



Technology Resources Faculty and Staff Fall 2017

Resources	Contact Information
Emergency Classroom Support through Soft Phones - IT	Phone: 638-1222 helpdesk@cravencc.edu
Emergency Classroom Support through Soft Phones - Facilities	Phone: 638-1315 facilities@cravencc.edu
Instructions for Accessing Office 365 Products FREE for Faculty/Staff/Students	http://cravencc.edu/wp-content/uploads/2014/07/Accessing-Office-365-Products.pdf
Work Related Microsoft Office and other software installation for office/lab use	helpdesk@cravencc.edu
Jabber Instant Messaging	helpdesk@cravencc.edu
Skype conferencing (one-on-one)	helpdesk@cravencc.edu
Technology assistance, PC security consulting, online help desk, and remote desktop assistance available during office hours	helpdesk@cravencc.edu
Consultation on projects throughout the college including software purchases	Dean of Technology & Facilities edwardsb@cravencc.edu
Training on any IT topics	Director of DL & Prof Development marquisj@cravencc.edu
Classroom needs include PC, projector, and DVD support	for additional needs helpdesk@cravencc.edu
Qomo Monitors to capture lectures information and video directions	http://cravencc.edu/wp-content/uploads/2014/04/Qomo-Monitors.pdf
Learning Platform (Moodle) & Web space for streaming media (Kaltura//)	Director of DL and Prof Development marquisj@cravencc.edu
Respondus and Respondus Lockdown	Director of DL and Prof Development marquisj@cravencc.edu
Accessibility needs	Academic Skills Center harriso@cravencc.edu
Reset passwords for Student Gmail accounts, Web Advisor, and Moodle	Academic Skills Center 1-877-982-2233, locally 638-7212, or 444-6117
Reset passwords for Faculty/Staff GroupWise, VOIP, Active Directory, E-procurement, Informer, NCID, Datatel, and Web Advisor	helpdesk@cravencc.edu
Reporting Spam– GroupWise and Gmail	spam@cravencc.edu
Antivirus software for home use – Microsoft Security Essentials	http://windows.microsoft.com/en-US/windows/products/security-essentials
Classroom Lab Management app issues - Net Control	helpdesk@cravencc.edu

Work issued mobile device support	helpdesk@cravencc.edu
Clickers (3 available)	NB Library (not available until renovation complete)
Headsets with Microphone (4 sets available)	NB Library (not available until renovation complete)
Headsets without microphone (7 sets available)	
Webcams (11 available)	NB Library (not available until renovation complete)
Flip Cameras (2 available)	NB Library (not available until renovation complete)
Sony Handy-cams and tripods (5 available)	NB Library (not available until renovation complete)
VHS to DVD Mobile Dubbing Devices (1 available)	NB Library (not available until renovation complete)
Laptop with case for short term loan (varies)	NB Library (not available until renovation complete) or helpdesk@cravencc.edu

Instructions/or helpful hints for Specific Topics	Link (Copy and Paste)
Change Web Advisor/Active Directory Password	https://reset.cravencc.edu/PasswordReset
New Employee/Work Study Enrollment Process	
Current Employee Move Process	http://cravencc.edu/faculty-and-staff/new-employee-enrollment-current-employee-move/
New or Returning Adjunct Faculty	
Resignation Process	http://cravencc.edu/faculty-and-staff/employee-resignation-checklist/
Information Technology Helpdesk	helpdesk@cravencc.edu
Facilities Helpdesk	facilities@cravencc.edu
Moodle Helpdesk Link	http://goo.gl/forms/lsfcDmDOKf
Room Reservation	http://cravencc.edu/faculty-and-staff/faculty-and-staff-room-reservation-form/
Craven Community College Directory	http://cravencc.edu/faculty-and-staff-directory/
Setting Up Your Voice Greeting and Pin on Your VOIP Phone/Changing Your Password on Your VOIP Phone	http://cravencc.edu/wp-content/uploads/2014/07/Setting-up-your-voice-greeting-and-password-on-your-VOIPPhone.pdf
VOIP Phone Quick Reference	http://cravencc.edu/wp-content/uploads/2014/04/MANUAL_VoIP-7945G-p3-4-quick-reference.pdf
Groupwise Basic Information	http://cravencc.edu/wp-content/uploads/2014/04/groupwise-basic-information.pdf
Setting up Groupwise on Your Android Phone or Tablet	http://cravencc.edu/wp-content/uploads/2014/05/Setting-up-Groupwise-on-your-Android-Phone-or-Tablet.pdf