Examples of What the Help Desk Can assist with

SCC Hub/Canvas Login Help (*w/ Live links! To Help Desk Site*)

  a) <u>Retrieve ID# and username</u>
  b) <u>Reset password</u>
  c) <u>Multi Factor Authentication and Password Recovery Update</u>
  d) Call us at 402-437-2447 for help!

<u>Student Resources</u>

  a) Transcript ordering navigation
  b) Update personal information on Self Service
  c) Connect a device to Dorm Network
  d) SCC Open and Eduroam Wireless
  e) MS Office applications and OneDrive installation and sign-in
  f) Respondus Lockdown Browser assistance

<u>Canvas</u> - *<u>Direct Canvas LINK</u>*

  a) Registration for Canvas Student Tutorial (optional)
  b) Canvas Inbox
  c) Favorites Mode
  d) Issues accessing SCC apps like
    a) Panopto video
    b) Office 365 Assignment submission

402-437-2447
helpdesk@southeast.edu
» *<u>www.southeast.edu/helpdesk</u>*

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What kind of Computer should I get for classes at SCC?

SCC IT Recommends a **Windows 11 PC**
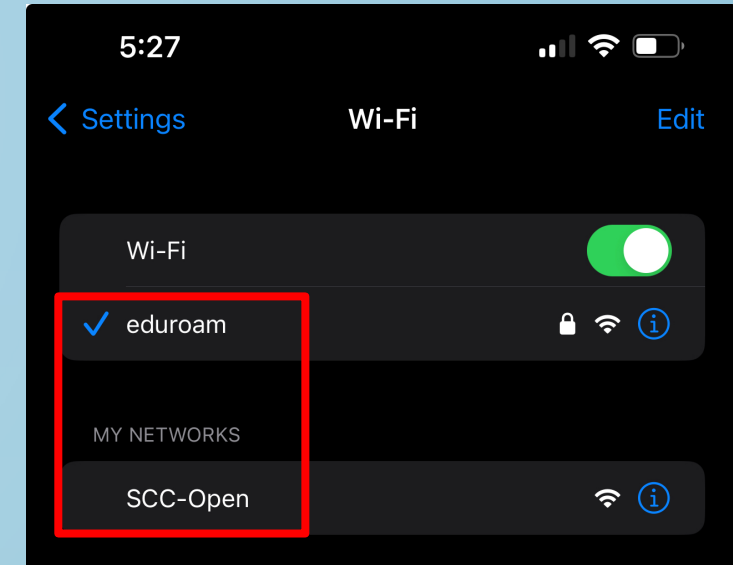
- 4 Gb of RAM Minimum
- 128 Gb Hard Drive Minimum
- Wi-Fi Capable

See more at the SCC Help Desk Website <u>*CLICK HERE*</u>

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Connecting to SCC Wifi

HelpDesk Website Link:
Connecting to Wi-Fi at SCC

Click **SCC-Open** or **eduroam** in your Network & Internet Settings view and log in with your SCC Hub username and password (Note that Apple MacOS view will be on the top right)
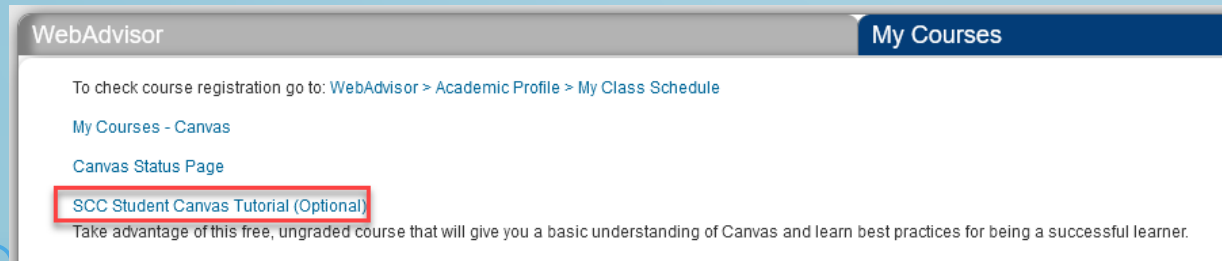

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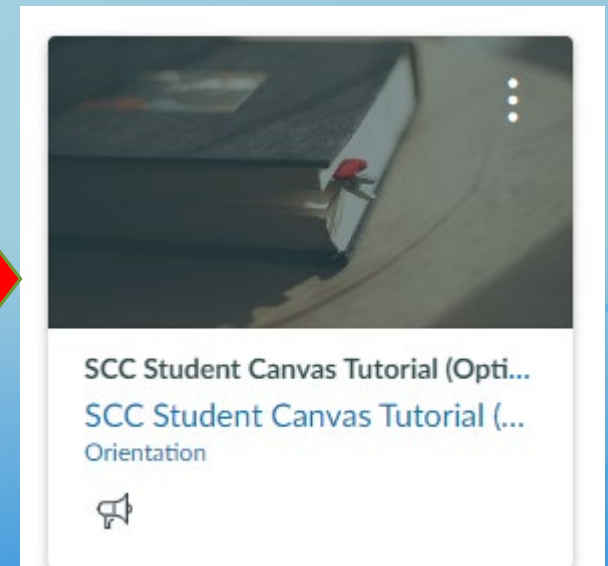HELPDESK

Canvas- please click on link to see more!
Canvas Inbox
Canvas Navigation

Canvas Student Orientation

SCC offers an optional orientation course on Canvas. It is located on The Hub under the MyCourses tab. The orientation course is not graded and you can complete as much, or as little, as you like!

WebAdvisor | My Courses

To check course registration go to: WebAdvisor > Academic Profile > My Class Schedule

My Courses - Canvas

Canvas Status Page

SCC Student Canvas Tutorial (Optional)
Take advantage of this free, ungraded course that will give you a basic understanding of Canvas and learn best practices for being a successful learner.

Your course will appear like this on your canvas Dashboard!

SCC Student Canvas Tutorial (Opti...
SCC Student Canvas Tutorial (...
Orientation

SCC MS Office Apps account- please click on the link to see more!

As long as you are a student at SCC, you will have access to the full suite of MS Office Apps to install on up to five devices and a Terabyte (1024 GB) of OneDrive storage

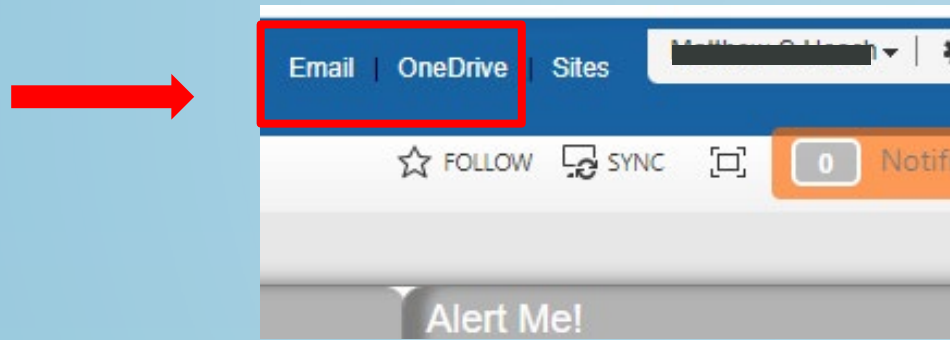## [Microsoft 365 Overview](#)

[MS Office Suite Installation](#)

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OneDrive

What does your SCC OneDrive account do?

- OneDrive is your 1024 Gb, SCC-connected cloud storage account
- Can sync with local folders
- Can be web accessed from the Hub ANYWHERE
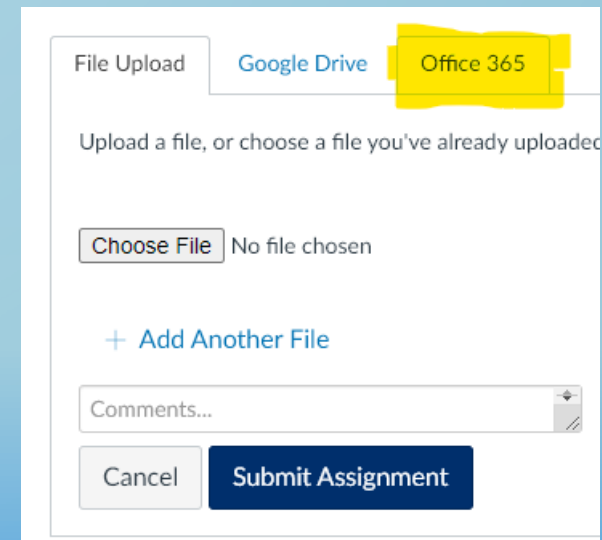
Advantages of OneDrive

- Access your files anywhere from the Web!
- Sync them to multiple PC's
- Stores files in original formats unlike Google Docs!
- Can submit directly to Canvas assignments from OneDrive

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You can view your OneDrive or SCC Email Web Apps by clicking on the links on the top right of your SCC Hub main page:

Office 365 Submission Option in Canvas

- The Office 365 option (access via link shown above) gives you the ability access any file in your OneDrive folders to submit a file directly into a Canvas Assignment (**See image on right**)

- The OneDrive installed App lets you sync OneDrive to Windows folders <u>ON your PC</u>

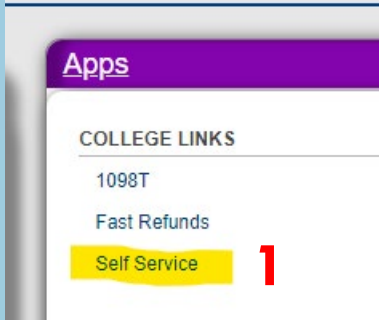- For a more detailed tutorial, click <u>How to use your SCC OneDrive Account</u>
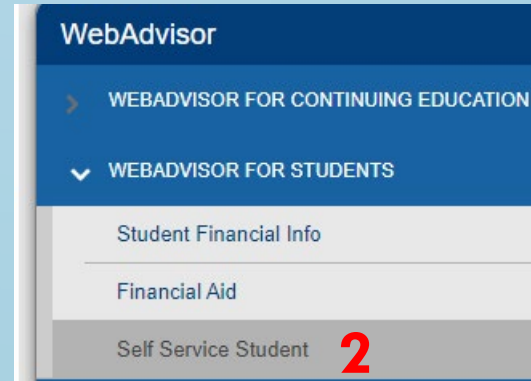
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Self Service

There are many functions you can access from Self Service on the SCC Hub! To access Self Service, you can:

1. Click "Self Service" under the Apps tab on the top right of the Hub main page
2. Some views will require you to click on Webadvisor for Students > Self Service Student

or

Links to Some Self-Service basics:

- Planning and Online Registration
- Where is my Class Schedule
- Updating Personal Information using Student Self-Service
- Transcripts