

MAIN OFFICE

City Park Campus
615 City Park Avenue
Building 10, Suite 201
New Orleans, LA 70119

OIT HELP DESK

Business Hours:

Monday - Friday, 8:00 am - 4:30 pm.

Submit a problem ticket or service request:

<https://delgadoprod.service-now.com/sp>

Support Line:

(504) 671-5500

Email:

dcchelpdesk@dcc.edu

Connect with us via

ConexED:

<https://delgadocc.craniumcafe.com/login>

Webpage:

<https://www.dcc.edu/administration/offices/information-technology/services.aspx>



Security Updates for College Laptops

To maintain security and optimal performance, employees using college-issued laptops must connect their devices to the Delgado Community College network **at least once a month for 4-5 hours during the workday**. This ensures your device receives essential updates that protect against cybersecurity threats, including ransomware attacks.

Note: If you bring your device to campus and are unable to log in with your Delgado email credentials or encounter an error message, please submit an [OIT Help Desk ticket](#) for assistance.

Microsoft OneDrive

If you are not currently saving your work files and data to Microsoft OneDrive, OIT strongly recommends that you do so. Files stored on your computer's local hard drive (such as the C: drive), on flash drives, or on other external storage media are not backed up by OIT. As a result, there is no guarantee that data stored in these locations can be recovered in the event of hardware failure, loss, theft, or malware infection. If you need assistance, please submit an [OIT Helpdesk ticket](#). The following are great resources for technology training, specifically:

- ✚ Learn how to [get started](#) with Microsoft OneDrive
- ✚ Get [online training and quick start guides](#) for all Microsoft 365 apps
- ✚ [Microsoft 365 Virtual Workshops and Training for Educators](#)
- ✚ [Encryption/OneDrive](#)

Multifactor Authentication for Delgado Email

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 you need to change the phone number associated with the account, email dcchelpdesk@dcc.edu for further instructions.

Wi-Fi

DOLPHIN-WIFI is a secure wireless network accessible only to Delgado students and employees. Log in with your Delgado email address and password. Students and employees are strongly encouraged to use DOLPHIN-WIFI for their work and academic needs.

DOLPHIN-GUEST is an unsecured wireless network designated for use by on-campus guests. It has restricted access to College resources and does not require login credentials.

Please visit the [Wi-Fi Access](#) page on the OIT website

Microsoft 365

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

- ✚ Go to: <http://outlook.com/dcc.edu>.
- ✚ Enter your Delgado email username and password, then click **Login**.
- ✚ Click the **Account manager** button in the top right corner of the screen.
- ✚ Click on **View account**.
- ✚ Click the **App launcher** button in the top left corner of the screen.
- ✚ Click **Microsoft 365**.
- ✚ Click **Apps** on the left navigation menu.
- ✚ Click **All apps**.
- ✚ Click **Install apps** at the top right of the screen.
- ✚ Click **Microsoft 365 apps**.
- ✚ Under **Apps & devices**, click **Install Office** to

Multifactor Authentication for Banner (LoLA)

The Louisiana Community and Technical College System (LCTCS) has implemented Duo by Cisco as an additional layer of security for employee Banner accounts. If you need to change the phone number associated with the account, email dcchelpdesk@dcc.edu for further instructions.

If you have technology-related questions, concerns, or need assistance, please submit a service ticket at <https://delgadoprod.service-now.com/sp/>, email dcchelpdesk@dcc.edu, call (504) 671-5500, or connect with us via ConexED <https://delgadocc.craniumcafe.com/login>.

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

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Adobe Creative Cloud for Faculty and Staff

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 dcchelpdesk@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. ***Note: If you fail a simulated phishing test, you will automatically be enrolled in another/additional training designed to help strengthen your cybersecurity skills.**

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.

Shared Teams and SharePoint Links

Shared links from **Microsoft Teams** and **SharePoint** will **expire after 30 days**. Ensure recipients access shared content within 30 days. If a link expires, you can **re-share the file or folder** by generating a new link in Teams or SharePoint.



Avaya Cloud Office® Phone System

Avaya Cloud Office® by RingCentral delivers a complete Unified Communications (UC) solution—phones, apps, messaging, conferencing, video, and your own team meeting space all in a single, flexible platform. Please visit the [Avaya Cloud Office Phone System](#) page on the OIT website for additional details and user guides.

If you encounter any issues with ACO, please contact the OIT Helpdesk or submit an [OIT Helpdesk ticket](#) for further assistance.









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:

-  Learn how to [get started](#) with Microsoft Teams
-  Get [online training and quick start guides](#) for all Microsoft 365 apps

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.service-now.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.