Step-by-Step Skill Sheet

This skill sheet is designed to expose you to the technology systems you will be using as an employee at ICC. Work through the sheet at your own pace; if you have any questions, please contact the Teaching and Learning Center at (309) 694-8908. Check off each item as you complete it by following the instructions provided for each task.

☐ Login ID/Username

Every employee at ICC is assigned a Login ID/Username. This is used to access information-technology resources such as computers on campus, email, the course management system, and employee services. Your Login ID/Username will always remain the same during your employment at ICC.

- Either your supervisor will provide your Login ID/Username, or you will receive it at orientation. Each employee has a unique username. This information will be used to access all computer resources.
- If you forget your Login ID/Username, you can find it from the ICC home page by clicking on the Find Login ID link in the center of the page. You will be required to provide your last name and your Social Security Number.
- Write down your user ID:

☐ Default passwords

Each of the ICC technology systems requires a password in addition to a Login ID/Username. The default passwords for most of the systems are the same initially. They are not, however, linked together - changing the password for one system does not change the password in any of the others.

- The default password for a new employee is ICC plus the last 5 digits of the social security number. For example, if your social security number is 123-45-6789, your password would be ICC56789. Make sure ICC is in ALL CAPS. This is the default password for each of the systems at ICC, except the TimeLink recording system (Page 3). You will want to change your passwords to something that you will remember as soon as possible.
- Remember, if you have signed in to any of the systems prior to today, you may have already reset some of your passwords to something else.

☐ Log on to an ICC computer

Signing on to an ICC computer with your username and password gives you access to the Internet, software (like Microsoft Office), network printing, and other network resources.

To log on to the computer using your own account information:

- Press Ctrl + Alt + Delete on the keyboard (hold down the Ctrl and ALT keys and press the Delete key).
- A message will appear: “Do not attempt to login unless you are an authorized user.” Click OK.
- Fill in the User name and Password fields using your own account information, and click the arrow button or press the Enter key.

If this is the first time you are signing on to a computer on campus, your password is still the default, ICC + last 5 digits of your SSN. Remember, the password for each system you sign on to is independent of the others. Resetting one password does not reset them all.

To change your network login password, you can press Ctrl + Alt + Delete while logged in to an ICC computer, and then click on Change Password. You will automatically be prompted to change your network password every 117 days.

☐ Using computer network drives

In addition to your computer’s hard drives (C: and D:), you also have access to computer network drives when logging in from any campus computer. Files saved on a computer hard drive or desktop will not be available to you on the network from another computer. For most users the H: and W: drives are the most important drives.

H: Drive (HomeDrive): This is your personal space on the ICC network. Only you have rights to view, create, and delete files here.

W: Drive (Departmental): Often called the department shared drive, every employee in a department is assigned rights to view, create, and delete files here. This may be designated by another letter for users with multiple shared drives.

Q: Drive (NetworkApps): This is an administrative shared drive with limited access. Network drives are backed up on a regular basis by Technology Services, but be sure to take precautions to backup your own files as well.

The HomeDrive (H:) is a convenient place to save files when you are working at ICC, but you can only access them from ICC campuses. Computers in public spaces (classrooms, libraries, cafeterias) are setup to erase personal files that have been saved to the hard drive or desktop when a person logs off. Use network storage areas or personal flash drives to save your work to ensure access to it later.
To Load New Software
Loading software may require assistance from Technology Services. Please contact the Help Desk to request support. The Help Desk can be reached at (309)694-5457 or by email at helpdesk@icc.edu.

Login to eServices
All of your official ICC records are stored in eServices (sometimes referred to as PeopleSoft). You will use eServices to view personal information, paycheck information, and sick/vacation balances.

From the ICC home page—icc.edu:
- Login to eServices using your Login ID and password (you will be prompted to change this password at first login).
- The eServices Main Menu link is available on the top of the screen. Refer to the eServices—Personalization Skill Sheet for personalization options.

If this is the first time you are signing in to eServices, your password is still the default (ICC + last 5 digits of your SSN).
Remember, the password for each system you sign on to is independent of the others. Resetting one password does not reset them all.

Personnel Information
To view your payroll information:
- Select Self-Service from the eServices Menu
- Select Payroll & Compensation
- Select Sick/Vacation Balances or View Paycheck
To review your personal contact information:
- Select Self-Service from the eServices Menu
- Select Campus Personal Information
- Select category of information to review or change (Addresses, Phone Numbers, Email Addresses, Emergency Contacts, Demographic Information, Honors & Awards, Holds, To Do Lists) - make the ICC email address your preferred email address

Access ICC email
Every ICC employee has an email account. As a new employee, your email address is: firstname.lastname@icc.edu
On campus you access email using Microsoft Outlook. Off campus you access email using WebMail, Microsoft’s web-based application.

On Campus
- Click on the Microsoft Outlook icon on the desktop—OR—click on the start button and type Outlook in the search box; then click on the shortcut to load the software.
- Outlook will load your personal profile based on your network Login ID, and your email and calendar will be displayed.

Off Campus
- Go to the ICC website at icc.edu.
- Click on the Faculty & Staff page.
- Select the WebMail link under the Employee Information section.
- Login using your network user name and password.

You can also access WebMail directly by going to http://wm.icc.edu

When you change your network login password, you are also changing the password for your off-campus email. Similarly, when you change your WebMail password, you are changing your network login password.

It is possible to access your ICC email messages from a smart phone. Contact the Help Desk at (309)694-5457, or submit a ticket to the Help Desk through the ICC website indicating you would like to have mobile email access.

Sign in to Blackboard
Blackboard is ICC’s course management system. All ICC employees are enrolled in online orientation courses by Human Resources. Completion of those courses is required and monitored by the HR department.

For the best experience in Blackboard, use Mozilla Firefox as your web browser. Firefox is installed on all ICC computers. If you would like to install it on your home computer, it can be downloaded for free from www.mozilla.com/

- Open Mozilla Firefox by double clicking on the Firefox icon located on the desktop—OR—click on the start button and type Firefox in the search box; then click on the shortcut to load the software.
- Browse to ICC’s website: icc.edu. (This is normally the default home page for all ICC computers).
- Click on the Blackboard link on the left side of the page. Blackboard can be accessed from the link on icc.edu or at courses.icc.edu/.

STOP – Before you login, note the information that is available on the Blackboard Login page. Just to the right of the login area are links to information about using Blackboard and other technology at ICC.
If this is the first time you are signing in to Blackboard, your password is still the default (ICC + last 5 digits of your SSN).

Remember, the password for each system you sign on to is independent of the others. Resetting one password does not reset them all.

- Enter your **username** and **default password** (ICC + last 5 digits of your SSN), and click **Login**.
- Courses that are available to you are listed in the **My Courses** list on the right side of the screen.
- Click on the course name to enter the course site.

Blackboard Tutorials and Quick Start Guides
For faculty & staff resources visit:
icc.edu > Faculty & Staff > Teaching & Learning Center > Instructional Technology > Blackboard Resources

### Changing your password in Blackboard
Click on the **Personal Information** link in the **Tools** area of the Blackboard @ ICC tab, and then select **Change Password**. Your Blackboard password does not expire but can be changed as often as you like to keep it in sync with your other passwords.

Access the ICC Intranet
ICCNET is the **intranet** at ICC, which means it is an internal network available only while on campus. From the ICCNET menu you can access many resources such as: Accounts Payable, TimeLink, Calendar, Employee Directory, Class Schedule, Faculty Information, Human Resources, and eServices/PeopleSoft (Campus Solutions)

- Use **Internet Explorer** to access the Internet.
- Type **ICCNET** in the browser address bar and hit **Enter**. Enter your network login information.
- Click on the links provided on the menu to access the different types of content.

Access TimeLink
Hourly employees at ICC use **Timelink** to report time worked. Time can be entered by swiping your employee identification card at time clock stations throughout campus or by entering it through the computer.

Using a computer to log your time:
- Login to a computer on campus
- Open Internet Explorer and type **http://ICCNET** in the address bar
- Select **TimeLink ESS** from ICCNET
- Login to **TimeLink**
  - User name = Employee ID #

- Password = the default password is *timelink* (users may change their password using the links provided on the login screen)
- Click on **Web Clock**, and select the appropriate transaction button. Times entered will be displayed for each day. A thirty-minute lunch hour is automatically subtracted on any work day that exceeds seven and one-half hours.

Using a time clock:

- There are time clocks located in several areas on each of the ICC campuses.
- **To clock in:** press the green button, and slide your employee ID (barcode down/toward the clock) through the slot on the time clock; watch for the accepted message on the screen, and listen for a beep
- **To clock out:** press the red button, and slide your employee ID (barcode down/toward the clock) through the slot on the time clock; watch for the accepted message on the screen
- Breaks and lunches can be clocked in and out using the coffee cup icon buttons

Check with your supervisor to determine the method of time recording you should use.
Timecards are approved by supervisors each Monday morning, so any changes to time reporting need to be reported before then. Contact your supervisor with all payroll-related questions.

Room scheduling with 25Live
25Live is a facilities-scheduling tool for scheduling resources at all campus locations.

- Access to 25Live is available by using Google Chrome or Mozilla Firefox. Sign-in by using your network login. Training is available, contact Alaina Smith at (309) 694-5522.
- If you need to occasionally reserve a room, check with your department administrative assistant to get a reservation added. Each department has someone who is authorized to make reservations within the system.
Finding people at ICC

There are several places to find information about faculty, staff and departments at ICC:

- Use the Global Address list in the Outlook address book.
- Access ICCNET and the Employee Directory link.
- Use the directory link in the upper right corner of the ICC website: icc.edu.

Using the phone system/voicemail

Set Up Your Voicemail

- Dial 8999 or press the Message key.
- When prompted to enter your mail box, type your 4-digit extension number followed by the # sign.
- When prompted to enter your password, the default password is 12 plus your 4-digit extension number followed by the # sign.

To Change a Password

- Login to your mail box and press 84.
- When prompted to authorize the change, enter your old password (12 plus your 4-digit extension number followed by the # sign).
- When prompted to enter your new password, enter the password you want to use (it must be between 6 and 16 digits) followed by the # sign.
- When prompted to enter your new password again, followed by the # sign, enter your new password followed by the # sign.

To Listen To Your Messages

- From off campus: dial (309)694-8999, and follow the prompts; From on campus: pick up the extension, and press the message button, or dial 8999 .
- Dial your 4-digit extension number followed by the # sign and your password followed by the # sign (the number of messages will be announced.)
- Press 2 to play the message.

To Create a Greeting

- Login to your mail box and press 82.
- You will be prompted with the following menu choices:
  - For your external greeting press 1.
  - For your internal greeting press 2.
  - For your temporary greeting press 3.
  - For your personal verification press 9.

Safety on campus

In the present college environment we sometimes face uncomfortable situations involving other individuals. If you are facing a disruptive person and that person fails to modify his/her behavior at your request, OR if you believe the person poses an immediate threat to yourself, others, or him/herself, call Campus Security, ext. 5111 or (309)694-5111 — OR — activate the “Green” button on your computer desktop to summon assistance.

Login to a classroom podium computer

To login with your network username (and have access to the files on the H:/ or W:/ drive):

usr\username
password

The forward slash (/) is located above the Enter key.

There is also a generic instructor account (allows access to printer in the classroom):

instructor
password

The instructor password is reset each year; contact the Teaching and Learning Center or the Help Desk for the current password.

ICC MyAlert

icc.edu/MyAlert

ICC’s MyAlert program sends messages through email, recorded calls, and text messages. Setup MyAlert to choose message preferences. Your ICC email remains active for alerts, even if you choose not to add personal phones or email.

Login to MyAlert with your current ICC email address. If you are accessing MyAlert for the first time, click Forgot Password to login.

Questions or need assistance? Contact the Teaching and Learning Center at (309)694-8908 or tlc@icc.edu.