

North Carolina Central University

2009 - 2010

Faculty/Staff Guide to Campus Computing



NCCU Username and Password

Every faculty, staff, and student will be assigned an NCCU Username and Password. This username and password will be your key to accessing most of the resources provided by NCCU, including campus computers, NCCU network, email, blackboard, and much more. To obtain this information contact the Eagles Technical Assistance Center (ETAC).

Email

MS Outlook is the university's default e-mail client. All faculty, staff, and students will receive an NCCU e-mail account. E-mail can be accessed by having the Outlook Client installed on your computer, or via the web at <www.nccu.edu/mail>.

Campus Wireless Connectivity

Wireless connectivity is provided in many areas throughout campus. The wireless network is available to faculty, students, and staff and is identified as NCCU. When you attempt to access the NCCU wireless network you will be redirected to a webpage to download the Cisco Clean Access Agent.

Classroom Internet Connectivity

All general classrooms have an Ethernet port at the front of the room, and many also offer access to the NCCU Wireless network. For help, contact ETAC at ext. 7676

Self-Service Banner (SSB)

Your Banner account is the equivalent of your "administrative" account. You can use Banner Self Service to change personal information (such as your PIN, address, phone number). You can also view class rosters, submit grades and much more.

Internet Native Banner (INB)

If you are responsible for your departmental budget, your supervisor will request access to Internet Native Banner (query budget and encumbrance data, view document details or their approval history, process budget transfers and/or e-Print (budget reports)). You can access this area by visiting <www.nccu.edu>, and clicking the "Banner" link at the top of the page.

Software

NCCU licensed anti-virus and anti-spyware software are available to NCCU faculty, staff and students at no cost. Visit <<http://webapps.nccu.edu/departments/its/software>> and log in with your NCCU username and password.

Computer Purchases

NCCU provides both faculty, staff, and students the opportunity to purchase Dell, Lenovo, and Apple products for a discounted price. For the most current information visit the website at: <<http://www.nccu.edu/students/laptop>>.

Technology Training

ITS provides training classes and resources to the NCCU community. These resources will assist in increasing employee/student efficiency in MS Office and other productivity software. To view and register for available classes visit the NCCU calendar, located conveniently off of the NCCU homepage.

Accessing NCCU Resources Off-Campus

NCCU provides many resources that are available exclusively to faculty, staff, and students. In order to access some of these resources off-campus such as Banner, and the University Library databases, users are required to login to WebVPN. Visit <<https://webvpn.nccu.edu>> to login and gain access to these resources.

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Technology Support Services

ITS provides software and hardware support for laptop and desktop workstations to faculty and staff members. This support includes:

- new computer setup,
- troubleshooting,
- software installation,
- and configuring of desktop operating systems and applications, within the parameters of NCCU ITS Procedures.

These highly knowledgeable and dedicated support technicians ensure that all issues are resolved with the highest level of technological and customer service. To set up an appointment simply contact the Eagle Technical Assistance Center (ETAC).



Telephone Services

All NCCU employees on campus have access to a telephone with a 4 digit extension and voicemail. If you are the primary user of this phone, please make sure to set up your voicemail as soon as possible.

For steps to set up your voicemail visit:

<http://www.nccu.edu/NCCU/supportservices/its/telecomm/vm.html>

4 Ways to Contact the Eagle Technical Assistance Center

Visit <https://helpdesk.nccu.edu> and submit a trouble ticket. Login to the FootPrints system with your NCCU username and password.

****Make sure your contact information is correct to ensure that your issue is resolved in a timely manner.****

Send an Email:

Send an email to helpdesk@nccu.edu to inform us of your issue.

Call ETAC:

Call (919) 530-7676 and speak to one of our friendly ETAC Representatives.

Walk-in:

ETAC Hours of Operation
Monday – Friday
8:00 am – 5:30 pm

Saturday : Closed

Sunday: 11:00 am– 8:00 pm