

**MYMC** - MyMC is the College's web-based portal or point of access. Go directly to <http://mymc.montgomerycollege.edu> or access MyMC via a link on the Montgomery College home page at <http://www.montgomerycollege.edu>.

**ELECTRONIC MAIL** – The College uses Microsoft Exchange and Outlook for electronic mail. Outlook is installed on all office computers and Outlook Web Access is used when accessing the Inbox outside the College. For information using e-mail: <http://cms.montgomerycollege.edu/email/>.

- E-mail Standards for Faculty and Staff can be found at <http://cms.montgomerycollege.edu/itstandards/>.
- E-mail Standards for Students can be found at <http://cms.montgomerycollege.edu/studentemail/>.
- E-mail Access: <http://mcmail.montgomerycollege.edu>

**TRAINING** - Technology classes and workshops are available to MC staff and faculty through several branches of the College:

- Office of Human Resources' Center for Professional & Organizational Development (CPOD) <http://www.montgomerycollege.edu/departments/cpod/>
- Center for Teaching and Learning (CTL) <http://www.montgomerycollege.edu/ctl/>
- Distance Learning <http://www.montgomerycollege.edu/Departments/distlrng/>
- Information Technology Institute <http://www.montgomerycollege.edu/iti/>
- Workforce Development & Continuing Education <http://www.montgomerycollege.edu/departments/cedeptrv/>

**VOICE COMMUNICATIONS** – The College has a full spectrum of voice communications services available. Complete information about this topic can be found on the OIT website at <http://cms.montgomerycollege.edu/voice/>.

#### **NETWORK SECURITY & CYBERSECURITY AWARENESS -**

Users of Montgomery College's technology resources are responsible to use the technology in an appropriate and secure manner and to protect the information assets of the College. The following URLs contain important information for all users of the College's technology resources.

- **Acceptable Use Policy** - <http://cms.montgomerycollege.edu/aup/>.
- **Cyber Security Awareness** - <http://www.montgomerycollege.edu/cybersecurity/>

#### **CONTACT INFORMATION -**

Website: <http://cms.montgomerycollege.edu/oit>

E-mail: [ITHelpdesk@montgomerycollege.edu](mailto:ITHelpdesk@montgomerycollege.edu)

IT HelpDesk: 240-567-7222

OITB Front Desk Phone: 240-567-3000

OITB Fax: 240-567-3008



## Office of Information Technology



## Quick Reference Guide For Faculty and Staff

OIT serves the Montgomery College community by providing the technology resources faculty, staff, and students need. Offering the diverse tools required in various academic endeavors, the OIT provides unique services while working together to achieve common goals. Those needing assistance in finding or using any of these resources should call the IT HelpDesk at 240- 567-7222, or send e-mail to [ITHelpdesk@montgomerycollege.edu](mailto:ITHelpdesk@montgomerycollege.edu), or visit the OIT website at <http://cms.montgomerycollege.edu/oit/>.

**HELP** – All problems and requests regarding the use of technology at Montgomery College should be directed to the IT HelpDesk, at 240-567-7222 (x77222). The HelpDesk is staffed from 7:30 AM until 10 PM, Monday through Friday and is closed on Saturday, Sunday, and College holidays. The IT HelpDesk can also be reached through [ITHelpdesk@montgomerycollege.edu](mailto:ITHelpdesk@montgomerycollege.edu).

**COMPUTER ACCOUNTS AND PASSWORDS** – As part of the hiring process, computer equipment as well as accounts and passwords for e-mail and the network are requested on your behalf. If you are having difficulties or need assistance, call the IT HelpDesk at 240-567-7222 (x77222).

**COMPUTER DATA AND BACKUPS** – Data, documents, and programs on the College's administrative computers are backed up by *Connected DataProtector* which is automatically installed as standard software. Should your documents or data become damaged, you can restore files through the program. For assistance, call the IT HelpDesk at 240-567-7222 (x77222).

**LIBRARIES** - The College Libraries provide access to information resources for students, staff, faculty, and community residents. There is a Library on each campus. Information on hours, borrowing policies and services, Library instruction, copyright policy and online access to the Library catalog and databases is available at <http://www.montgomerycollege.edu/library>.

**INSTRUCTIONAL TECHNOLOGY** – The Instructional Technology (InTech) teams provide support for classroom technology at the College. For more information: <http://cms.montgomerycollege.edu/intech/>.

**Computer Open Labs** - Computer-equipped Open Labs are located on the Germantown, Rockville, and Takoma Park/Silver Spring campuses and at the Gaithersburg Training Center.

**General Purpose Fully Computer-Equipped Classrooms** - These classrooms are generally available for scheduling through the normal scheduling for any class for the full semester process. To schedule for one-time or occasional use, please contact the campus InTech team.

**COLLEGE E-MAIL ACCESS ON PERSONAL HANDHELD DEVICES** – Personally-owned Smartphones and BlackBerry devices may be configured to receive College e-mail. Call the IT Helpdesk or go to <http://cms.montgomerycollege.edu/personalmobile/>.

**WIRELESS ACCESS (WIFI)** – Wireless access to the Internet is provided on all three campuses. For more information: <http://cms.montgomerycollege.edu/wifi/>.

**INSTRUCTIONAL TV** - The Instructional Television and Media Production Services Unit (ITVMPS) provides digital media production and artwork services for both academic and administrative functions and operates **Montgomery College Television**, the College's cable channel. The College's cable channel presents educational and informational television programming on Comcast, RCN and Verizon FIOS Channel 10. For more information: <http://www.montgomerycollege.edu/Departments/itv/>.

**SERVICE CENTERS AND DISTANCE LEARNING** - Service Centers are computer labs with high technology computers and peripherals not normally found in some office or computer lab environments. Here, MC faculty and staff can work on projects that require more specialized equipment. A complete listing of equipment and software is available on-site at the Service Centers and can be found at <http://cms.montgomerycollege.edu/itservicectrs/>. Hours of availability are posted at each location. Contact: Germantown, HS 201 (x77861); Rockville, MT 011 (x77148); Takoma Park/Silver Spring, RC 111 (x71533). Technical Support Specialists are located in the Service Centers to assist College faculty and staff with e-learning endeavors such as WebCT.

**MEDIA EQUIPMENT** – Media equipment is available for classrooms, meetings and activities. For information on services, hours of operation, and access to request forms, go to <http://cms.montgomerycollege.edu/mediaresources/>. Equipment problems should be reported to the IT HelpDesk at 240-567-7222 (x77222).

**TECHNOLOGY REQUESTS & INFORMATION** – All requests for software and hardware, including Work at Home software, are submitted to OIT.

**Technology Request Forms & Procedures** – Important information about technology acquisitions and support is located at <http://cms.montgomerycollege.edu/oitforms/>.

**VIDEO CONFERENCING** – Video conferencing is available for events, activities and meetings. Instructions can be found at <http://cms.montgomerycollege.edu/videoconferencing/>.

**ELLUMINATE for STAFF** - Elluminate is available for staff to conduct live meetings across campuses. The sessions supports shared whiteboards, live video, 2-way audio, text messaging and multi-media files in one graphical interface. More information is available at <http://cms.montgomerycollege.edu/elluminate> or by calling the IT HelpDesk at 240-567-7222 (x77222).

**VPN ACCESS** - Remote access to the College network and office desktops is available to authorized individuals. An approved application is necessary for VPN access. The application is available at <http://cms.montgomerycollege.edu/vpnaccess/> or by calling the IT HelpDesk at 240-567-7222 (x77222).