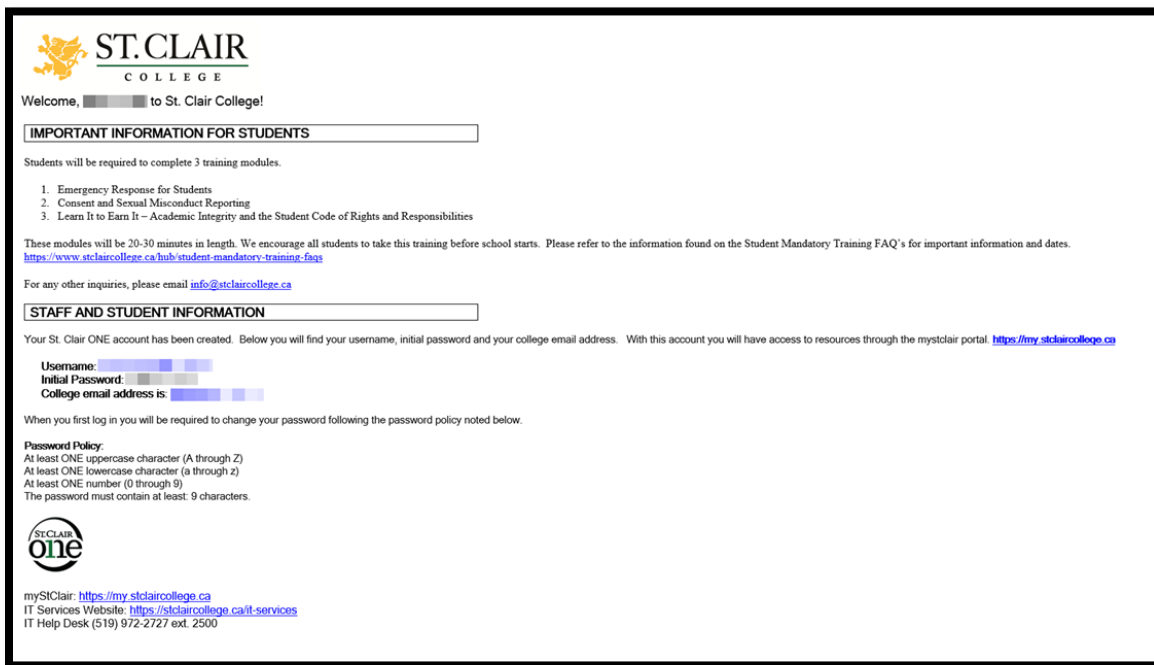


# Student IT Orientation Information

Welcome to St. Clair College. By now, you should have received an email containing your student account information, your login username ([W#####@myscc.ca](mailto:W#####@myscc.ca)) and your temporary password. You may have already set your own unique password as well.

If you haven't received your email, please check your Junk/Spam folders. The email will come from [stclairone@stclaircollege.ca](mailto:stclairone@stclaircollege.ca) and will look similar to the example below.



**(\*\*\*Please note that the college will not send unsolicited emails regarding employment opportunities, request money or information via email. If you receive any suspicious emails, you can report it to [REPORTSPAM@stclaircollege.ca](mailto:REPORTSPAM@stclaircollege.ca) )**

These student credentials are your keys to all the college systems. Student Information Service (SIS), Blackboard, Online Apps (Microsoft O365, etc), Open Lab. It is imperative to remember this information because it is used everywhere to verify your identity. Some systems like SIS and Blackboard might prompt you to enter this information before you can access them.

If you ever forget what your password is, the original welcome email has a couple of links at the bottom for the Self-Service Password Reset (SSPR). The first link will walk you through the SSPR registration process, and the second link will bring you to the actual password reset.

SSPR to complete the one-time registration: <https://aka.ms/ssprsetup>

If you ever forget your password, just go here to reset: <https://passwordreset.microsoftonline.com/>

## MFA Requirements:

With today's ever-changing cyber-security landscape, the college will soon require you to use Multi-Factor Authentication (MFA). This is a way for certain systems to do a second check of who has entered the login credentials. You can find additional information on what MFA is, and how to set it up here: [Microsoft Multi-Factor Authentication - All What You Need To Know](#)

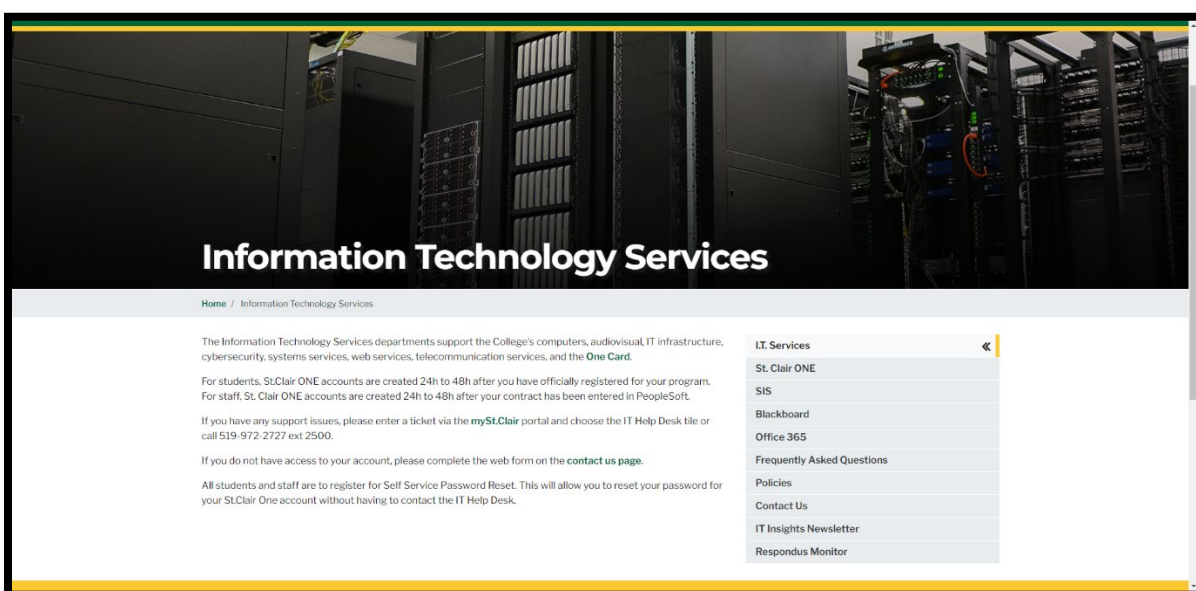
## Where to Find Help When You Need It:

St. Clair offers student IT support through several different channels including phone/walk up support, self-service ticket submission and online resources.

The **Helpdesk** is currently located on the 2<sup>nd</sup> at **room number A2520**. They can offer some in-person support as well as help over the phone at **extension 2500**. **Mon-Thu 8:00am to 8:00pm, Fri 8:00am to 7:30pm**.

To open your own support ticket, you can go through the IT Help Desk tile on the Portal page. This allows you to enter your own information. Please provide as much detail as possible about the issue (any error messages, steps taken, callback info) to expedite the resolution. You can find the Self-Service here: [Self-Service Ticket Portal](#)

If you are simply looking for some Frequently Asked Questions or guidance, you can use the Student I.T. Support link in the top banner of the Homepage. This site has links to useful information about OneCard, SIS, Blackboard, Policies as well as articles from the IT Insights Newsletter. All of this can be found here: [Student I.T. Support](#)



## Using Classroom and Open Lab Computers:

Depending on your course of study, you may be in classrooms that have computers for you to use. There is also the Open Lab available for you to work on your assignments, do research, etc. To use the classroom and Open Lab computers, you will use your [W#####@myscc.ca](#) username and your personal password, same one as the web site.

Once you are logged onto a computer, you will notice that there are many preinstalled applications, including Microsoft Office and the Adobe Suite of programs. You also have a OneDrive setup for you. This is your personal storage space for assignments, files, etc. The OneDrive is also accessible from home. The MS Office programs are available via the “Green Tile” Portal page for home use, but the Adobe programs can only be used while on campus.

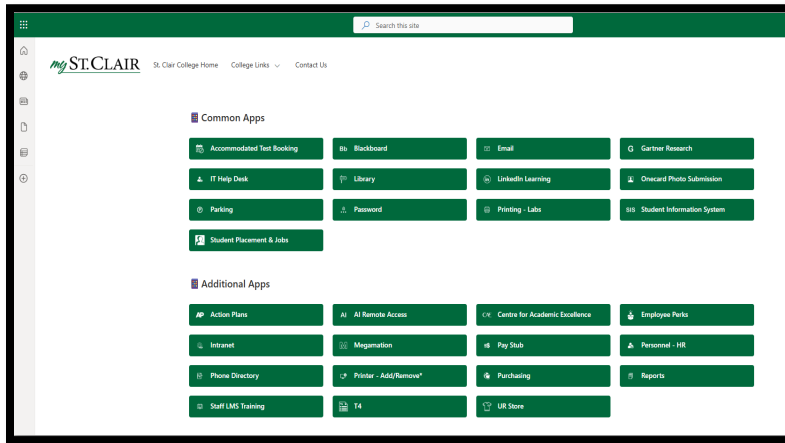
It is very important that you Sign Out when you are done with the computers so it can be available for other students to use.

Also note that eating and drinking while using classroom and Open Lab computers is Highly Discouraged.

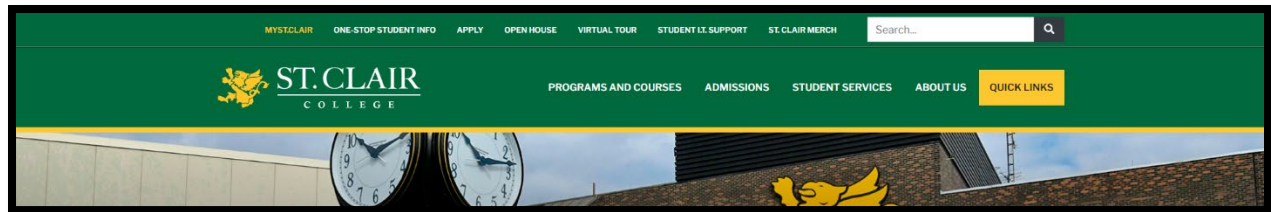
The Open Lab is open **Weekdays 7:30am to 10:00pm, Saturday 9:00am to 5:00pm and Sundays 11:00am to 5:00pm**.

## Where to Start:

The [St. Clair College web site](#) is going to be your launch pad to most of the information systems provided by the college. From here, you will access the MySt.Clair Portal page where you will find shortcuts to things like the SIS, Blackboard, MS Office Apps, OneDrive, Parking, and Printing, amongst other things.



The main homepage also has links to upcoming events, useful student information, student IT support, admissions, and student services.

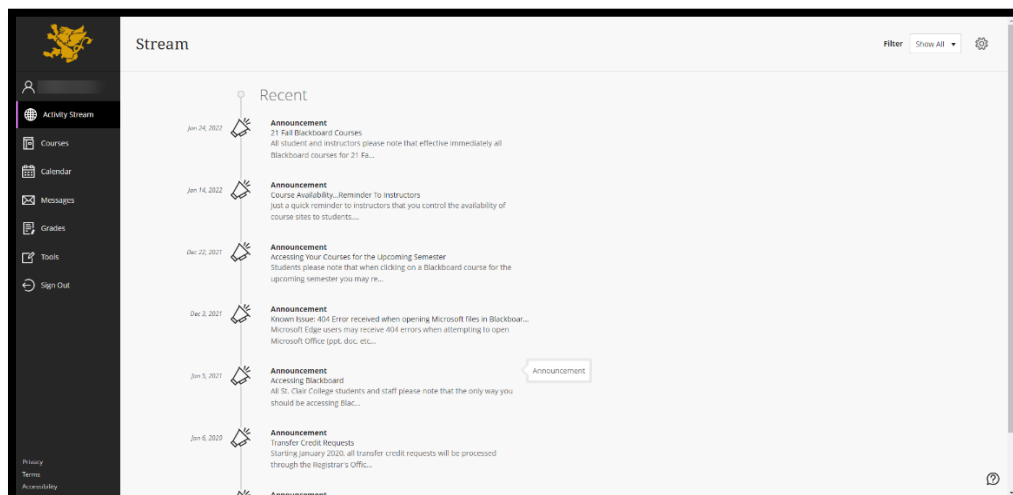


## Accessing Blackboard:

Blackboard is the main interaction space between you and your instructors. It is used to access course materials, lessons, even collaborate with your teachers.

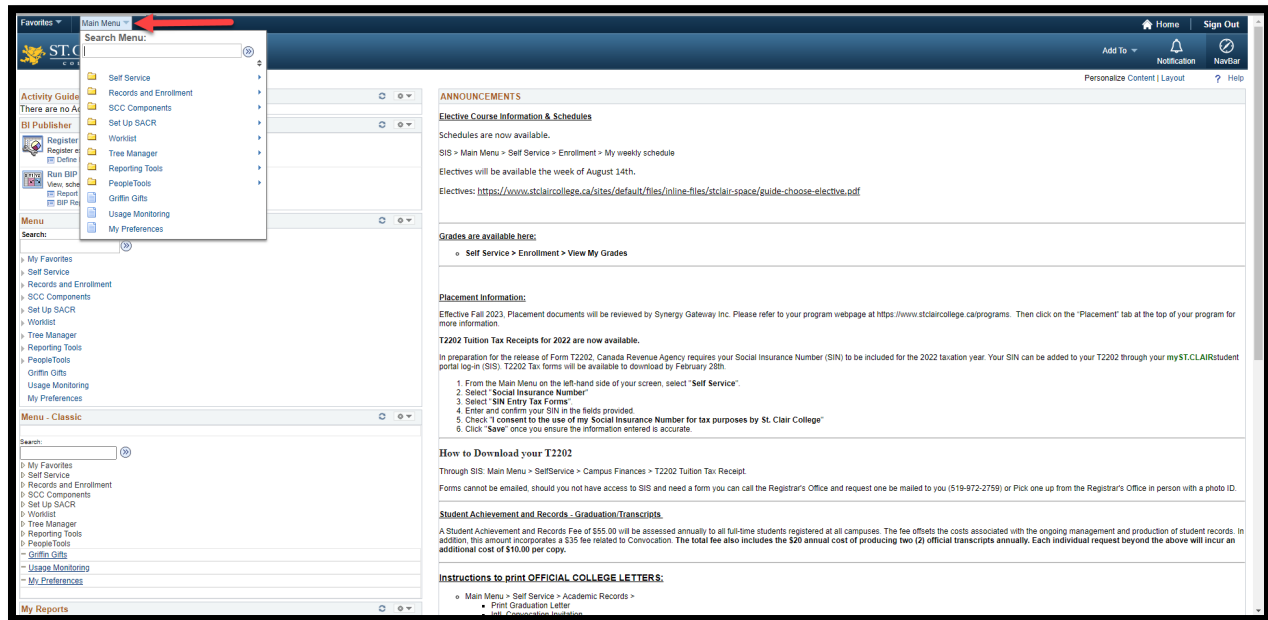
To reach Blackboard, you will have to log into the My St Clair portal, and look for the green tile labelled "Blackboard".

Some additional information can be located here: <https://www.stclaircollege.ca/it-services/blackboard>



## Using the Student Information System:

The Student Information System or SIS for short, is where you will find information related to you as a student. This is where you will find things like your enrollment records, grades, transcripts and so many others. You will find the SIS shortcut on the green tile portal page.



## Booking An Appointment Through FrontDesk

FrontDesk is our one-stop system for booking appointments to meet with important departments throughout the College. You can book an appointment to speak with the Registrar's Office, Financial Aid, Retention & Academic Advising, International Office, Parking Enforcement, OneCard and IT Helpdesk.


To access the FrontDesk system, you can simply walk up to one of the self-service kiosks located near the departments mentioned above, enter your personal information, including your cell phone number and schedule a time. You will receive a printed confirmation as well as notifications to your cell phone about your upcoming appointment. You can book with any department from any kiosk. \*you do not have to use the Registrar's Office kiosk to book with the Registrar's Office\*.

You can also access the booking system online using this website: <https://reservation.frontdeskuite.ca/stclair/book>

From the website, you will have to provide the department you wish to meet with, your personal details as well as a correct cell phone number. After booking, you will receive a text confirmation with an appointment number and time.

When you arrive at the college, prior to your scheduled appointment time, you have to check-in from your cell phone or from a kiosks. Once checked-in, you can find out the status of your appointment by checking the display boards provided near the kiosks. There are also audible call-outs for the next appointment number. If you do not check-in before your scheduled appointment time, you will not be called.

For some additional information on how to use the kiosks, please see this [document](#).



# ST. CLAIR

C O L L E G E

Welcome to St Clair College's Online Booking System.

Which department's services would you like to see?

International Education	IT Help Desk
Office of the Registrar	Parking
OneCard	Financial Aid Office
Student Retention and Academic Advising	

### Connecting To Wifi

The College provides several wifi networks for students to connect to and use. The recommended network for student use is **SCCWIFI**. When connecting to this network, you will be prompted to enter your username and password. This is the same username/password combination you use to login into lab computers, and the MyStClair Portal.