

## **Electronic Resources at OLHCC**

**All links to these resources are available at the top of our webpage.**

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## E-Mail

1. The most important E-resource is your OLHCC email account.
2. Set up your OLHCC email address during on-campus registration, by visiting the IT table. OR
3. Come to the Information Technology Office ASAP  
(*located on the second floor across from the Nursing labs*).
4. Email sent by professors from Bb or Self Service will only be delivered to OLHCC email addresses. **All others will bounce back.**
5. **Suggestion:** Go to the Registrar's office and request that your records be updated to your OLHCC email address.

## Sign On

To access email, Self Service and the computers on the campus you must use:  
**User ID**= email address **WITH** "@olhcc.edu"  
**PASSWORD**= the one you chose after setting up your email account.

## What makes a good password?

In general, a good password consists of both numbers and letters.

It should **NOT** be a common name or word that might be easily guessed by someone who knows you reasonably well.

Your email/Self Service password must be **at least 6 characters long** using **at least 1 capital letter, 1 lowercase letter and 1 number**.

You cannot use your name.

It is important to remember that the password you use is **case sensitive**. **If you make 3 attempts to sign on incorrectly, you will be 'locked out'**. Call the IT Department at 504-398-2106 or use 'Track-IT' the online request for help form.

## **What if I forget my password or Need help with Self Service?**

- **During business hours:** Call the IT Helpdesk at 504-398-2106 from off-campus or X106 from a campus phone.
- Come to the IT office  
(*located on the second floor across from the Nursing labs*)
  - ✚ The easiest way to find us is by the stairwell outside the student lounge.
  - ✚ If using the elevator near the Moreau Center, exit and follow the long hallway next to the nursing labs. The IT office entrance is on the left.
- **After business hours:** Go to the IT webpage <http://www.olhcc.edu/x367.xml> and fill in our **Self Service/Email Help Request Form**. The reason we ask for the last four digits of your SS # and your date of birth is for identification purposes.

## **Mobile Email**

Available to phones with ActiveSync; other phones **MAY** work, come to the IT office (*located on the second floor across from the Nursing labs*) for technical assistance.

### **To set up ActiveSync use the following info:**

**Username:** the first part of your email address before “@olhcc.edu”

**Password:** your email password

**Domain:** HCC

**Server:** mailman.olhcc.edu

**We require SSL** (there will be a check box to select SSL)

You can synchronize your email, calendar and contacts

## **Self Service - Why should I use Self Service?**

**Self Service gives you access to the following:**

- Online registration and the process of submitting your schedule to your advisor for approval
- Course Catalog to search for available course sections
- Degree Requirements
- Check Schedule
- View Grades
- View Unofficial Transcript

- View Current Balance, Financial Aid Award
- Pay Tuition Online

Your browser must have **Cookies** and **JavaScript** enabled in order to run Self Service. Check your browser by following the steps below.

1. Open browser
2. Select “Tools” from the toolbar at the top of the browser window
3. Select “Internet Options” from the drop down menu
4. Select the “General” Tab
5. Click on “Settings” in the area named “Browsing History”
6. Check radio button labeled “Automatically”


**Be sure to Log-Off after accessing Self Service on-campus or it may be possible for someone to come behind you and see all of your personal and financial information.**


### **Online Registration**


Using Self Service follow the directions below to register online by selecting:

1. Register tab

2. Academic plan link

 Hour glass next to courses indicates that you are currently taking that course

 Check mark next to courses indicate you have completed those courses

 # Courses required; #Min. #Max. # Complete; and # Remaining courses are indicated when using the Academic Plan to choose courses.

3. To search for a course section from within your academic plan – click on the magnifying glass.

4. Option on Left allows you to choose “Open Sections Only”
5. Once your courses are chosen (added to your cart) click submit and your schedule will be sent to your advisor’s email for approval.
6. Check your class schedule to determine the status of the courses you submitted.

## **OR**

You can register online by selecting the following:

1. Register tab
2. Traditional Courses link
3. Search for available sections by Keyword (i.e. Math, Theology) or Course Code (i.e. MAT105, THE102 without spaces between the letters and numbers)
4. Once your courses are chosen (added to your cart) click submit and your schedule will be sent to your advisor’s email for approval.
5. Check your class schedule to determine the status of the courses you submitted.

### **What If?**

Gives you the opportunity to determine how many of your completed courses will apply to a new curriculum, if you decide to change your major. Fill in the blanks for each of 5 different programs for comparison.

### **Blackboard**

If your professor uses Bb, click on the link at the top of the OLHCC website. Your username is your entire email address (*including @olhcc.edu*) and your password is your birthday mmddyyyy. If you would like to change your password, call the IT helpdesk at 504-398-2106.

### **Don't see your classes in Bb?**

Your professor may not have made the course available for the students to see yet. If your professor tells you that there is material in Bb for that course and you still cannot see the course, call the IT helpdesk at 504-398-2106.

The most common cause for this problem is that your username and classes didn't link properly because your OLHCC email address has not been updated on your college record. See #5 under the Email heading at the top of this page.

### **Seeing completed courses in Bb list**

If you don't want to see completed courses on the screen under the title "My Courses" on the "OLHCC Online" tab:

1. Click on the small yellow pencil tip at the far right of the "My Courses" bar.
2. Uncheck your completed courses in the first column, "Display Course Name".
3. Scroll to the bottom and click Submit, then OK.

### **Taking Tests in Bb**

A common complaint from students is that the computer freezes up or kicks you out while taking tests in Bb

This is a known problem in Bb; not just in our college.

One way to reduce the chances of this happening to you is to "Right click" on the link to the test **BEFORE OPENING THE TEST** and select 'Open in New Window'. While this reduces the problem, it is not 100% effective.

Notify your professor right away via email or phone, if that number is listed on the syllabus and Cc: [webmaster@olhcc.edu](mailto:webmaster@olhcc.edu) on any email correspondence.

### Library Databases---Off-Campus Access

One of the **few** times your User ID does **not** include the “@OLHCC.EDU” is when accessing the library’s online databases from off-campus. Check out the numerous resources available electronically from the Blaine Kern Library. Ms. Diana Schaubhut continuously puts a lot of work into organizing and updating those resources for you.

### Wireless Internet on Campus

You should be able to use the wireless internet any where in the main building. Your laptop will search for a connection; select “**OLHCCNet**” and use the password ‘**guestuser**’.

### Academic Skills Center

Located on 1<sup>st</sup> floor near the Café

- ✚ **No food or drinks allowed!**
- ✚ Several computers are available for your use
- ✚ Each has printer access.
- ✚ Staple and hole punch capabilities are available for your print jobs
- ✚ Please be considerate of others and take your cell phone conversations outside of the Academic Skills Center