

SERVICES

MAIN OFFICE

City Park Campus
615 City Park Avenue
Building 10, Suite 201
New Orleans, LA 70119
(504) 671-5500 (Helpdesk)

dchelpdesk@dcc.edu

[Submit a ticket](#)

Client Support

- Provides real time OIT Helpdesk email and phone support.
- Conducts basic end-user training on OIT-managed software apps.
- Develops self-help content for end-users.
- Fulfills end-user requests for installation, troubleshooting and repair services on workstations, software, printers, and other hardware peripherals.
- Provides specifications for hardware and software procurement and desktop management of antivirus software.

Data Security

- Maintains end-user email account access rights and privileges to various administrative systems. (ERP, Active Directory/Exchange, ServiceNow, etc.)
- Annually updates IT Disaster Recovery Plan



Critical Updates

In our ongoing commitment to safeguarding the security and integrity of our college's digital infrastructure, all employees who utilize college-issued laptops are required to connect their devices to the Delgado Community College network at least once a month for 4-5 hours during the workday. This allows your device to receive regular updates that are essential to protecting our organization from cybersecurity threats, including ransomware attacks, and to ensure the optimal performance of your devices.

Note: If you bring in your device and are unable to log in with your credentials or you receive a password or device/network type error, then please submit an [OIT Help Desk ticket](#) for further assistance.

Microsoft OneDrive

If you are not currently saving your files and data to Microsoft One Drive, OIT strongly encourages you to do so. When you save files on your computer hard drive and/or use a flash drive or other external media, there is no guarantee of our ability to recover data from such devices. If you need assistance, please submit an [OIT Helpdesk ticket](#). The following are great resources for technology training, specifically:

- [Microsoft 365 Virtual Workshops and Training for Educators](#)
- [Encryption/OneDrive](#)



Wi-Fi Upgrade

Depending on your campus and building location, you will notice multiple Wi-Fi options:

- **DOLPHIN-WIFI**
- **DOLPHIN-GUEST**
- **DCC-GUESTWIFI**

DOLPHIN-WIFI is accessible to Delgado students, faculty, and staff only. Log in with your Delgado email address and password.

The process for connecting to **Guest Wi-Fi** is changing in order to create a more seamless experience for visitors. Currently, **DOLPHIN-GUEST** is available at all Delgado locations except City Park Buildings 37, 40, 41, and 42. For login credentials, email dchelpdesk@dcc.edu or call (504) 671-5500.

DCC-GUESTWIFI is still available for visitors in City Park Buildings 37, 40, 41, and 42. Users can request either eight hours or extended access for business purposes.

Once the remaining City Park buildings are transitioned to **DOLPHIN-GUEST**, more information will be shared. Please visit the [Wi-Fi Access](#) page on the OIT website for instructions on how to connect to DOLPHIN-WIFI and DCC-GUESTWIFI.

Network Upgrade

The college-wide network infrastructure upgrade project is underway for faster, more reliable, and secure Internet service. Our goal is to minimize disruption to work and learning activities; thus, required maintenance is typically scheduled after work hours. On occasion, network maintenance may be required during business hours resulting in downtime and certain applications being inaccessible on college-premises. If such cases are approved by college leadership, you will be notified. For the duration of this project, you can expect to see cabling technicians installing wiring and testing wall jacks/drops to ensure proper functionality.

If you have technology-related questions, concerns, or need assistance, please [submit an OIT Help Desk ticket](#), email dchelpdesk@dcc.edu, or call (504) 671-5500.

SERVICES

Information Management

- Customizes existing software applications for institutional use.
- Fulfills end-user requests for institutional data and reports.
- Manages interfaces to third party products.

Information Technology Service Management (ITSM) and Business Automation

- Administers and manages the backend of the online OIT Helpdesk system (ServiceNow).

Network and

Communications

- Oversees the daily operation, installation, and maintenance of the College's computer network servers and system software.
- Provides server hardware and software administration.
- Manages internet connectivity, firewall, and anti-virus protection.
- Supervises the College's voice and data infrastructure.

Adobe Creative Cloud for Faculty and Staff

Due to a change in Adobe's licensing model, some users may experience issues while attempting to access PDF documents. If your challenges are related to the **creation and modification of PDF documents**, please visit the [Adobe Creative Cloud Access](#) page on the OIT website for instructions on how to have Adobe access granted to your account. If your challenges are only related to **viewing and accessing PDF documents**, please submit an [OIT Helpdesk ticket](#) for further assistance.

Email Access While Traveling Abroad

If you require access to Delgado email while traveling abroad, email dchelpdesk@dcc.edu for instructions.

Expired Email Accounts

If you are a temporary, adjunct, or part-time employee returning to the College and cannot log in to email, it is likely that your access has expired based on the end date of your contract. If this is the case, please contact the OIT Helpdesk for assistance.

KnowBe4 Security Awareness Training

KnowBe4 is a comprehensive security awareness training platform designed to empower individuals with the skills and knowledge needed to recognize and respond to various cybersecurity threats effectively. Through simulated phishing attacks and interactive training modules, KnowBe4 will help you develop a strong defense against cybercriminals.

Cybersecurity threats are evolving rapidly, and our best defense is a knowledgeable and vigilant workforce. By completing the KnowBe4 Security Awareness Training, you play a crucial role in strengthening our organization's security posture and protecting our valuable data.

Please be aware that your participation in these phishing campaigns and security awareness training will be tracked and reported to college administrators.



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 Teams

Microsoft Teams 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 \(microsoft.com\)](#)

Zoom for Delgado Community College

ServiceNow® is the official platform used by the College to request IT services. Therefore, OIT will use this platform to fulfill requests for new Zoom accounts and to convert your paid Zoom subscription to a Delgado Zoom license. Instructions are as follows:

- ✚ Navigate your browser to ServiceNow: <https://delgadoprod.servicenow.com/sp>.
- ✚ On the ServiceNow® Welcome page, **enter your LoLA username and password**.
- ✚ Click **Login**.
- ✚ Select **Desktop & Laptop Request>Request Software Installation or Removal**.
- ✚ In the **Please describe the justification for your request** field, note that you are requesting a new Zoom account or you wish to convert your paid Zoom subscription to a Delgado Zoom license.
- ✚ In the **What software is being requested or removed** field, enter **Zoom**.
- ✚ Once all required fields are completed, click **Submit**.
- ✚ Supervisor approval is required for OIT to service the ticket.

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