NCCU Information Technology Services

Faculty/Staff Guide to Computing

2012
2013

myEOL

myEOL is a portal designed to make accessing NCCU resources even simpler. This "one stop shop" gives you access to all of your NCCU accounts (Blackboard, Banner, your email, etc.) from this one location. In addition, it provides direct links to information pertaining to ITS and many other important offices on campus and provides you with the latest campus news. To access myEOL visit: www.nccu.edu and click on the Login to myEOL hyperlink at the top right of the page.

NCCU Username & 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.

Password Management

Every faculty, staff, and student is given the resources to reset, change and recover their own password. To visit the page, log into to myEOL and click on the *Employees* link under the My Navigation Section. Next click on *Password Management*. Choose from any of the password management options offered there. To set up automatic password recovery visit myEOL and click *Profile* under the Personal Assistant Section. Once there, click the *Edit* button to the right of Contact Information header and scroll to the Password Recovery Information section and input your secondary email .

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 visiting: www.nccu.edu/mail . Students use Google Email (Eaglemail) as their email default.

Campus Wireless & Classroom Connectivity

Wireless connectivity is provided in many areas throughout campus. When you attempt to access the NCCU wireless network you will be redirected to a webpage to download the Cisco Clean Access Agent. All general classrooms have an Ethernet port at the front of the room, and many also offer access to the NCCU Wireless network.

WebVPN

NCCU provides many resources that are available exclusively to faculty, and staff. In order to access some of these resources off-campus such as Banner INB, and the University Library databases, users are required to login to WebVPN. To visit the page, log into to myEOL and click on the Employees link under the My Navigation Section. Next click on WebVPN.

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Technology Support Services

ITS provides technology training, software and hardware support for laptop & desktop workstations and telephones to faculty and staff members. This support includes:

- Voicemail Resets
- Telephone Repairs
- New Computer Setup,
- Troubleshooting,
- Software Installation,
- and Configuring of Desktop Operating Systems and Applications, within the parameters of the 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).

Discount Technology Purchasing Programs

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

How to Contact ITS for Support

Visit Us Online at:
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.

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

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

Walk-in:
Employees
H. M. Michaux, Jr. School of Education, Room 3042

Students
Student Union,
Lower level beside the Mail Center

Stay Connected with Alerts & Tech News

NCCU Eagle Technical Assistance Center (ETAC)

NCCUETAC