

Technology for Employees at South Central College

The goal of the of Information Technology Services department is to make using technology at South Central College easy to access and use. [The Employee portal](#) located on the southcentral.edu website is a portal that offers you convenient access to email, network storage, timesheets, room scheduling, and many other important resources.

1. Technology Help Desk

The Help Desk at SCC serves as a hub of information about IT services. The Help Desk is comprised of SCC staff, student workers, and software that we use to gather work requests for technology and to disperse information about current and incoming technology at SCC. The main function of the Help Desk is to be the first stop for technology assistance at SCC. This helps both the IT staff keep the requests organized and centralized as well as provides one place for people to go for any technology-related request. The Help Desk can be accessed by phone at 507-389-7280, by e-mail at helpdesk@southcentral.edu or in person by appointment only while we practice social distancing. We ask that all employees submit every request through the Help Desk, so we can gather the required information and route it to the relevant IT staff member.

2. Username & Password

StarID is a username and password that is being used across the Minnesota State Colleges and Universities to access information technology systems and services. All employees of Minnesota State need active StarIDs. Systems that use the StarID include Email, D2L Brightspace, ISRS, eTimesheet, campus computer logins, WiFi, and more.

When your employment has been confirmed through Human Resources, the StarID system and DoIT will create your user account and report your account details to HR and your supervisor.

You will need to activate your StarID by visiting this link: <http://starid.minnstate.edu/>

StarID Passwords expire after 180 days. You will receive an e-mail reminder starting at two weeks before your password expires. You will need to visit the StarID webpage to reset your password at <http://starid.minnstate.edu/>. SCC IT cannot change your password for you.

3. Email

Email is an important communication tool at South Central College. You will get college-wide announcements and other important updates sent to your SCC email address. Your email account will be set up after the Human Resources office verifies that all your paperwork is finished and your StarID is created. Access to your SCC email account is not guaranteed beyond your last day of employment

and should not be utilized for personal use. Mail delivery is not guaranteed to individuals who choose to forward their email to a personal email account.

SCC uses Microsoft Office 365 and email accounts are accessed using your StarID and password. You can access your SCC email using the Outlook client on your workstation or from any computer with an internet connection and a web browser through the SCC Employees webpage or through <https://portal.office.com>.

Available space for email in your mailbox is set at 1 TB per employee. There is a maximum email size of 20 MB for sending and receiving. If you need help saving important emails to another location or have other email questions, please contact the Help Desk (helpdesk@southcentral.edu, 507-389-7280).

4. File Storage

It is recommended that you save important documents in multiple locations. To assist in this, the college provides a maximum of 1 GB of personal storage space on the SCC network that is available both onsite and through remote access. This space is intended to be used for files that you access frequently. If 1 GB isn't enough space for your files, removable storage (flash drives, external hard drives, CDs, etc.) or Cloud-based storage should be used.

On campus: To access your personal disk space on campus look for the device listed as the H: drive.

Off campus: From a remote location, please email helpdesk@southcentral.edu to arrange VPN configuration for a college-owned device.

Cloud-based: Your Office 365 account comes with OneDrive for Business (1 TB storage).

5. Wireless Network Access

Connect your devices to the SCC Encrypted wireless network. You will be prompted to put in your StarID and password for authentication.

For guests who require wireless access, use the Public SCC wireless network. This allows access to web browsing only. Load a web page to accept terms of use page before first use. If you are a guest at another Minnesota State institution or have guests here from within the system, look for the Eduroam wireless network and authenticate with YourStarID@minnstate.edu

If you have trouble connecting your device, the Help Desk can help determine whether your device is supported.

6. TEC Carts

TEC carts are instructor stations that assist with technology presentation in the classroom. All classrooms are equipped with a TEC cart that lock which provides instructor access to the room's projector.

TEC cart keys work on both campuses and are issued by the following people:

- Kari Van Thuyne, 507-389-7340, N. Mankato Campus
- Tracy McAdam, 507-332-5810, Faribault Campus

All TEC carts contain the following:

Computer, monitor, document camera, telephone, instruction sheet, Help Desk information, media control console.

Some rooms also include SMART Projectors or other instructional technology. We recommend that you practice using these items in your classes. Contact the Help Desk (helpdesk@southcentral.edu; 507-389-7280) if you would like training.

7. Courses via Interactive Television (ITV)

Some classes are delivered via ITV. These rooms (North Mankato: D110, D128, and D136; Faribault: C23, C36, and C37) are equipped with cameras, microphones, TEC carts, document cameras, and television monitors. If you are scheduled to teach via ITV, we recommend practicing with the equipment prior to the first class meeting.

8. Telephones & Voicemail

To receive a telephone, your supervisor will need to send a request to the Help Desk (helpdesk@southcentral.edu, 507-389-7280).

Voicemail is configured through Cisco Unity.

<http://southcentral.edu/images/departments/it/How%20to%20setup%20Unity%20Voicemail.pdf>

Please visit the link provided for help setting up your particular phone:

<http://www.southcentral.edu/Department-of-Information-Technology/phone-system.html>

Things to Remember:

- When dialing an extension on either campus or between campuses, all you need is the last four digits of the phone number.
- To dial off campus, dial 9, then the number.
- To dial long distance, you'll need a long-distance access code. Contact the Help Desk (helpdesk@southcentral.edu; 507-389-7280) to request one.
- You can dial emergency services using 911 or 9911. If you dial this by mistake, please stay on the line and inform them of the misdial.

9. Checking out Equipment

The Help Desk in North Mankato and the library in Faribault have technology available for circulation. These items have varying loan periods, depending on the piece of equipment.

Examples of equipment that is available for use by employees: video cameras, still cameras, individual laptops, laptop labs, and clickers (classroom response systems).

Please contact the Help Desk (helpdesk@southcentral.edu; 507-389-7280) to check on availability of equipment. Reservations are taken for most items. You must use your employee identification card to borrow equipment.

10. Requests for Purchase

If you need to request hardware or software for purchase, please submit that detailed request to the Help Desk (helpdesk@southcentral.edu; 507-389-7280) complete with your full name, your program, your office number and phone number, along with the cost center that should be debited. Before submitting your request, make sure it's approved by your supervisor and is included in your annual budget.

A portion of the student Technology Fee is set aside to help departments with technology costs. These items need to be requested each spring in preparation for the next fiscal year.

11. Software for Work and Personal Use

Microsoft Office is available for installation on your personal computer for free through the Office 365 portal site, <https://portal.office.com>.

Faculty-specific software (such as Respondus, StudyMate, Wimba, etc.) is also available for install on your work and personal computers. Contact the Help Desk (helpdesk@southcentral.edu; 507-389-7280) to get assistance with installing software.

12. Virus and Malware Recommendations

South Central College utilizes Windows Defender via System Center on all college computers. This will be installed on every machine by the IT department. No other antivirus applications or spyware applications should be installed without the approval of IT. If you find something telling you to install an application, please contact the IT department. We need to verify that is legitimate software and that it will not conflict with other applications.

We recommend that you also install antivirus and anti-malware on your personal computers. If you are looking for a free software package we recommend [Microsoft Defender](#) for Windows 10.

13. Star Alert Emergency Notification

In an emergency, Star Alert will send a text message to the cell number(s) and/or e-mail address(es) you provide. Notifications identified as “Star Alert” messages will note the nature of the emergency, what action, if any, you are to take, and where to find more information. Star Alert also will let you know if campus is closed or if classes are delayed or cancelled.

Go to the following link to register: <http://southcentral.edu/campus-security/star-alert.html>

Faculty Resources

15. Library Resources

As an employee of SCC, you have access to both campus libraries’ print and non-print collections. To search the library catalog, go to <http://www.southcentral.edu/Library>. The search box on the webpage will allow you to find books, DVDs, videos, periodicals, streaming video, eBooks, and online journal articles in our local collections. A separate search for SCC’s electronic databases can be found at <http://cufts.mnpals.net/CRDB/SCC>.

You can access SCC's libraries from off campus by using your StarID and password.
If you'd like to use the interlibrary loan (ILL) service, you'll need a valid SCC ID card.
Username: 14-digit barcode number on the back of your ID
Password: Your last name

3. Center for Teaching and Learning Excellence (CTLE)

The CTLE staff members help instructors integrate technology into the classroom and into their online instruction. In addition to helping employees in person, the SCC Online website for employees (<http://online.southcentral.edu/faculty>) includes information about the online class development process, resources for employees and students, general information, tutorials for Desire2Learn (D2L) and other applications, and copyright information.

CTLE helps instructors enhance teaching and learning through the appropriate integration of instructional and media technologies. To get help from CTLE, send an email to CTLE@southcentral.edu or helpdesk@southcentral.edu.

CTLE also manages the Faculty Resources course that employees have access to in a student role. This course includes additional D2L information and tutorials, installation instructions, files, and tutorials for software licensed by SCC including: WIDS, a curriculum design and management tool; SoftChalk, LodeStar, a learning object creator; Respondus, a quiz creator; and StudyMate, a learning object creator.

4. D2L Brightspace

All faculty, staff, and students use their StarID for logging in to D2L Brightspace.

New faculty members who want access to D2L sections need to work with their Deans of Instruction (see [Desire2Learn for New Faculty](http://online.southcentral.edu/faculty/newFaculty.html); <http://online.southcentral.edu/faculty/newFaculty.html>). Course building, basic setup and troubleshooting support are offered through CTLE. If you have questions or need help, contact the Help Desk (helpdesk@southcentral.edu; 507-389-7280).

5. Technology Training & Classroom Resources

CTLE staff members are available to assist you in incorporating technological tools into your instruction. Some of the training sessions they offer include: podcasts, lecture capture, response systems (clickers), adding a variety of elements into D2L courses, etc. Contact CTLE@southcentral.edu or the Help Desk (helpdesk@southcentral.edu; 507-389-7280) with questions or training requests.