Student Orientation Welcome Package

Information Technology Department

Cambridge College
Dear Cambridge College Student:

The Cambridge College Department of Information Technology is ready to help you during your program of studies at Cambridge College. Below is a list of IT resources that will help you while pursuing your studies at Cambridge College. [https://www.cambridgecollege.edu/it-new-students](https://www.cambridgecollege.edu/it-new-students)

### MyCC

MyCC is our online learning management system. Students will use it to access their course history, transcripts, student accounts, online library, online bookstore, online evaluation, and much more. You can check out this [MyCC Overview](#) video for more information. During your admissions process, you should have received your student ID. Please navigate to MyCC at the website below and log in using your credentials to confirm your ability to successfully navigate to the site. If you experience any problems with MyCC prior to, or during your time with Cambridge College please contact the IT helpdesk (See Below).

If you have forgotten your student ID number, please contact the Registrar’s Office by phone at 617-873-0101 or email at [Registrar@cambridgecollege.edu](mailto:Registrar@cambridgecollege.edu).

MyCC website: [https://mycc.cambridgecollege.edu](https://mycc.cambridgecollege.edu)

![MyCC](https://www.cambridgecollege.edu/it-new-students)

Click on the SSO Login button. This will bring up a new login window for SSO. This SSO window will look similar to the below screenshot.
Please use your **Network Login** credentials to sign in. These are the same credentials for logging into the computers on Campus. If for some reason you do not know that or have difficulty with the SSO, please continue to read the troubleshooting section below.

Troubleshooting:

Your UserName is **not**...

It’s **not** your full email address **firstname.lastname99@go.cambridgecollege.edu**

It's **not** just the first part of your email with numbers like **firstname.lastname99**

It's **not** your ID Number **123456**

Your UserName is **(firstname(dot)lastname)**.

Your initial password is your student ID preceded by two (2) zeros or as many zeros needed to make 8 characters. (00123456)

Here are your standards for the Network Login:

**Cambridge College Network Login**

Your Cambridge College Network Login user name and password are used to access services, such as the wireless network, computer lab machines, and the IT eHelpdesk and other SSO services.

When prompted, type in your Network Username **(firstname(dot)lastname)**.
Do not include any other digits that might follow your firstname “dot” lastname. Only type the first 20 characters in the user name, including the (dot). See the example below, note how the lastname is truncated.

Your initial password is your student ID preceded by two (2) zeros or as many zeros needed to make 8 characters. (00123456)

If you have previously changed your network password, please use your updated password. Please do not share passwords.

Example

<table>
<thead>
<tr>
<th>Student Information</th>
<th>Computer/Network Login Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: Eric Davidson-Johansson</td>
<td>Username: eric.davidson-johans</td>
</tr>
<tr>
<td>Student ID: 123456</td>
<td>Password: 00123456</td>
</tr>
<tr>
<td>Email: <a href="mailto:eric.davidson-johansson56@go.cambridgecollege.edu">eric.davidson-johansson56@go.cambridgecollege.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

**Cambridge College Network Password Reset Portal**

You may change your network password by logging onto any lab computer and pressing CTRL+ALT+Delete and selecting “Change Password”.

Or

You may also visit the Cambridge College Network Password Reset Portal and change or reset the password through that process. See below on how to use this website.

**Student Emails**

The Cambridge College email system for students and faculty is called “GO”. Go is administered through Google. Google services are identical to their Google Apps product and are widely used throughout the higher education community. See the IT Support page at https://www.cambridgecollege.edu/it-support for more information on your Cambridge College issued email.

**Logging into your Cambridge College GO Email (CC Gmail)** Navigate to:

www.cambridgecollege.edu/email

Type in your Cambridge College issued email address and password:

Your email address is your firstname.lastname+last two digits of student ID@go.cambridgecollege.edu. Your password is your student ID preceded by two (2) zeros or as many zeros needed to make 8 characters.
Example

<table>
<thead>
<tr>
<th>Student Information</th>
<th>Email Login Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: Eric Davidson-Johansson</td>
<td>Username: <a href="mailto:eric.davidson-johansson56@go.cambridgecollege.edu">eric.davidson-johansson56@go.cambridgecollege.edu</a></td>
</tr>
<tr>
<td>Student ID: 123456</td>
<td>Password: 00123456</td>
</tr>
<tr>
<td>Email: <a href="mailto:eric.davidson-johansson56@go.cambridgecollege.edu">eric.davidson-johansson56@go.cambridgecollege.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

Student Email Homepage

Changing your Cambridge College GO Email (CC Gmail) Password and Setting up a Recovery Phone number

We recommend for you to change your CC Gmail password once you have successfully logged in. To change your password, log into your “GO” email account and navigate to Account>Security>Password>Change password.

1. To change or update your Cambridge College Gmail password, navigate to the Cambridge College Gmail login page (www.cambridgecollege.edu/email), and use your complete email address and password to log in.
2. Once logged in, navigate to the upper left-hand corner of the email landing page, select the menu items and click on My Account.

Under Sign-in and Security, select Signing in to Google
3. Select **Password and Sign-in method** to change your password. You may also select **Account recovery options** to set a recovery phone number.

**Note:** The IT Department at Cambridge College recommends you set a password at least 8 characters in length, with both upper case and lower case letters, containing at least one number and one symbol for strength.
Cambridge College Network

Your Cambridge College Network user name and password is also used to access services such as the wireless network (Wi-Fi SSID – “Cambridge College Secure”), computer lab machines, and the IT eHelpdesk. It will be sent to the personal email you provided during the admissions process. You will receive this email when you first register for courses.

Your username is your (firstname(dot)lastname)
Please note: Only type the first 20 characters in the user name, including the (dot).

Your password is your student ID preceded by two (2) zeros or as many zeros needed to make 8 characters.

Example

<table>
<thead>
<tr>
<th>Student Information</th>
<th>Wireless/Computer/Library Login Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: Eric Davidson-Johansson</td>
<td></td>
</tr>
<tr>
<td>Student ID: 123456</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:eric.davidson-johansson56@go.cambridgecollege.edu">eric.davidson-johansson56@go.cambridgecollege.edu</a></td>
<td></td>
</tr>
<tr>
<td>Username: eric.davidson-johans</td>
<td></td>
</tr>
<tr>
<td>Password: 00123456</td>
<td></td>
</tr>
</tbody>
</table>

You may change your network password by logging onto any lab computer and pressing CRTL+ALT+Delete and selecting “Change Password”. You may also visit the Cambridge College Network Password Reset Portal at https://pwd.cambridgecollege.edu

Cambridge College Network Password Reset Portal
IT Help Desk
IT Assistance is available from a number of sources. You may submit a support request by simply sending an email to helpdesk@cambridgecollege.edu and this will automatically create a ticket for you.

<table>
<thead>
<tr>
<th>Telephone:</th>
<th>617-873-0159 or 1-800-877-4723 ext. 1159</th>
</tr>
</thead>
<tbody>
<tr>
<td>eHelpdesk Request System:</td>
<td><a href="http://helpdesk.cambridgecollege.edu">http://helpdesk.cambridgecollege.edu</a></td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:Helpdesk@cambridgecollege.edu">Helpdesk@cambridgecollege.edu</a></td>
</tr>
<tr>
<td>Walk-In:</td>
<td>Please refer to your site’s campus information for times and dates when these services are available.</td>
</tr>
</tbody>
</table>

On-Campus Printing
The college now has a centrally managed printing system. Our Ricoh multifunction copiers are located in or near most computer labs and serve as copier, scanner, and printer. All students receive a 200-page, or $20 print quota for free per semester. There is a $.10 (10 cent) charge for each black and white page.

All lab computers have ‘FollowYou’ printing enabled; meaning items printed can be retrieved from any networked printer in the building. For help setting up your student ID for printing, please contact the Helpdesk or visit https://www.cambridgecollege.edu/it-new-students/new-printing-system

To add more funds to your account follow the process described here.
https://www.cambridgecollege.edu/it-new-students/printing-system-add-money
Navigating the Cambridge College Website

The following is a list of useful links on the Cambridge College Website:

- Cambridge College Home Page: [http://www.cambridgecollege.edu](http://www.cambridgecollege.edu) - Visit this page for all news and events
- Information Technology: [http://www.cambridgecollege.edu/information-technology](http://www.cambridgecollege.edu/information-technology)
- Cambridge College Online Library: [https://www.cambridgecollege.edu/resources/library-services](https://www.cambridgecollege.edu/resources/library-services)
- About the College: [http://www.cambridgecollege.edu/about](http://www.cambridgecollege.edu/about)
- Contact Information: [http://www.cambridgecollege.edu/about/contact](http://www.cambridgecollege.edu/about/contact)

We hope you find this information helpful.

Sincerely,

Cambridge College Information Technology Department
500 Rutherford Ave
Boston, MA 02129
Telephone: 617-873-0159 or 1-800-877-4723 ext. 1159
Online Help Desk: [http://helpdesk.cambridgecollege.edu](http://helpdesk.cambridgecollege.edu)