

John Wood Community College



Technology Orientation Packet (Provided by Information Technology)

Welcome to JWCC!



John Wood Community College Office of Information Technology would like all students and employees to know of a few benefits available to them as students. John Wood has several computer labs for use in the Classroom and for Open Learning. There are labs open to use only while in class and others are open for general use or Open Learning. All students upon registering with John Wood are given a student email account which can be used for many things including communicating with instructors. Students are also given a SOLAR account, which is used to access grades and financial information. **Note: Approximate two hours after you have register for classes, accounts are available at the Information Technology Help Desk in B024, lower level east side of B Building.**

JWCC has a print management system to promote responsible printing. Information Technology has allocated a credit balance of \$15 for the semester. A monetary amount is assigned to each page you print and removed from your balance. Black and White single-sided prints cost \$.05. Color single-sided prints cost \$.16. If you run out of funds, additional funds can be added to your account by purchasing pre-pay print cards from the bookstore. They are available in \$1 and \$5 increments. More information about student printing can be found at <http://www.jwcc.edu/information-technology/student-printing/>

John Wood also contains a free Wi-Fi network available to both students and the public. So, you can bring in your own mobile device and use it throughout campus to access the internet, SOLAR, or your JWCC email.

Since we have a software agreement with Microsoft, we can provide Office 365 to every student taking a **credit class** and employees **free** of charge. More information about Office 365 can be found at <https://www.jwcc.edu/information-technology/office-365/>

Our website has a lot more valuable and beneficial information than what was listed above. So please visit us at <https://www.jwcc.edu/information-technology/>

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What is available at John Wood Community College!

John Wood has computer labs for both General Use and Classroom Use.

Labs for Classroom use:

Labs listed under classrooms use are for students to use while in class. If no Class is taking place in the lab, students may use the computers for general usage.

A111	Computer Classroom
A114	Computer Classroom
A122	Computer Classroom
A124	Mac Lab
B108	Computer Classroom
B133	Computer Classroom
D157	Computer Classroom
D160	Computer Classroom
Pittsfield	Computer Classroom
Perry (Ag Center)	Computer Classroom
Mt. Sterling	Computer Classroom
WDC	CAD Lab
WDC	Computer Classroom

Labs for General Usage\Open Learning:

Labs listed under General Usage\Open Learning are available for use at any time during open lab times.

A113	Open Learning Computer Lab (JWCC Students Only)
B106	Library
Pittsfield	Open Learning Computer Lab (JWCC Students Only)
Pittsfield	Cyber Café (JWCC Students Only)
Mt. Sterling	Open Learning Computer Lab (JWCC Students Only)

General Use\Open Learning Lab Hours:

A113 – OLC Lab

Lab assistants are available in this lab to help with questions.

Monday	9 AM – 7 PM
Tuesday	9 AM – 5:30 PM
Wednesday	9 AM – 5:30 PM
Thursday	9 AM – 7 PM
Friday	Closed
Saturday	Closed
Sunday	Closed

B106 – Library

Monday	7:30 AM – 8:30 PM
Tuesday	7:30 AM – 8:30 PM
Wednesday	7:30 AM – 8:30 PM
Thursday	7:30 AM – 8:30 PM
Friday	7:30 AM – 4 PM
Saturday	12 PM – 4 PM *
Sunday	Closed

*Certain Saturday's during the semester. See <https://www.jwcc.edu/library> for which Saturday's.

Pittsfield – OLC Lab

Monday	8 AM – 9 PM
Tuesday	8 AM – 9 PM
Wednesday	8 AM – 9 PM
Thursday	8 AM – 9 PM
Friday	8 AM – 5 PM
Saturday	Closed
Sunday	Closed

Perry - OLC Lab

Monday	8 AM – 5 PM
Tuesday	8 AM – 5 PM
Wednesday	8 AM – 5 PM
Thursday	8 AM – 5 PM
Friday	8 AM – 5 PM
Saturday	Closed
Sunday	Closed

Rules and Guidelines for Lab Usage

- If you are using computers anywhere on the JWCC campus to play games that involve the exchange of money, it is illegal.
- You could lose your computer use privileges if you are gambling, visiting pornographic sites, or downloading copyrighted material.
- Computer preference is given to students who need a computer to complete coursework. Email, game playing, surfing and all other non-coursework activities are considered secondary uses of computer resources. You may be asked by staff to give preference to students working on course assignments.
- Capped drinks or drinks with lids
- No food around the equipment
- Turn cell phones on low or off while in the labs. If you receive a phone call, we request that you leave the room to talk on the phone.

SOLAR and Email Information

John Wood Community College provides you with a SOLAR account. This will allow students and faculty the ability to communicate electronically. A SOLAR account will also allow access to student records and/or employee records

What is SOLAR?

SOLAR: Student On-Line Access to Records

Here you will be able to:

- View your Schedule
- View Holds
- View Midterm Grades
- View Final Grades
- View Unofficial Transcripts
- View your financial account
- Securely make a payment on your account

You can also view your personal information.

Here you will be able to:

- Change your security question and/or PIN
 - View your Email account information
 - View your class schedule
 - View your account balance
 - View your 1098 tax form
- Receive instructions on:**
- How to change your address
 - How to change your name
 - How to correct your social security number

How do I login to SOLAR for the first time?

Note: Once you have registered, you can access your SOLAR account.

Step 1: Go to the www.jwcc.edu and click on the "BlazerNet" icon.

Step 2: You will now be on the JWCC BlazerNet landing page.

Step 3: Click on the SOLAR icon, located in the Launchpad

Direct Access: <https://solar.jwcc.edu>

For more information, download the "SOLAR" PDF from <https://www.jwcc.edu/information-technology/student-brochures/>

How do I access my email?

How do I access my email? (on campus)

1. Log on to any computer.
2. Click on Start, then Email (Outlook).
3. Remember to log off the computer when you are finished!

How do I access my email? (off campus)

1. Go to the www.jwcc.edu.
2. Click on the “BlazerNet” icon
3. Click on the email icon and login using your email information.
4. You will be taken to your email account (via Office 365).

How do I get my email information?

You can receive your email address and password during regular business hours from the IT Help Desk located on the lower level of the Learning Center. Room: B024 or call 217-641-4325.

Direct Access: <https://portal.office.com>

I can't remember my username/password!

Note: You must know your current password to register in the Password Reset Portal, so please do this as soon as possible.

If you know your current password and want to change it, click here:

<https://www.jwcc.edu/change-password/>

You can also stop by the Information Technology office in room B024 at the Main Campus during business hours or call us at 217-641-4325. **No user account information will be given out over the phone without security verification. No user account information will be given through email. For walk-ins, please have a photo ID or other form of identification.**

For more information, go to <https://www.jwcc.edu/information-technology/password-info/>

You can review our Account Reset Policy on our website at

<http://www.jwcc.edu/information-technology/email-info/>

Office 365 Information

John Wood Community College is providing Microsoft Office to every student taking a **credit class** and employee **free** of charge. This means the latest version of the full Office productivity suite, is available for offline and online use. As long as you are a student or employee here at John Wood Community College, you will be able to use this software for free.

What is included with Office 365 ProPlus subscription license?

- Office 365 ProPlus for PC (Office 2016 ProPlus base applications)
- Office 365 ProPlus for Mac (Office 2016 for Mac base applications)
- Office Mobile for iOS
- Office Mobile for Android
- Office Online (Create and edit Word, Excel, PowerPoint, and OneNote files via a web browser)

How many machines/devices can I run this subscription on?

Each subscription license allows you to run Office on up to five machines being Mac or PC. You can also run Office Mobile on up to 5 mobile devices.

Is this a full version Office and available for offline use?

Yes, this is full Office on the PC, Mac, iOS, and Android platform and all are available for offline use.

What applications come with Office 365 ProPlus for PC?

- Word
- Excel
- PowerPoint
- Outlook
- Access
- Publisher
- OneNote
- Skype for Business
- One Drive(with a 1TB of storage space per user)

What comes with Office 365 ProPlus for Mac?

- Word
- Excel
- PowerPoint
- Outlook
- OneNote

For more information, go to <https://www.jwcc.edu/information-technology/office-365/>

Text Alerts Information

John Wood Community College is using **Regroup**, an external platform for group communication. Regroup facilitates emergency notifications and community outreach by enabling group administrators to send a single message to all members of a group through any or all of the following methods:

- Regroup Web site
- E-mail
- Short Message Service (SMS/text messages)
- Text-to-Speech
- Facebook
- Twitter

JWCC Alerts

We have created a special group called **JWCC Alerts**. This group will only be used for emergency notifications. If you are an active employee or a currently enrolled student, your contact information from Banner will be imported automatically into this group. *No members are added manually* to this group.

If you are an employee and were classified as inactive after the start of the current academic term, you will be a member of the JWCC Alerts group until the list of members is completely rebuilt just before the start of the next term. Similarly, if you were a student at the start of the current term and have since either completed all of your courses or have withdrawn, you will remain in the JWCC Alerts group until the start of the next term.

For more information, go to <https://www.jwcc.edu/information-technology/regroup/>

JWCC Online

John Wood also offers a variety of classes online, with our Canvas e-learning system. Canvas is also where instructors can use for supplemental instruction. To access the Canvas e-learning system, follow the instructions below:

Step 1: Go to the www.jwcc.edu and click on the "BlazerNet" icon.

Step 2: You will now be on the JWCC BlazerNet landing page.

Step 3: Click on the Canvas link, located under the QuickLaunch. Log in using your email information

If you still have a problem, contact the Online Learning Office at 641-4536 or 641-4512 or by email connected@jwcc.edu

Direct Access: <https://jwcc.instructure.com>

Who to contact if you need help?

Problem:

Contact:

Email or SOLAR	Help Desk: 641-4325
Computer Related or Computer Assistance	Lab Assistant or Help Desk
Classroom equipment (projector, document camera, VCR, DVD etc)	Help Desk
Pittsfield	Jacklyn Baker: 641-4570
Perry Agricultural Center	Michelle Long: 641-4558
Mt. Sterling	Jeanne Yingling: 641-4144
Online Learning\Canvas	Stephanie Phillips: 641-4536 or Vicky Nieders: 641-4512