



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

Sometime soon the printers and copiers will be updated with new software. This software will allow for more secure printing and better tracking. You will scan your MPCC ID to access copiers and your printouts.

Successes

The ITS department had a very busy summer. Besides helping with the Learning Commons building project, we have been updating many classrooms with updated equipment. We have redone the wireless network to make it more functional for users. Printers and copiers were updated or changed so we can have more secure, efficient, and cost saving printing. We are in the process of moving from Blackboard to Canvas for our Learning Management Systems. All of this was accomplished in just three months.

Network Corner

What wireless connection should I be connecting to?

- MPCC-Secure** **College owned devices.** This wireless network is setup and connects automatically on college issued laptop. If it does not, please contact the helpdesk.
Student and Employee Personal devices. This wireless network will need to be setup manually on all devices. Brief instructions 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 logon daily and could be working at a slower speed.
- MPCC-Registered** Should only be used to connect devices that cannot connect to the MPCC-Secure. Contact the helpdesk for directions.

How do I connect to MPCC-Secure?

From any device, open settings, click on the Wi-Fi icon. With Wi-Fi turned on, select MPCC-Secure.

Android – Enter your MPCC email address in the “Identity” field, and your password in the “Password” field. Leave the “Anonymous Identity” field blank. Click “Connect”. If “Connect” is greyed out, change “CA certificate” to “Do not validate”.

Chromebook – Select “PEAP” for the “EAP method”. Select “Automatic” or “MSCHAPv2” for the “EAP Phase 2 authentication”. Select “Do not check” for “Server CA Certificate”. Enter your MPCC email address in the “Identity” field, and your password in the “Password” field. Leave the “Anonymous Identity” field blank. Click “Connect”.

iOS devices - Enter your MPCC email address in the “Username” field, and your password in the “Password” field. Click “Join”. If you get a certificate popup, click “Trust”.

Windows - Enter your MPCC email address in the “Username” field, and your password in the “Password” field. Click “Connect”.

You are now connected to the wireless.

Frequently Asked Questions

Why should I call the Helpdesk phone when I have a technology emergency instead of the specialist that can fix my problem?

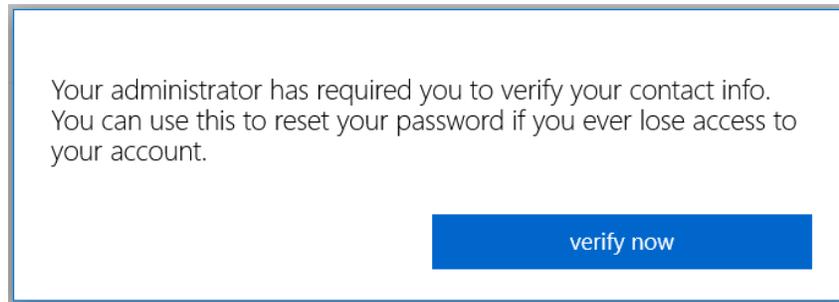
The main purpose of the person manning the helpdesk is to answer the phone and manage the helpdesk. This allows other specialists to work on projects and problems that need their complete attention. When you have a technology emergency, the person at the helpdesk can help you or is aware of who is available to help you. This saves you time from calling all over and saves the time of our specialists from being interrupted with problems they may not be able to fix.

Why do I need to create an incident in the Sysaid Helpdesk?

The Help Desk was created as a solution to assist staff record and track requests. It has become a vital part of the operational procedure. Outside of an emergency, we would ask that your first stop be the online Help Desk.

Frequently Asked Questions (cont.)

Why am I get this popup after signing on?



The system for maintaining your MPCC account is changing. By clicking the **verify now** button you will be setting up your account so you can reset your password if you lose access to your account. This method to reset your password is currently not available, but is in preparation of the change.

Distance Learning News

Moving DL cart systems

As part of our current USDA DLT grant that we received this past year, we are adding several dual-screen DL carts area wide to make content more visible without minimizing the visibility of class or meeting participants. However, the two 55" screens can make these carts more cumbersome to move. With this, it is important to stress the proper procedure if a DL cart needs to be moved. If you wish to learn more about this grant award, you can find that article [here](#).

There are times when a DL cart system may need to be moved to either a different location in a room or to another room entirely. Whenever possible, it is best to contact the Helpdesk so ITS can assist with moving the system. When moving a DL cart system, procedures should be followed to ensure the safety of the equipment, as well as that of the person moving it.

DO NOT pull the power cable out of the wall without powering the system down first! (You wouldn't do this with a desktop computer, would you?) Open the front door on the cart and power down the DL system by touching the power button until the light starts blinking. Do not hold it any longer, as this forcefully shuts down the system without letting it go through its standard shutdown cycle. Next, turn off the TV.

Move the microphone from the tables to the cart. Neatly gather up the microphone cable and place it on the cart where it won't fall off while being moved. Do the same with the HDMI cable. Remove the power cable and network cable from the wall. These can be tucked into the back of the cart. Make sure to place the silver Polycom remote and the black TV remote on the cart with the other equipment. As you move the cart, be careful not to roll over any of the cables or bump the TV on walls or door frames.

When the system is placed where it is to be used, connect the network and power cables first. Turn on the TV, and then turn on the DL system by tapping the power button. Position the microphone on a table close to where the participants will be and place the remotes with it. Ensure that the microphone cable is straight and not placed in a walkway or dangling in a way that is going to trip anyone.

If you have any question or concerns about moving a DL cart system, please contact the Helpdesk. Again, whenever possible, it is best to contact the Helpdesk so ITS can assist with safely moving the system.

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.

Microsoft Office 365

Great news for all students enrolled at Mid-Plains Community College. Microsoft Office is available for free to students who are currently attending Mid-Plains Community College. Office 365 is the latest version of Microsoft's productivity suite. It is a collection of services that allows you to collaborate and share your schoolwork. It is available for offline and online use to best prepare you for class and your academic journey. The service includes Office Online (Word, PowerPoint, Excel, and OneNote), and OneDrive storage. Benefits include:

- ✓ Online and desktop versions of Word, Excel and PowerPoint
- ✓ Install on up to 5 compatible PCs and Macs, plus 5 tablets (including iPad!)
- ✓ Use with OneDrive for automatic device syncing
- ✓ 1TB of FREE! online file storage using the OneDrive app from any internet-connected device
- ✓ Windows users can also download Access (not available for Mac)
- ✓ Gain valuable skills on the world's most popular productivity software
- ✓ Use the same programs as your instructors to ensure file compatibility
- ✓ Collaborate in real time with teachers and students! Take class notes in OneNote, write essays in Word, or create presentations using PowerPoint and Sway.

To install on PC/Macs:

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

To install on Chromebook/iPad/Tablet:

Locate any Microsoft Office Apps from an App Store and install it. When prompted for account enter MPCC email address and password.