



## 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.

### Support Line:

(504) 671-5500

### Email:

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

### Connect with us via

#### ConexED:

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

#### Webpage:

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

## Technology Safety Tips

Be cautious of potentially malicious emails, phone calls, and text messages that appear to be from legitimate sources. Cybercriminals often use these methods to trick you into revealing personal information or downloading harmful software. To stay safe online, follow these guidelines:

- ✚ Always verify the sender's identity before responding or clicking on any links.
- ✚ Use strong, unique passwords for your accounts and enable two-factor authentication whenever possible.
- ✚ Exercise caution with unsolicited messages and phone calls. Never share sensitive information through unsecured channels.
- ✚ Regularly update your software and antivirus programs to protect against the latest cyber threats. Stay vigilant and informed to keep your digital life secure.

If you receive a suspicious email, text message, or phone call regarding your Delgado account, please report it to the Office of Information Technology for further investigation at [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu).

## 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**.

## 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.

## How do I access the online Help Desk webpage for tech support?

- ✚ Go to [www.dcc.edu](http://www.dcc.edu).
- ✚ Scroll down the page to **Online Services** and click on **OIT Helpdesk**.
- ✚ On this webpage, you'll find:
  - Self-help instructions
  - Internet safety tips
  - Information on how to reach Help Desk staff during business hours

## 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**.
- ✚ 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), 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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### How do I update the phone number on my Delgado email account to verify my identity?

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](mailto:dcchelpdesk@dcc.edu) for further instructions.

### Adobe Creative Cloud for Students

Students can access Adobe software in designated academic computer labs. If you are enrolled in business or technology courses, ask your instructor or contact the Schools of Business or STEM to find out if you are eligible for a free license to use for your coursework.

For a discounted rate, students can purchase the software: [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 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 download the latest version of Office.

### Microsoft OneDrive

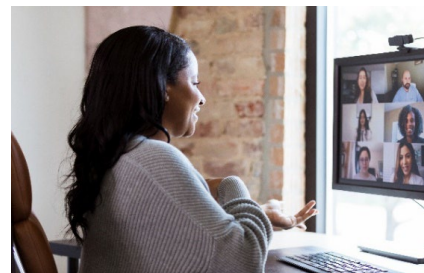
If you are not currently saving your school files and data to Microsoft OneDrive, OIT strongly recommends that you do so. Files stored on your computer's local hard drive (such as the C: drive), on flash drives, or on other external storage media are not backed up by OIT. As a result, there is no guarantee that data stored in these locations can be recovered in the event of hardware failure, loss, theft, or malware infection.

- ✚ Learn how to [get started](#) with Microsoft OneDrive
- ✚ Get [online training and quick start](#)

### 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



### 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 or contact the OIT Helpdesk via email [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu) or by phone (504) 671-5500