

Student Orientation Welcome Package

Information Technology
Department



Cambridge
College

Dear Cambridge College Student:

The Cambridge College Department of Information Technology is ready to help you during your program of studies at Cambridge College. Below is a list of IT resources that will help you while pursuing your studies at Cambridge College. <https://www.cambridgecollege.edu/it-new-students>

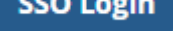
MyCC

MyCC is our online learning management system. Students will use it to access their course history, transcripts, student accounts, online library, online bookstore, online evaluation, and much more. You can check out this [MyCC Overview](#) video for more information. During your admissions process, you should have received your student ID. Please navigate to MyCC at the website below and log in using your credentials to confirm your ability to successfully navigate to the site. If you experience any problems with MyCC prior to, or during your time with Cambridge College please contact the IT helpdesk (See Below).

If you have forgotten your student ID number, please contact the Registrar's Office by phone at 617-873-0101 or email at Registrar@cambridgecollege.edu.

MyCC website: <https://mycc.cambridgecollege.edu>



Click on the SSO Login  button. This will bring up a new login window for SSO. This SSO window will look similar to the below screenshot.

Cambridge College

Sign in to continue.

Please sign in using Network Login account which is same as your login to your Computer at CC. MyCC credentials will be phased out gradually.

Please select proper authentication method from the drop down menu below

Computer/Network_Login

Username

Network Login (FirstName.LastName only no Numbers)

Password

Network Password

Sign in

[Problems signing in?](#)

By using this site you agree to us setting cookies. Please see our [privacy and cookie information](#).
if you need help, please call help desk at 617 873 0159 visit: <https://www.cambridgecollege.edu/it-support/single-sign-ss0> visit: [Forgot Password?](#)

Please use your **Network Login** credentials to sign in. These are the same credentials for logging into the computers on Campus. If for some reason you do not know that or have difficulty with the SSO, please continue to read the troubleshooting section below.

Troubleshooting:

Your UserName is **not**...

It's **not** your full email address firstname.lastname99@go.cambridgecollege.edu

It's **not** just the first part of your email with numbers like **firstname.lastname99**

It's **not** your ID Number **123456**

Your UserName is **(firstname(dot)lastname)**.

Your initial password is your student ID preceded by two (2) zeros or as many zeros needed to make 8 characters. (00123456)

Here are your standards for the Network Login:

Cambridge College Network Login

Your Cambridge College Network Login user name and password are used to access services, such as the wireless network, computer lab machines, and the IT eHelpdesk and other SSO services.

When prompted, type in your Network Username **(firstname(dot)lastname)**.

Do not include any other digits that might follow your firstname "dot" lastname.
Only type the first 20 characters in the user name, including the (dot). See the example below, note how the lastname is truncated.

Your initial password is your student ID preceded by two (2) zeros or as many zeros needed to make 8 characters. **(00123456)**

If you have previously changed your network password, please use your updated password. Please do not share passwords.

Example

<i>Student Information</i>	<i>Computer/Network Login Information</i>
<i>Name: Eric Davidson-Johansson</i>	
<i>Student ID: 123456</i>	<i>Username: eric.davidson-johans</i>
<i>Email: eric.davidson-johansson56@go.cambridgecollege.edu</i>	<i>Password: 00123456</i>

Cambridge College Network Password Reset Portal

You may change your network password by logging onto any lab computer and pressing CTRL+ALT+Delete and selecting "Change Password".

Or

You may also visit the Cambridge College Network Password Reset Portal and [change](#) or [reset](#) the password through that [process](#). See below on how to use this website.

Student Emails

The Cambridge College email system for students and faculty is called "GO". Go is administered through Google. Google services are identical to their Google Apps product and are widely used throughout the higher education community. See the IT Support page at <https://www.cambridgecollege.edu/it-support> for more information on your Cambridge College issued email.

Logging into your Cambridge College GO Email (CC Gmail) Navigate to:

www.cambridgecollege.edu/email

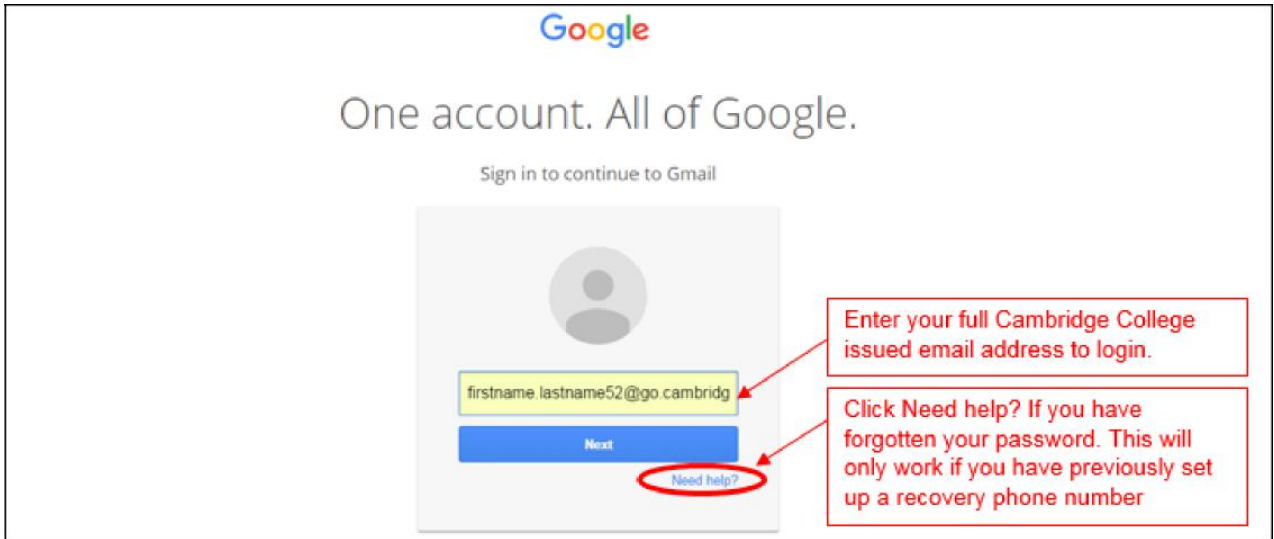
Type in your Cambridge College issued email address and password:

Your email address is your firstname.lastname+last two digits of student ID@go.cambridgecollege.edu.
Your password is your student ID preceded by two (2) zeros or as many zeros needed to make 8 characters.

Example

Student Information	Email Login Information
Name: Eric Davidson-Johansson Student ID: 123456 Email: eric.davidson-johansson56@go.cambridgecollege.edu	Username: eric.davidson-johansson56@go.cambridgecollege.edu Password: 00123456

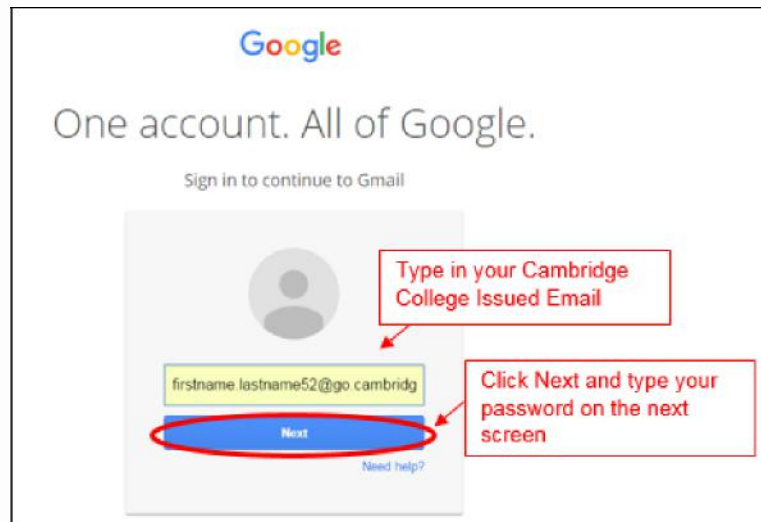
Student Email Homepage



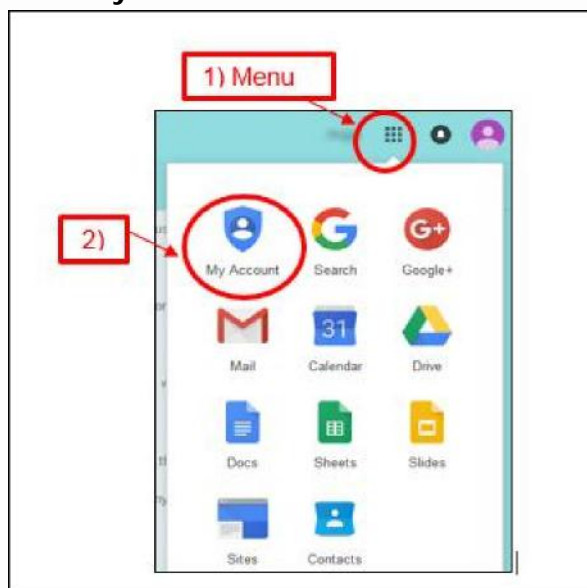
Changing your Cambridge College GO Email (CC Gmail) Password and Setting up a Recovery Phone number

We recommend for you to change your CC Gmail password once you have successfully logged in. To change your password, log into your "GO" email account and navigate to Account>Security>Password>Change password.

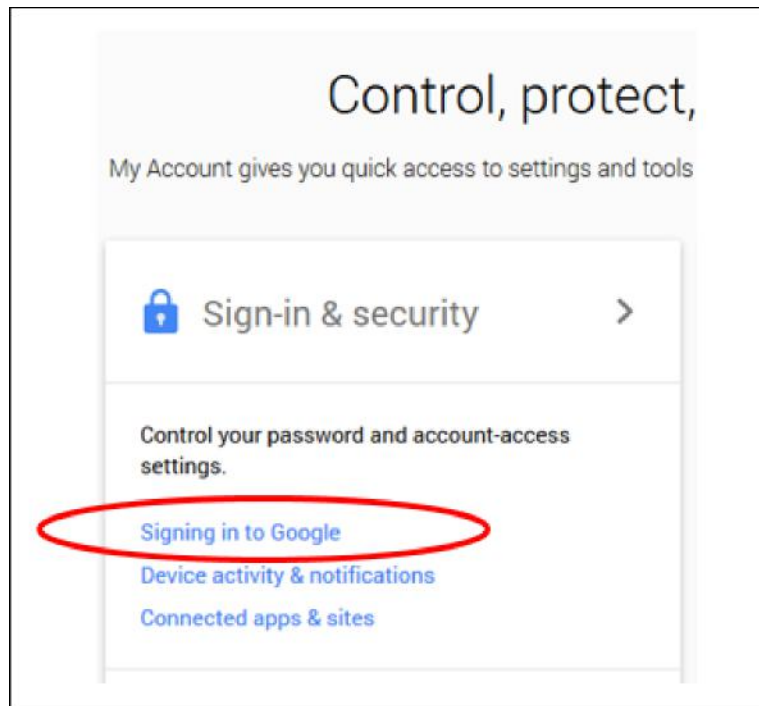
1. To change or update your Cambridge College Gmail password, navigate to the Cambridge College Gmail login page (www.cambridgecollege.edu/email), and use your complete email address and password to log in.



2. Once logged in, navigate to the upper left-hand corner of the email landing page, select the **menu items** and click on **My Account**



Under **Sign-in and Security**, select **Signing in to Google**



3. Select **Password and Sign-in method** to change your password. You may also select **Account recovery options** to set a recovery phone number.

Signing in to Google

Control your password and account access, along with backup options if you get locked out of your account.

Make sure you choose a strong password

A strong password contains a mix of numbers, letters, and symbols. It is hard to guess, does not resemble a real word, and is only used for this account.

Select this option to change your password

Password & sign-in method

Your password protects your account. You can also add a second layer of protection with 2-Step Verification, which sends a single-use code to your phone for you to enter when you sign in. So even if somebody manages to steal your password, it is not enough to get into your account.

Note: To change these settings, you will need to confirm your password.

Password

Last changed: 1 hour ago



Select this option to set a recovery phone number

Account recovery options

If you forget your password or cannot access your account, we will use this information to help you get back in.

Recovery phone

(811) 481-1234



Note: The IT Department at Cambridge College recommends you set a password at least 8 characters in length, with both upper case and lower case letters, containing at least one number and one symbol for strength.

Cambridge College Network

Your Cambridge College Network user name and password is also used to access services such as the wireless network (Wi-Fi SSID – “Cambridge College Secure”), computer lab machines, and the IT eHelpdesk. It will be sent to the personal email you provided during the admissions process. You will receive this email when you first register for courses.

Your username is your (firstname(dot)lastname)

Please note: Only type the first 20 characters in the user name, including the (dot).

Your password is your student ID preceded by two (2) zeros or as many zeros needed to make 8 characters.

Example

<i>Student Information</i>	<i>Wireless/Computer/Library Login Information</i>
<i>Name: Eric Davidson-Johansson</i>	<i>Username: eric.davidson-johans</i>
<i>Student ID: 123456</i>	<i>Password: 00123456</i>
<i>Email: eric.davidson-johansson56@go.cambridgecollege.edu</i>	

You may change your network password by logging onto any lab computer and pressing CTRL+ALT+Delete and selecting “Change Password”. You may also visit the Cambridge College Network Password Reset Portal at <https://pwd.cambridgecollege.edu>

Cambridge College Network Password Reset Portal

The screenshot shows the Cambridge College Network Password Reset Portal. At the top, the Cambridge College logo and Department of Information Technology are visible. The main heading is "Cambridge College Network Password Reset Portal". Below this, a blue box explains that the portal resets network account passwords for computer login, wireless, and Ebrary, but not G-Mail or MyCC passwords. The main content area is yellow and contains instructions: "Please read below to begin the process", "Enter your old password and choose a new one. Forgot your password? Email a password reset link", and "Your password must conform to the following constraints: Minimum length: 8, Minimum number of uppercase characters: 1, Minimum number of digits: 1, Forbidden characters: @%, Your new password may not be the same as your old password". Below this is a "Username" field with the instruction "(firstname lastname) First 20 characters only". At the bottom, there are four input fields: "Username", "Old password", "New password", and "Confirm". Two red callout boxes provide additional instructions: one points to the "Forgot your password?" link, stating "Click the link if you have forgotten your Cambridge College Network password. You will be emailed a new password. Please note: This will only work with your Cambridge College issued Gmail account", and another points to the "New password" field, stating "Use this area to change your Cambridge College Network password".

IT Help Desk

IT Assistance is available from a number of sources. You may submit a support request by simply sending an email to helpdesk@cambridgecollege.edu and this will automatically create a ticket for you.

Telephone:	617-873-0159 or 1-800-877-4723 ext. 1159
eHelpdesk Request System:	http://helpdesk.cambridgecollege.edu
Email:	Helpdesk@cambridgecollege.edu
Walk-In:	Please refer to your site's campus information for times and dates when these services are available.

On-Campus Printing

The college now has a centrally managed printing system. Our Ricoh multifunction copiers are located in or near most computer labs and serve as copier, scanner, and printer. All students receive a 200-page, or \$20 print quota for free per semester. There is a \$.10 (10 cent) charge for each black and white page.

All lab computers have 'FollowYou' printing enabled; meaning items printed can be retrieved from any networked printer in the building. For help setting up your student ID for printing, please contact the Helpdesk or visit. <https://www.cambridgecollege.edu/it-new-students/new-printing-system>



To add more funds to your account follow the process described here.

<https://www.cambridgecollege.edu/it-new-students/printing-system-add-money>

Navigating the Cambridge College Website

The following is a list of useful links on the Cambridge College Website:

- Cambridge College Home Page: <http://www.cambridgecollege.edu> - Visit this page for all news and events
- Financial Aid: <http://cambridgecollege.edu/financial-aid>
- Information Technology: <http://www.cambridgecollege.edu/information-technology>
- Cambridge College Online Library: <https://www.cambridgecollege.edu/resources/library-services>
- About the College: <http://www.cambridgecollege.edu/about>
- Contact Information: <http://www.cambridgecollege.edu/about/contact>

We hope you find this information helpful.

Sincerely,

Cambridge College Information Technology Department
500 Rutherford Ave
Boston, MA 02129
Telephone: 617-873-0159 or 1-800-877-4723 ext. 1159
Online Help Desk: <http://helpdesk.cambridgecollege.edu>