Technical Orientation
Employee Version

DMACC
DES MOINES AREA
COMMUNITY COLLEGE

TECH SUPPORT

DMACC Network User Name & Password

You can access DMACC's network from any campus location.

| User Name	• The default user name is usually your **first initial**, **middle initia**l and **last name** • In case of duplicate user names, a number is added **after** last name (i.e. *efhutton23*)
Password	• **Your default password** will be sent via email and postal service letter shortly after your employment approval at DMACC. • The first time logging into a DMACC computer or **myDMACC** you will be required to change your password. When creating a password, it must be at least eight (8) characters long and must contain an upper and a lower case letter, a number (0-9), and a special character. • You will be required to change your password every six months.

Note: If unsure of your username or password, click the **Trouble Signing In?** link on the myDMACC *Sign In* page. For assistance, email techsupport@dmacc.edu or call 515-965-7300 or 800-362-2127 (ext. 7300).

Change/Reset Password
Forgot Password
Generate a Sample Password
New Password:
●●●●●●
Verify New Password:
●●●●●●

Change network password from a campus PC

1. Log into PC and press **Ctrl/Alt/Del.**
2. Click **Change a password…**
3. Type **old** password.
4. Type **new** password.
5. **Retype** new password to confirm and click **OK.**

Change network password from myDMACC

1. Sign into **myDMACC** and in the upper-right corner, click Reset Password .
2. Enter **New Password→ Verify New Password →** click **OK**.
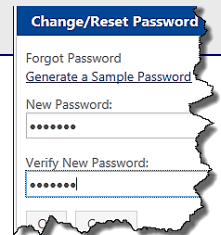
Access DMACC's network from any **campus/center**	1. Turn on any computer on any campus or center. 2. Press **Ctrl/Alt/Delete** at the prompt. 3. Key in your *unique* **User Name** & **Password**. Click **OK.**

DMACC Online

• **www.dmacc.edu** is the DMACC Home Page where anyone may find links and references to additional information. For more topics, click the **A-Z Listing** button or enter a search word.

• **my.dmacc.edu** is our internal network where only DMACC staff, faculty, and students may find links and references to additional information relevant to them.

myDMACC

Home | Student | DMACC Website

Webmail
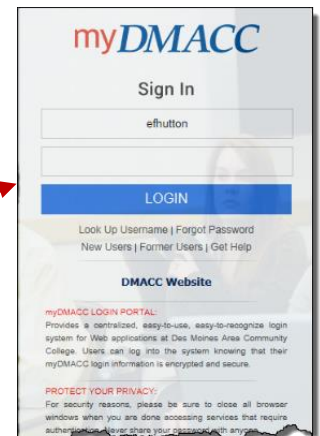Office 365
Bb Blackboard
Web Info System
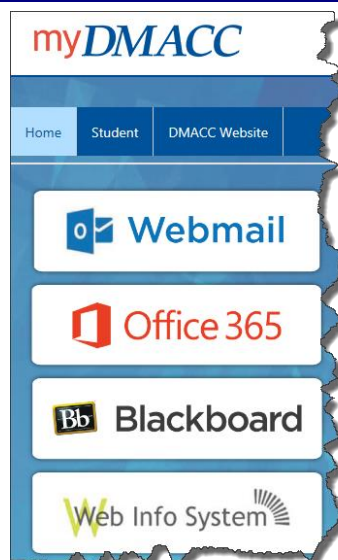
By signing into **myDMACC**, the user will have easy access to important links (Webmail, Office 365, Blackboard, Banner 9 Self Service) as well as pertinent announcements, information, etc. When prompted for user name and password, this will be your **DMACC email address and password.**

1. Navigate to the DMACC Home Page and click myDMACC , or open a browser window and type in **my.dmacc.edu**.

2. On the *Sign In* page, enter your **DMACC email address** and **Password**. Click **LOGIN**.

MyDMACC will open to the *myDMACC Home* tab showing the user's dashboard as well as other relevant information such as the DMACC Daily. For additional information click the *Student*, *Faculty* or *Staff* tab.

Note: Click the Home tab or my*DMACC* to return to the myDMACC home page.

myDMACC
Sign In
efhutton
LOGIN
Look Up Username | Forgot Password
New Users | Former Users | Get Help
DMACC Website

myDMACC LOGIN PORTAL:
Provides a centralized, easy-to-use, easy-to-recognize login system for Web applications at Des Moines Area Community College. Users can log into the system knowing that their myDMACC login information is encrypted and secure.

PROTECT YOUR PRIVACY:
For security reasons, please be sure to close all browser windows when you are done accessing services that require authentication. Never share your password with anyone.

Banner 9 Self Service

Use Web Info System to access or submit information pertaining to you, such as class information, grades, financial aid, timesheet, leave requests, pay stub, tax forms, etc., etc., etc.

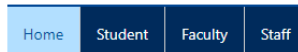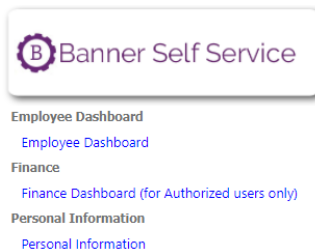|	
Access from MyDMACC **Using your DMACC email & Password**	1. Navigate to the DMACC Home Page and click **myDMACC** or open a browser window and type in **my.dmacc.edu**. 2. On the *Sign In* page, enter your **DMACC email address** and **Password**. Click **Login**. • If unsure of Username, click the **Look Up Username** link. • If unsure of Password, click the **Forgot Password** link. LOGIN Look Up Username | Forgot Password New Users | Former Users | Get Help 3. To access Banner Self Service, select your role at the top of the page Home | Student | Faculty | Staff 4. Select the links from the Dashboard (B) Banner Self Service **Employee Dashboard** Employee Dashboard **Finance** Finance Dashboard (for Authorized users only) **Personal Information** Personal Information

Note: For assistance, call DMACC Tech Support at 515-965-7300 or 800-362-2127 (ext. 7300).

Technology Policies and Procedures

- It is important that you take precautions to protect the confidentiality of your DMACC network password. Never share it with anyone or post it in any manner. If you believe your account has been compromised, you should change your password(s) immediately and contact Tech Support at 515-965-7300.
- A student's DMACC network account will remain active for a minimum of 150 days from the end of the last semester attended. The retention policy for faculty/staff varies. Refer to the policies and procedures link shown below for additional information.
- For the complete documentation on DMACC's Technology Policies and Procedures, refer to documentation at **https://www.dmacc.edu/helpdesk/Pages/policiesandprocedures.aspx**.
  Note: Click the **Sign In** button to view policies and procedures.

DMACC Tech Support/Help Desk

Check out the DMACC Tech Support/Help Desk website, **www.dmacc.edu/helpdesk,** for software/hardware documentation, quick reference guides, tech training calendar, log in information, etc., etc., etc. (i.e. Outlook, Windows, Office applications, iPad, classroom technology, Banner, MyDMACC, telephone system, etc.)

- On the DMACC Homepage search for **Tech Support** or if signed into myDMACC, click Tech Support in the upper right corner.
Note: Faculty, Staff and Students should Sign In to access more resources.

CLICK HERE TO SIGN IN
IF YOU HAVE A DMACC LOGIN, TO ACCESS MORE RESOURCES

DMACC Email

Check your email daily!

- **All** employees and *currently* registered **credit students** have a DMACC Outlook email account.

- **Easily** access your Outlook email from **any campus.**

- **Easily** access your Outlook email **from** off campus on **any computer** with an Internet connection (Webmail).

- All email accounts are part of **Office 365**. For additional **Office 365** information, click **https://it.dmacc.edu/o365/sitePages/Home.aspx**.

- For information regarding email retention and terminations of email accounts *Tech Policies & Procedures* go to **www.dmacc.edu/helpdesk** and select **Tech Policies & Procedures.**

- Protect yourself from email and Internet fraud. Cybercriminal activity is on the rise. Learn how to recognize phishing email messages, links, or phone calls: **https://www.microsoft.com/en-us/safety/online-privacy/phishing-symptoms.aspx**. *Tip:* Check the email address of suspicious messages. If not coming from the **dmacc.edu** domain, it is probably a scam. **Delete it!!!!!**

Your email address	Your Outlook email address is your **DMACC User Name** followed by **@dmacc.edu**. (**i.e. efhutton23@dmacc.edu**)

How to access your Outlook account

① **When on campus**	1. Click the **Outlook** icon located on the desktop or **Start ➔ All Programs ➔ Microsoft Office ➔ Outlook**. *Tip:* Drag the Outlook icon to the Taskbar to *Pin to Taskbar*. Or right-click the icon and choose *Pin to Taskbar* or *Pin to Start Menu*.
② **When off campus**	1. Open a browser window and on the **DMACC Home Page** (www.dmacc.edu) click **myDMACC.** 2. On the *Sign In* page, enter your **DMACC User Name** and **Password**. (User Name does not include @dmacc.edu) 3. Click **Login**. 4. Click the **Webmail** button. 5. Click **Inbox** to read and/or send email messages.
③ **Access From Smart Phone**	Instructions for accessing your email from a Smart Phone are located on the Tech Support website. • Smart Phone = **Training Documents ➔ Smart Phones**

Microsoft Office & Windows

- The office suite currently used and supported at DMACC is **Microsoft Office 2016**.

- The operating system currently used and supported at DMACC is **Windows 10**.

- Because of an agreement between DMACC and Microsoft, all registered DMACC credit students, staff, and faculty may download Office 365 ProPlus at no cost. A download version of the Microsoft Office suite is also available to staff and faculty at a reduced price.

- For additional information and resources, refer to documentation on the DMACC Tech Support/Help Desk website @ **www.dmacc.edu/helpdesk.**

  Note: You must sign in to access all documentation.

CLICK HERE TO SIGN IN
IF YOU HAVE A DMACC LOGIN, TO ACCESS MORE RESOURCES

Technical Orientation
Employee Version

Data storage

- You have several options for **saving files**. No matter the option, you can organize your files in a manner that works best for you. To avoid electronic clutter, delete files you no longer use.

- For additional information refer to documentation on the DMACC Tech Support website – **Tech Support ➔ Training Documents ➔ General ➔ Document Management @ DMACC.**
  Note: You must sign in to access all documentation.

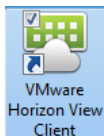|	
Network P drive	✓ System is backed up daily. ✓ May access from any computer on a DMACC campus or when off campus, access through **https://mylab.dmacc.edu**.
One Drive	• **One Drive — Des Moines Area Community College** is an online storage location on a Microsoft server instead of a DMACC server and the advantage is that the files are available to the user and others if permissions are set, from any device at any time via Microsoft Office or Office 365. Each user has 5 TB (terabyte) of free online storage. • For additional information refer to documentation on the DMACC Tech Support website – **Tech Support ➔ Training Documents ➔ Office 365-Skype ➔ OneDrive for Business.** *Note:* You must sign in to access all documentation.

Training Documents

• Office 365-Skype

OneDrive for Business

DMACC Virtual Lab

- **My Lab** is an environment that simulates a network desktop and is accessible from any PC with an Internet connection using the VMware View Client.

- When working within the Virtual Lab environment, you will have access to your P drive, DMACC Outlook email, and some specialized software.

- For instructions for using **My Lab**, check out the documentation on the **DMACC Tech Support** website at **www.dmacc.edu/helpdesk**.
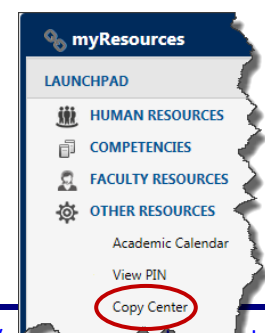
- To access the Virtual Lab:
  1. On the Desktop, double-click the **VMware** icon.
  2. If necessary, select the Connection Server name: **mylab.dmacc.edu.**
  3. Enter your **User name** and **Password**, and verify that the **Domain** is **DMACC.**
  4. Click **Login.**
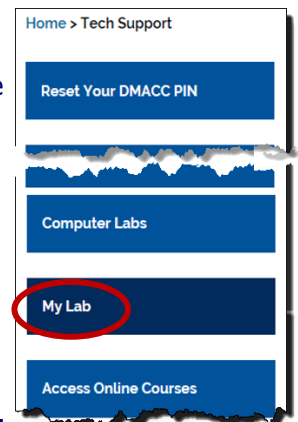
Copy Center for Faculty & Staff

- Access DMACC's Copy Center from any campus OR from off campus for all your copy needs.
  1. Navigate to the DMACC Home Page and click the **MyDMACC** link or open a browser window and type in **my.dmacc.edu**.
  2. On the *Sign In* page, enter your **DMACC User Name** and **Password**. Click **Login**.
  3. When on the *Staff* or *Faculty* tab, click **Other Resources** in the **myResources** area to expand the menu.
  4. Click **Copy Center**.

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or

1. Navigate to the Copy Center home page @ **https://dc.dmacc.edu/FR/CopyCenter/SitePages/Home.aspx**

Banner

- Banner is an administrative software application that DMACC uses to maintain student, financial aid, and human resources information. This program is typically used only by administrative staff and those in a supervisory position. Click link for additional resources:

https://www.dmacc.edu/helpdesk/Pages/banner.aspx

- It is recommended that all Banner users take Banner training beginning with Banner Basics and Customizing Banner. Other training will vary depending upon position held at DMACC. To schedule Banner Training please contact Denise at delundberg@dmacc.edu

|	
Logging In	• Your **Banner** user name and password are the same as your **Network** user name and password
Access Banner B9 Banner 9	Once Banner is installed: 1. Click the **Banner Icon** on the Desktop 2. Type your **User Name** at prompt 3. Type your **Password** at prompt 4. Click **Sign In** Banner should already be installed on office machines but if it isn't: • In Windows 10: **File Explorer ➔ I** drive ➔ **Banner** folder ➔ **Install Banner** > This PC > nspackages (\\anfp01\nscap) (I:) > Banner
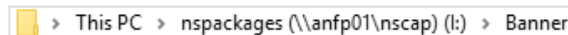
Cisco Phone Systems

- Check out these links for learning your telephone system:

Model 7940 or Model 7960	**http://www.cisco.com/warp/public/779/largeent/avvid/products/7960/index_1020.htm**
Cisco voicemail at a glance	**http://www.dmacc.edu/helpdesk/IP_Phone/unityglance.pdf**
User Guide for models 7960 & 7940	**http://www.dmacc.edu/helpdesk/IP_Phone/6040ug.pdf**