



# Technology Quick Start Guide

Student Edition  
2013-14

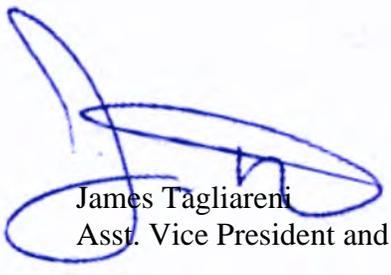
# Table of Contents

<b>WELCOME</b> .....	<b>2</b>
<b>INFORMATION TECHNOLOGY</b> .....	<b>3</b>
ANTI-VIRUS – PERSONAL COMPUTERS.....	3
ATTACHING PERIPHERALS AND USB SUPPORT .....	3
EMAIL.....	3
<i>EMAIL QUOTAS/ARCHIVE</i> .....	4
HOME SUPPORT .....	4
LANDESK – DESKTOP MANAGER .....	4
IT HELP DESK SUPPORT .....	5
<i>Hours</i> .....	5
<i>Phone</i> .....	5
<i>In Person</i> .....	5
MY RCC/ WEB ADVISOR .....	6
NETWORK ACCOUNTS.....	7
NAME CHANGES .....	7
PASSWORD INFORMATION.....	8
PASSWORD RESET / SELF-SERVICE.....	8
POP-UP BLOCKER.....	9
IT HELP DESK SURVEY.....	9
PURCHASING SOFTWARE FOR PERSONAL USE.....	10
WIRELESS DISPLAYS .....	11
APPSCLOUD (WINDOWS COMPUTERS).....	12
WEBCONNECT (ALL COMPUTERS & MOBILE DEVICES).....	13
BYOD .....	14
IPTV .....	15
MOBILE APP .....	16
RTUBE VIDEO WEB PORTAL .....	17
VIRTUAL DESKTOPS .....	18
FORGOTTEN PASSWORD?.....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
<b>FREQUENTLY ASKED QUESTIONS (FAQS)</b> .....	<b>19</b>
<i>Can I use wireless networking on campus?</i> .....	19
<i>Wondering what kind of computer to bring to campus?</i> .....	20
<i>What type of information will I need when I call the Help Desk for assistance?</i> .....	20
<i>How do I log into the Network</i> .....	21

## **WELCOME**

Information Technology (IT) would like to welcome you and take the time to provide you with this booklet that contains some helpful information.

The focus of IT is to address technology infusion in a manner that supports the instructional and organizational goals of faculty, staff, and students and to encourage and assist faculty in adopting appropriate technology into the curriculum. Our activities are guided by the belief that technology literacy is a critical component of education in the 21st century.

A handwritten signature in blue ink, appearing to read 'James Tagliareni', is positioned above the printed name and title.

**James Tagliareni**  
Asst. Vice President and Chief Information Officer

## **Information Technology**

### ***Anti-virus – Personal Computers***

Computer viruses and worms are programs that are written with the specific purpose of doing harm to computer files. Some worms, once activated, will cause one computer to attack another computer.

Computer viruses/worms can be transmitted via infected USB keys, emailed attachments and downloads from infected web sites. If you encounter any messages stating your computer has a virus notify Information Technology. Anti-virus software protects your computer and data.

AVG Free Edition is available at no cost to RCC students for home use. This software provides the high level of detection capability that millions of users around the world trust to protect their computers.

- Easy to use, low system resources
- Automatic update functionality
- Real-time protection as files are opened and programs are run
- AVG's Virus Vault for the safe handling of infected files

Please visit <http://free.avg.com/us-en/download> for your free software.

### ***Attaching Peripherals and USB support***

Peripheral devices from the Hardware Standards list such as USB keys, microphones, headsets, and cameras are permitted. However, some devices may require administrative assistance to install. Please open a help desk ticket ([ithelpdesk@robeson.edu](mailto:ithelpdesk@robeson.edu)) in these circumstances.

### ***Email***

Email is provided to students for the instructional and administrative needs of the college. All students should utilize the RCC email through Microsoft 365 (Outlook) for their RCC communication. RCC student email address is composed of a username and a domain with the @ between the two: [username@st.robeson.edu](mailto:username@st.robeson.edu).

For more information and training visit <http://robeson.edu/it/students/student-email/>

### *Email Quotas/Archive*

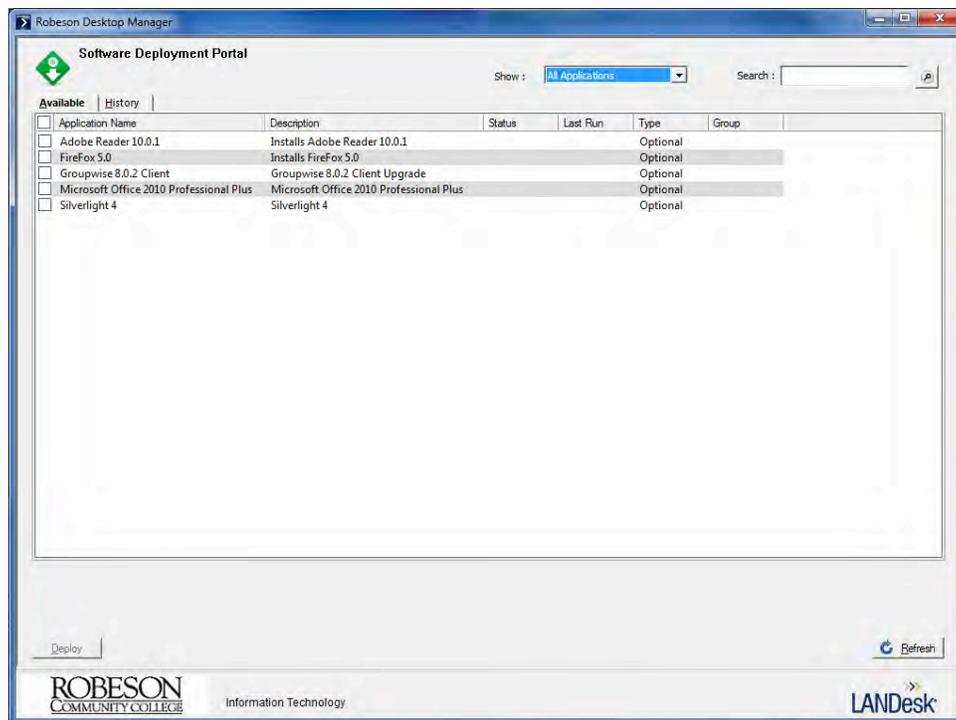
There is a 25GB limit on email mailboxes. You will receive a warning when you exceed the limit. You will not continue to receive email or send email if you are over limit. Contact the IT help desk ([ITHelpdesk@robeson.edu](mailto:ITHelpdesk@robeson.edu)) if you need assistance with mailbox

### *Home Support*

Information Technology does not offer any support for issues regarding student's personal computer(s).

### *LANDesk – Desktop Manager*

LANDesk Desktop Manager allows you to install preconfigured software to your computer. To view available software go to **START → ALL PROGRAMS → LANDESK MANAGEMENT → DESKTOP MANAGER**



Select the checkbox of the software you wish to install and click **DEPLOY**.

## IT Quick Start Guide

### IT Help Desk Support

#### Hours

IT support is available:

May – July

Monday - Thursday	7:30 AM – 5:30 PM
-------------------	-------------------

August – April

Monday - Thursday	8 AM – 7 PM
Friday	8 AM – 3 PM
Saturday	9 AM – 1 PM

#### Email

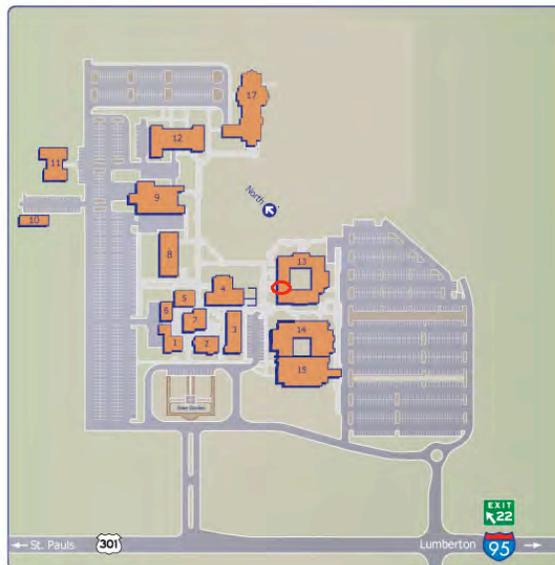
You can email your help desk request to [ithelpdesk@robeson.edu](mailto:ithelpdesk@robeson.edu). Please include your name, email address (if different), phone number, and a detailed description of the problem.

#### Phone

If your email and Internet service is unavailable you can contact the IT help desk us at 910-272-3566

#### In Person

The Information Technology Help Desk is located in **Building 13 Room 1333B**



**My RCC/ Web Advisor**

RCC maintains a computerized student information system (My RCC / Web Advisor) for a wide variety of information management purposes. Through My RCC and Web Advisor, students can access school information; view RCC shared files, and much more.

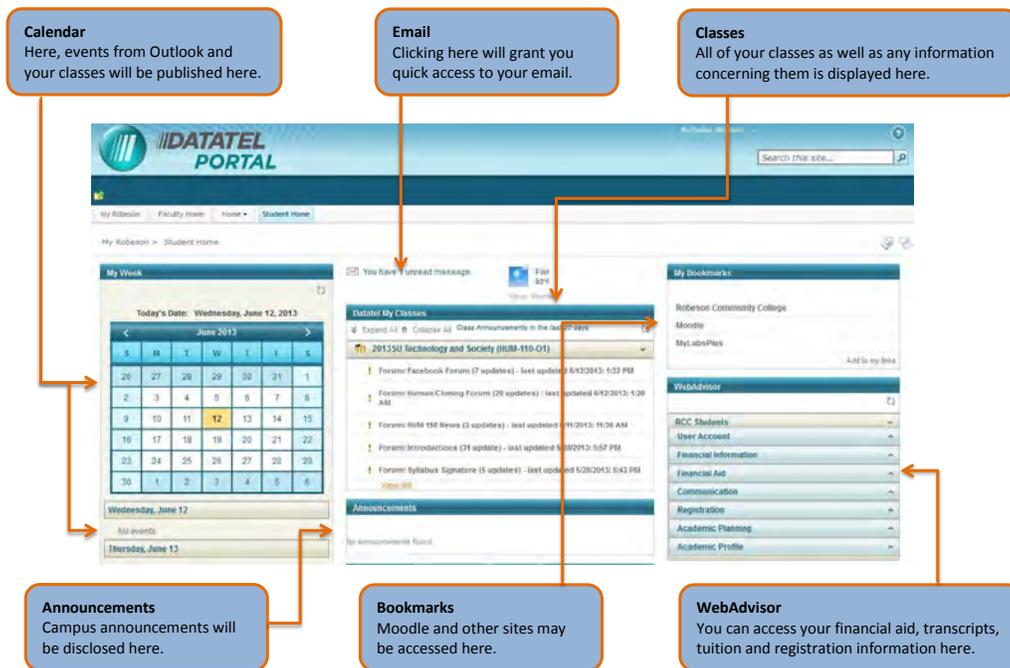
Anyone given passwords to My RCC / Web Advisor have a strict responsibility to ensure that this information is used appropriately, and that the privacy of persons identified through this information is strictly protected. This responsibility extends both to information available on computer screens as well as information available in print media, including all printouts, manual dossiers, correspondence files, directories, and similar forms of information banks.



**MyRCC Portal Quick Start**



MyRCC Portal allows you to access your Email, Calendar, Classes, Announcements, Bookmarks and WebAdvisor from one location.



See reverse side for additional information



## MyRCC Portal Quick Start



**What is My RCC Portal?**

A new portal from Datatel which brings all our systems together in an integrated solution. Several systems (Email, Calendar, Moodle, WebAdvisor, SmartThinking, etc.) will then be able to use just one password. This will replace our old Campus Cruiser system.

**What can I access from My RCC Portal?**

You can access your Email, Calendar, Classes, Announcements, Bookmarks (Moodle, My Labs plus, etc.) and WebAdvisor (Financial Aid, Transcripts, Tuition, Registration).

**What is my username and password?**

Your Username is your first initial, last initial and Datatel number combined. Your initial password is your first initial (capitalized), last initial (lowercase) and your birthdate in MMDDYY form. For example if your name is Bob Doe and your Datatel number is 0000020 and your birthdate is 03/05/1986 your username would be bd0000020 and your initial password would be Bd030586.

Note: Your 7 digit Datatel number can be located on your Educational Success Plan that was given to you by Admissions.

**How do I login to My RCC Portal?**

**On Campus** – Login to the computer using your username and password, Open Internet Explorer web browser and enter <https://my.robeson.edu> into the address bar of the browser and you will be transferred into MyRCC Portal.

*Note: If you use another web browser (Firefox, Chrome, etc) you may be prompted for your username and password. Enter your username and password and press enter. You will then be logged into MyRCC Portal.*

**Off Campus** – Open Internet Explorer web browser and enter <https://my.robeson.edu> into the address bar of the browser. You will be prompted to enter your username and password. Enter your username and password and press enter. You will then be logged into MyRCC Portal.

**Is there any more training on MyRCC Portal?**

Yes! Visit <http://robeson.edu/it/students/myrcc> for instructional videos.

**Need Help?**

You can visit our webpage at [robeson.edu/it](http://robeson.edu/it) or contact the helpdesk by phone at (910)272-3566 or email at [ithelpdesk@robeson.edu](mailto:ithelpdesk@robeson.edu).



For more information and training please visit <http://robeson.edu/it/myrcc> .

## Network Accounts

Network accounts will be provided to all students. A Network Account will be created automatically within 24 hours after being admitted. For more information and training please visit <http://robeson.edu/it/students/accounts/> .

## Name Changes

In the event that your name is incorrect, please contact the help desk at [ithelpdesk@robeson.edu](mailto:ithelpdesk@robeson.edu).

***Password Information***

Users are responsible for safeguarding their passwords and are responsible for all transactions using their passwords. No individual may assign his or her account or password to any other person.

***Password Reset / Self-Service***

Information Technology has implemented a secure solution enabling end-users to reset their forgotten network passwords without requiring helpdesk intervention. The process uses the question-and-answer security system for user authentication. First, users enroll by creating their profiles. Once the profile is established, the user can manage the password and account manually by simply supplying the answers from their profile.

**Login:**  
Usern

**Forgotten Password?**  
Self-Service Password Reset

Information Technology has implemented a secure solution enabling end-users to reset their forgotten network passwords without requiring helpdesk intervention. The process uses the question-and-answer security system for user authentication. First, users enroll by creating their profiles. Once the profile is established, the user can manage the password and account manually by simply supplying the answers from their profile.

**Enroll today!**

For more information and instructions visit:  
<http://robeson.edu/it/password>

**ROBESON**  
COMMUNITY COLLEGE  
*Study the Possibilities*

James Tagliareni  
AVP/Chief Information Officer  
[www.robeson.edu/it](http://www.robeson.edu/it)

Visit <http://robeson.edu/it/password> for more information and instructions.

***Pop-Up Blocker***

Pop-Ups can cause issues with certain content not appearing on a particular web-site. To disable the Pop-Up blocker in Internet Explorer you can go to the tool bar menu item “tools” then select “Pop-Up blocker” and then “turn off Pop-Up blocker”. If you just want to disable it temporarily you can hold down the “Ctrl” key until the web page is loaded.

***IT Help Desk Survey***

# Help Desk Survey



## Total Responsibility Customer Service: Exceeding the Customer's Expectations

Information Technology is interested in your experience with our Help Desk. We have composed a survey that is automatically emailed to you after a help desk ticket is completed and would like your feedback so that we can measure your level of satisfaction with the services we provide. We want to know what we are doing well and where we need to improve. We appreciate you and want to make sure we are meeting your expectations. This survey will help us do that.

*Thank you in advance for participating*

***Empowering Students with Technology***

Information Technology  
James Tagliareni  
AVP/Chief Information Officer  
<http://robeson.edu/it>



***Purchasing Software for Personal Use***

**Microsoft®**  
HOME USE PROGRAM

**ANYWHERE  
ANYTIME  
ANYDEVICE**  
LEARNING AT RCC

**Purchasing Software for Personal Use**

Information Technology is pleased to announce the availability of an online store which you may purchase software suites such as Microsoft Office, Windows, SPSS, Adobe, VMware, antivirus and other software for personal use at discounted prices. The online store is accessible to all current students, staff and faculty, and simply requires a valid RCC issued email address.

To visit the store, browse to the following URL: <http://robeson.cc.onthehub.com/>



**Frequently Asked Questions**

**Q: Who do I contact for questions regarding my order?**

The online store is operated and supported by e-Academy. You can reach customer support through the following methods:

Email: [support@e-academy.com](mailto:support@e-academy.com)

Phone: 1-888-396-1447 Fax: 1-866-469-7512

**Wireless Displays**

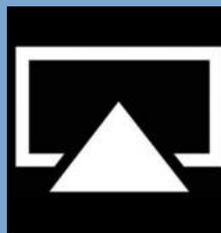
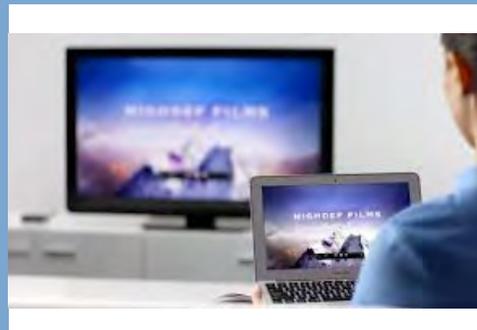
# Wireless Displays

## *Empowering Students with Technology*

Information Technology has implemented a wireless display technology to help make collaboration easier. AirPlay technology allows compatible devices to play videos, music, or slideshows on the HDTVs installed in the cafeteria - building 13. If your device supports it, you may even be able to display your screen and show the applications that are running on your mobile device, all without relying on bulky cables.

## *Innovative Learning*

With the integration of tablets, computers and mobile devices into the instructional environment, faculty and students have discovered many new ways in which these devices can expand and enhance the learning environment. With Airplay, Robeson Community College can offer another flexible and innovative way to enhance collaborative learning among our students.



Information Technology  
James Tagliareni  
Chief Information Officer

(910) 272-3560

jtagliareni@robeson.edu  
www.robeson.edu/it

For more information visit:  
<http://robeson.edu/it/airplay>

*AppsCloud (Windows Computers)*



**RCC AppsCloud**  
Accessing Apps Anywhere

Whether you're at home or on the road, RCC AppsCloud gives you the tools to extend your applications to the web and get things done on your terms. This convenient online portal gives you access to Word, Excel, PowerPoint, and a host of other applications right from any Windows computer anywhere in the world.

**Never be without the applications you need**

Although the programs are running on a remote computer, they behave as if they are running on your local computer. For example, a remote application has its own entry in the taskbar, and you can resize, minimize, or maximize the program window. Ever wish you had access to school software? Now you do!

Learn more at <http://robeson.edu/it/appscloud>



Windows Operating System and Internet Explorer web browser required. Limited licenses.



**Information Technology**

James Tagliareni  
Chief Information Officer  
(910) 272-3560  
jtagliareni@robeson.edu  
www.robeson.edu/it

See WebConnect for use on Androids, iPads, iPhones

**WebConnect (All Computers & Mobile Devices)**



## WebConnect

**Accessing Apps Anywhere**

Whether you're at home or on the road, WebConnect gives you the tools to extend your applications to the web, and get things done on your terms. This convenient online portal gives you access to Word, Excel, PowerPoint, and a host of other applications right from any computer, tablet, smart phone anywhere in the world using an HTML5 web browser.

### Never be without the applications you need

Although the programs are running on a remote computer, they behave as if they are running on your local computer. For example, a remote application has its own entry in the taskbar, and you can resize, minimize, or maximize the program window. Ever wish you had access to school software? Now you do!

**Learn more at <http://robeson.edu/it/webconnect>**

**ANYWHERE  
ANYTIME  
ANYDEVICE  
LEARNING AT RCC**

HTML 5 Web Browser required Limited licenses

**ROBESON**  
COMMUNITY COLLEGE  
*Study the Possibilities™*

James Tagliareni  
AVP/Chief Information Officer

[www.robeson.edu/it](http://www.robeson.edu/it)

## BYOD



# BYOD

## Bring Your Own Device

Today's college environment is well-connected. Web access is pervasive – anywhere there is a signal, students can be found accessing data from their phones and tablets. These mobile devices embody the blending of technologies (applications, tools, readers, etc.) that very easily lend themselves to education and enhanced learning.

As part of Information Technology's Anywhere, Anytime, Anydevice initiative students and employees will now be able to connect to the RCC wireless network and access network resources with their own (personal) devices.

Learn more at <http://robeson.edu/it/byod>



### Information Technology

James Tagliareni  
Chief Information Officer  
[jtagliareni@robeson.edu](mailto:jtagliareni@robeson.edu)



*Empowering Students with Technology*

***IPTV***

**ROBESON**  
COMMUNITY COLLEGE  
*Study the Possibilities*

Watch TV  
via RCC Network



**Information Technology**  
James Tagliareni  
Chief Information Officer  
(910) 272-3560



## **IPTV is Here!**

RCC IPTV brings you entertainment and educational content right to your computer! Information Technology is conducting a pilot of IP-based television delivery. The pilot is comprised of a couple channels (more coming soon) that are available to be watched over a network-connected computer.

For more information visit:

**<http://robesson.edu/it/iptv>**

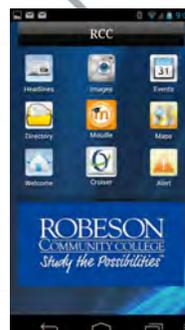
## Mobile App

# RCC Mobile App

*Information as close as your phone*

Information Technology has developed a mobile app for your iPhone or Android phone. The RCC Mobile App will give you access to campus alerts, current events, online classes, student email, employee directory and much more.

Now you can have access to up-to-date RCC information wherever you go.



**ANYWHERE  
ANYTIME  
ANYDEVICE**  
LEARNING AT RCC

Learn more at <http://robeson.edu/it/mobile>



Information Technology

James Tagliareni  
Chief Information Officer  
jtagliareni@robeson.edu

*Empowering Students with Technology*

**Rtube Video Web Portal**

**Rtube**  
Video Web Portal

Interface: At a Glance

Live Media

Thumbnails

Titles & Descriptions (searchable)

Presentation Status

Search

Tags (learnrshala)

Rtube powered by Vbrick

Rtube is an on-campus enterprise media system that is a web-based portal for accessing live and on-demand audio and video files. Rtube provides a simple interface to easily locate available media assets from Windows PCs or Apple Macs. Students will be able to navigate or search for specific videos, select the video, and immediately begin viewing television quality video.

Rtube supports the distribution of video to the Moodle learning management system and has the ability to share a URL for an on demand video or the sharing of live video URLs.



Learn more at:  
<http://robeson.edu/it/rtube>



Information Technology  
James Tagliareni  
Chief Information Officer  
(910) 272-3560  
jtagliareni@robeson.edu  
www.robeson.edu/it



*Empowering Students with Technology*

Virtual Desktops



ANYWHERE  
ANYTIME  
ANYDEVICE

# Virtual Desktops

## Windows Desktop on Any Device

Today's students have unique and changing educational needs which often require access to cutting-edge teaching methods, applications and tools. Robeson Community College desktop virtualization provides a way to get these tools into the hands of students and faculty on a wide range of devices, anytime, anywhere.

Learn more at <http://robeson.edu/it/vdi>



Windows 7 on a iPad



Windows 7 on HTC Phone



Windows 7 on Android

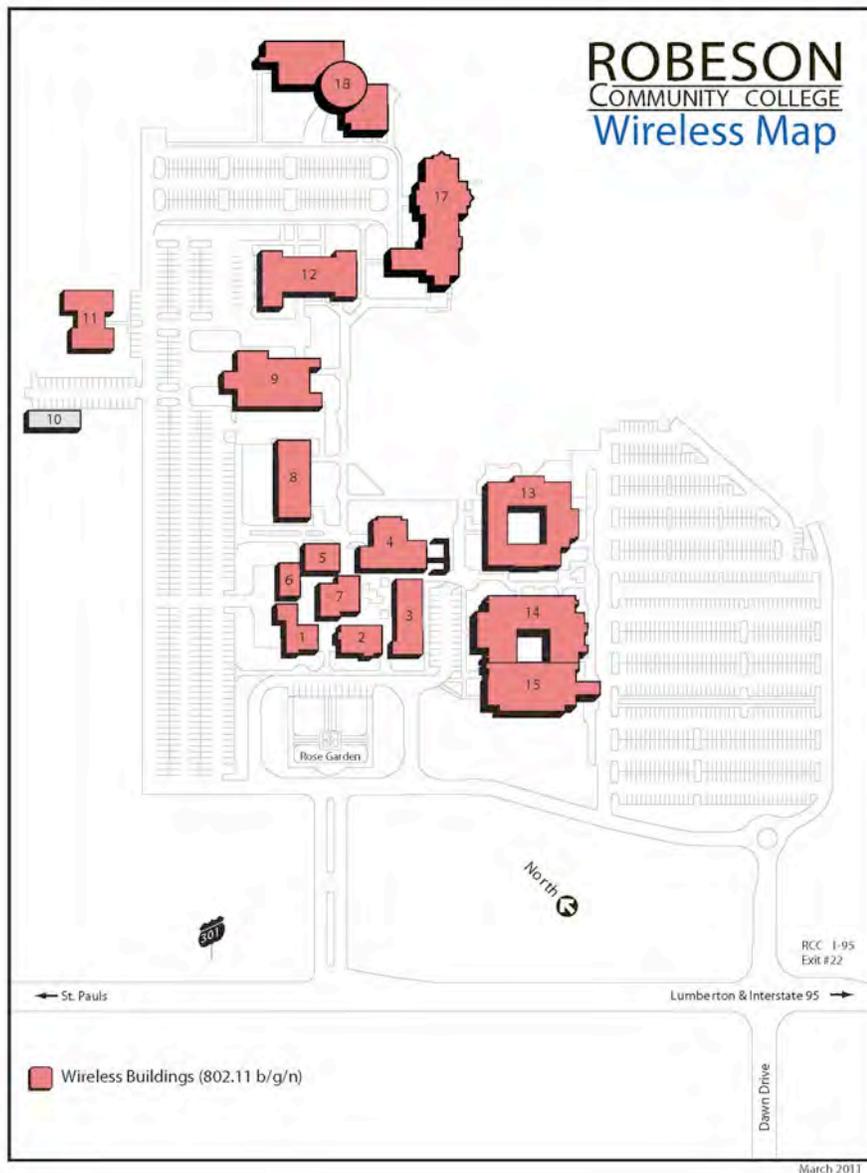
## Empowering Students with Technology

**Frequently Asked Questions (FAQs)**

**Can I use wireless networking on campus?**

RCC provides wireless service in all buildings on the main campus.

**SSID: GuestRCC**  
**Encryption: None**



For additional wireless capabilities visit: <http://robeson.edu/it/byod>

### Do I need to configure anything on my notebook to use the RCC wireless network?

No, select the GuestRCC on your wireless menu of available networks. For additional wireless capabilities visit: <http://robeson.edu/it/byod>

### Wondering what kind of computer to bring to campus?

Below is a typical laptop configuration:

Typical Minimum Laptop Configuration	
Processor (CPU):	Intel Core i5 or i7
Operating System:	Windows 7
Memory:	4.0 GB
Storage:	250 GB hard drive
DVD Read/Write:	8x DVD Read/Write
Wireless:	802.11 g/n

Please visit <http://robeson.edu/it/students/hardware-purchasing/> for more information

### What type of information will I need when I call the Help Desk for assistance?

We ask that you please provide your name, location and phone extension. Provide as clear a description of the problem as possible and relay to us any error messages that may appear on your screen. For the fastest service send an email to [IThelpdesk@robeson.edu](mailto:IThelpdesk@robeson.edu).

### How do I enable cookies?

In Internet Explorer and above click on tools > Internet Options > Privacy > Advanced and click the radio button to accept first and third party cookies. Also, check the always allow cookies box and press OK.

### *How do I log into the Network*

RCC is providing network accounts to students. Their network account will allow them to log into the computer workstations on campus. In the future students will be able to save documents to the network in a secure location.

The first time student's login, they may experience a short delay while their directories are being created (up to 3-4 minutes). Please allow the system time to do this.

#### Network Account Login Process:

For students their Username is first initial, last initial and datatel number and their initial password is their birthdate in capitalized first initial, last initial MMDDYY form. For example if your name is John Doe and your datatel number is 0000020 and your birthdate is 03/05/1986 your Username would be jd0000020 and your initial password would be Jd030586.

You must change your password the first time you login.

You will be able to use your username and password on any campus computer to login. Once you are at a computer on campus follow the steps below to login:

#### Step 1

Press Ctrl+Alt+Delete and skip to Step 3.

#### Step 2

If a **Switch User** button displays on the log on screen, click the button.

#### Step 3

On the screen that displays, click Other User.

#### Step 4

Enter your User name and your password and click the arrow button or press Enter.