

Information Technology Services (ITS)

Our Mission: "To provide technology solutions and support for the College community."

Our Vision: "To deliver technology solutions that automate and simplify processes for our College community while striving to manage and exceed customer expectations. We believe in a comprehensive approach that is based upon collaboration, planning, testing, focus, and integration."

As new faculty at Mott College, we would like to introduce you to some avenues that you may find useful in your teaching endeavor. Please keep in mind that not every faculty will use all the resources described in this guide, it is best to find what works best for you and your students and focus in those areas. Additionally this guide is geared toward faculty and staff, not students. While many of the services mentioned in this guide are also available to students, the way students access them or the extent that they can access them may be different. If you need additional information on any of these services it is suggested that you attend the corresponding session offered through the center for teaching and learning (CTL) or call the help desk and ask for assistance (x24357, 810-767-4357) . Please keep in mind depending on your question the help desk may be able to help you directly or may need to have an expert respond to you.

Again this guide is designed to give you a very brief introduction to the toolsets available to you, CTL workshops/experts, experimentation, peer advice and patience will provide you with a solid foundation to using the ITS services in this guide. Please do not wait until the last moment to access any of the described services.

2Help -- Service Request System

The first and most important topic to be covered within this guide is 2HELP -- it's your ITS life line. When you're having any trouble with an ITS service, regardless if it's an office computer, lab computer or your smart teacher station not acting in a way you expect, call the following number or email the address below:

Phone: x24357 (on campus) OR 810-767-4357 (off campus)

Email: 2help@mcc.edu

Website: 2help.mcc.edu

Please, if it's an emergency call the phone numbers provided. Please DO NOT email the helpdesk for emergencies. Email's are processed numerous times a day, but a phone call will provide you with the fastest level of service.

You may be asking yourself what is an ITS emergency? Any time your class is actively being impaired by the lack of a ITS service, this is an emergency to ITS. That is correct, ITS's highest level of service is reserved for teachers who are actively teaching in front of a class and whose class is being interrupted by the lack of the service. This being said, ITS can not be everywhere at once, so please report problems as you find them, and we'll do our best to fix them for you.

Accessing ITS services

The next thing you will need to know is your username and password for accessing Mott's ITS services. The good news is you only have one. The format is simple and you receive your initial password from your department.

Format:

Username: firstname.lastname

Password: random

Again your password is initially random and will be provided to you by your department.

This username and password will also be referred to as your Active Directory username and password or your webmail username and password.

Resetting a forgotten password (self service)

If you find yourself unable to login, and you believe it might be password related, you can use the self service reset found at the following web address. To use this service you will need your employee number, your last name, the last 4 of your social security number, your date of birth and finally your Mott email address. If you do not know your employee number this can be obtained from your division.

For added security, you will also need a "second" validation option. This can be either a mobile phone that receives text messages or a personal email address. It is very important that you set this secondary method up right away as you will NOT be able to reset your password electronically if you do not have this. Please visit this page and refer to the "Password Recover" section to set this up:

<https://appsprod.mcc.edu/Secure/AcctMgr>

At any time after this is complete, you can visit our password reset page here:

<https://appsprod.mcc.edu/passwordreset/index.html>

Resetting a forgotten password (in-person service)

If your on main campus and you would like your password reset, you can do it in person with a photo ID in CM1208. (Curtice Mott Complex, room 1208). The office is open from 8am until 5pm, M-F.

Please note that the ITS staff are unable to reset your password over the phone.

MCC4me Portal

The MCC4me portal is service offered by MCC to quickly provide you with information that you need, and an easy-to-use conduit for you to access the array of services offered by ITS. After logging into the MCC4me portal you will find links to the most popular services including (but to be expanding):

Webmail, Blackboard, Blackboard Shell request, Class Share request, Absence reporting, Class roster, Grading and retention alert.

You will also find helpful widgets that contain tools such as current weather, calendar highlights, announcements, 2HELP requests and the faculty/staff internal directory search.

To access this site open the following link in your web browser:

<http://4me.mcc.edu>

You will then login in with your username and password.

Access your Mott Email account (G Suite for Education)

Mott utilizes G Suite for Education service to provide email (and other services) to the faculty, staff and students of Mott Community College. To use this service you can access your mail by using the mcc4me portal (<http://mcc4me.mcc.edu>) or by opening the following website:

<http://webmail.mcc.edu>

If you are prompted to login please use your Active Directory username and password.

After you login into the webmail, you will find other services that G Suite for Education provides, including but not limited to: Doc's (including a word processor, Spreadsheet and presentation tools), Calendar, Contact and Instant messaging.

If you have never used Gmail before, or want to learn more about the companion

applications, please be sure to attend a CTL workshop on G Suite.

My Mott Apps

On the MCC4Me Portal you will see a section called “My Mott Apps”. This is a collection of custom applications we have made for your use at Mott. One example is the “Class List” app which allows you to see your students by term and section and perform actions such as email and print attendance sheets. Access to any of these apps is individually set and so if you do not see something you feel you need, please enter a 2Help request.

Emergency Notification

If you would like to receive notices when the college is closed or if other emergencies occur, please visit our account manager page below to setup your emergency notification options:

<https://appsprod.mcc.edu/Secure/AcctMgr>

You can elect to receive a text or voice message on a number of phones. This is also where you will be able to specify your text opt-in / out options as well.

Blackboard

Mott’s online course management system is Blackboard Learn. This system works as a repository for the information you share with your students in class. It also facilitates communication between you and your students by offering email tools, chat functions, blogging tools, online grade books, class calendars, and class forums.

You start by requesting a course shell through the online web-form located in the MCC4me portal. You will find it in the “box” named Faculty Online Resource Kit. You then pick the semester and the class you are teaching. It takes roughly one hour for the class to be created in Blackboard. To access Blackboard you can access it through the MCC4me portal, or by going to the following website:

<http://blackboard.mcc.edu>

If you are new to Blackboard it is highly suggested that you attend a CTL workshop on Blackboard. You can also receive help from the CTL faculty techs or by visiting the Faculty/Staff support center.

Remote Virtual Desktop Access -- Remote Access to MCC

While you are off campus you still can access a Mott computer desktop. This is done by accessing Mott's virtual desktop infrastructure (VDI). This will provide a fully functional Mott desktop with our main applications and share drives (H:, K:, X: etc...). This is accessible from both Microsoft windows and Apple Macs. To find out more about this exciting offering please attend a CTL workshop on VDI. To start using it use the following link:

<https://vdi.mcc.edu>

Open Computer Labs

Open computer labs contain general use computers for students to use to write papers and work on assignments. Special class software is available if prior arrangements have been made.

Open computer labs located in:

CM1135 (M-TH 8am-10pm, Fri 8am-5pm, Sat 8am-5pm)

RTC2604 (M-TH 8am-10pm, Fri 8am-5pm, Sat 8am-5pm)

MMB2113 (M-TH 8am-10pm, Fri 8am-5pm)

1st floor Library (Following library hours)

College Phone System

The campus uses a 5 digit extension (x 20321). To dial an outside line, dial 9 first. Voicemail is provided upon request from your department, so if you don't have voicemail, and you need it please request it through your department.

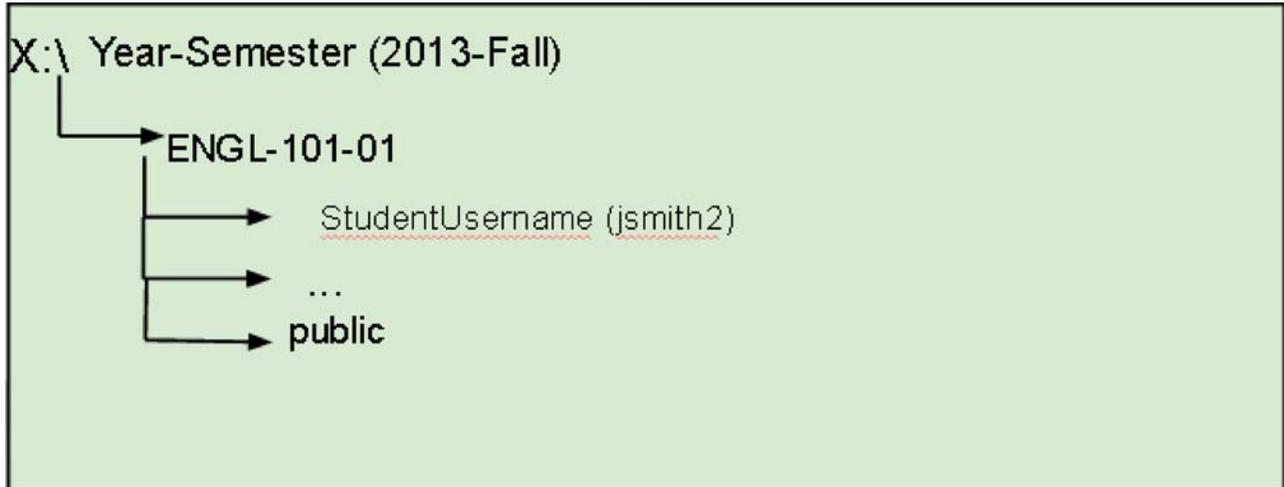
Full-Time Faculty -- You can retrieve your voicemail via a phone or have it sent to your email.

Part-Time Faculty -- You will receive an extension which doesn't ring a specific phone, but has voicemail. You will then receive these voicemails via email.

The CTL offers additional training options regarding the phones (upon request).

Class Shares

Creates a group network storage space on the network for you and your students.



You can create a class share for your class by using the MCC4me portal, and clicking on the class share link (right hand side).

MCC Website: We encourage you to take the time to view the Mott website:

The College's website is designed and developed to promote direct access to information, resources, and to increase the visibility of MCC. It provides access in an organized and specifically designed useful content.

www.mcc.edu This is your best resource for up to date facts and assistance. Everything that you need to know most likely can be found on the website.

InfoChannel: The InfoChannel is a rotating information board with videos and important information for upcoming MCC events, class information, emergencies, showcasing, and other great kudos of Mott's students, faculty and staff.

We have recently enabled the emergency override system in case of severe weather, chemical spills, fire and other related emergencies. Public Safety will utilize these screens to bring you up to date information and instruction in case of an emergency.

Any Mott faculty or staff may utilize this service via the secure login page by completing the form.

Educational Media Services: The Educational Media Services depart supports all audio/visual needs at MCC. We are located on the Terrace Level of MMB room B010.

Our office hours are M-Th 7:30am to 7:30pm and Fridays 7:30 to 5pm. We also operate the MCC TV studio where we produce videos for faculty and staff.

Ordering AV equipment: Even though MCC has over 200 smart classrooms , we provide specific equipment that is available . You can order many different types of AV equipment for your non-smart classroom by going to the MCC4Me portal (<http://4me.mcc.edu>) and choosing the “A/V Request System” on the right side under the “My Secure Apps” tab (next to Faculty Applications). If you do not see this option, please contact our 2Help system so we can give you access to this secured system.

TV Studio: The MCC TV studio is available to faculty and staff to produce video content for a host of applications that further the mission of MCC. To schedule time in the studio, please contact Chris Bolla at 762-0096.