

Student Orientation Welcome Package

**Information Technology
Department**



**Cambridge
College**



Dear Cambridge College Student:

The Cambridge College Department of Information Technology is ready to help you during your program of studies at Cambridge College. Below is a list of IT resources that will help you while pursuing your studies at Cambridge College.

MyCC

MyCC is our online learning management system. Students will use it to access their course history, transcripts, student accounts, online library, online bookstore, online evaluation, and much more. The Registrar's Office has sent a letter to you with your user name and password (pin#). Please go online and try out your credentials to confirm your ability to successfully navigate to the site. If you experience any problems with MyCC prior to, or during your time with Cambridge College please contact the IT helpdesk (See Below).

MyCC website:

<https://mycc.cambridgecollege.edu>

Student Emails

To check your Cambridge College email, please navigate to:

www.cambridgecollege.edu/email

Type in your Username and Password:

Your username is your firstname.lastname##, where ## is the last two digits of your student ID. Your password is your student ID preceded by 2 zeros.

(firstname).(lastname)(last two digits of student ID)@go.cambridgecollege.edu

Example

Name: John Doe

Student ID: 123456

Email john.doe56@go.cambridgecollege.edu

Login info

Username: john.doe56

Password: 00123456

If you wish to change your password you can do so inside the "GO" email service.

Once logged in, go to Account>Security>Password>Change password.

If you have forgotten your "GO" email password you must call the Cambridge College IT Helpdesk to reset your password.



IT HELP DESK

IT Assistance is available from a number of sources:

Telephone:	617-873-0159 or 1-800-877-4723 ext 1159
eHelpdesk Request System:	http://helpdesk.cambridgecollege.edu
Walk-In:	Please refer to your site's campus information for times and date when these services are available.

Submitting support requests through the Cambridge College eHelpdesk:

In addition to walk-in support you can submit a request through our eHelpdesk system. Please follow these steps to log onto the eHelpdesk to request assistance from the IT Help Desk.

1. From a computer connected to the Internet open a web browser and navigate to: <http://helpdesk.cambridgecollege.edu>
2. Type in your Network Username (**firstname**).(lastname) and password. Do not include any other digits that might follow your first "dot" last.

Please note: Only type the first 20 characters in the user name

Example

Name: Eric Davidson-Johansson

Student ID: 123456

Email: eric.davidson-johansson56@go.cambridgecollege.edu

Helpdesk Login Info:

Username: Eric.davidson-johans

Password:00123456

3. Click the "New Request" link available just below the tabs in the header pane. Alternatively, you can click the "New Request" link from the main window
4. Select a relevant problem category. (i.e. Email, Network connectivity or software)
5. Select a relevant priority level for your request.
6. Enter a relevant title to the request that will summarize your request (this will help us assign your request to the proper support person).



Cambridge College

For working Adults

Department of

INFORMATION TECHNOLOGY



7. Describe your technical problem/request in the description field.
(Please try to provide a detailed description as this will help us to support you)
8. Click the "Add Request" button to submit your request the IT helpdesk.

Navigating the Cambridge College Website

The following is a list of useful links on the Cambridge College Website:

- **Cambridge College Home Page:** <http://www.cambridgecollege.edu>
Visit this page for all news and events
- **Financial Aid:** <http://cambridgecollege.edu/financial-aid>
- **National Institute for Teaching Excellence (NITE):** <http://www.ccnite.org/>
- **Information Technology:** <http://www.cambridgecollege.edu/information-technology>
- **Cambridge College Online Library:** <http://www.cambridgecollege.edu/library-services-0>
- **About the College:** <http://www.cambridgecollege.edu/about>
- **Contact Information:** <http://www.cambridgecollege.edu/about/contact>

We hope you find this information helpful.

Sincerely,

Cambridge College Information Technology Department
1000 Massachusetts Avenue
Cambridge, MA 02138
Telephone: 617-873-0159 or 1-800-877-4723 ext. 1159
Online Help Desk: <http://helpdesk.cambridgecollege.edu>



Getting Started with MyCC Portal V1.01

Who Should Use this User Guide?

This guide is meant for all users of MyCC. All users of MyCC will have access to the functions (Calendars, Announcements, Forums, Personal Information, etc.) listed. Some of the options of a function (assign a task, create a new announcement, etc.) that are described need specific permission to use, and therefore are not available to all users.

What is MyCC?

MyCC Portal is Jenzabar's Internet Campus Solution (JICS). JICS is a single log-on entry point providing an intelligent, integrated, and Internet-based solution for Cambridge College. The College portal will be branded as "MyCC" and will feature information that is public, as well as information that is specific to each individual's role within the portal. For example, information seen by faculty regarding a conference will not necessarily be seen by students.

MyCC's **Portal** has been designed to serve as a virtual point-of-contact for the Cambridge College campus. Users will be able to view campus announcements, a public calendar of events, forums, and etc. In this capacity, the MyCC Portal will serve as an essential tool for prospects, students, faculty, and administrators.

MyCC's **Learning Management** System feature offers powerful and easy-to-use course management tools for supplementing courses and streamlining the learning experience of your students. The LMS offers faculty and students secure, password-protected, 24/7, single-login access, accessible anywhere with an internet connection, and includes the following features:

- *Online course management*
- *Calendar*
- *Easy customization of style and content for course pages*
- *Easy upload/download of electronic documents including syllabi, text handouts, PDFs, audio and video file formats, and images*

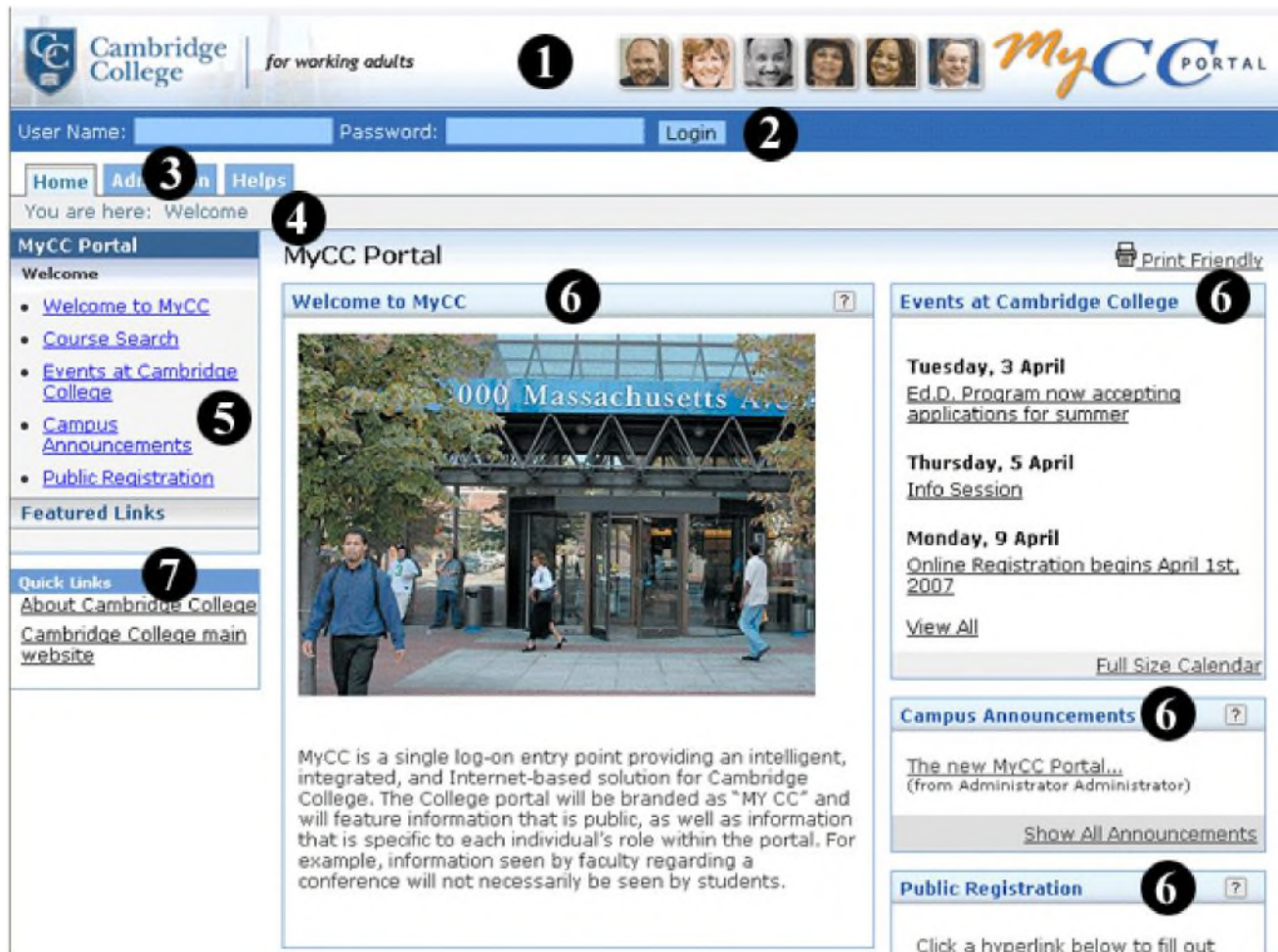
- *Discussion forums*
- *Chat rooms*
- *Grade book*
- *Coursemates (see your classmates)*
- *Task Manager*
- *Syllabus*
- *Course Information*
- *Attendance*
- *Gradebook*
- *And many more...*

MyCC delivers connectivity through the Web that is critical today, bringing you complete integration with your administrative system's database. Depending on who you are, role-based portlets deliver only relevant database content. For example, only users with a Financial Aid role will have access to financial aid information. Currently, only three roles exist—Faculty, Student, Public, and Administrator; more roles are in development and anticipated in the future.

Understanding MyCC Site Navigation

The MyCC Portal navigation includes: Tab navigation, the Sidebar navigation area, Breadcrumb navigation, Portlet navigation, and Page Footer navigation. (See figure 1.1)

Figure 1.1



- 1 Main Banner
- 2 Login – Personal info – Logout bar
- 3 Tabs
- 4 Breadcrumbs
- 5 Portlet links
- 6 Portlets
- 7 Quicklinks

- 1. The Main Banner** – The entire top portion of the main MyCC portal will display Cambridge College’s logo. By default, the logo links back to the main portal home page.

- 2. The Logon, Personal Info, Logout bar** – This bar provides these basic features:
 - a. Allows you to logon MyCC Portal
 - b. Access your personal information
 - c. Logout MyCC Portal

- 3. The Tabs Navigation** - The most basic information structure of the site uses tab navigation. The tab is a visual metaphor for a top-level context or section of the portal. Each tab section has a “main page,” and may also have any number of additional pages and /or sub-contexts within it. Clicking on a tab leads to the default page of that tab section if you have access to it.

- 4. The Breadcrumbs** - The MyCC Portal navigation uses a location breadcrumb trail. This is a textual representation of the user’s location within the site’s structure, e.g. **Home > Admissions > Apply for Admission**. This representation of information allows user to link to locations in the Portal along a continuum of sequential order. The Breadcrumbs are located in a bar directly beneath the tabs, and above the page title.
Tips: All the “breadcrumbs” in the path are links.

- 5. The Portlet Links** – These are shortcut to the portlets of the current page you are viewing.

- 6. The Portlets** - Before logging into MyCC, you should be familiar with the definition of a “portlet.” Each category of information is contained in a window called a portlet, and the MyCC portal is comprised of many portlets. Portlets are much like windows seen on a Microsoft Windows based personal computer. Like windows on a PC, portlet windows can be minimized and maximized.

For example, the Homepage page (see figure) contains several “portlets” indicated by the light blue title bars on the page (i.e., Welcome to MyCC, Events at Cambridge College, Campus Announcement, etc.). Portlets can be customized (repositioned or removed) based on each user’s needs and preferences.






7. The Quicklinks - The quick-links section of the sidebar is for navigation on a global level and contains shortcuts to some of the more personalized content areas of the portal. This section of the sidebar will be visible and consistent (i.e. the same) on all pages of the portal. The Quick Links section is broken down into 2 sub-sections, separated by a line or a horizontal rule.

- **Personal Links** - The first section in Quick Links contains links to My Courses, My Pages, and My Groups. These links are contained within expanding/ collapsible menus, which are opened & closed by clicking on the menu name or clicking the toggling “+/-“ icon. The My Courses menu contains links to the user’s current courses (which are pages in the course section). The My Pages menu contains links to, all of the user’s custom defined “Home Pages” including the main user customized home page. All these pages are located in the My Pages section. The My Groups menu links to any campus groups in which the user is a member. These Campus Groups pages exist within the Campus Life tab. If a user is not enrolled in any courses, has no personal pages, and/or is not a member of any campus groups, then these menus will not appear in the sidebar.
- **Cambridge College Defined Links** - The second navigation area within Quick Links is a list of links which may be defined by Cambridge College level administrator in the Site Admin area. As the Quick Links section of the sidebar is visible on all pages in the portal, these should be general links that the university wants to “push.”

For example, Cambridge College may wish to have the following links displayed in this area:

- a. A link to the Cambridge College's public website
- b. A Helpdesk Support Link
- c. A Contact Us link and etc.

Tip: Jenzabar uses standard buttons for navigation purposes. You will see these located throughout MyCC's Portal.

	You will only see the Wrench button for portlets that you have edit rights to. Use this button to make changes. This is how you build or customize a given portlet.
	Clicking on the Help button for a portlet will display helpful information about how to use the portlet. It is customized for that specific portlet.
	The Pencil icon acts as a quick edit link. Select this icon when you want to make changes to an entry.
	The Trash can is a quick delete button.
	When you see this icon, it is a quick button for adding material. You may, for example, see this button on the Forums portlet. Clicking this button will allow you to add another forum on the portlet.

Logging onto MyCC

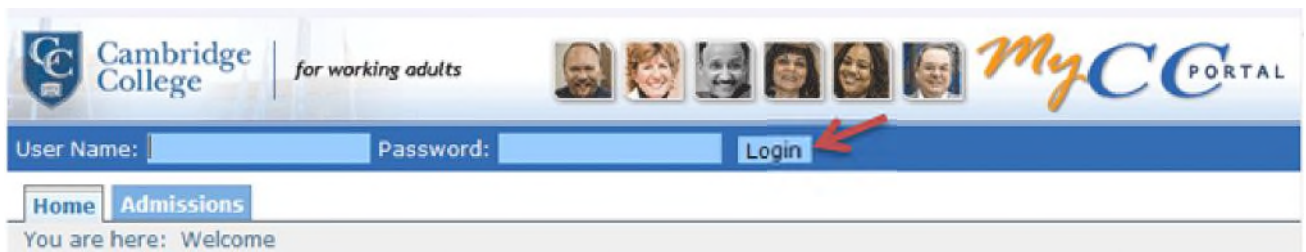
Note: Your **User Name** and **Password** should have been previously created and given to you. If you do not yet have a user name and password or have forgotten them, please contact the phone numbers below or open a request ticket at <http://helpdesk.cambridgecollege.edu>.

- **Students and Alumni** can get their login credentials by calling the Cambridge College Registrar's Office at (800) 877-4723, ext. 1101.
- **Faculty** members can get their login information by calling the Faculty Data and Contracts Administrator at (800) 877-4723, ext. 1125.

Tip: Users are strongly encouraged to change their password when they first login to the portal. It is also recommended that you change your password once every few months for security purposes. (Please see How to change password guide)

1. Open a web browser (We recommend using Internet Explorer or FireFox browsers)
2. In the address bar of the web browser enter the URL of MyCC site:
<https://mycc.cambridgecollege.edu> (Alternatively, you can access MyCC by click on the MyCC Web Portal link on the main website)
3. In the Enter your User Name & Password and click the Login button (see figure 1.2)

Figure 1.2



After logging on, you will see “**something like this**” (See figure 1.3)

Note: We say that your view will look “**something like this**” because the actual screen view will change constantly, as announcements are added and the Calendar items change. Also, the system administrator may change the components of the screen from time to time.

Figure 1.3

The screenshot shows the MyCC Portal interface. At the top left is the Cambridge College logo with the tagline "for working adults". To the right are several profile pictures and the "MyCC PORTAL" logo. Below this is a blue navigation bar with the text "Welcome back Anthony Khong (Personal Info | Logout)". A secondary navigation bar contains tabs for Home, Admissions, Advising, CC News, Student, Finances, Resources, and Personal. Below the navigation is a breadcrumb trail: "You are here: Personal > Personal > Default Page".

The main content area is titled "Personal" and includes several sections:

- Personal** (left sidebar):
 - Default Page
 - My Calendar
 - My Bookmarks
 - All My Courses
 - Announcements
 - My Groups
 - Message Center
 - Add a Page
 - Quick Links
 - My Pages
 - Cambridge College Web
- My Calendar** (center):
 - Month view for March 2007.
 - Days 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24 are highlighted in yellow.
 - Buttons for "Add an Event" and "Full Size Calendar".
- Announcements** (right sidebar):
 - Message: "Last day Add/Drop spring 2007 (from Administrator Administrator)".
 - Button: "Show All Announcements".
- My Groups** (right sidebar):
 - Message: "You do not currently belong to any groups.".
 - Buttons: "Browse Groups", "Create New Campus Group".

Logging out of MyCC

For security reasons, we recommend all users (student/faculty/staff/admin) log out of MyCC after using the Portal.

Follow these steps to log out of MyCC:

1. While you are on MyCC Portal click the “**Logout**” link right next to the Personal Info link above the **Tab Navigation** (See figure 1.4)
2. You will be redirected back to logon page

Figure 1.4

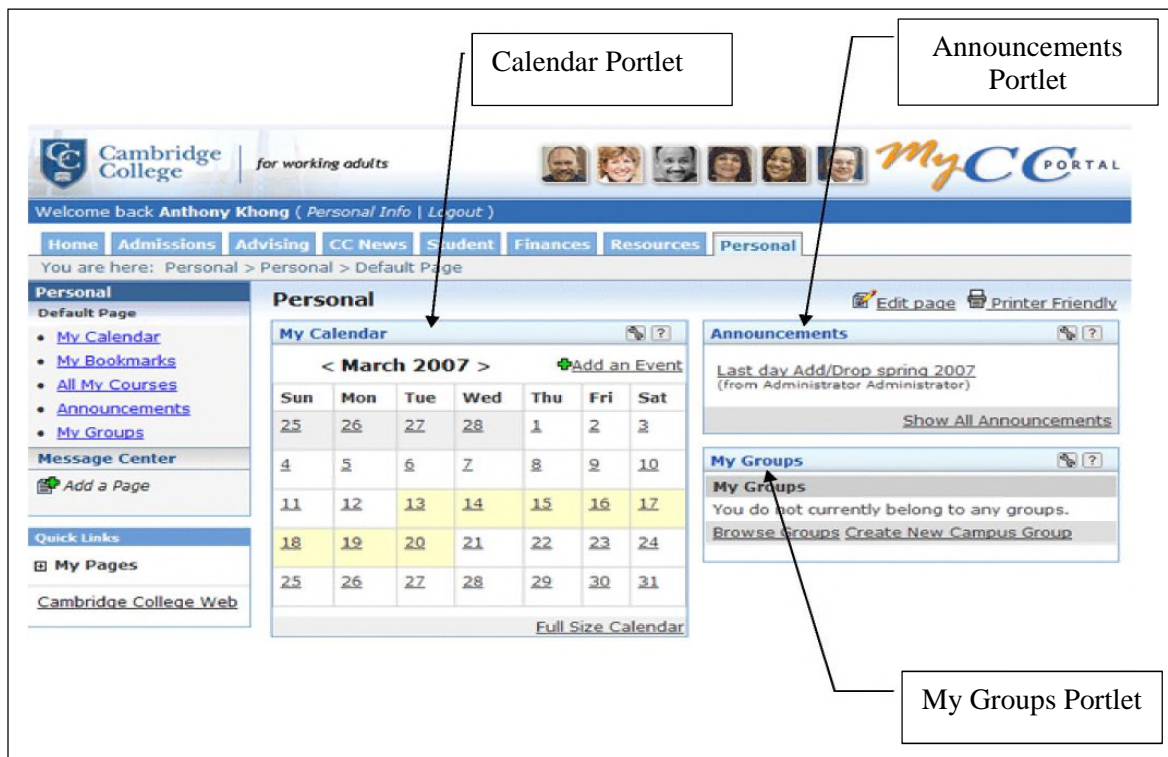


My Personal Homepage

After you log into the MyCC Portal, you are automatically taken to your personal home page. (See figure 1.5)

The Personal Homepage contains several “**portlets**” indicated by the light blue title bars on the page (For example, Announcements, My Calendar, My Groups, Campus Resources, etc.). Most Portlets can be customized (**repositioned** or **removed**) based on each user’s needs and preferences. (See figure 1.5)

Figure 1.5

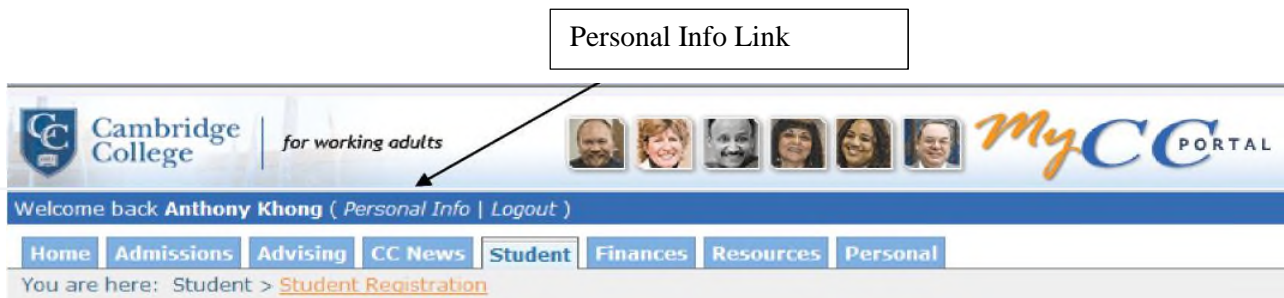


Changing your Password

The first thing that you will want to do after your first login on MyCC is to change your password. You can do this by clicking the *Personal Info* link right next to your name. Select the **Password** tab and enter in your new password. This *Personal Info* tab is also where you will be able to upload a photo and customize your personal information such as office hours (for faculty only), but we will get to that later.

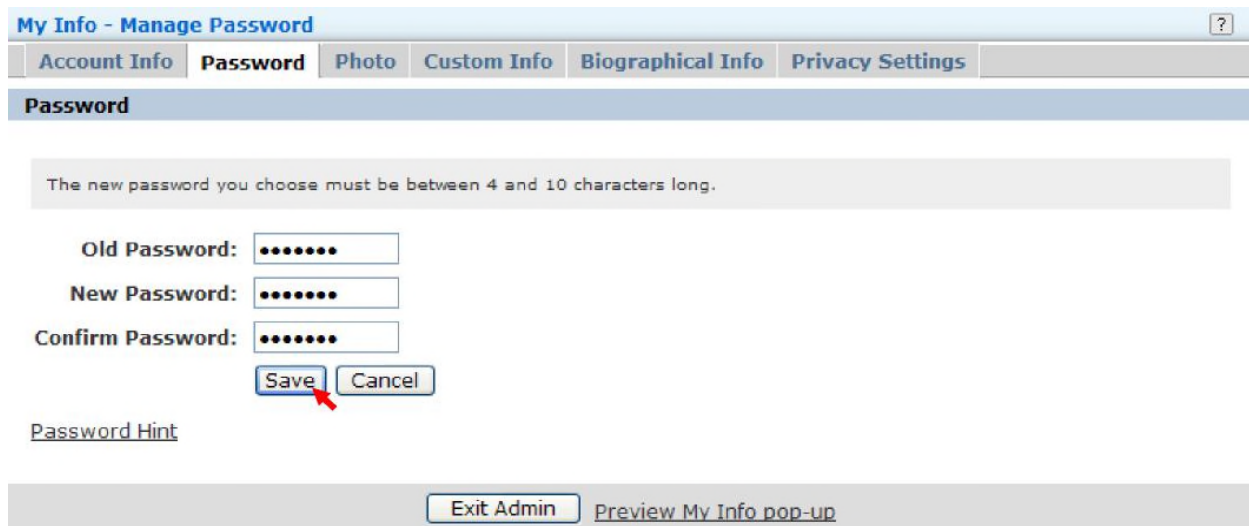
1. After logging on MyCC
2. Click on the **Personal Info** link (See figure 1.6)

Figure 1.6



3. Click the **Password Tab**
4. Enter your old password and then the new one
5. Click the **Save** button when done (See figure 1.7)

Figure 1.7



The screenshot shows the "My Info - Manage Password" form. At the top, there are tabs: Account Info, Password, Photo, Custom Info, Biographical Info, and Privacy Settings. The "Password" tab is selected. Below the tabs is a section titled "Password" with a message: "The new password you choose must be between 4 and 10 characters long." Below the message are three password input fields: "Old Password:", "New Password:", and "Confirm Password:". Each field contains seven dots. Below the fields are two buttons: "Save" and "Cancel". A red arrow points to the "Save" button. At the bottom left, there is a link for "Password Hint". At the bottom right, there are two buttons: "Exit Admin" and "Preview My Info pop-up".

Setting Up a Personalized Hint Question

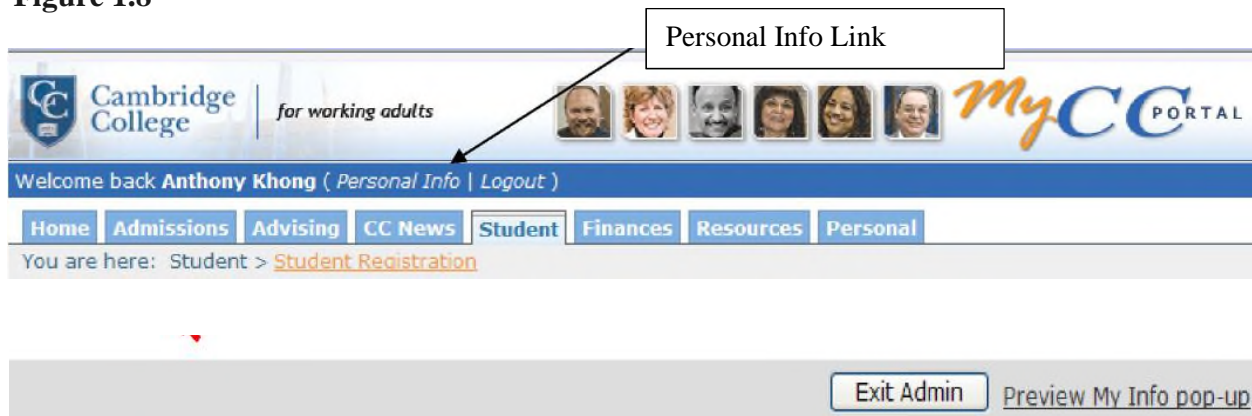
Password Hint: When you forget your password, a new one is generated for you (and sent to your email address) and the old one will no longer work. If you want to ensure that only you can have a new password sent to your email address, enter a hint question and answer. A new password will not be generated without your answer being supplied first.

All users must enter a hint question and answer as a part of the account set up procedure. Please be aware that if you have not defined a hint question and answer for yourself, you will not be able to retrieve your password by using the “**forgot password function**”, and will instead need to contact the Technical Helpdesk (<http://helpdesk.cambridgecollege.edu>) and ask to have your password reset.

Please follow these steps to setup a Hint password:

1. Logon MyCC Portal
2. Click on the *Personal Info* link (See figure 1.8)

Figure 1.8



3. Click the **Password Hint** link (See figure 1.9)

Figure 1.9

My Info - Manage Password

Account Info Password Photo Custom Info Biographical Info Privacy Settings

Password

The new password you choose must be between 4 and 10 characters long.

Old Password:

New Password:

Confirm Password:

Save Cancel

[Password Hint](#)

Exit Admin Preview My Info pop-up

4. Enter a Hint question and an answer (See figure 2.0)
5. Click the **Save** button when done

Figure 2.0

My Info - Manage Password Hint

Account Info Password Photo Custom Info Biographical Info Privacy Settings

When you forget your password, a new one is generated for you (and sent to your email address) and the old one will no longer work. If you want to ensure that only you can have a new password sent to your email address, enter a hint question and answer. A new password will not be generated without your answer being supplied first.

Hint Question:

Answer:

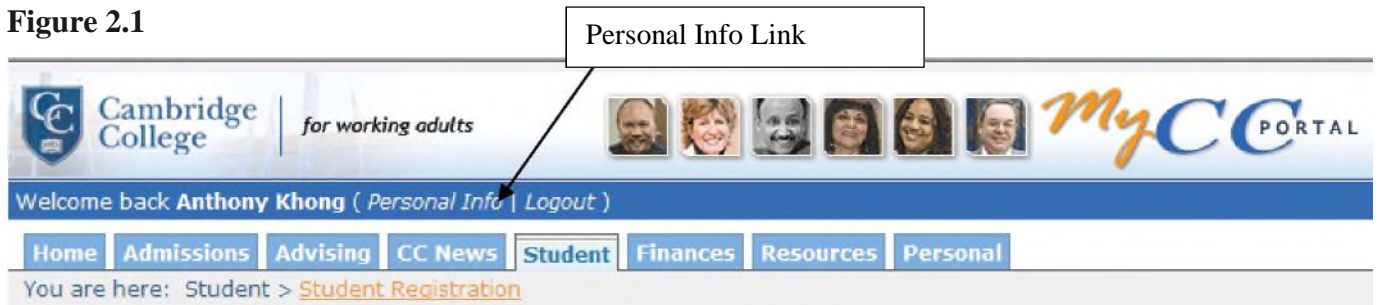
Save Cancel

Exit Admin Preview My Info pop-up

Updating Your Personal Information

The **Personal Info** (found to the right of your login) allows you to update the personal information that you make available within MyCC Portal. The categories of information within **Personal Info** are set by Jenzabar and cannot be customized, although you can elect not to enter info into this portlet. Click on **Personal Info** to edit any of the fields. (See figure 2.1)

Figure 2.1



Note: Once you click on **Personal Info** the following menu should appear. Your options will vary depending on the role of account that you have. i.e. faculty, staff, student, or administrator. (See figure 2.2)

Figure 2.2



Photo:

You may add a photo of yourself. Simply click the Photo tab at the top of the screen and you will get a browse files prompt. Please note that there are size limits to the photo file and the format must be GIF or JPG. Once you have found your photo click save and the photo will be uploaded.

Note: Please upload picture at *133x133 pixels and in GIF or JPG format*

1. Within MyCC portal
2. Click on the **Personal info** link
3. Click the **Photo** tab (See figure 2.3)
4. Click the **browser...** button and select a picture that you wish to upload
5. Click **Save**
6. After you have entered information, you can click on the **Preview My Info pop-up** link at the bottom of the screen to view the image as it will be displayed.

Figure 2.3



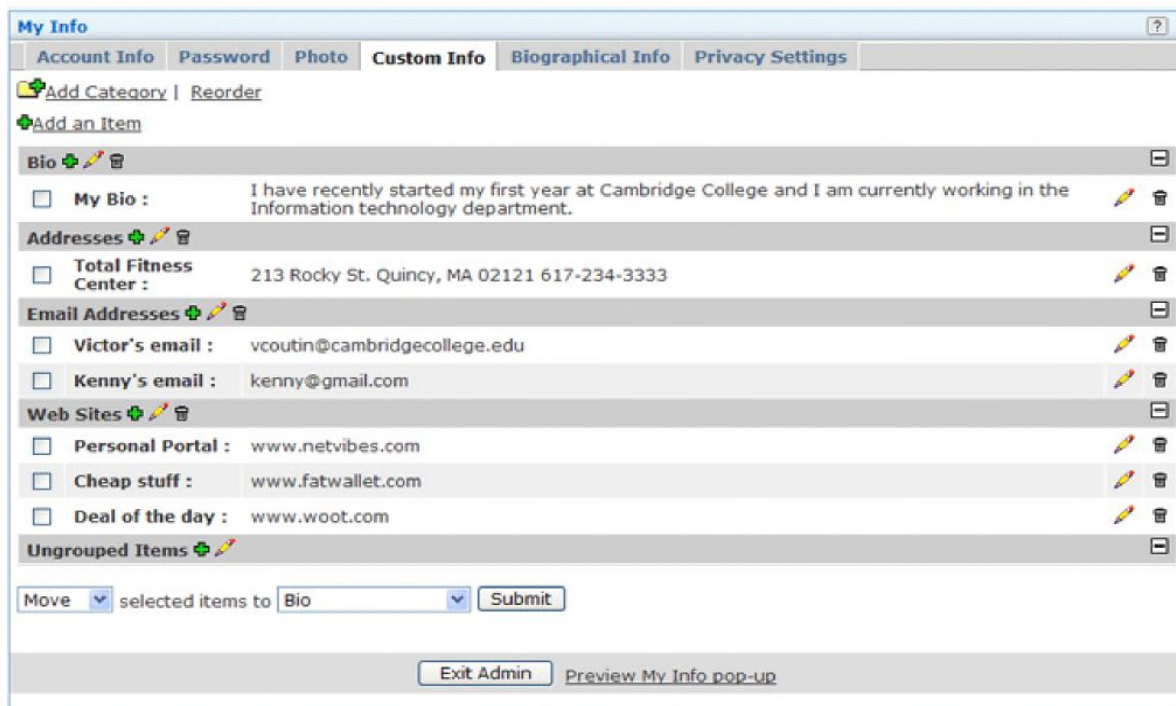
Office Hours:




The **Office Hours** tab is available to faculty only at this time. Once the office hours tab is selected begin entering your office hours by first selecting the time and then the days that this time applies. Save this information. If you wish to add another session of office hours for different days or for multiple sessions on a given day, save the first set of hours and then go back to the office hours tab and you will be prompted to add another session.

Custom Info:


You can use this field for just about anything about you, your academic credentials, your favorite food, movie, or anything you want to share about yourself with others. You can also subgroup these extras into categories. For example, a Personal Bio and a Professional Bio, where under each group you can add several tidbits about yourself. In the illustration below, you'll see that I have three categories: Addresses, Web Sites, and Email Addresses. (See figure 2.4)

Figure 2.4




- Click on  icon to add a new category or to add an item to an existing category.
- Click on  icon to edit a category or item.
- Click on  icon to delete a category or item.

To add a new Category:

1. Click on the  Add Category
2. Enter a category name
3. Click the Save button

To add a new item to a Category:

1. Click on the  icon Add an Item
2. Enter a name for this new item (i.e, Dad's email)
3. Enter an email address
4. Select your prefer Category
5. Click the Save button

Biographical Info

When clicking the **Biographical Info** tab, you will be able to see your personal information such as name, address, and etc.

Note: Only you can see this information, other users cannot access and see this information.

Customizing your Personal page

MyCC Portal provides one more way for you to customize your home page. Please follow these steps to setup your personal homepage.

1. Logon MyCC Portal
2. You are automatically taken to your personal home page
3. Click the **Edit page** link (See figure 3.3)
4. Here you can change the name of your home page, by default the name is **Default Page** (See figure 3.4)

Figure 3.3

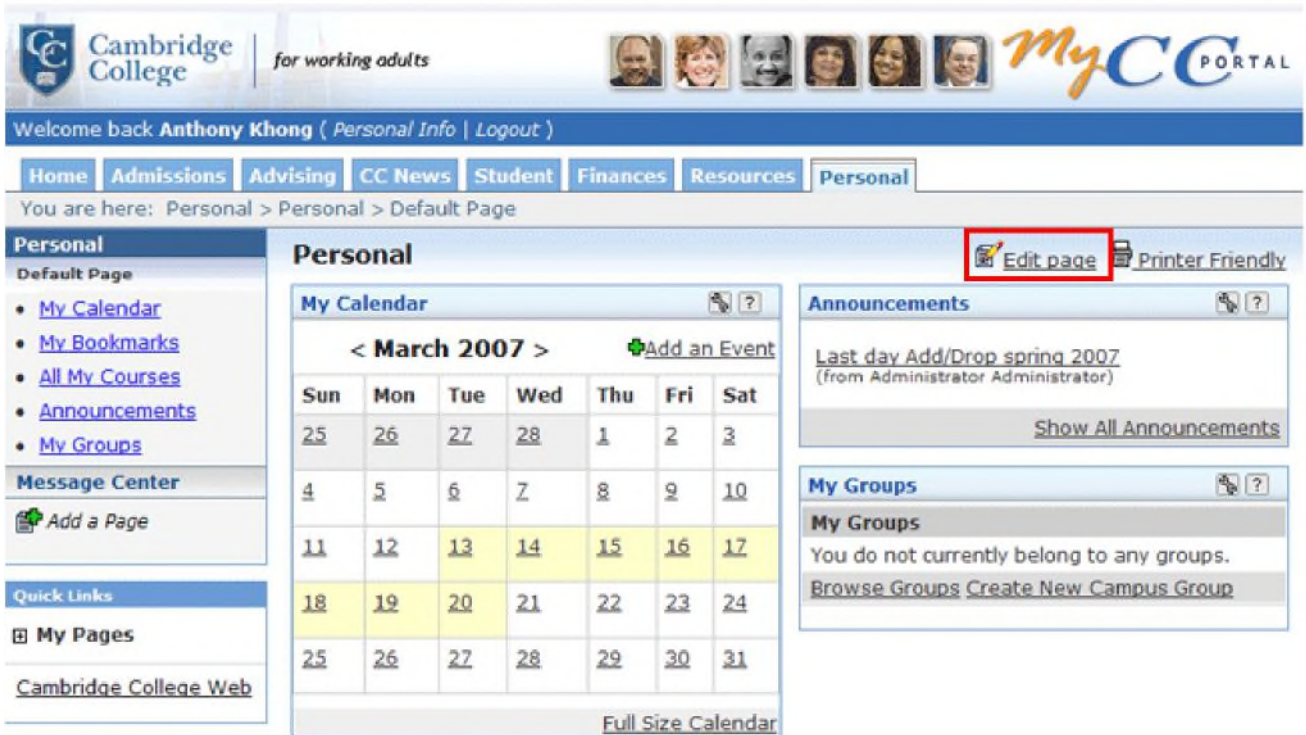
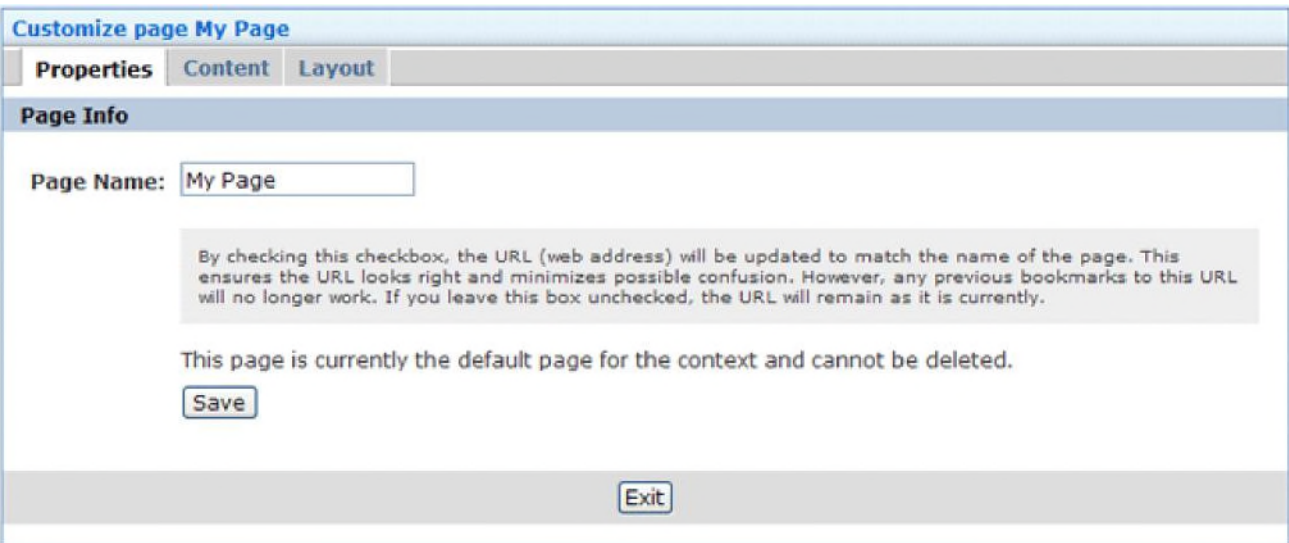


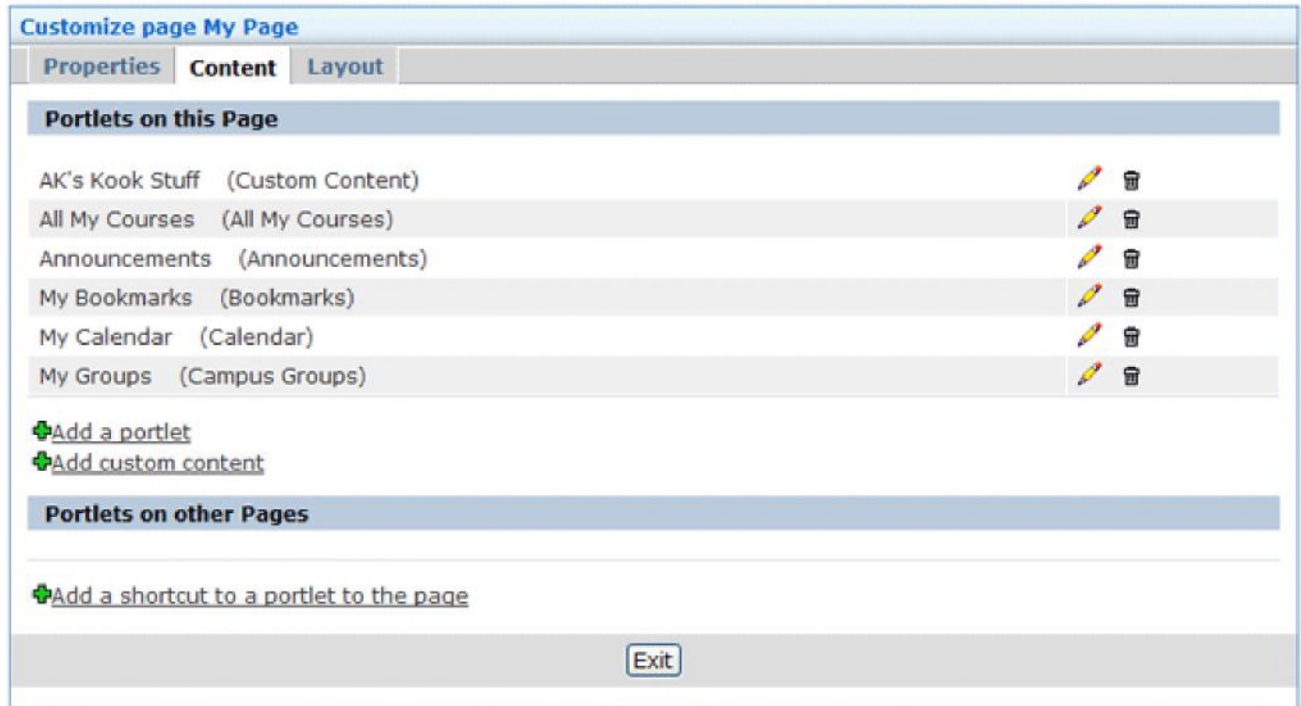
Figure 3.4



5. To **add/remove/edit** portlets on your page, click the **Content** tab.
Tip: By default your homepage will have several portlets already. These can be deleted and more can be added. (See figure 3.5)
6. Click the icon to edit a portlet (See figure 3.5)

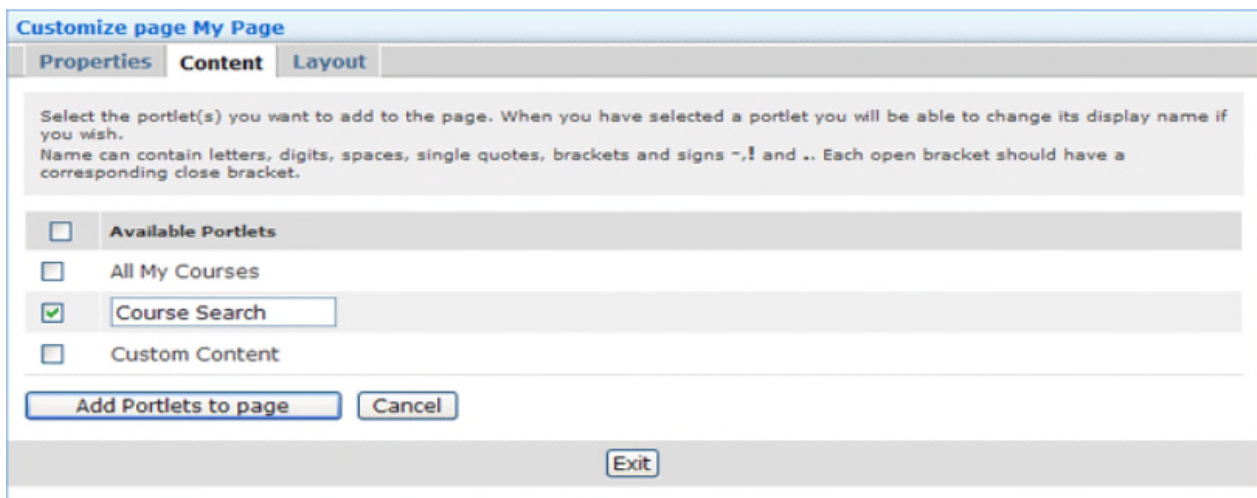
7. Click the icon to Delete a portlet
8. To **Add** a portlet to your Personal page (If available) click the **Add a Portlet** link
(See figure 3.5)

Figure 3.5



9. Select the check box of the portlet that you wish to add to your Personal page and click Add Portlets to page (se figure 3.6)

Figure 3.6



10. Click the layout tab to change the format of your Personal homepage in a variety of ways

Congratulations, you have just completed the first step in understanding your MyCC Portal.

If you have further questions please visit our eHelpdesk Portal at

<http://helpdesk.cambridgecollege.edu>.