



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

Changes Happening Now!

MPCC Information Systems (IS) is changing to MPCC Information Technology Services (IT). This change was instituted in order to align ourselves with other educational institutions and to lessen some confusion about who we are and what we do. You will start to see changes to our title occurring in college literature and on the web very soon.

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 options listed below, 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 thru 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.



Distance Learning News

Training: Are you new to MPCC or just need a refresher in distance learning technology? Learning to operate the equipment in a distance learning classroom is beneficial whether you have students in different locations or utilize the rooms locally for meetings. Topics discussed during training include how to display materials, how to dial other distance learning systems, and solutions to basic issues that may arise. Please submit a helpdesk ticket to schedule individual or group training.

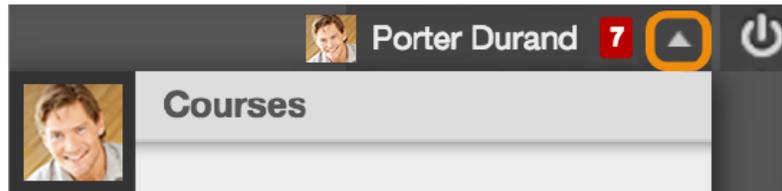
Equipment Upgrades: Over the summer, the Health and Science Center 102, 108, and 204 distance learning rooms were upgraded with similar DL technology to what has been installed over the past few years across the MPCC campuses. Health and Science Center 216 was completed prior to the start of the fall 2017 semester. The other Health and Science Center distance learning rooms follow the same general layout as 216.

Mary's Blackboard Corner

How to keep in touch with your Instructor

My Blackboard messages

My Blackboard is available everywhere in Blackboard Learn and gives you a personalized view of your learning environment.



Access the menu next to your name in the page header to access the My Blackboard menu. You can access due dates, users, and social tools that help you discover, connect, communicate, and collaborate with your Blackboard learning network.

You can use the messages tool to communicate with other people who use Blackboard. If prompted, you must accept the terms of service and provide an email address before you can use this tool for the first time.

You have to be logged in to Blackboard to send and receive My Blackboard messages.



- A. View your messages in the left panel. The most recent message appears first. Select a message to view the entire conversation.
- B. Select Compose to start a conversation with another user.
- C. Delete the conversation.
- D. Write a reply.

To learn more, Log onto <https://help.blackboard.com/Learn>

Network Corner

MPCC Wireless Network

What wireless connection should I be connecting to?

- MPCC-Secure** College owned devices only. This wireless network is setup and connects automatically on a college issued laptop. If it does not please contact the helpdesk.
- MPCC-MyDevice** Student and Employee Personal devices. This wireless network will need to be setup manually on all devices. Brief instruction are included below to assist in connecting your devices.
- MPCC-Visitor** Should only be used by visitors not college employees or students. If you are a college employee or student and use the visitor, you will need to enter the passcode daily and could be working at a slower speed.



How do I connect to the MPCC-MyDevice?

1. Select **MPCC-MyDevice**.
2. In the Identity field enter **your MPCC student email address**.
3. Enter **your MPCC password** in the Password field. Can put a checkmark in the Show password box to see password.
4. Click **connect**.
If you get a certificate popup, click Trust. On Mac devices, you may need to supply your apple password to get it to Trust the connection.
5. Open browser. If MPCC BYOD Welcome screen does not load, type **mydevices.mpcc.edu**.
6. Agree to terms and click **Start** on MPCC BYOD Welcome screen.
7. Enter name and description for device.
8. Click **Continue**.

Your device is not connected until you get to the MPCC BYOD Welcome screen and complete the steps till it says you are successfully connected.

How do I connect my gaming devices, tvs, and etc. to the wifi?

The best way to connect these devices is to hardwire (use the network connection in your room and a network cord). If you still wish to use wifi, please create a helpdesk from the helpdesk webpage.

What do I do if I still cannot get connected?

Use one of the options listed under the Help section of this newsletter.

Student Corner

Office 365 Education Free Download

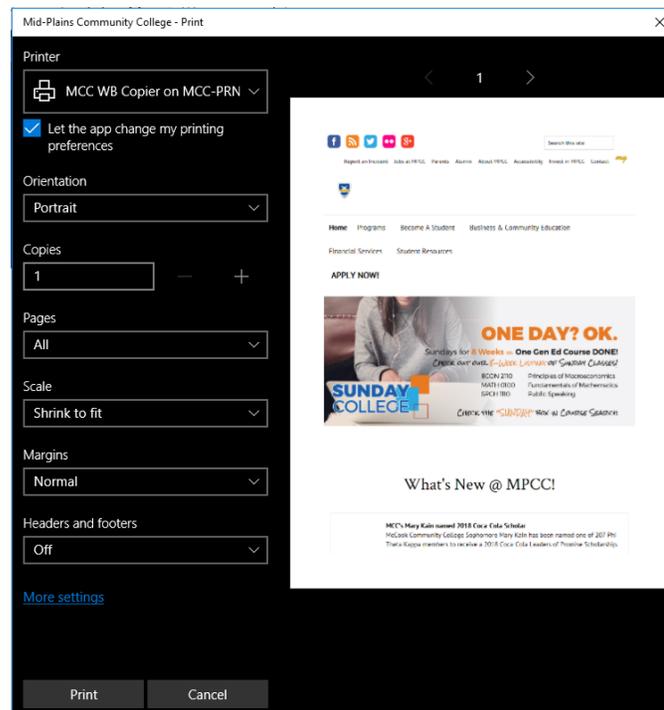
Office 365 Education is a collection of services that allows you to collaborate and share your schoolwork. It's available for free to students who are currently attending Mid Plains Community College. The service includes Office Online (Word, PowerPoint, Excel, and OneNote), and OneDrive storage. Mid Plains Community College allows students to install the full Office applications on up to 5 PCs or Macs for free.

1. From a web browser, logon to your MPCC account.
2. Click on the **Email** icon.
3. Click on the **App Launcher**  that is located in the top left hand corner of the email app.
4. Click on **Office 365** → . 
5. Click on **Install Office apps**. 
6. Click on **Office 2016** to download basic Office applications. Click on **Other installs options** if you wish to download Office ProPlus which contains Microsoft Access or other apps.

Faculty and Staff Corner

Be aware of printer issues!

If you are printing to a campus copier and the below dialog box appears, please **do not print**.



Please update your default programs. Directions are located on the Helpdesk website or under How to Articles. Here is a link to it → <http://helpdesk.mpcc.edu/HowToArticles/Update Program Defaults for Windows 2010.pdf> or contact the helpdesk.

Meet the Staff



Trent Wiese

What do you do at Mid-Plains Community College? I am the Interim Director of Information Technology Services

What are your credentials/past experience, for working in your position? I have an Associates of Applied Science degree in Information Technology from Mid-Plains Community College and a Bachelor degree in Management Information Systems from Bellevue.

What do you like about working at Mid-Plains Community College? Working for MPCC is like working with your family, yes there are some of the normal family dysfunction but like most families they are there to help you up and work together to make things right.

What's the coolest thing you're working on right now? Just working with all the IT Staff as a new beginning is exciting to me.

What is your proudest moment at Mid-Plains Community College? Being an alumnus of MPCC, I think being named the Director of Information Systems is my proudest moment to date. It shows that the Hollywood driven stereo type that Community College is for underachievers is entirely false. You can use a Community College degree as a stepping stone to achieve a higher level of education and higher paying wages.

Where is your hometown? I am from Benkelman, Nebraska

What was your first job? Mowing lawns was my first job, well I only mowed my parents lawn and the lawn at our church and the parsonage, so I did not really excel at lawn mowing so I was a gopher for my Uncle who was a contractor, I cleaned in the shop and around the grounds at the Ford dealership, and I helped move pipe and stack hay bales for another of my Uncles whenever I could get out there.

What does true leadership mean to you? Being a leader to me is to inspire the people around you to achieve their absolute best to reach a common goal.

What do you enjoy doing when you are not working? I enjoy spending time with my family and friends. Whether it is hunting, shooting, reloading, or just relaxing at my parents or recently going antiquing I enjoy the people around me.

What is something special about you most people don't know? I am not sure on this, I am pretty much an open book so there is not much about me that I have not told people. If there was one thing though, it would be that I love a challenge, most of the time I would prefer to spend 20 minutes figuring out how to accomplish something on my own rather than asking for help. There is nothing better than accomplishing a task on your own in my opinion.

What did you want to be when you were growing up? I wanted to be a pilot, specifically a fighter pilot.

What was the best advice you received? Never give up.

Do you have a favorite quote? "...the only thing we have to fear is fear itself" FDR

What's your favorite line from a film? "I feel the need, the need for speed." Top Gun