



## SERVICES

### MAIN OFFICE

City Park Campus  
615 City Park Avenue  
Building 10, Suite 201  
New Orleans, LA 70119  
(504) 671-5500 (Helpdesk)  
[dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu)

### USER SUPPORT

- Provides real-time OIT Helpdesk email and phone support.
- Develops self-help content for end-users.
- Provides password reset assistance.
- Communicates OIT-related matters that impact work and learning.

### Email us:

[dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu)

### Call us:

(504) 671-5500

\*Business Hours: Monday through Friday, 8 a.m. - 4:30 p.m. (CST).

\*Limited technical support may be available evenings and weekends depending on staff availability.

### Email Security Alert (SPAM)

Please be reminded about potentially malicious websites and emails from what appears to be a legitimate sender. The subject of the emails is varied, i.e., "Delgado Student Notice!", "Urgent DCC Alert!", "Urgent DCC Student Alert", "Approved Job Alert!!", "VERIFY YOUR ACCOUNT ACTIVITY!!", "VERIFY YOUR ACCOUNT ACTIVITIES!!", "DCC Email Update", "Job Offer Available", "Process has begun by our administrator", "NOTICE BY ADMIN VERIFY YOUR OFFICE 365", and the like. **Please know that this is spam/phishing.** To avoid any risk, do not respond to any email requests asking you to click on any link and/or asking you for your password, or personal and/or financial information. **DO NOT REPLY and DO NOT PROVIDE YOUR PERSONAL INFORMATION.** Please delete it.

If you are unsure about an email being from a legitimate source, please contact the Office of Information Technology for assistance in making that determination. You may forward the suspicious email to [oitsecurity@dcc.edu](mailto:oitsecurity@dcc.edu) or [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu) for further research. Follow the Department of Homeland Security Campaign slogan: **If You See Something, Say Something**®.

### How do I find my Delgado email address?

- Go to <https://my.lctcs.edu/>.
- Log on to LoLA with your Delgado username and password.
- Under **Self Service Banner**, click **Personal Information**.
- Click **Personal Information** again.
- Your Delgado email address will be listed under **Campus Email**.

### Wi-Fi

**DOLPHIN-WIFI** is accessible to Delgado students, faculty, and staff. Log in with your Delgado email address and password. Please visit the [Wi-Fi Access](#) page on the OIT website or contact the OIT Helpdesk via email [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu) or by phone (504) 671-5500 for assistance.

### How do I find the Student Technology Resources page on the OIT website?

- Go to [www.dcc.edu](http://www.dcc.edu).
- Hover over the **About** tab.
- Select **Administration > Administrative Offices > Office of Information Technology**.
- On the left navigation menu, select **Student Technology Resources**.
- Here you will find quick links to email FAQs and other online resources.

### How do I unlock my Delgado email account or reset the password?

- From your computer or laptop, visit <https://password.dcc.edu/>.
- Select **Reset my password** or **Unlock my account**.
- Select **Reset My Password**. When the site prompts you for your username, please enter everything before the @dcc.edu of your Delgado email address. Also, if the site requests your LoLA ID Number for one of your security questions, please include the "L".
- **Password Base Criteria:**  
Minimum password length - 12 characters  
Password complexity must contain at least three of the four categories:  
English upper-case characters (A-Z)  
English lowercase characters (a-z)  
Base digits (0-9)  
Non-alphanumeric characters (@, %, #, etc.) Previous passwords cannot be used.  
Password cannot contain your name.
- If you continue to have issues, send a screenshot or photo of your error to [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu).

### May I access Delgado email while traveling abroad?

Yes. To request access, email [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu) for instructions.

If you have technology-related questions, concerns, or need assistance, please email [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu) or call (504) 671-5500.

## EMAIL ACCESS GUIDELINES

- First-time students who enroll during early or regular registration can typically access email two weeks prior to the first day of class.
- \*First-time students who enroll during late registration, email accounts are created daily through the 14<sup>th</sup> day of the semester.

(\*Census Date (also commonly known as “14<sup>th</sup> Day”): Date determined for every semester for the purpose of establishing preliminary student headcounts. In fall and spring semesters, the census date is usually the 14<sup>th</sup> class day. In summer sessions, this date is usually the 7<sup>th</sup> class day.

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### How do I update the phone number on my Delgado email account for verification purposes?

As a security measure, Microsoft requires a phone number as part of the initial login and verification process when signing into your Delgado email account for the first time. If at any time you need to change the phone number, email [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu) for further instructions.

### Adobe Creative Cloud for Students

Students can access Adobe software by using the computers in Delgado’s academic computer labs. Also, Delgado’s School of Business provides Adobe Creative Cloud licenses to School of Business students.

Students can also use this link to purchase the software at a discounted rate. [Adobe Creative Cloud for students and teachers | Adobe Creative Cloud](#)

### Microsoft 365

Delgado students and employees can install Microsoft 365 software for free on up to five devices (PCs, Macs, tablets, and smartphones). Instructions are as follows:

- ✚ Navigate your browser to: <http://outlook.com/dcc.edu>.
- ✚ Enter your Delgado email username and password.
- ✚ Click on **Account Profile**.
- ✚ Click on **View account**.
- ✚ Under **Office apps**, click **Manage**.
- ✚ Under **Office apps & devices**, click **Install Office**.

### Microsoft OneDrive

If you are not currently saving your files & data to Microsoft One Drive, OIT strongly encourages you to do so.

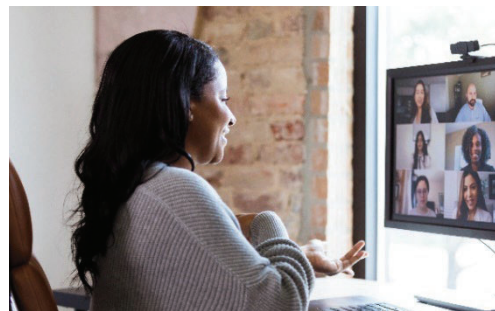
- ✚ Learn how to [get started](#) with Microsoft 365 from your browser using your Delgado email login information
- ✚ Get [online training and quick start guides](#) for Microsoft 365

### Microsoft Teams

Microsoft Teams for chat, and virtual meetings is universally installed on all Delgado desktops and laptops. The mobile phone app is available for download in the [Apple](#) and [Google Play](#) App stores.

Here are some helpful links:

- ✚ [Start a call from a chat in Teams \(microsoft.com\)](#)
- ✚ [Use the dial pad to make a call \(microsoft.com\)](#)



[Browse the OIT website](#) for the latest technology announcements, projects, and system updates.