access to unofficial transcripts can be made from your student CampusWeb account. To locate:
   1. Click on the CampusWeb icon.
   2. Click on **Student** in the bar across the top.
   3. Click on **Grades and Transcripts** in the gray box on the left.
   4. Under Unofficial Transcript section, click on link **View Unofficial Transcript**. This will bring up a list of all classes and grades.
   5. Scroll to the bottom of the screen, click on the link that says **MPCC Unofficial Transcript**. This is a PDF form that reflects all classes and grades taken.

If you have questions, please feel free to contact the helpdesk.

Password Expiration

It is the time of year when many of us will be off campus for a while. 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 your passwords.

Multi-Factor Authentication

The IT department implemented the Multi-Factor Authentication about four months ago. Here are some things we learned:

1. It is very important to have multiple ways to authenticate.
2. Devices will get lost, damaged, or stop working.
3. There are going to be glitches from time to time. Sometimes you may not get a notification and other times you will get multiple notifications. But what would life be like without those glitches?

What is the recommended method for authentication?

The IT department recommends the Microsoft Authenticator app option. The app can be downloaded to any Android or iOS device. The app gives you two choices that do not cost you minutes or texts. They are:

1. Receive notification for verification. To receive notifications, you must be connected to wifi or data. You do not have to be in the app to receive the notification. It will come in just like your other notifications.
2. Use verification code. Your phone only needs to be on for it to work. Go into the app and enter the code that is generated every 30 seconds.

I only setup one option and I can't use it now. What can I do?

The IT department can reset your account. Please call the helpdesk at 308-535-3712. You will need to setup your authentication again. It is strongly suggested to have at least two ways to authenticate. You can have two phone numbers, your office phone, and multiple devices with the app to use.

Why do I need to setup multiple methods of authentication?

As some have learned, one method is not enough. The nice thing about the app is it gives you two methods. Sometimes less is best but in this case more is better. Here are some reasons you want multiple methods:

- ✓ Forgot device
- ✓ Lost device
- ✓ Not getting notifications (device not working)
- ✓ Not in location of phone number used

Make it stop! I am receiving multiple notifications.

A glitch is happening in the communication of your device and the authenticator. Please choose another way to authenticate. This should stop the notifications.

Check out this how to article on the helpdesk website for more information → Manage Multi-Factor Authentication

"Computers are heaven-sent when they work and hell-spawn when they don't.

There's just not much middle ground when it comes to technology."

— Dani Harper

Meet the Staff

Randy Brown

What do you do at Mid-Plains Community College?   I am the Mid-Plains Area Network Administrator. I oversee the network, wired and wireless, and supervise the phone system.

What are your credentials/past experience, for working in your position? I worked in the oil field for 22 years before becoming disabled and had to learn something else. I graduated from McCook Community College in May 2004 with an Associate Degree, Emphasis on Networking and was hired on at North Platte Community College in November of 2004 as a Computer Tech. I have Comptia Network+ certification and I have been to numerous training classes pertaining to Network Equipment we use.

What do you like about working at Mid-Plains Community College? Even though not directly connected to the students, I feel good about providing them the IT services they need and want.

What's the coolest thing you're working on right now?   Revamping the MPCC area wide wireless network.

What is your proudest moment at Mid-Plains Community College? Toss-up between becoming the Area Network Administrator and installing a new phone system at MPCC.

What does true leadership mean to you? Through my years I have been the boss several times and I always had the philosophy, "Treat everyone with the respect you desire from everyone". Don't ask a subordinate to do anything you wouldn't do yourself.

What do you enjoy doing when you are not working? Flower Gardening and riding my motorcycle.

Where is your hometown? Born and raised in McCook.

What was your first job? My first job at Mid-Plains was Computer Tech. My first job overall was at Sehnert's Bakery when I was 14.

What is something special about you most people don't know? I am the Area Network Administrator. I love growing flowers.

What did you want to be when you were growing up? A lawyer

What was the best advice you received? From my Dad, "If you are going to do a job do it to the best of your ability and never give up until the job is complete".

If you could have one superhuman power, what would it be? Eternal youth; it stinks getting old.

If you were a crayon, what color would you be? Red because red is the most awesome color.

Do you have a favorite quote? "You will face many defeats in life, but never let yourself be defeated". Maya Angelou

What do you like to do on your days off? I do a lot of flower gardening and woodworking like building bird houses.

What's your favorite line from a film? "What we've got here is failure to communicate." Cool Hand Luke, 1967